



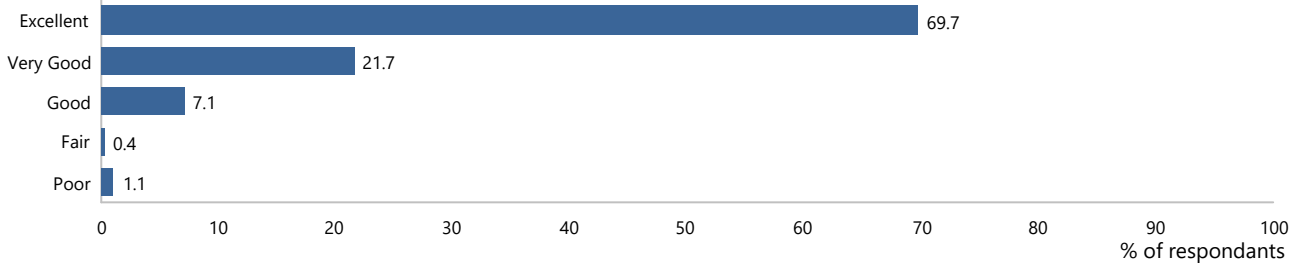
Service User Feedback
27 Feb 2018 - 26 Feb 2019

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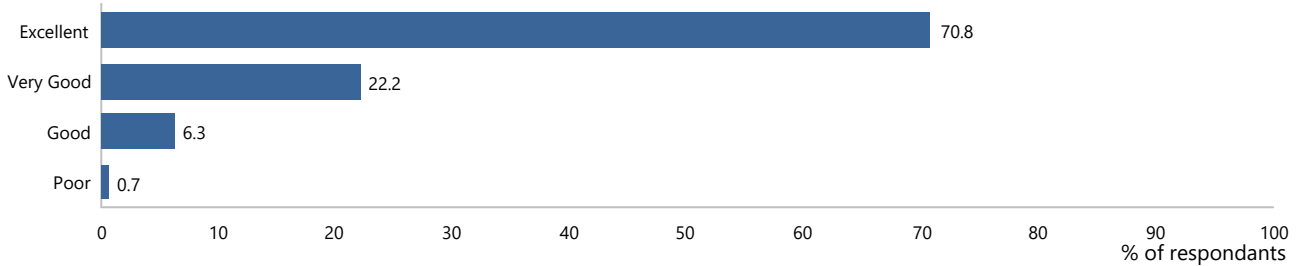
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288 Feedback Cards Received

