

# Keeping Our Promises

This year we have worked with a group of our customers and the Customer Panel to find out how we are doing when it comes to looking after our customers.

We agreed 10 key priorities for customers that the Trust should monitor and report back on, these are detailed below. We are working to report on the final 3 measures and reviewing all levels of performance reported.

Promises	April – June 2009	July – September 2009
All Staff to carry identity badges	85%	87.7%
Respond to all queries within an agreed timescale	83%	79.3%
Aim to get things right first time	74%	65.2%
Access to information, willing to listen and give full attention	81.5%	76.4%
All correspondence from the Trust to be clear and easy to understand, using plain language and avoiding jargon	A one week sample of all letters will be reviewed by the Trusts readers panel to ensure they are clear.	
Mutual respect between staff and customers	110 Complaints	111 Complaints
Keeping the customer informed and agreeing what will be done	84.5%	79.7%
Confidentiality maintained in interviews, correspondence and in relation to personal information	A one week sample of people who have been into the Area Offices or had contact with key business areas in the Trust will be contacted.	
All appointments to be made and kept at a mutually convenient time	81.5%	89.2%
Home visits to be offered to customers if this is their preference or they are unable to attend the office due to illness or disability	A one week sample of people who have been into the Area Offices or had contact with key business areas in the Trust will be contacted.	

Information provided has been collected from the Annual Customer Satisfaction Survey, these provide the Trust with a wide range of information that it uses to improve the services that it provides to customers.

If you require any more information, please let us know!

Please contact:

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