

Scottish Infected Blood Support Scheme 2023 Customer Satisfaction Survey

Contents

Introduction	3
Acknowledgements	3
Progress Report Timetable	3
Survey Results	4
Overall performance	4
Payment Services	5
Customer Services	6
Communication	7
Feedback themes from scheme members	8
Action Plan Summary	Appendix 1
Survey Questions	Appendix 2
Summary Graphs	Appendix 3
Contact Preference Form	Appendix 4

Introduction

As part of our commitment to providing a high quality service to members, the Scottish Infected Blood Support Scheme (SIBSS) carried out a customer satisfaction survey in June 2023.

Out of the 375 scheme members surveyed, 249 returns were received, giving a response rate of 66%. This is a reduction on the 73% response rate received during the 2020 survey. It should be noted however, in the 2023 survey, only 375 members classified as being 'happy to receive non-essential mailings' were contacted. For those members who currently do not receive non-essential mailings, i.e. the Newsletter, but would now wish to opt in to receive them, please complete the Contact Preference Form (Appendix 4). Likewise, those wishing to opt out of future 'non-essential' mailings can do so using the same form.

Survey results are set out below showing comparisons with our 2020 results. We are delighted to say this shows 97% rated the Overall Service as good or very good compared to 91% in 2020. This improvement has set the bar very high for future surveys; however, we are committed to continuous improvement and will use the information from this report to address any service issues raised in an effort to maintain our high standards.

We are aware that we don't always get things right. Feedback generated from these surveys and other direct communications from members is a key source of information for us and we assess all contributions to inform the improvements we then try to implement.

Acknowledgements

On behalf of SIBSS we'd like to thank members for their high level of engagement as it helps us shape the service to best meet their needs. We'd also like to thank the Advisory Group for their work in helping to develop the survey and the support they provide.

Progress Report Timetable

Action	Target Date
Survey Report issued to Advisory Group	17/08/2023
Action plan implemented	
Action plan reviewed	

Survey Results

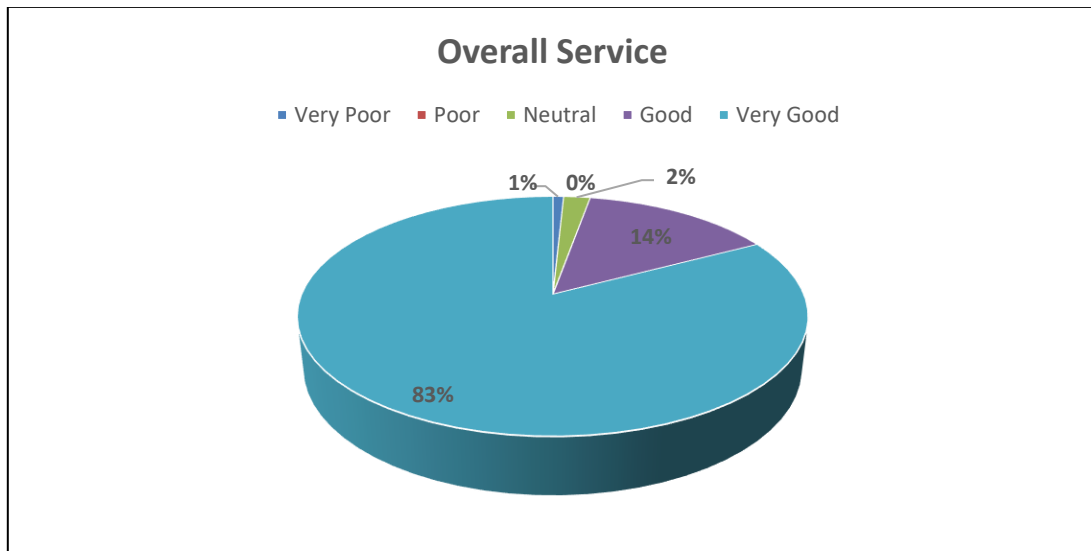
To gauge how well the SIBSS is performing, members were asked 11 questions to be graded from 'Very Good' to 'Very Poor' across 4 subject areas:

- 1) Overall Service
- 2) Payment Services
- 3) Customer Services
- 4) Communication

Each subject area is assessed in the sections below with a graphical representation of the scores. There is also a summary graphical breakdown provided in Appendix 3.

