



Property Services

ANNUAL CUSTOMER FEEDBACK REPORT 2021/22



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Introduction

Customers are at the heart of everything we do and over the past few years, we have worked hard to redesign and improve our customer feedback programme. We want to ensure that we gather feedback across all elements of the services we provide, hearing from colleagues, customers and our end users, patients. This feedback is critical to helping us understand how we can best support our customers and what we can do to improve their experiences with us.

This report shares information and analysis about the experiences our customers have had with us over the past year and at NHS Property Services (NHSPS), we are committed to listening to our customers and doing everything we can to enable them to focus on delivering excellent patient care. We have actively encouraged respondents to give more feedback and, as a result, we have seen an increase in responses from 3,085 customers in 2020/21 to 4,002 in 2021/22. In addition, we introduced patient interviews outside a number of properties so we could evaluate the

impact we were having on the end users of our services.

Despite another challenging year as we worked to support customers during the COVID-19 pandemic, we saw strong customer satisfaction (CSAT) scores across almost all areas of our business. Our overall transactional CSAT score was 8.7/10, which is slightly lower than last year's score of 8.9/10. However, it's still a high score and we're pleased to have maintained this over the past year.

We also conduct a more generic survey each year with all customers (even those that don't interact with us regularly). Our annual customer feedback survey CSAT was 6.2/10 - whilst this is an improvement on our previous score of 5.1/10, we still have work to do to improve this further.

We were delighted to launch Connect, our new online portal in March 2021, which was developed in response to customer feedback. The new portal enables customers to log facilities management requests, ask questions and tell us if something has gone wrong - all in one place. Not only will this enable us to provide a higher quality service to customers, but we'll also be able to gather more customer feedback through the portal.

The feedback we received this year highlighted some key areas for improvement, from better communication with our customers at all levels of the business, to improving our billing.

We encourage all of our customers to get in touch with us if they have feedback to share, good or bad, as that's what helps us to improve. You can reach out to our Customer Support Centre on **0800 085 3015** or customer.service@property.nhs.uk if you have something to share with us, whether it's a suggestion, a compliment or a complaint.

Deborah Prince

Director of Customer Services and Communications

About NHS Property Services





Who we are

We are part of the NHS family with 6,000 professionals supporting over 3,000 healthcare properties across England. Our purpose is to enable excellent patient care by being the best property and facilities provider to the NHS.

Our services include estate strategy and optimisation, property management, facilities management, property development and construction project management. We support millions of patients and NHS colleagues in collaboration with our 7,000 customers who range from Integrated Care Systems, health providers, charities and more.

Our culture and values seek to place our NHS colleagues and their patients, at the heart of everything we do.

Key statistics



Formed in
2013



2,755
properties



6,000
colleagues



7,000
occupiers



6,000,000
patients daily



24/7
support

Our services and solutions



Recovering from the pandemic

- Reducing waiting lists through flexible space
- Rapid repurposing and recommissioning of space
- Keeping NHS places clean, safe and compliant
- Using the estate to reduce health inequalities



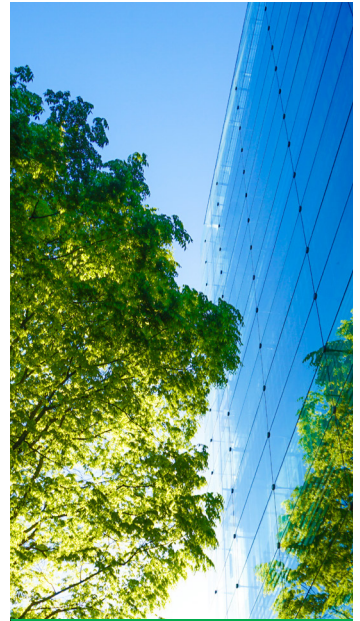
Creating Healthy Places

- Creating and refurbishing Healthy Places to reduce health inequalities
- Enabling social prescribing hubs
- Improving accessibility of NHS spaces
- Providing flexible, bookable space



