As a leading provider of clinical healthcare in Europe, we support more than 150,000 patients a year across 49 different therapy areas. That's 1 in 500 patients in the UK. We oversee 11,000 interactions a day and have cared for over 4 million patients since we started in the 1990s. In the UK we are working with over 650 healthcare establishments including NHS Trusts, independent providers and private medical insurance companies. Every member of the team, from specialist clinician to driver, lives by the same simple philosophy: the patient comes first.

We are on a journey to transform health and care services, and deliver greater quality for patients and efficiency for our NHS. So we can’t thank you enough for your invaluable input along the way, which is guiding us to see how we can do better. We have an ongoing commitment to listen to patients. In the past two years, 27,687 homecare patients have shared their opinions about our service. This is helping us to monitor our care and to see how we can improve. Conducting regular surveys helps us to look at how we communicate with you, and to assess the quality of our delivery and support services. As you can see, we share these results openly with you. This brief report gives an overview of our most recent survey.* From what you’ve told us, we’re pleased to see that, overall, we’ve improved. But we have no intention of becoming complacent. We’ll keep striving to do better. So thank you for taking the time to tell us what you think. We are listening and learning and we want you to see and feel the difference.

Kathryn Bailey
Insights Director
Healthcare at Home

*Patient Experience Survey received Q2 2016. Satisfaction scores are made up of two positive metrics grouped (i.e. ‘very satisfied’ and ‘satisfied’) from a 5-point Likert scale represented as a %.
We’re listening to you, our patients

We care deeply about your experience of your clinical homecare services. Our goal is to provide the best possible care to the people who need it, in the place they most want to be – at home. In the past two years, we’ve been asking for your feedback regularly. Some of it has been challenging to hear, but we have not wavered in our commitment to finding ways to improve your care. We hope that you have noticed. From the feedback we have been getting, we think you have. We also want you to know that we will continue to listen, and to seek new ways to maintain the high levels of satisfaction and trust you have given us. How are we doing now, in the second quarter of 2016, compared with the first quarter, and the same period last year?

Please read on to see further details of how we’re performing, and how we’ve improved since the first quarter of 2016.

You are happier with the time of arrival of deliveries, and the helpfulness and courtesy of delivery staff.

The trust you place in us to look after your data has increased, as has your satisfaction with how we deal with your queries.

<table>
<thead>
<tr>
<th>Overall satisfaction with delivery services</th>
<th>Overall satisfaction with nursing services</th>
<th>Yes you would recommend us</th>
</tr>
</thead>
<tbody>
<tr>
<td>95% Q1 2021</td>
<td>95% Q1 2021</td>
<td>97% Q1 2016</td>
</tr>
<tr>
<td>95% Q2 2021</td>
<td>100% Q2 2017</td>
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<td>99% Q2 2021</td>
<td>97% Q2 2017</td>
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</tbody>
</table>
How happy are you with our service, overall?

You tell us that overall you are very happy with our service, and as you can see this level of satisfaction improved dramatically over 2014-15, and has remained high in 2016.

“It makes me feel that I am not forgotten, in spite of my age (I’m 97) and I feel so much better.”

Nursing data was not collected in 2014-15

How do you feel overall about the service provided by our nurses?

The results for our overall nursing services were outstanding in Q1, and we’re delighted to retain our high standards into Q2:

Overall satisfaction

Patients know the identity of the nurse giving them treatment

Nursing positive responses

99% in previous 3 months

94% Up 3% from previous 3 months

N=1031

100% in previous 3 months

94%

99%

92%

94%

95%

97%

99%

100%
How happy are you, overall, with our delivery services?

“I am very happy with the service provided and the delivery drivers are so pleasant and always have a chat when they deliver.”

Would you recommend Healthcare at Home to a friend or family member?

We are delighted that almost all of you would recommend our services to someone you know:

- 97% (N=1950) of you said you’d recommend us up from 96% in Q1
- 98% (N=922) of you would recommend our nursing services to someone you know if they needed similar care or treatment down from 100% in Q1
How happy are you with the way our nurses communicate with you?

We are pleased to see that you continue to be happy with the level of communication you receive from our nurses.

- 97% (N=2263) of you say the nurse has made it clear to you who to contact, up from 96% in Q1.
- 97% (N=2263) of you say you were given all the information you need, up from 96% in Q1.

“No changes needed. Nice, friendly nurses that give me my treatment. Always on time, very happy with the level of care.”

How important is it to you to receive healthcare at home?

Healthcare at Home exists to enable you to receive the care you need where you most want to be: at home.

95% (N=2875) of you feel it is important to have nursing service in your home (96% in Q1).

- I don’t have to travel: 89% (N=2875)
- It saves me time: 88% (N=2874)
- I feel safer at home: 74% (N=1746)
- It saves me money (transport, parking, etc): 82% (N=1341)
- Other: 67% (N=1563)

Why? You tell us it’s important because...

