

Annual Customer Feedback Report

2024/25



A message from our Chief Customer Officer



Reflecting on the year with...

Jackie Ducker, Chief Customer Officer

Everything we do at NHS Property Services is driven by our customers and the goal of enabling excellent care. This year, we've made strong progress—not just in transforming the estate, but in how we support those who rely on us.

Thanks to your feedback, we've improved the things that matter most. Our latest surveys show we're more responsive, efficient, and easier to work with. More customers than ever would recommend us, and we're working closely across the country to deliver estate strategies and vital services.

We know your time is precious and when you need us it's important, so our dedicated team in

Stockport answer 92% of your calls **within 20 seconds**, making sure you get the support you need day and night, every day of the year.

We've enhanced **Connect, our self-service portal**, making it easier to log jobs, download certificates, and get support. This led to a **57% rise** in non-urgent requests via self-service, helping you access support 24/7.

We're proud to have **achieved 100% of our performance targets** across our three strategic pillars: **Better Estate, Brilliant Service, and Unlocking Value**. Through initiatives like Healthy Places and Open Space, we've **positively impacted over 3 million patients**.

Your feedback is invaluable. We received **over 8,500 survey responses** this year, helping us improve satisfaction measures: **8.6/10 for patient satisfaction in our properties, 9/10 for day-to-day transactions and frontline services**, and where it comes to perception of overall satisfaction,

measured annually, you rate us **7.3/10**.

We know the NHS estate is vital to care delivery. That's why we're committed to being more than just a service provider—we want to be a **trusted partner**—one that listens, responds, and works with you to create safe, efficient, and welcoming spaces.

Thank you for your trust, feedback, and partnership. We're proud of what we've achieved together and remain focused on delivering value, supporting your priorities and giving a great experience every time.

A handwritten signature in black ink that reads "Jackie Ducker".

Key achievements that matter to you



We've continued resolving your issues **on time**



8,337

queries/incidents resolved,
92% being within our agreed
timeframe (10 working days).



432,329

work orders fixed with **96%**
attended and **98% fixed**
within our agreed timeframes.

We've improved our response rates, **so you don't have to wait as long**



92%

calls answered within
20 seconds.



93,544

calls taken by our **customer**
helpdesk.



100%

queries acknowledged within
24 hours.



The call handler was SOOO helpful, she absolutely went above and beyond in helping to get to the bottom of a job that was logged in October by a colleague of mine. So patient and polite."

[Rose Starkey - FM Helpdesk \(10/10\)](#)



From our first conversation, it was clear that she was committed to helping me, demonstrating both sincerity and professionalism at every step. Moira not only ensured that my complaint was fully resolved but also kept me consistently updated throughout the entire process, which provided me with a great sense of reassurance."

[Moira Taylor - Complaints Handling \(10/10\)](#)

We've made it easier for you to have a self-service experience so you can **reach us at your convenience**



72%

increase in online form submissions processed through **our customer portal (Connect)**, showing the increasing importance and preference for this channel.



57%

increase in non-urgent tasks being raised through self-serve channels (Connect), allowing customers to get **better updates and more personal responses** at their fingertips.

We've continued delivering projects to help you **improve patient care**



285

construction/capital projects completed with individual projects valued between £50k and £22m.



88

Healthy places projects completed (building new health centres, refurbishing hospitals, repurposing vacant space and delivering social prescribing sites).



15

new social prescribing sites (indoor and outdoor spaces connecting people to activities, groups and support that improves health and wellbeing) opened.



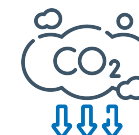
2.2m

patient consultations enabled through Open Space (we provide access to clinical and non-clinical rooms in England from partners across the NHS).



£217.3m

unlocked for the NHS.



7.7%

reduction in carbon emissions.

**As a result of these improvements,
we've seen:**

8.6/10 

Patient satisfaction score within our
properties (up from 8.5 last year).

9.0/10 

Transactional customer satisfaction
score (up from 8.8 last year).