Transforming the NHS estate

- Creating estate strategies for integrated care
- Delivering value for money
- Expert advice on analysing estates and facilities data
- Enabling smarter working
- Local and national experts



Delivering sustainable estates

- Strategies to achieve Net Zero Carbon
- Greener NHS through energy and environment support
- Measuring and analysing sustainability data
- Achieving value for money through sustainable FM and estates



Over 6,000 colleagues



Safely operating 3,000 buildings



Digital and data-enabled estates



Investing in the NHS



Estate strategy and optimisation

- Stakeholder engagement
- Property benchmarking
- Estate optimisation and strategy
- Vacation planning
- Smarter, flexible offices
- Business case planning
- Financial analysis and reporting



Soft facilities management

- Cleaning
- Catering
- Linen and laundry
- Reception
- Security services
- Waste management
- Portering
- Grounds maintenance



Town planning

- Local plan representations nationally
- Brownfield and greenbelt reviews
- Planning appraisals
- Pre-application, master planning and planning applications
- Section 106/CIL advice



Hard facilities management

- Building maintenance
- Technical compliance
- Mechanical and engineering systems



Improving space utilisation

- NHS Open Space
- Space utilisation studies
- Sessional space management
- Vacant space management
- Rapid recommissioning of space



Property disposal management

- Property marketing strategy
- Property due diligence
- Sales process
- Bid analysis/selection
- Transaction negotiations
- Contractual completion
- Housing delivery support



Energy and environment

- Data and reporting
- Strategy, compliance and processes
- Efficiency engagement, projects and supply
- Environment protection
- Waste management compliance



Property management

- Lease negotiations and events
- Rent reviews
- Rates management and rating appeals



Construction project management

- Refurbishment
- Extensions
- New builds



Property development

- Delivery of new health infrastructure and value release
- Feasibility and options analysis
- Legal and technical due diligence
- Design and planning
- Development management

Our customers

At NHSPS, we work with a wide range of organisations from across the NHS, health and care, and we are committed to putting the customer at the heart of everything we do. Our company is connected across local health economies - from your local GP providing care in the community, to large NHS Trusts, small charities and commercial providers.

All of these groups and more make up what we call our customers. They receive facilities management and/or asset management services from NHSPS and in turn, we work with them to ensure the NHS estate is fit for purpose now and for the future.

We can all be a patient at some stage of our lives. And, just as our customers are, we are committed to delivering the NHS' Long Term Plan to provide excellent patient care.

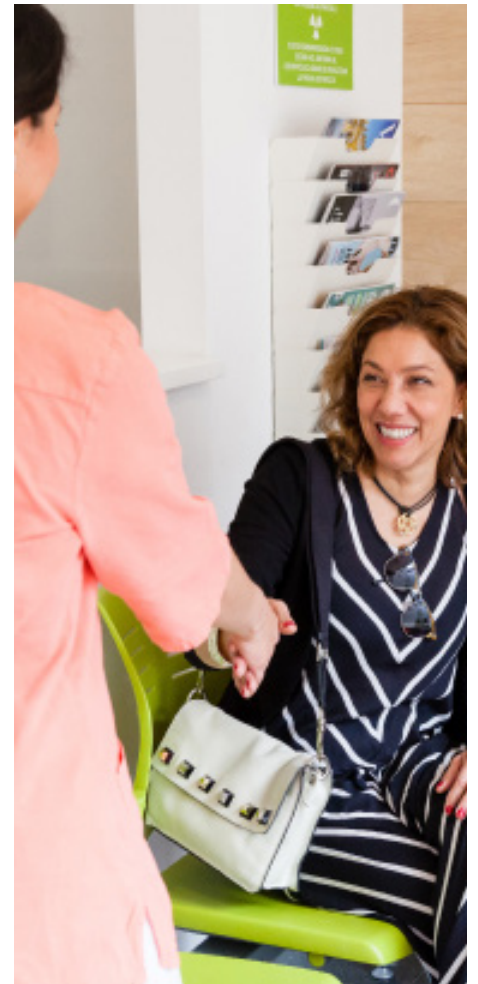
Our customers include:



**Integrated
Care Systems
(ICSS)**



**Providers
(GPs)**



**Providers
(others)**

We then have a wider range of stakeholders and influencers who use or have some interest in NHSPS buildings and services.