1) Overall Service

Scheme members were asked to give their thoughts on the overall service they receive from SIBSS.

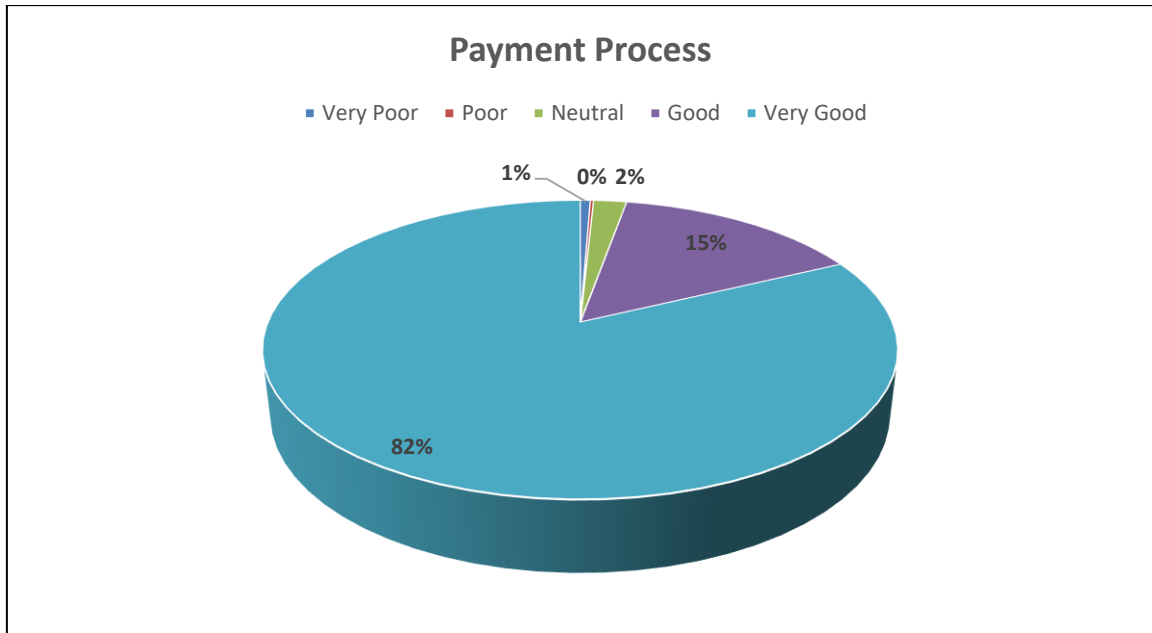


Members said:	Our response:
<p>97% of scored responses rated the service as good or very good</p> <p>1% rated the service as poor or very poor</p>	<p>To receive such a positive score overall is very encouraging and there were numerous comments to this effect. These are referenced in feedback section.</p>
Comparison to 2020 Survey	
<p>Comparing to the 2020 survey, which showed 91%, the increase to 97% of members rated the overall service as good or very good is a very positive result. This improvement shows that members feel they are getting a better service, which is the fundamental consideration for us.</p> <p>The number of negative responses stayed at 1%</p>	

2) Payment Services

Members were asked to comment on:

- How well SIBSS complies with agreed payment timescales.
- The accuracy of your payments.