7.3/10 

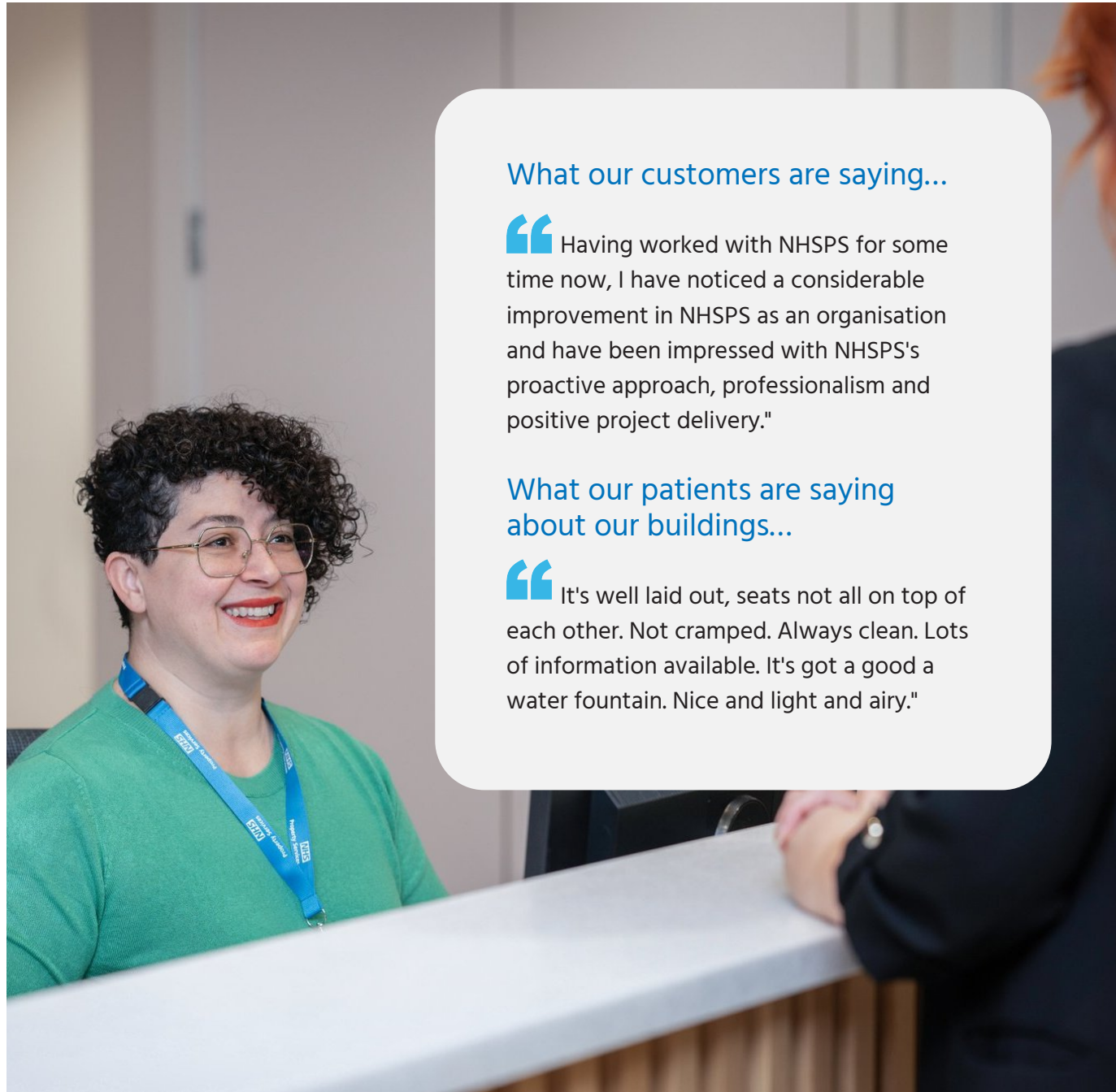
Annual customer satisfaction score

What our customers are saying...

“ Having worked with NHSPS for some time now, I have noticed a considerable improvement in NHSPS as an organisation and have been impressed with NHSPS's proactive approach, professionalism and positive project delivery."

**What our patients are saying
about our buildings...**

“ It's well laid out, seats not all on top of each other. Not cramped. Always clean. Lots of information available. It's got a good a water fountain. Nice and light and airy."



How we're continuing to improve your customer experience



What is Connect?

Connect is our self-service portal for customers to interact with NHS Property Services. It aims to provide a **smoother, faster, self-serving experience**, giving you more time to focus on providing excellent patient care.

Connect has been built with the customer at the heart of the design. It's your one-stop-shop to **log all of your non-urgent facilities management jobs, request technical compliance certificates, ask questions to our Customer Service Centre** and **tell us if something has gone wrong**. You can also track all these queries 24/7 online.

Over the past year, we've made many improvements to Connect, including enhancing the look and feel of the platform to make it easier for you to navigate. You can also now access technical compliance certificates through the portal.

Throughout 2025 and beyond, we'll continue making further improvements. We want to grow Connect's capabilities to provide you with even more information at your fingertips, saving you time and allowing you to focus on what's important—caring for your patients.

New features will include:



Viewing your billing information



Downloading occupancy, service and support guides and material.