2021 /22 key stats



136,548

calls taken
(+2,084)



Over 90%

of calls answered
within 20 seconds
(-0.14)



35,118

online requests
sent to the FM Helpdesk
(+11,854)



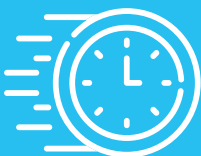
4,022

survey responses
from customers
(+937)



153,505

reactive jobs
delivered
(+18,242)



97%

of work orders resolved
within their SLAs
(+10%)



Patient
satisfaction

8.9/10

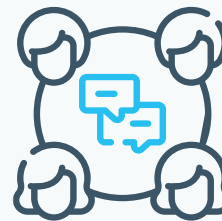
with our properties



Transactional
customer
satisfaction
score:

8.74/10

(-0.1)



Annual
customer
satisfaction

6.2/10



6,062

customer queries
resolved
(+2,986)




How we collect customer feedback

We collect customer feedback in three ways:

 **Survey**

We survey customers after they have had an interaction with us (e.g., project delivery, jobs/queries, and call handling) and this provides our transactional feedback score. The score is made up of satisfaction with work orders, query/case management, projects (construction, Portfolio Optimisation, National Office Programme) and our helpdesk performance.

 **Annually**

We also conduct an annual survey of our customers where we ask for their overall feedback and perceptions of NHSPS which provides our annual feedback score.

 **Interview**

In 2021/22, we started measuring patient satisfaction by partnering with an external agency that interview people as they exit our buildings. This provides our patient feedback score.



Our latest scores



Transactional Customer Satisfaction (CSAT)



Our transactional CSAT score declined slightly from 8.9 in 2020/21 to 8.7 in 2021/22. While we would like to see our scores consistently improve (which they have every year until now), our focus for 2021/22 was to improve the number of interactions logged on our database and almost twice as many were logged compared to 2020/21.

By encouraging more cases we increased the number of surveys sent and responses received, helping make sure that our scores are robust and reliable. It also helps us gather more feedback to help us improve further.

Annual customer survey CSAT score



We conducted an annual survey of our contacts in February/March 2022 to ask for their overall feedback and perceptions of NHSPS. Our average CSAT score was 6.2/10, a significant increase from 2020/21. We know we still have a lot of room to improve, but we're pleased we're heading in the right direction.

34% of respondents agreed that we have improved against the same time last year, which was reflected in an improved Net Promoter Score (NPS) of -35. This survey highlighted some key areas for improvement, from improved communication to better billing.

We will be repeating this exercise with some of our customers in October 2022 and with the rest of our customers in March 2023, so please do take part if you are invited.

“ What our customers say

We are given the opportunity to access the building for admin and meetings.

Staff and management amazing and very approachable. They go above and beyond to be supportive.

Nine times out of 10, the staff come out quickly to resolve our problems in the building and are friendly, helpful and explain what they have done.



Patient feedback score



We can all be a patient at some stage of our lives and it's important that we listen to patient feedback to make sure our NHS estate and our services are meeting their expectations.

In 2021/22, we started measuring patient satisfaction by partnering with an external agency that interviews people as they exit our buildings. We conducted interviews outside of 83 properties and spoke to 1661 patients. On average they rated our services 8.9/10.

In 2022/23, we'll be expanding our patient surveys further with the aim of interviewing outside of over 100 properties and also speaking to colleagues working within these properties.

“ What our patients say

The signage is good, staff are brilliant they always ask if you need help, that's the best of a local hospital.

Axminster

I feel comfortable to come here as it's easy to get to and around and feel at ease as I suffer from anxiety.