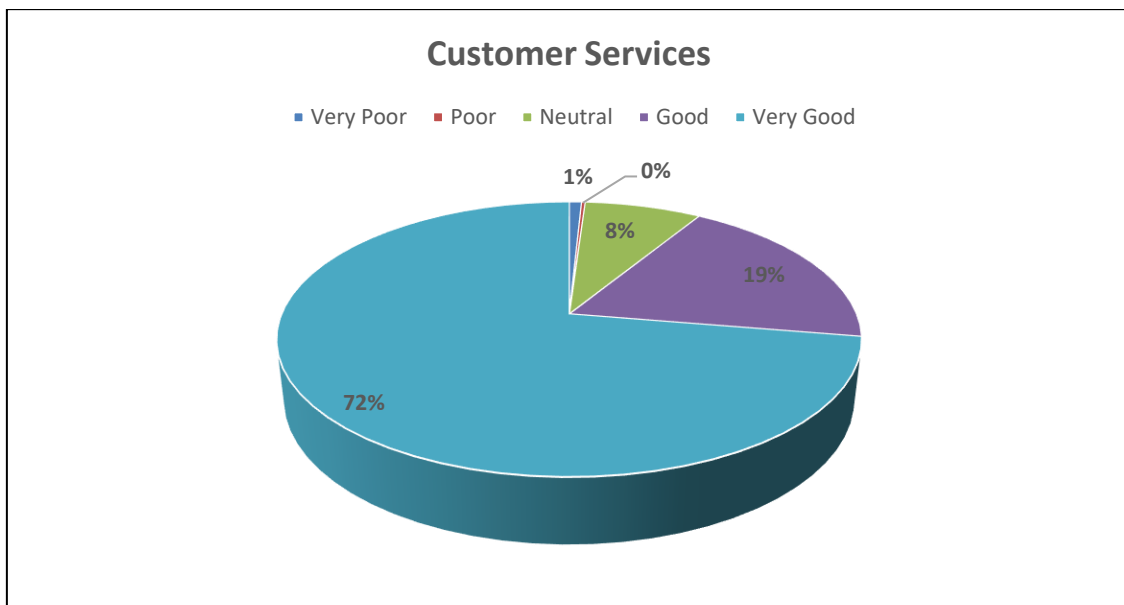


Members said:	Our response:
<p>Of those members that provided a score in response to the question, 97% believe that SIBSS payments are processed well and that they are accurate.</p> <p>1% of members responded with a negative view of the process and accuracy of payments.</p>	<p>Our role is to provide accurate and timely payments; therefore any criticism is keenly felt. We will continue to make every effort to provide the best service we can.</p>
Comparison to 2020 Survey	
<p>The 2023 results show a similar satisfaction level at 97% compared to the 96% in 2020. The 1% negative response remains constant, however.</p>	

3) Customer Services

We asked scheme members:

- To tell us about the ease of contacting SIBSS?
- How effectively your queries are dealt with?
- How timely the response to your query is?
- How courteously your query is dealt with?
- To comment on the quality of the advice received
- The overall service provided by SIBSS



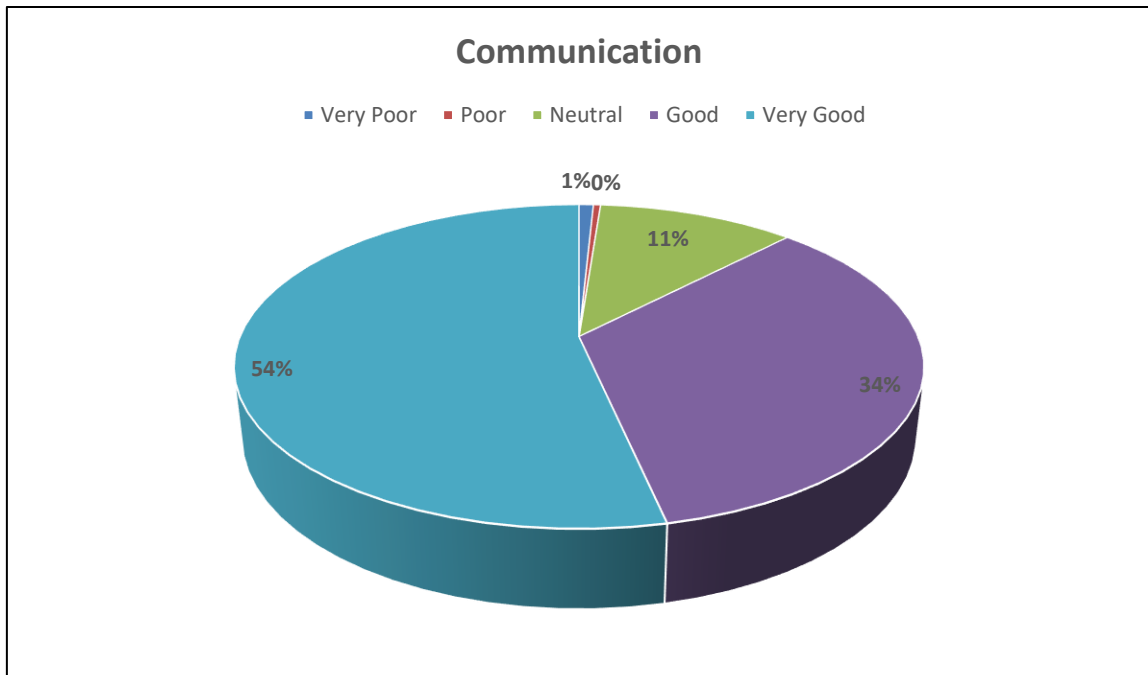
Members said:	Our response:
<p>94% of responders were happy with the ease of contacting the service and 90% felt their query(ies) was / were effectively dealt with.</p> <p>91% felt the advice provided was timely and 91% found interactions to be courteous.</p> <p>91% of members found the advice provided to be of a good quality.</p> <p>Across all areas the negative experience was consistently under 1%.</p>	<p>Across all areas of customer service members found the service to be of a high standard, with very few negative responses.</p> <p>The team are on hand to help with any query relating to the scheme and can be contacted by phone or email – details of these are provided in the communication section.</p>
Comparison to 2020 Survey	
<p>While we are pleased with an improved score of 91% here, compared to the 82% in 2020 we are not complacent. 1% remain unhappy. From reading the comments, a large</p>	