This is a snapshot only. We'll keep you informed about future releases as and when they become available.



How Connect benefits you?



Quick response: You will receive a reference number for your job, query or complaint, giving you assurance that it's been received.



Better updates: You will be able to check the status of your job, query or complaint at any time by logging into Connect, saving you the time of checking up on it or wondering what the latest is.



More visibility: You can see what other jobs have been raised for your site.



More personal responses: If your query is related to a specific property, it will be directed to the local team who know your area, ensuring you receive a specific response.



Higher quality service: The services you receive from us will improve as we collect more data to identify trends and fix issues at the root cause.



[Learn more about Connect](#)

How we're listening to customer feedback



Helping you navigate our service offer

You said

You didn't always understand our service offer and the value we deliver.

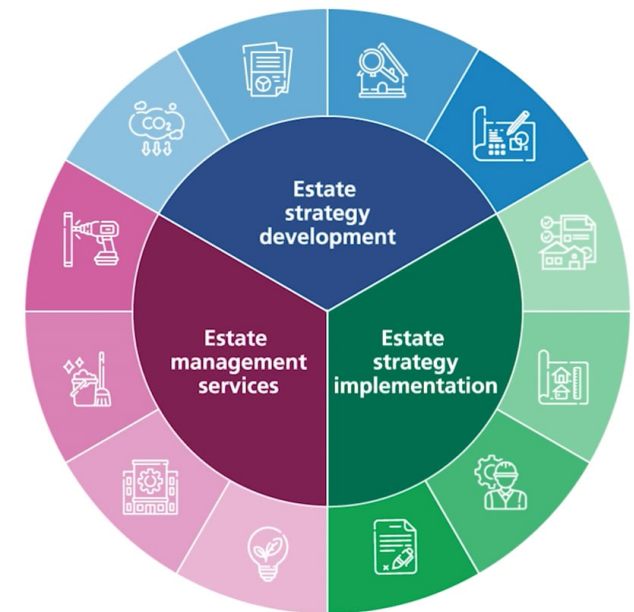
We did

Last year, we launched our new simplified service offer to help you better understand the range of services we offer and how to get the most value from them.

Since then, we've been running a series of service spotlight campaigns, focusing on one key service at a time.

As part of this, we've produced lots of helpful materials to make our services more transparent and easier to engage with. Including **videos, infographics, blogs, live webinars and a comprehensive handbook** that acts as a practical guide for you to understand the service and the value it can deliver for you.

So far, we've run spotlights on our **Lease Advisory** and **Town Planning** services and are currently shining a light on **Estate Optimisation and Space Utilisation**. You can visit each service page to explore the range of materials and learn how we can support you.



[Explore our service offer](#)

Helping you get the most out of your space

You said

You struggle to understand how space across your estate is being used.

We did

We launched our new **NHS Estate Optimisation Guide** to provide you with a simple framework for assessing and adapting NHS spaces.

Inside you'll find step-by-step guidance and expert insights on:

1. Setting yourself up for success.
2. Assessing space demand and property supply.
3. Understanding your estate through utilisation monitoring.
4. Assessing the data to review your options.

NHS
Property Services



NHS Estate Optimisation Guide
How to get the most out of
your healthcare spaces

[Download guide](#)

Helping you get the most out of your space

You said

You struggle to understand how space across your estate is being used.

We did

We're hosting a two-part webinar series to help you unlock your estate's true potential. In these webinars, we're sharing real stories showcasing how NHS organisations are transforming their estates to **deliver better care, smarter working, and stronger communities**.

We've also launched a new handbook to help you better understand our estate optimisation service and how it can help you.

[Explore Part 2](#)

You said

It's not clear how NSHPS are reducing unused or void space.

We did

We helped ICBs return over **27,000 sqm** of unused space in 24/25, saving them over **£6m**. So far, in 25/26, we've already saved another **£3m** and re-let or sold **12,500 sqm** of void space. We're planning to market over **10,000+ sqm** more of vacant space this year.



[Watch Part 1](#)



[Read handbook](#)

Improving our billing process

You said

Our billing documentation could be improved to be simpler, consistent and easier to understand.

We did

We've updated our billing documents to use consistent formatting and language throughout, and to display information more clearly. We've also added commentary boxes to explain any changes to your bills. All our billing documentation now meets the appropriate industry standard, is robust, transparent and easier to understand. We're aware of and actively working on improving other aspects of our billing process, as well as continuously improving the documentation.

You said

We should have more proactive conversations about tackling GP debt (complaint from an ICB).