Kirkley Mill



How we're responding to customer feedback



YOU SAID...



WE DID...

Sometimes work orders are closed before the issue is resolved.

We have updated our work order management documents and rolled them out to frontline staff, reminding our teams under which circumstances a work order should be closed. We are also matching feedback to work orders and alerting the relevant Facilities Services Manager so they can follow it up with their teams.

We need one single way for customers to get all the support they need, simply and easily.

We are working to merge our Customer Support Centre and our Facilities Management Helpdesk to create a single helpdesk, making it easier for customers to access the support they need. This is supported by Connect, our new online portal which directly links to the helpdesk and enables customers to log a job, ask a question or tell us if something's gone wrong.

It can take multiple requests to resolve a complaint.

From our internal surveys and workshops around the business, we've identified that colleagues aren't always sure how to identify a complaint or how to log it. As a result, we've been running complaint handling workshops around the business to give our colleagues more guidance on managing complaints. This means they will be better equipped to deal with customer complaints and ensure they are logged properly so they can be managed by the complaints team.

Based on a 'returning services' survey to NHS Open Space respondents, our on-site teams could prepare bookable spaces in advance.

The initial survey triggered lots of helpful conversations on plans for return and any concerns customers had, so we could make sure we supported them every step of the way. It will also help us to have right capacity in the right places for services looking to return to pre-COVID-19 levels.



YOU SAID...



WE DID...

That you would like to see NHS Open Space offer more flexible work spaces (such as desks, meeting rooms, and group activity rooms) alongside our clinical rooms.

We want to make sure we're offering the right spaces in the right locations to health, wellbeing, and community services. We are taking this into consideration for future expansions and partnerships to offer maximum choice and flexibility, and make best use of our buildings.

That awareness of NHS Open Space could be improved, confirming the power of 'word of mouth' and informing future marketing campaigns.

We spoke to 237 healthcare professionals about their knowledge and experience of using Open Space, 53% of respondents had heard of it with 64% of them having used it, they rated it 8.4 out of 10. Overall respondents rated their likeliness to use NHS Open Space was 7.7 out of 10. By listening to non-customers we realised the best way to communicate about Open Space was through trusted sources such as colleagues and professional membership bodies to ensure our message reaches the right people in the right way.

You would like to be able to report issues or raise queries online and be able to track progress

We launched Connect, our new online portal which directly links to our helpdesk and enables customers to log a job, ask a question or tell us if something's gone wrong.

You had some outstanding queries and were not always fully satisfied

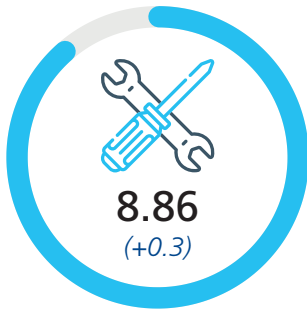
We've asked our customer service team to reach out to you if you have an outstanding query to see if they can help. Where survey respondents have given us permission to share their information, we have shared these responses with the Principal Operations Manager and tasked them with taking appropriate action.

That sometimes you had issues on the Open Space website

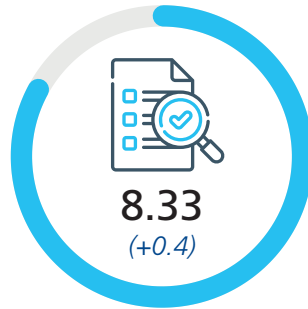
We have introduced a feedback form onto the booking confirmation e-mails, this will allow us to pick up any issues/queries.

How are the teams performing?

