



Overall Satisfaction with NHSBT

Key Insights

- Record high response rate of 72%.
- 73% of customers are highly satisfied with the overall NHSBT service.
- Hospital Services are proactive & helpful, with strong communication and support provided .
- Drivers are friendly, professional and provide a positive overall service.
- Expert RCI support is valued, particularly for complex cases and specialist advice.
- Customer support is accessible and helpful in response to enquires.

Component Availability 9.0	Hospital Services 9.2	Online Blood Ordering System 9.3	Component Range, Specification & Quality 9.3
Delivery Services 9.0	Red Cell Immunohaematology 8.4	Molecular Diagnostics 8.8	Histocompatibility and Immunogenetics 9.0
Customer Service Support 9.3	Clinical Support 9.3	Blood Stocks Management Scheme 9.2	Easy to do Business with 8.9

* Scores are out of 10 with 9 and 10 being highly satisfied. Scores shown are an average of all respondents.