


Customer Satisfaction Survey 2019

THE RESULTS

We work hard to deliver the highest standards of Customer Service and hold an annual survey to check that we are getting it right. It is a good opportunity to take some time out with our contacts and receive feedback on our service.

It was a pleasure to read the comments provided in this year's survey, our team work hard to deliver a friendly and committed service and this is clearly valued by our customers.

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Here are just a few of the comments made during our customer survey:

“Megan is **very respectful** of our theatres and **very knowledgeable** of all of the Elemental products. Happy we are **working together to save our department money**.”

“Dominic is great at keeping in touch, **always informative** and explanations are **always clear**.”

“Very **consistent service** from our rep Charlotte, always to a **very high standard**, very positive and helpful.”

“**Very satisfied with organisation of a trial** for ML10 Clip Applier that Stephanie **conducted with great efficiency** and didn't take up too much of my time (but kept me well informed).”

“**Very impressed** with Megan, almost immediate responses to any communication and **very prompt delivery** of products.”

“**Friendly and approachable** Elemental staff. **Resolves issues easily** if there is.”

“Simon has been very supportive, **positive and available** in transferring the Cellis stock from the offices to theatres. **I know I can always rely on him** for a quick response.”

“**No problems encountered or anticipated**, good rep support.”

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How frequently do you have contact? How satisfied are you with the amount of contact?

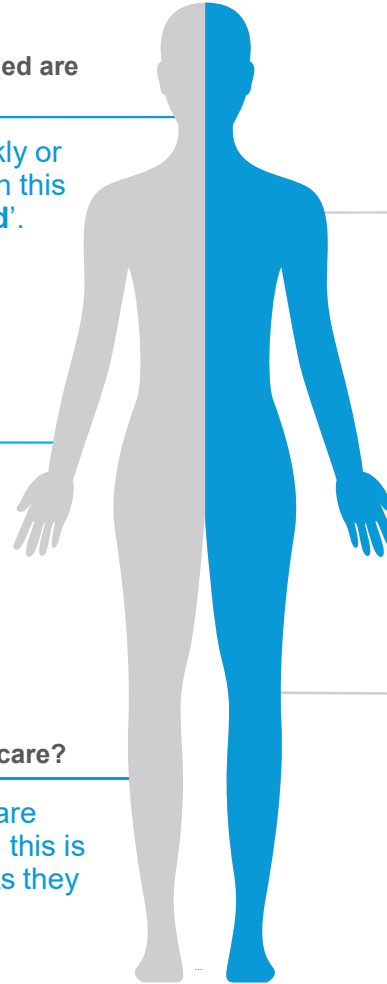
83% of our customers are contacted on a weekly or monthly basis, all our customers are happy with this frequency with **over 80% being 'very satisfied'**.

How well informed is your contact?

100% rated our Product Specialists as **knowledgeable**.

How responsive are Elemental Healthcare?

100% of our customers surveyed are **pleased with the responsiveness**, this is reflected in the supportive comments they provided.



How do you rate the overall level of service?

95% highly rate our overall service as excellent/good. We have **consistently received high scores** in this question over the past 4 years.

How happy are you with the level of communication?

All of our customers are happy with the level of communication they receive with nearly **70%** stating that they are **'Very Happy'**.

We have maintained this **high level of satisfaction** across our customer base over the past 4 years.

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“
The whole focus of Elemental Healthcare is Customer Service. I am
delighted to see that, once again our company is leading the field in
this vital aspect of the relationship between customer and company.
Well done Team!”

Adam Power
Managing Director
Elemental Healthcare Ltd.