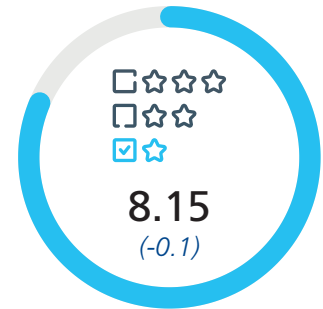
Customer satisfaction (CSAT) score (out of 10)



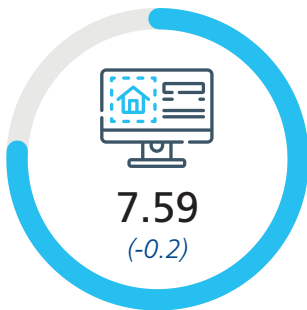
FM job closure



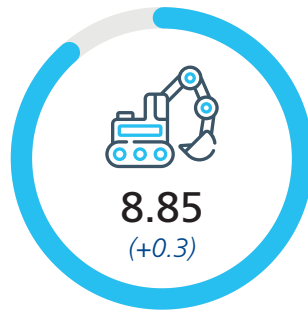
Customer case closure



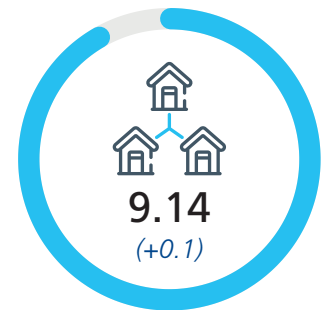
Complaints



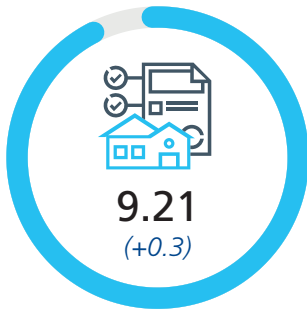
Open Space post-room booking



Construction



National Office Programme



Portfolio Optimisation Project



CSC Helpdesk

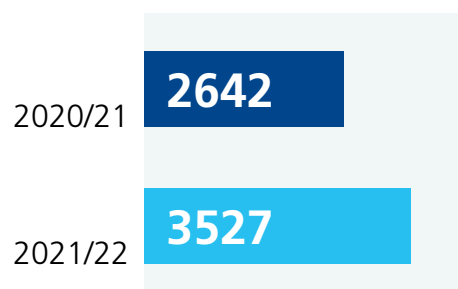


FM Helpdesk

Total



Volume of responses





Customer comments:

“ FM job closure

No improvement needed, Eddie is a fantastic member of your team he went out of his way to help to get the job done, he's a star!!

Case management

Really helpful service both when logging the call initially on the phone and then the subsequent help from Jane by email. Everyone has made the process very friendly and efficient, massive thanks to you all.

Complaints

Both Gail and Moira couldn't have been any kinder to me, listened to my concerns and kept me informed throughout dealing with the case which was resolved in less than 24 hours!!!

NHS Open Space

The whole experience from start to finish was seamless - simple, no fuss, no lengthy paperwork or contracts to fill in!

Thank you.

The meeting space was ideal for the intended use, the receptionist very friendly and helpful.



Portfolio Optimisation Team (POT)

The team have done a fabulous job finding Walthamstow Toy Library and Play Centre a new home and renovating it to a high standard for our use. Getting a local artist to work with families to create a beautiful mural to decorate the entrance was above expectations and has really given families ownership of the space. It's been incredible watching their faces when they walk in. They absolutely love it. The contact with the team before, during and after the project has been so supportive. Often with building works, things run over, it was really impressive that everything was completed on time. Thank you so much!

National Office Programme (NOP)

Working with Mark Owens and the wider team has been a pleasure. We have had a very complex building to exit from and several replacements spaces to move into, all achieving great savings. Their professionalism is second to none and nothing is ever too much trouble. thank you all!

Construction

We have been kept informed and been able to work closely with contractors on site. Discussing any issues daily. the property service team have been very supportive and understanding of the needs of our client group and have adapted or made changes where necessary. They always respond to any queries we may have, by either email or phone-call in a timely manner.

FM Helpdesk

Jo was very efficient, quickly grasped the nature of job that I was reporting and quickly and concisely took the details - Well done!

CSC helpdesk

Craig went above and beyond to try and solve my issues; he was very courteous and professional.