number of members in 2023 indicated a neutral score as they hadn't used certain services or had to contact SIBSS with any queries.

4) Communication

We asked:

- How useful is the bi-annual SIBSS newsletter?
- How useful is the SIBSS website?



Members said:	Our response:
Members rated the SIBSS newsletter as good or very good in 91% of scored survey responses.	The newsletter is a key communication route for those members who choose to receive it. To get such a positive response indicates it is still important and well received by members.
Members rated our website as good or very good in 84% of scored survey responses.	The website is a vital source of information on all aspects of the scheme and associated support services. It's therefore crucially important that members and those looking to apply are able to find clear, concise advice. Again, to get a positive response highlights that in most cases members can find what they need.
Comparison to 2020 Survey	
In the 2020 survey members rated the SIBSS newsletter as 87% good or very good compared to 91% now. The website was rated at 82% compared to 84% now, while the number of negative responses stayed at 1%. This is a positive step but again we are not complacent and will continue to review feedback to help continuous improvement.	

Feedback from Scheme Members

In addition to the structured scored questions, members were asked to provide further comment on why the service was good or failing them and also to elaborate on what things the Scheme could look to do and what things could be stopped as they don't add value.

Having read through the responses it was pleasing to see so much positive feedback directed at the team, particularly with regards to their interactions with members.

For Questions scored Poor or Disagreed with

- Haven't had a newsletter
- Investigation by DWP triggered by Interim Payment
- Do not understand why the Scottish Government were paying less than the English scheme previously until they were forced to get in line

Our response

The newsletter is normally issued twice each year. If you do not currently receive this but wish to, please complete the Contact Preference Form attached with this report. As there aren't regular changes to the scheme or services offered it is felt that a bi-annual newsletter allows us to cover any updates. We are aware that some members wish to speak to someone direct or send an email and so we encourage you to get in touch if you need assistance on 0131 275 6754 or at nss.sibss@nhs.scot. The team are available from 8:30am to 4:30pm Monday to Thursday and 8:30am to 4:00pm on Friday and will be happy to help.

Unfortunately, DWP may sometimes question payments from SIBSS or interim compensation payments if you haven't told them about the payments in advance, but neither type of payments should be taken into account in assessing your eligibility for means-tested benefits. Showing them a copy of your letter from SIBSS about your interim compensation payment or regular payments should be sufficient, but if you have any concerns about responding to questions from DWP, please contact SIBSS and we are happy to provide a letter for you to share with them.

Regular payments through SIBSS are largely the same as those provided through the English scheme, but if you have any queries about a particular payment, please get in touch with SIBSS for more information. Prior to 2021 there were a number of differences, with SIBSS providing higher payments for some groups while the equivalent English scheme (EIBSS) provided higher payments for some other groups. However, following the March 2021 parity agreement payment levels were amended to ensure each of the four UK schemes largely paid the same amounts. There are still a few differences, such as for one-off grants and in cases where a particular approach has been agreed for SIBSS – for example as a result of the Clinical Review group's 2018 recommendations on allowing self-assessment for people at 'Stage 1' (chronic Hepatitis C).