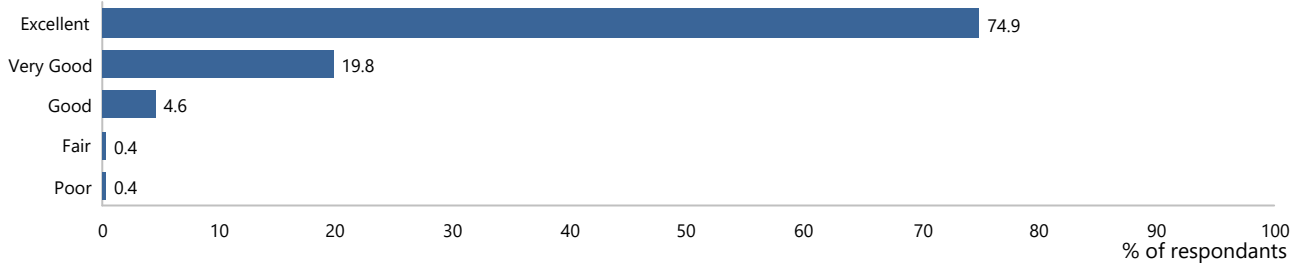
Pre-delivery arrangements



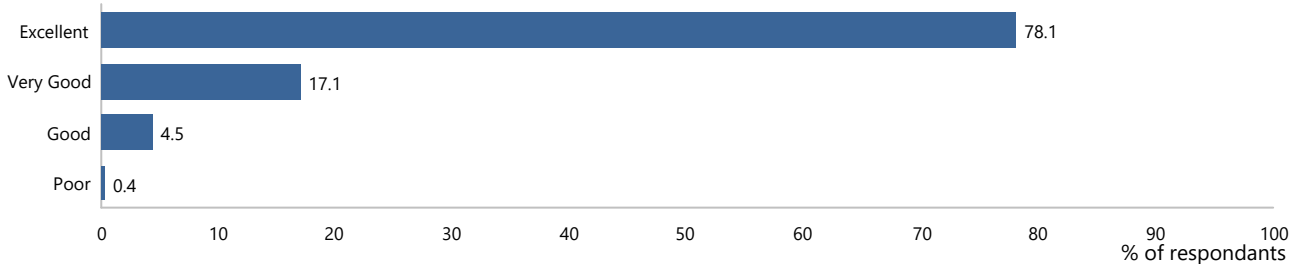
Collection arrangements



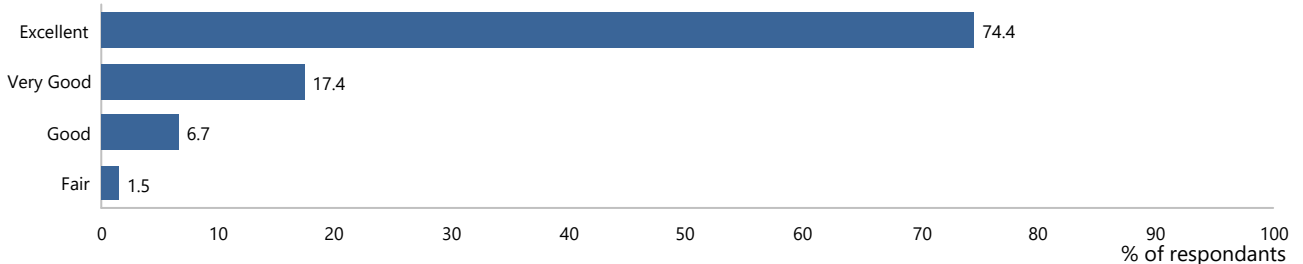
Condition of equipment on delivery



Helpfulness of delivery technician



Overall experience



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Service User Comments

- Commode brakes are not strong.
 - Excellent service.
 - First class.
 - I am happy with all the equipment.
 - I cant fault the service.
 - Millbrook as a whole are an amazing company. Always willing to adapt to the clients needs. Thank you.
 - Tech was helpful and waited for me to get to the door as I am in a wheelchair.
 - Tech was very helpful and polite arrived early in day, very pleased with service.
 - The back office staff are always helpful. Kevin is a lovely, warm and patient man.
 - The service was very helpful.
 - There was no phone number left. No one to contact as 9-4 is a long day for someone to wait in.
 - This was a collection - we were informed 10mins before collection. Very nice man
 - Very polite and friendly tech
 - Was waiting for tech but at no time did I hear the door bell. Someone else took the delivery therefore no adjustments were made.
 - Wayne very helpful.
 - Wrong type of legs sent for bed, should come with a choice to use on bed so visit was not wasted.
 - All in all very good.
 - Could not fault anything thanks very much
 - Couldn't find house and road a sat nav might help.
 - Cushion had to be returned as not suitable. It has now been replaced.
 - Delivery man helpful.
 - From start to finish excellent.
 - Please can you have a regular contact number not a expensive one.
 - Pleased with delivery.
 - Thank you for all your support
 - The delivery tech was very patient in setting up the hospital bed.
 - The service greatly appreciated.
 - The service has been very good.
 - Everyone has been so kind and friendly. The service overall has been excellent and so efficient. We would like to thank everyone for their help.
 - Excellent service.
 - Excellent.
 - I am always very pleased with millbrooks.
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- I am very happy with the whole arrangement, thank you.
 - I am very pleased.
 - I have always been very happy with Millbrook.
 - If the char was new but its not had scratches and seat was ripped.
 - No faults.
 - Once again excellent service.
 - Quite a long waiting time.
 - Tech was excellent
 - Thank you
 - Thank you for the loan of equipment.
 - Thank you for the prompt response.
 - Thank you for your prompt and excellent service. Your kind and cheerful tech explained everything.
 - The driver was very helpful.
 - The tech was very helpful.
 - Very good service.
 - Very good service. Delivery guy phoned before which was very helpful.
 - Very grateful for every thing.
 - Very helpful
 - Very lucky to have had this help.
 - Would like you to give an AM or PM slot.
 - 3
 - A professional quick and clean service.
 - All of your delivery techs are very helpful and polite.
 - Brilliant staff
 - courteous staff, very helpful
 - Delivery guys are so helpful.
 - Everyone involved always pleasant.
 - everything was quick and efficient.
 - excellent service
 - great service as usual
 - I find the whole thing great.
 - Its really helpful that you can offer different times eg I asked for after 3.30pm and that's what happened. Really helpful.
 - Nice and clean and very helpful.
 - polite and helpful
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- quick, efficient service - brilliant
 - Really lovely team of helpful people.
 - Staff were wonderful.
 - Thank you.
 - The delivery of the items was excellent. The collection was disappointing the attitude of the driver was terrible.
 - The driver isnt helpful I have seen him a few times.
 - The man was very helpful.
 - the replacement chair is different *designn* it has no side wings which I found usefull as they retain my balance whilst sitting at the table
 - The service has been excellent
 - very competant clean worker.
 - Very good service
 - Very helpful.
 - Very polite and helpful.
 - all brand new items, so very happy
 - excellent service
 - thank you for everything
 - very good service
 - none-very impressed
 - polite and on time
 - Thank you all at Millbrook Healthcare.
 - very impressed
 - excellent service
 - Always had a first class service. Well done.
 - They have all been very polite.
 - Great tech could not have been more helpful.
 - Jamie very helpful on each visit
 - Well run company
 - All good very polite.
 - Delivery tech very helpful.
 - Pre delivery arrangements would be useful.
 - The gentleman who called was extremely paitent - I am deaf with little sight.
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