- I don’t have to travel
- It saves me time
- I feel safer at home
- It saves me money
- Other

95% (N=2263) of you feel it is important to have medication delivered in your home (96% in Q1).

“Percentage of patients who answered “It’s essential” or “It’s helpful” for me, who were then asked “Why?”

N=2963
N=2075
N=2074
N=1746
N=1911
N=1563
N=998
N=996

(N=1746)

(N=1563)
How do you feel about the quality of nursing you receive?

We are pleased to see that you continue to be happy with the level of communication you receive from our nurses and we have seen a slight improvement in this in the last quarter.

“The service is fantastic. I wouldn’t change a thing! The nurses were wonderful from the start and the drivers are lovely and cheerful even though I have an evening delivery.”

98% of you feel completely confident in our nursing services, consistent with Q1

99% of you agree that nurses always treat you with care and concern, also consistent with Q1

Delivery Services: Are your deliveries arriving when they should?

We listened to how you wanted more accuracy in the communication of your delivery times and smaller delivery windows. We’re delighted to have seen an improvement in your satisfaction in the time of arrival of deliveries, and how helpful and polite you think our drivers are.

About our new SMS/Voice system service

In Q1, many of you suggested that Healthcare at Home should implement a text messaging service and we thought that was a great idea, so we have introduced our new SMS/Voice system service. We are pleased to report that many new patients are signing up to this service every day, and we’ve received really positive feedback from those of you who are using it.

“No change needed. I do like the text service!”

94% of you have responded positively to our new SMS/Voice system feature
Delivery Services: Are your deliveries arriving when they should?

Overall satisfaction with time of arrival of deliveries

- 92% in Q2 vs 90% in Q1

And you rate the helpfulness and courtesy of the person making the delivery

- 98% in Q2 vs 96% in Q1

“Healthcare at Home are always very helpful enabling me to receive my deliveries on days that are convenient to me.”

Are you getting the right choice of delivery times?

- 87% in Q2 vs 90% in Q1

However, we still have room for improvement in this area. Our ability to arrive within the 2 hour timeframe window has significantly improved over the last 18 months. When we don’t, it is usually because of unforeseen delays; traffic delays being the main one. We use sophisticated software to review our actual arrival times, versus the planned arrival times and we can adjust road speeds, based on time of the day, and day of the week. We plan to roll out a new automated system that will advise our patients of any ‘on the day’ delays and the new estimated arrival time (ETA).

Out of this 91%, 59% of you are very satisfied with the time of arrival of deliveries in Q2 vs 54% in Q1

“ I cannot praise your drivers enough. They are always happy and pleasant and on time.”

Of you are satisfied with the choice of delivery times compared with 90% in Q1

- 91% in Q4 vs 54% in Q1

- 98% in Q4 vs 90% in Q1

- 87% in Q4 vs 90% in Q1

- 91% in Q4 vs 90% in Q1

N=2302

N=2195

N=1420

N=2090
Right person, right answers, right time

We’ve been working hard behind the scenes to improve the way we manage your questions and queries year on year, and the improvement between Q1 and Q2 2016 is consistent with our track record. We strive to ensure that you are quickly put in contact with the person best suited to answer your questions, to save you time and to handle your queries more efficiently.

Are you comfortable with the way we hold your information?

We’re proud to see that the level of trust that patients have in us, to keep their data safe, is increasing quarter on quarter. We are working on how we can make sure you are better informed about how we manage your information.

 Patients satisfied with how well we deal with their queries

<table>
<thead>
<tr>
<th></th>
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<th>Q2 2016</th>
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<td>90%</td>
<td>93%</td>
<td></td>
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</table>

(93%)(N=1991)

Patients satisfied with how well we deal with their queries

90% (N=1991) 93% (N=1910)

84% of patients trust Healthcare at Home to hold their information safely

84% compared with 82% in Q1

of patients trust Healthcare at Home to hold their information safely
Why is your feedback so important to us?

Our service is designed around caring for you in the place you most want to be – your own home. We want to fit around your lives and ensure that you feel relaxed and confident in the service we provide.

That’s why it is essential to us to hear your feedback. By telling us exactly how you feel and how we can improve, we can then take all of your comments on board and translate them into a tangible improvement in our services. Our mission is to keep improving in every way we can. So please keep on telling us what we do well and what we could do better. Because we’re listening and we’re acting on your feedback. Our staff love to hear your feedback (good and bad) and with your permission we want to share more of what you say. Would you like your story to be included in this report on our intranet? Please contact us at hello@hah.co.uk

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Conclusion

It is our mission to keep listening to patients, and acting upon your feedback in order to continuously improve our services.

We are listening, and acting.

We are delighted to be seeing many improvements in your levels of satisfaction with our services in the second quarter of 2016 compared to the first quarter, as well as continuing high levels of satisfaction with our nursing services.

We would love to hear from you if you have suggestions about how we could improve future versions of this report. Please send your suggestions, and any requests for more information about our services, to:

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