



Excellence in Patient Care

Winners of the BHTA NHS DAC Patient Services Award 2017

Patient care is at the heart of everything we do and we pride ourselves on delivering a friendly and reliable service. The British Healthcare Trades Association agree, awarding Fittleworth their NHS DAC Patient Services Award for 2017.

Our dedication to customer service and patient care has been recognised by the BHTA with the presentation of the NHS DAC Patient Services Award for 2017. This is open to companies who are contracted to provide NHS services and who can demonstrate customer service excellence.

The award required feedback from Healthcare Professionals and patients on the standard of service provided to them by BHTA Dispensing Appliance Contractor section members. The judges noted the extensive and positive feedback received and the in-depth training of the Fittleworth team.

Our Clinical Respect promise is putting clients and healthcare professionals above all else, we build this into our ethos through the Fittleworth Way and our six training Academies covering Business Understanding, Operations, Customer Service, Drivers, Sales and Management. Each comprises bite-sized modules providing staff all they need to be effective in their jobs.



Putting customers first and ensuring that their needs are looked after is at the heart of Fittleworth; winning the award demonstrates that you can be confident that your patients will be well looked after at Fittleworth.

WINNERS NHS DAC PATIENT SERVICES AWARD

Demonstrating how we are rated by the nurses and patients using our service:

Community Pharmacy Patient Questionnaire

- 94% found it very easy to contact Customer Service
- 91% found staff to be polite and took time to understand their needs
- 96% felt the staff and quality of service was good to excellent

Customer Survey

- 99% who used the phone to place an order found our staff had sufficient knowledge to assist them
- 99% said their call waiting time was acceptable
- 98% were satisfied or very satisfied with their overall experience

Specialist NHS Nurse Survey

- 98% agreed the friendly and helpful advisors were an important reason for recommending Fittleworth