



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

National Cold Chain Delivery Service

Customer Satisfaction Survey

National Immunisation Office

July 2008

Summary

The HSE National Cold Chain Delivery Service has been in operation since September 2004. The service was initially implemented on a phased basis and has been available nationally since January 2005. All vaccines provided under publicly funded immunisation programmes are now delivered from a central site to GPs, hospitals and health centres on a monthly basis under documented temperature-controlled conditions.

This service is provided by a company contracted by the HSE (United Drug Distributors) and overseen by the HSE National Vaccine Management Committee.

During the months of May and June 2008 a customer satisfaction survey was carried out to see if the service was meeting GP customer needs and to assist with further development.

A self administered questionnaire was delivered to GP customers by United Drug Distributors and returned by prepaid envelope to the HSE National Immunisation Office. There was a 65.8% response rate.

The results showed good satisfaction with the Cold Chain service. In particular communications with Cold Chain service staff was rated good/very good by 95.3% of customers, ordering services rated good/very good by 96.7%, dealing with queries rated good/very good by 91.9% and the timeliness of deliveries rated good/very good by 95.7% of customers. The service for the collection of out-of-date stock was rated good/very good by 83.5% of customers who used that service. However some customers were unaware that this service was being provided.

The overall high satisfaction ratings in all areas of the National Cold Chain Delivery Service indicate widespread customer approval. An obvious area for enhancement is an improvement in the awareness of the returns service.

Introduction

The HSE National Cold Chain Delivery Service has been in operation since September 2004. The service was initially implemented on a phased basis and has been available nationally since January 2005. All vaccines provided under publicly funded immunisation programmes are now delivered from a central site to GPs, hospitals and health centres under documented temperature controlled conditions.

This service is currently provided by a company contracted by the HSE (United Drug (UD) Distributors) and overseen by the HSE National Immunisation Office.

UD were awarded the contract for the National Cold Chain Delivery Service from January 1st 2007. The service operates from the main UD base in Tallaght with two satellite distribution sites in Ballina and Limerick. Deliveries are on a monthly basis with additional deliveries in September and October to facilitate delivery of influenza vaccine.

Aim

The aim of this survey was to determine if this service is meeting GP customer needs and to seek feedback to assist with further development and enhancement of the service. A previous study carried out in 2006 found good overall satisfaction with the then holders of the contract.

Methods

A self-administered questionnaire was delivered to 1,489 GP customers by UD as part of their monthly delivery during May and June 2008 (Appendix A). The completed questionnaires were returned in a freepost envelope to the HSE National Immunisation Office.

Results

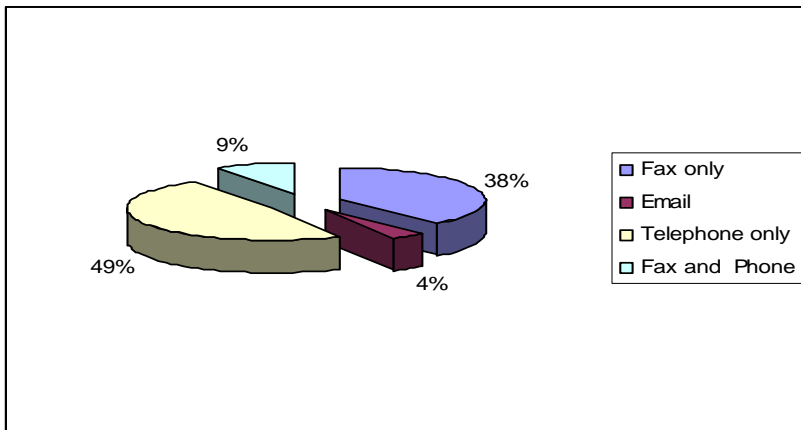
The information obtained from the questionnaires has been processed and is presented in this report. As not all questions were completed by the respondents percentages, where given, are calculated from those respondents who answered that particular question.

A total of 981 forms were returned giving a response rate of 65.8%.

1. *Placing an order*

Customers were asked how they placed an order with the Cold Chain Delivery Service. The majority placed their orders either by telephone (49.0%) or fax (38.0%). Only 4.0% used e-mail to place an order (Fig1).