We did

We set up a dedicated monthly forum for the ICB finance, estates and primary care commissioning leads to regularly engage with our cross functional team. As a result of regular partnership working with the ICB and GPs to discuss historic debt and affordability, 21 out of 22 GPs have now set up direct payments.



Working more in collaboration with you

You said

You want more formal and regular engagement to talk about NHS Open Space bookings, finances, new opportunities and other key topics.

We did

We introduced Customer Account Management (CAM) as a core part of how we work. Around 30 customers now have regular meetings – monthly, quarterly or twice a year – based on what suits them best. These meetings have helped us improve our relationship with customers, resolve issues faster, and share new opportunities. Feedback has been really positive, with many customers appreciating the proactive and personalised communication.

You said

You want more joined-up conversations for better communication and collaboration.

We did

Where suitable, we're combining operational and strategic meetings with our customers into a single format with a customer-led agenda. Feedback has shown this approach saves time by reducing the number of separate meetings and improves collaboration by aligning decision making.

You said

You want us to be more proactive in helping primary care to optimise investment opportunities.

We did

We established a dedicated monthly forum for ICB finance, estates and primary care commissioning leads to work in partnership with our cross functional team. During these meetings, we focus on identifying opportunities, aligning priorities and increasing investment in primary care.

Helping you with estate and compliance challenges

You said

GPs within your ICB (those in non NHSPS buildings) need support when negotiating lease renewals and other lease events with landlords.

We did

We partnered with the ICB to offer lease advisory support to all GP practices in the ICB. This led to more investment in buildings, more flexible terms and lower rents.



“ The lease advisory team have been an excellent support to our practice in our lease negotiations. The process may have felt overwhelming for the partners had we not had this input as the negotiations have not been straight forward. Lease negotiations are a specialist area. They are in the unique position of understanding the practice position and the ICB position which is also important. I hope this support continues for practices in the future.”

You said

You need support with maintaining GP compliance in non-NHSPS buildings, within your ICB.

We did

We supported a pilot project to review a sample list of GP properties for proof of concept. This pilot has now resulted in us supporting the same piece of work for 200+ GP practices across the ICB. Planning for the work has now begun, with official launch in September of an 18-month project working in partnership with the ICB.

Helping you with estate and compliance challenges

You said

Sometimes work orders are marked as 'completed' when there is still work outstanding.

We did

We've reminded our teams to ensure all work is fully completed before closing a job. We've also reinforced the importance of following the correct process to help prevent this from happening again. Since this, we've seen fewer instances of this issue and remain committed to getting it right every time.

“The job was completed very quickly, and the work was carried out efficiently and to a high standard. Kevin Dennis who carried out the work always does any jobs to the best of his ability and takes pride in his work which means that we are always pleased with the outcome. He is respectful when working in the surgery and will communicate directly with us when necessary.”

Kevin Dennis (Maintenance Operative) - FM Job Closure (10/10)



Helping you with estate and compliance challenges

You said

The estates colleagues at our ICB would like some training support on topics to broaden their knowledge.

We did

We held a training session with eight ICB customers with some theory and lots of practice using real examples of investment appraisals relevant to the ICB. Feedback from the team included:

“ Really clear presentation - well paced. Made a complex subject accessible.”

“ All really informative and enjoyed the presenter's way of delivering the training.”

“ Really enjoyed the training and thought it was incredibly well delivered. You can tell when someone really likes their subject and wants to share it!! Thank you.”



We did

Building on this positive training experience, our Town Planning and Capital Projects teams will run two subsequent training sessions with the ICB. These will focus on building regulation compliance and understanding the planning process for residential developments.

How we capture customer feedback

Annual perception surveys / Interviews

Since 2021 we have conducted annual surveys with our customers to better understand their experience and inform our improvement plans. We reach out to customers once a year to ask them (among other things) how satisfied they are with us, how likely are to recommend us and how easy it is to work with us.

Patient Interviews

We collect patient feedback to make sure our buildings are fit for purpose and support the NHS to deliver excellent patient care. We work with an independent agency to ask patients about their experience as they leave our buildings.

Last year, we stopped surveying at sites with consistently high scores and added some new sites to better understand our patient experience and focus on areas needing improvement. We'll continue the annual patient interviews to track progress and ensure our buildings remain welcoming, effective, and fit for purpose.

Transactional Customer Satisfaction (CSAT)

We survey customers after they've had an interaction with us (called our helpdesks, had a case/work order completed, used NHS Open Space or finished a project) and this provides our transactional feedback score.

Overall, we received 2,204 survey responses from patients and 6,343 responses from customers. Your feedback is important to us, and we're taking it seriously to drive improvements.



Thank you for reading

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