Action Plan:

Continue to include relevant and interesting articles in the Newsletter.

Is there something that we don't currently do

- A letter stating that support payments are for life for mortgage purposes etc

- No written notification of when £100,000 payment was to be paid
- Provide guidance regarding Income Tax, Inheritance Tax etc
- Where to look for additional support on claiming items to assist with disability at no extra cost

Our response

The website contains detailed guidance on the [grants](#) that are available in relation to improving quality of life, what they cover and how you can apply for these. If you require further assistance with these or feel you need a grant for something linked to your or your partner's infection, but cannot find information about it in the guidance, please contact the team who will be happy to advise.

Letters and email were issued to all recipients of the Interim compensation payment. If you didn't receive a communication, please let us know. Sometimes emails go into your Junk folder so please also check there.

We can provide a letter giving information on payments for mortgage purposes and also guidance is available on [Tax and Benefits on the SIBSS website](#). We can also refer beneficiaries to a specialist benefits advisor free of charge.

Action Plan:

Provide relevant information. Review the website to ensure that navigation is easy and accessible.

An article will be added to a future newsletter on additional support on claiming items to assist with disability.

Report authors – Carol O'Connor and Sally Richards

Appendix 1

Action Plan Summary:

Continue to include relevant and interesting articles in the Newsletter. An article will be added to a future newsletter on additional support on claiming items to assist with disability.

Timescale: Ongoing

Provide relevant information on the SIBSS website. Review website to ensure that navigation is easy and accessible.