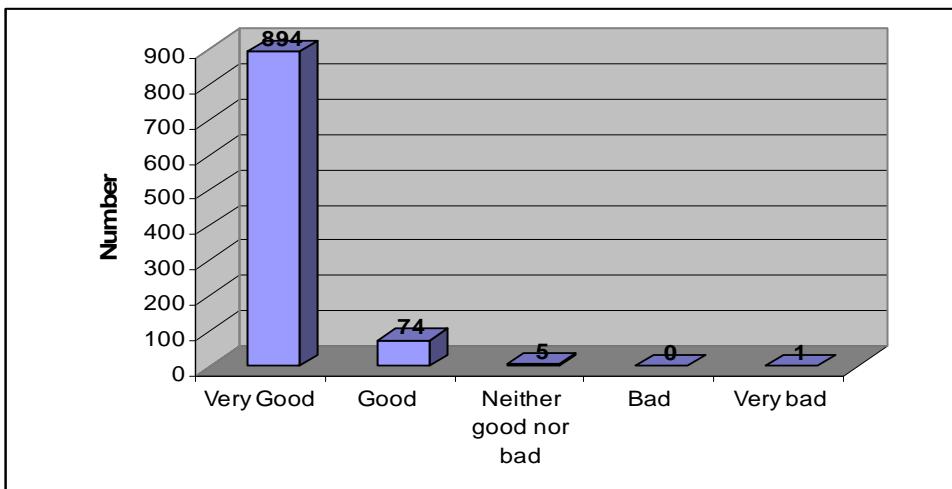
Fig1. Methods used by customers to place an order with the Cold Chain Service (N=947)



2. *Conditions of vaccines on delivery*

Customers were asked how they rated the condition of the vaccines on delivery (very good to very bad). The majority, 988 (99.3%) stated that the vaccine were in a good or very good condition on delivery (Fig 2). One customer stated that vaccines were in a poor condition on delivery and that vaccines had arrived broken.

Fig 2. Conditions of vaccines on delivery (N=974)



3. *Quality and service of the National Cold Chain Delivery Service*

Customers were asked how they rated the quality and service of the National Cold Chain Delivery Service across four different parameters- interaction with delivery staff, ordering services, dealing with problems and queries and timelines of vaccine delivery. The results are presented in Table 1.

Table 1 Quality and service of the National Cold Chain Delivery Service

	Very good/ Good		Neither good nor bad		Bad/ Very Bad		Total number of customer responses
	Number	(%)	Number	(%)	Number	(%)	
Interaction with delivery staff	924	95.3	44	4.5	2	0.2	970
Ordering services	945	96.7	25	2.6	7	0.7	977
Dealing with problems and queries	871	91.9	55	5.8	21	2.2	947
Timelines of vaccine delivery	927	95.7	34	3.5	8	0.8	969

Most satisfaction was noted with the ordering service with 945 (96.7%) customers stating that this was either a good or very good service.

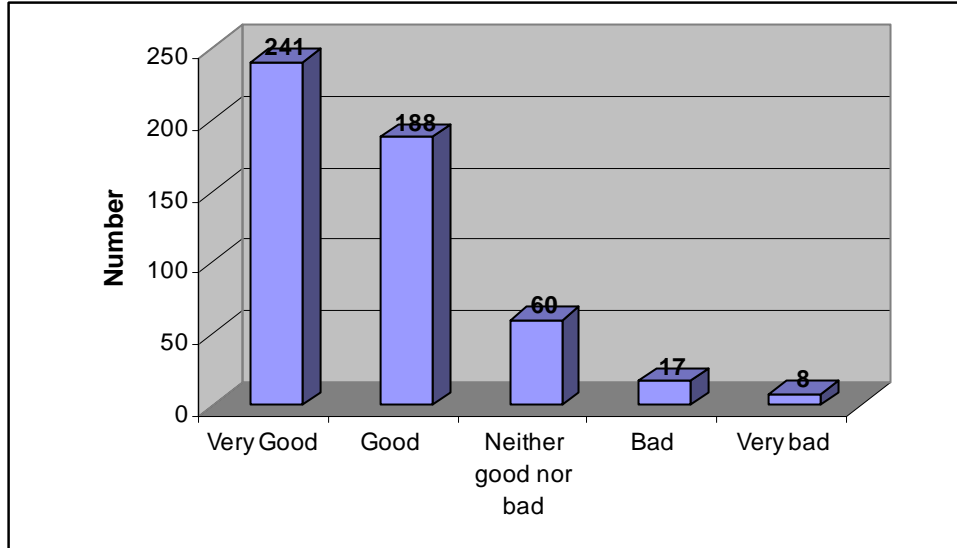
Whilst 871 (91.9%) customers found that the service dealing with queries was good or very good, 21 (2.2%) customers expressed dissatisfaction with this service (bad or very bad).

4. Vaccines Returns Service

Customers were asked whether or not they used the vaccine returns service for unused or expired vaccines. There were 878 responses to this question of whom 481 (54.7%) stated that they used the returns service. A number of customers stated that they were unaware that this service existed.

Customers were asked to rate how they found the returns service. The majority 429 (83.5%) stated that the returns service was either good or very good (Fig 3).

Fig 3. Customers rating of returns service (N=514)



Twenty-five (4.8%) customers expressed dissatisfaction with the returns service (bad or very bad). Common reasons for dissatisfaction with the returns service included drivers appearing to be unwilling to take returns or vaccine returns not being collected.

5. Comparison with previous provider

Customers were asked how they would rate the current service of UD with that of the previous provider. Four hundred and seventy-five customers (58.4%) stated that the service had improved or much improved compared with that of the previous provider Fig 4).

Fig 4. Comparison of current service with that of the previous provider (N=813)

