

Our customers

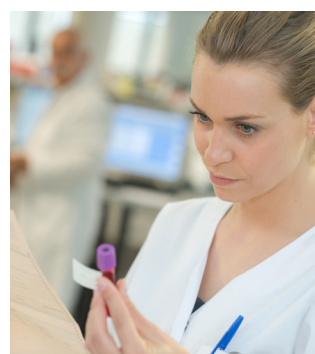


As we continue to deliver significant improvements across the NHS estate, patients and our NHS colleagues remain first and foremost our top priority.

The way we operate as an organisation has a direct impact on the patients they care for, so it is imperative that we work together with our customers to support their needs and to deliver an NHS estate that is fit for purpose.

Over the past few years, we have focused on developing a best-in-class customer service function and utilising customer feedback and insight to shape our services. Our customers are at the heart of everything we do, and we are constantly working to meet and anticipate customer needs, so we are seen as a trusted partner.

A key element of our strategy over the next year is to build even stronger relationships with our customers and work together with them to ensure that we are supporting them in the best way possible.



Re-aligning our regions

In April 2020, we re-aligned our eight zones into the seven regions to match NHS England and Improvement (NHSE&I). These changes are being made to ensure that we're better aligned with the NHS, adapting to support its structure and transform our regional reporting.

Aligned reporting will allow direct comparisons and analysis with our partners in other NHS organisations, enabling us to identify areas where we can further improve and better support our customers.

In addition to the regional re-alignment, we have introduced a Regional Partnership Director in each region. These Directors manage our relationship strategy with the new NHSE&I Regional Directors and Integrated Care Systems (ICSs), helping us to better understand their needs, challenges and opportunities. With this perspective they will take a key role in the optimisation of the estate in their region, and co-ordinate wider NHSPS teams to support on estate strategies for our customers and project delivery.

Key achievements

This year, we have:



Created **7 new Regional Partnership Director** roles to enable closer relationships with NHS England and Improvement



Aligned our **13 core business systems** to the new regions

Improve our billing

Going into this year, billing was one of the biggest areas where we needed to improve. We had to change our approach to the billing cycle and understand what was needed to ensure that it aligned with our customers' planning and budgeting processes.

In July 2019, we launched a new annual initiative to proactively engage with our customers regarding their Annual Charging Schedules (ACS). We engaged with our customers to discuss the charges outlined in their ACS for the financial year and to gain useful insight on how to improve our billing processes. The process has helped us to drive more accurate billing and build stronger relationships with our customers.

Feedback received from our customers during this process showed that they wanted their ACSs and year-end reconciliation/true-up earlier in the financial year to better align with their budgeting and planning. As a result, we adapted our production timescales to deliver ACSs to customers before the beginning of the financial year and 2018/19 true-up/year-end reconciliation in Q3 2019.

We're aiming to improve this even further with a goal of delivering true-up/year-end reconciliation for 2019/20 in Q2 2020.

While we believe we have made steps in the right direction, we acknowledge we are still on a journey and there is a way to go. We need to work with customers to continue to build their trust and continue the improvements to our billing services by working together with them.

Key achievements

This year, we have:



Contacted **85%** of our customers to discuss the charges outlined in their ACS for the financial year



Reset the billing cycle to meet customer needs and driven improvements in accuracy



Delivered ACSs to **92%** of our customers before the beginning of the new financial year



Building a better customer experience

Following the successful implementation of our Customer Support Centre (CSC) in 2017, we gained a significantly deeper understanding of our customers. Over the past year we've continued to focus on improving our customer service and making it easier for our customers to get in touch with us.

Customer feedback is critical to helping us deliver a positive customer experience and helps us to continuously improve how we operate. We conduct surveys at nine customer touchpoints and in 2019/20, we received 4,367 survey responses.

Customer feedback:

"I was contacted personally by one of the management as well as being updated by the system by email in regard to the progress. My query was resolved in no time and the staff were exceedingly polite."

"Fast, professional and courteous. Didn't get a resolution but fully understand where and what next. Got an email with a case number by email so all good."

Key achievements

This year, we have:



Responded to **90%** of customer queries within **10 days**



Reached a customer satisfaction score of **8.07 out of 10**, our highest so far



Been shortlisted for **4 awards** and received a **Gold Award** at the UK Complaint Handling Awards for our FM Helpdesk transformation

Case study: Consolidating four FM helpdesks into one

After consolidating 161 different helpdesks into four after NHSPS was formed in 2013, in 2018 we looked to improve our facilities management services further.

We had four regional facilities management helpdesks - in London, Manchester, Wolverhampton, and Tyne & Wear - which was the root cause of significant inconsistencies in management and operational processes, and consequently a poor customer experience.

When developing our strategy, we reviewed industry best practice as well as considering the problems we were facing with our regional helpdesks. It was clear to us that a single, centrally managed helpdesk was the obvious solution to get complete oversight in order to fix the numerous control issues and ultimately improve customer experience.

The overall aim of the new FM Helpdesk was to make our customers' lives easier - they're already exceptionally busy people - and a need to be able to care for patients in fit-for-purpose environments.

In having one central FM Helpdesk in Stockport, our customers are receiving a high standard

of customer service that is now monitored for quality and consistency, with all customer contact following one central set of consistent processes to ensure jobs are logged and executed swiftly. A central location has enabled improved handover between out of hours and in hours helpdesk shifts, which in turn has meant priority issues have been well managed on behalf of the customer.

In 2019, we consolidated the four regional numbers into one central number which is free for customers to call 24/7/365. Asking all customers to use one number will ensure they receive a more reliable, consistent service as we have stronger telephony network resilience and better business continuity.

Customer feedback:

"Every time I call for support, I am always greeted by a friendly member of your team who always seem happy to help with any issues."

"Very helpful person on the Helpdesk and someone came to carry out the work the same day. Then I had a call back to check if it has been done. Very satisfied with the service."



For more information, get in touch



www.property.nhs.uk



customer.service@property.nhs.uk



0800 085 3015 (freephone)
Open 24/7

Facilities Management (FM) Helpdesk

To log an urgent job which requires immediate resolution at any time of the day:



0808 196 2045 (freephone)
Open 24/7

To report a non-urgent or routine FM issue:



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