Timescale: January 2024

Appendix 2

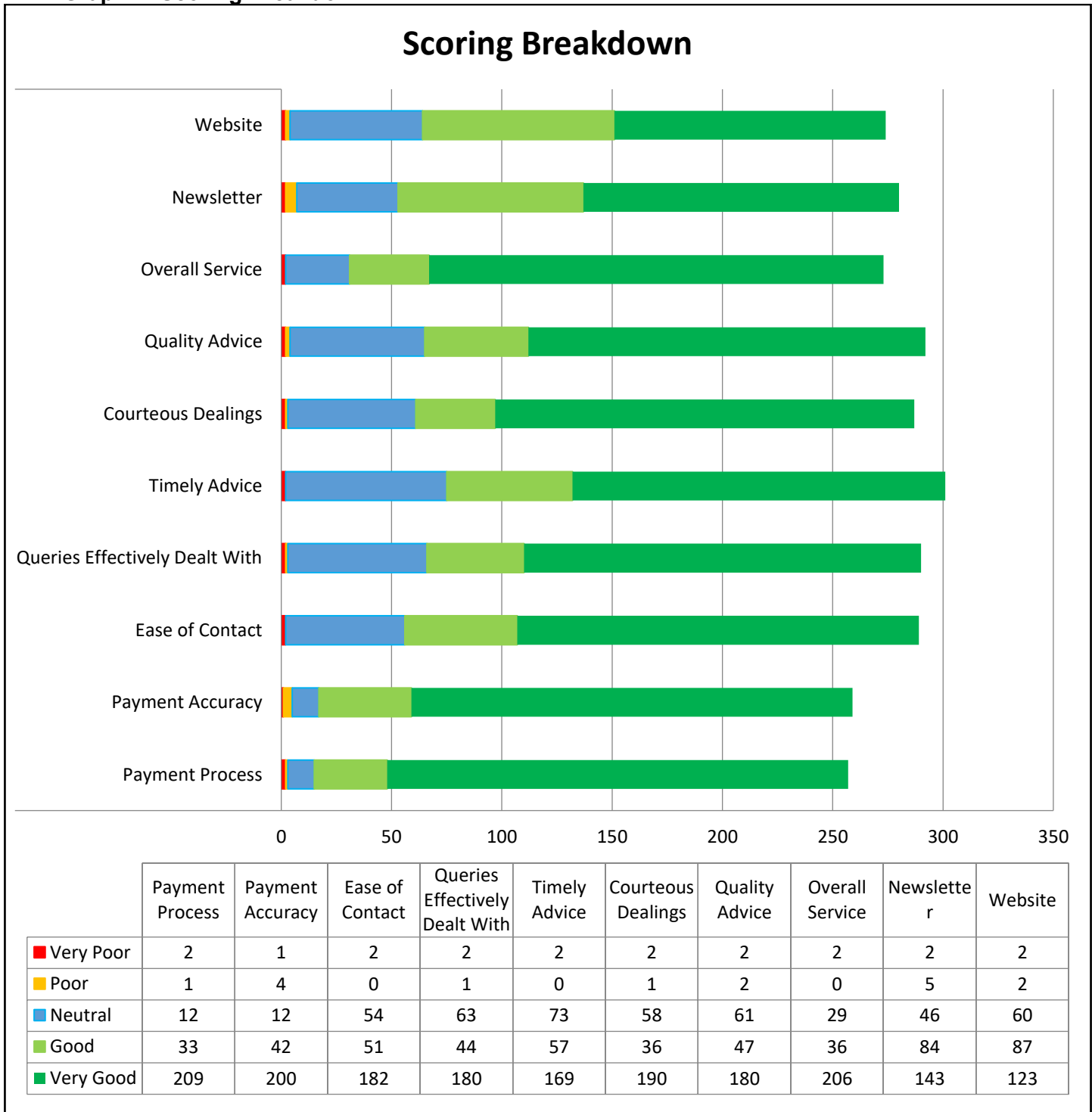
Survey Questions

Each member was asked to rate the following questions on a scale of Very Poor to Very Good

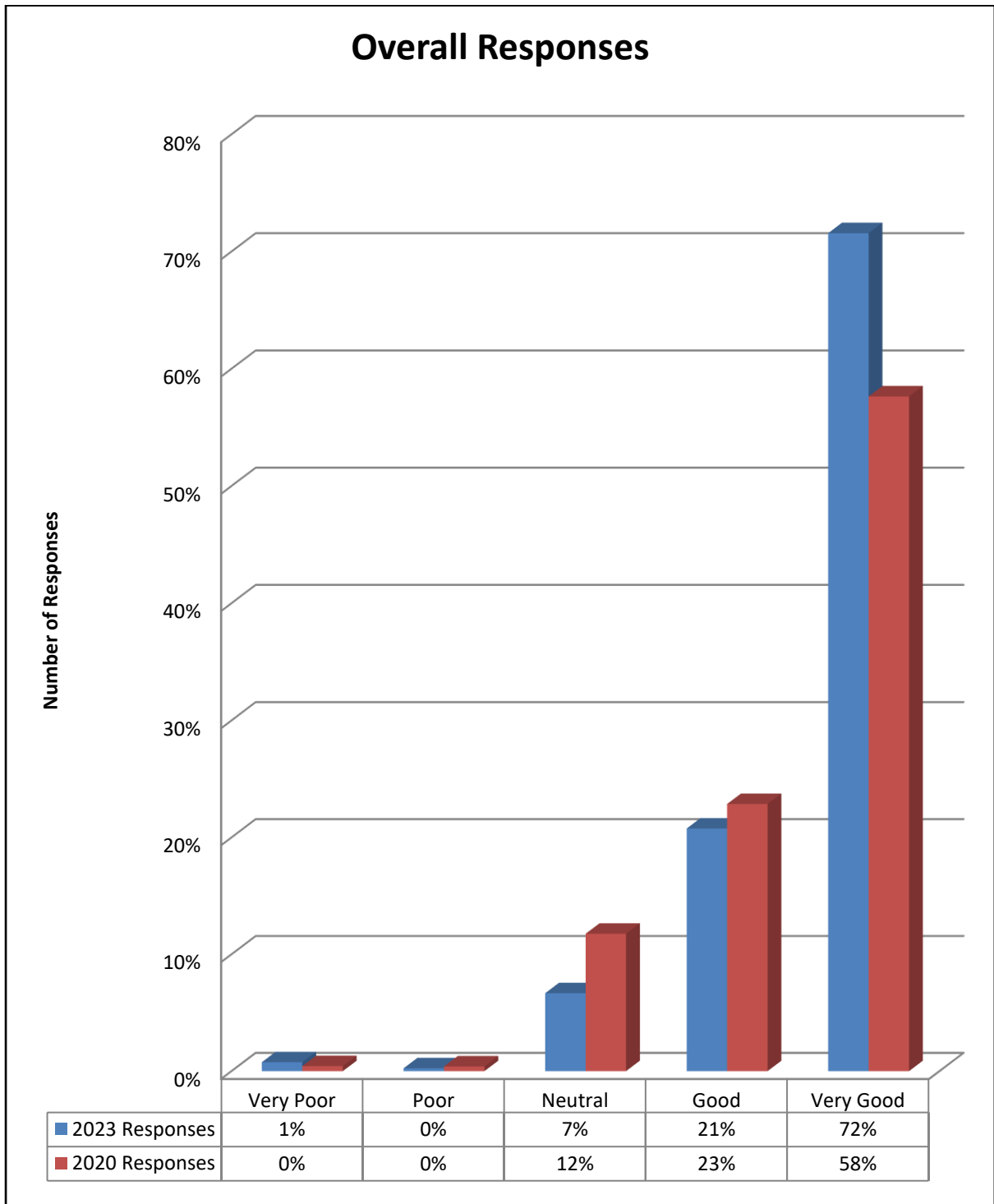
- Q1.** What is your experience of SIBSS complying effectively with the agreed payment timescales?
- Q2.** The accuracy of your payment?
- Q3.** Ease of contacting SIBSS?
- Q4.** How effectively your queries are dealt with?
- Q5.** How timely the response to your queries is?
- Q6.** How courteously your queries are dealt with?
- Q7.** The quality of the advice received?
- Q8.** The overall service provided by SIBSS?
- Q9.** Your experience of our handling of any complaint, if applicable)
- Q10.** How useful the bi-annual SIBSS newsletter is?
- Q11.** How useful is the SIBSS website?
- Q12.** Where you rated us 'poor" or "very poor", can you tell us where we let you down so we can improve our service.
- Q13.** Is there something that we don't currently do that would be helpful and add value
- Q14.** Where you rated "Very good", can you please tell us why so we can pass your feedback on to our staff and help us identify the areas we are performing well at.
- Q15.** What do we currently do for you that doesn't add value and we could stop.

Appendix 3

Graph 1: Scoring Breakdown



Graph 2: Total Response Summary Comparison



Appendix 4

SCOTTISH INFECTED BLOOD SUPPORT SCHEME CONTACT PREFERENCES FORM

SECTION 1 CONTACT DETAILS AND PREFERENCES

What is your SIBSS reference number?

X	S	B					
---	---	---	--	--	--	--	--

If there are any methods you **do not** want us to contact you by, please let us know by ticking the boxes below:

Do not contact me by letter

Do not contact me by telephone

Do not contact me by e-mail

If you are happy for us to contact you via telephone or e-mail, please provide those details here:

Home Telephone Number

Mobile Telephone Number

E-Mail Address

If you are happy for us to write to you, where would you like us to send any letters?

My home address

An alternative address

If you prefer us to write to you at an alternative address, please let us know that address here:

Alternative Correspondence Address

 Post Code

If you are happy to receive letters or e-mails, would you like to receive occasional updates or newsletters from the scheme? (e.g. updates to funding or other support available, surveys to provide feedback on the scheme, etc) Yes No

If you would prefer not to receive such information, then we will only send you essential communications relating to your payments or applications. The occasional updates will also be made available on our website at <https://nhsns.org/SIBSS>

SECTION 2 SIGNATURE OF BENEFICIARY

Please sign below to confirm the details and preference provided on this form:

Name

Signature of Beneficiary Date

Please note – if the beneficiary is unable to sign themselves due to serious illness or disability, please get in touch with us directly if you wish to act on their behalf – we may need to do some verification checks before we update our records.

You can change your preferences at any time by calling, e-mailing or writing to us using the details below:

Email: NSS.SIBSS@nhs.scot Telephone: 0131 275 6754

Post: Scottish Infected Blood Support Scheme
Practitioner Services
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB