



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

HSE National Cold Chain Service Customer Satisfaction Survey 2014

HSE National Immunisation Office
September 2014



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 publically funded immunisation programmes are now delivered from a central site to GPs, pharmacies, hospitals and health centres on a monthly basis under documented temperature-controlled conditions.

This service is provided by a company contracted by the HSE and overseen by the HSE National Vaccine Management Committee.

During March and April 2014 a customer satisfaction survey was carried out to see if the service was meeting GP and Pharmacy customer needs and to assist with further development.

A short survey was devised using Survey Monkey and participants were invited to complete the survey via email. The response rate for this survey was 34.48%.

The results showed a high level of satisfaction with the delivery service. 83% of respondents rated the services provided as excellent or very good. 85% of sites rated the staff and interaction as excellent or very good. We asked sites to rate the problem or query handling ability provided by the HSE National Cold Chain Service many sites (73%) rated this as excellent or very good. Sites were asked to rate the collection of returns stock 58.7% of sites rated the service as excellent or very good.

This survey showed an overall satisfaction with the service provided by United Drug on behalf of the HSE National Immunisation Office. Some recommendations that were highlighted are a need to highlight the Returns Service more and a need to introduce an online ordering system. Both of these will be taken into consideration in future planning.

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)) 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

To assess the level of satisfaction GP practices and Pharmacies have with the service received from the HSE National Cold Chain Delivery Service. It was also an opportunity to ask sites if they had any suggestions on how to improve the service.

Methods

A self-administered questionnaire was delivered to 2192 GP and Pharmacy customers using Survey Monkey. The survey was available for response in March and April 2014. The questions are available to view in Appendix 1.

Results

United Drug provided email addresses for each GP and pharmacy that receives deliveries of vaccines. Each site was sent an email generated in Survey Monkey. Each site was sent a unique URL to respond to the survey. Sites also had an option to “opt out” of the survey.

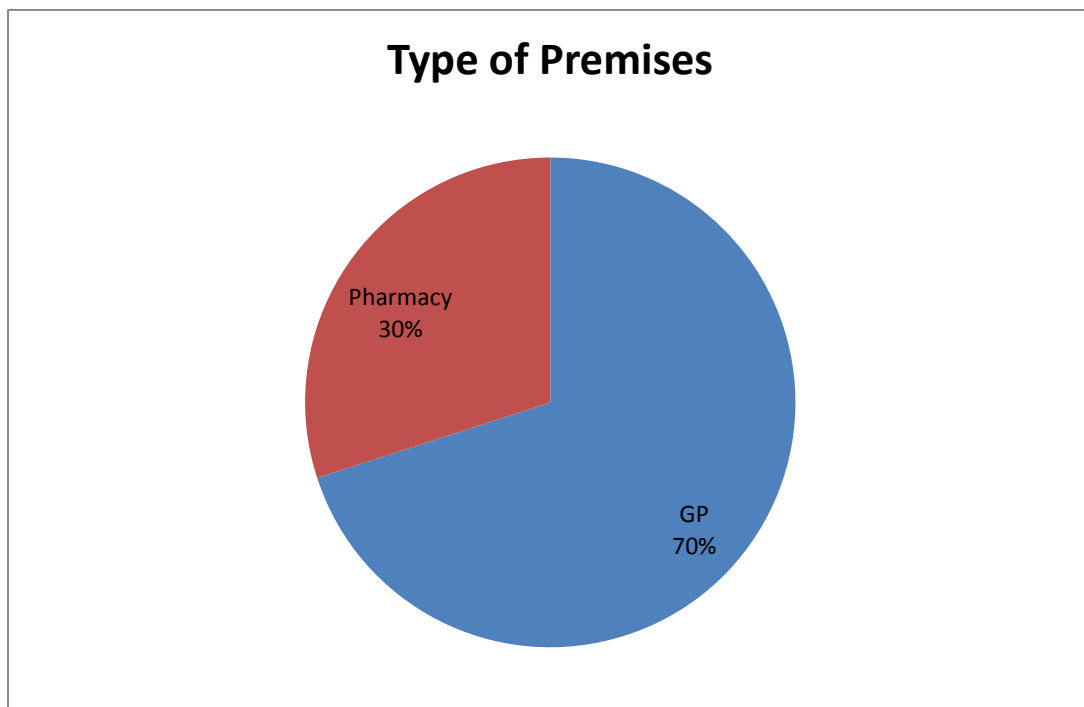
2192 unique emails were sent to GP and pharmacy sites. 19 sites opted out of the survey without completing a survey. 756 responses were received during March and April. The response rate for this survey was 34.48%

7 Questions were asked in the HSE National Cold Chain Service – Customer Satisfaction Survey 2014. The results are shown in tables and graphs below.

Question 1

Type of premises, please tick		
Answer Options	Response Percent	Response Count
GP	70.0%	529
Pharmacy	30.0%	227
answered question		756
skipped question		0

Table 1

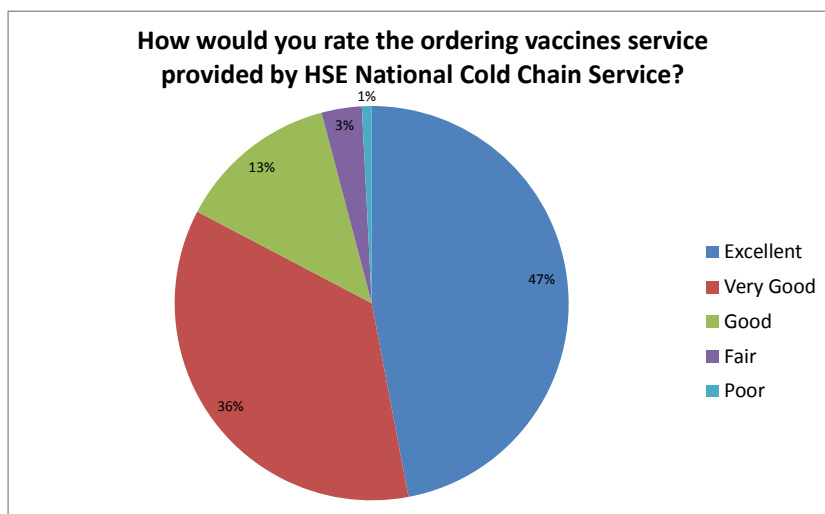


Graph 1: Type of Premises

Question 2

How would you rate the ordering vaccines service provided by HSE National Cold Chain Service?		
Answer Options	Response Percent	Response Count
Excellent	47.0%	355
Very Good	35.7%	270
Good	13.2%	100
Fair	3.3%	25
Poor	0.8%	6
Comments		81
answered question		756
skipped question		0

Table2

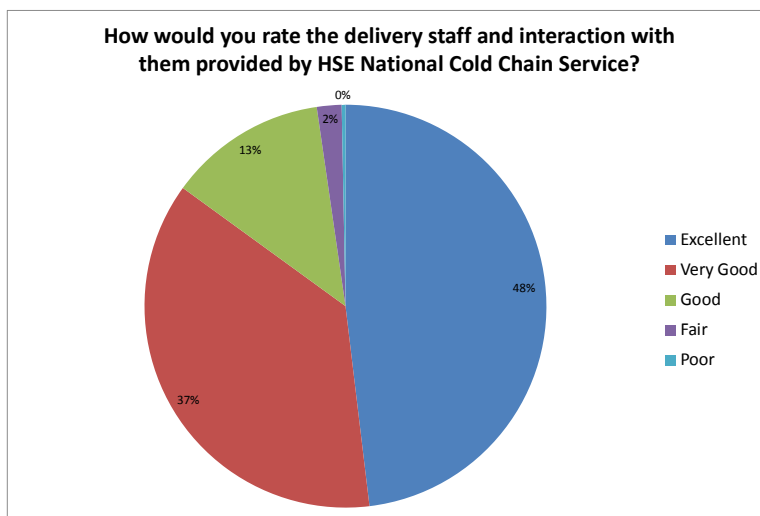


Graph 2: How would you rate the ordering vaccines service provided by HSE National Cold Chain Service?

Question 3

How would you rate the delivery staff and interaction with them provided by HSE National Cold Chain Service?		
Answer Options	Response Percent	Response Count
Excellent	48.1%	364
Very Good	36.9%	279
Good	12.7%	96
Fair	2.0%	15
Poor	0.3%	2
Comments		33
answered question		756
skipped question		0

Table 3

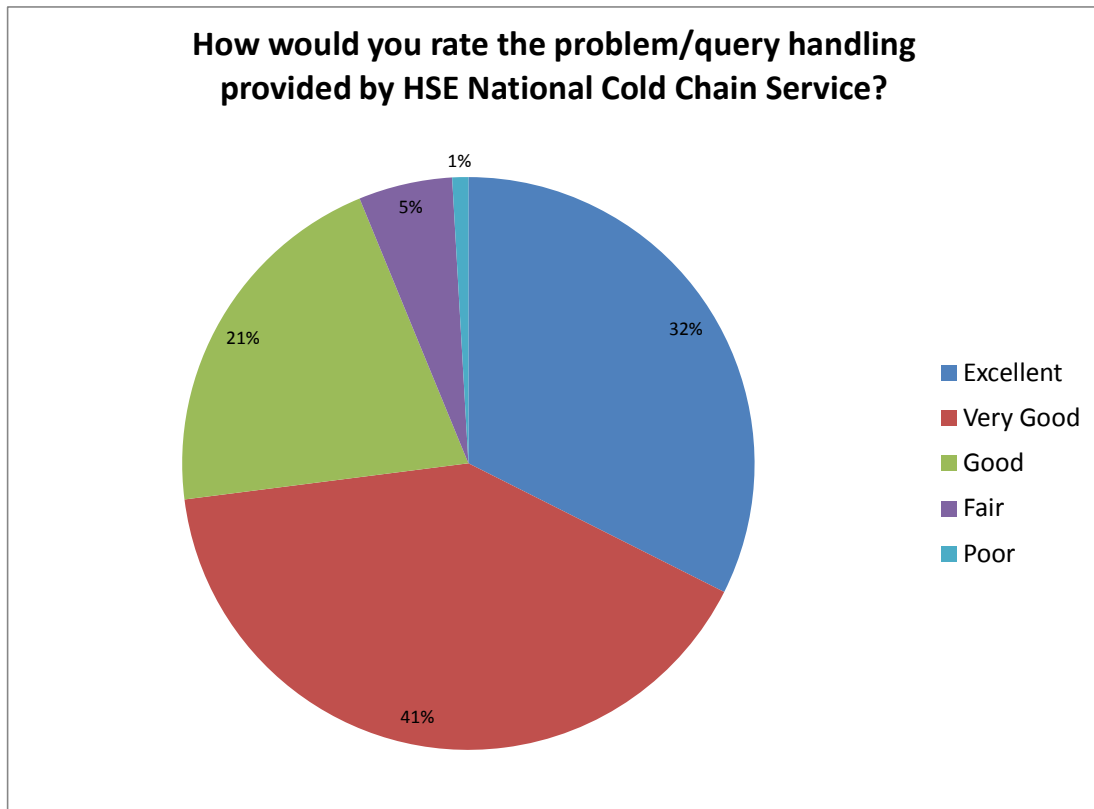


Graph 3: How would you rate the delivery staff and interaction with them provided by HSE National Cold Chain Service?

Question 4

How would you rate the problem/query handling provided by HSE National Cold Chain Service?		
Answer Options	Response Percent	Response Count
Excellent	32.4%	245
Very Good	40.6%	307
Good	20.8%	157
Fair	5.3%	40
Poor	0.9%	7
Comments		63
answered question		756
skipped question		0

Table 4

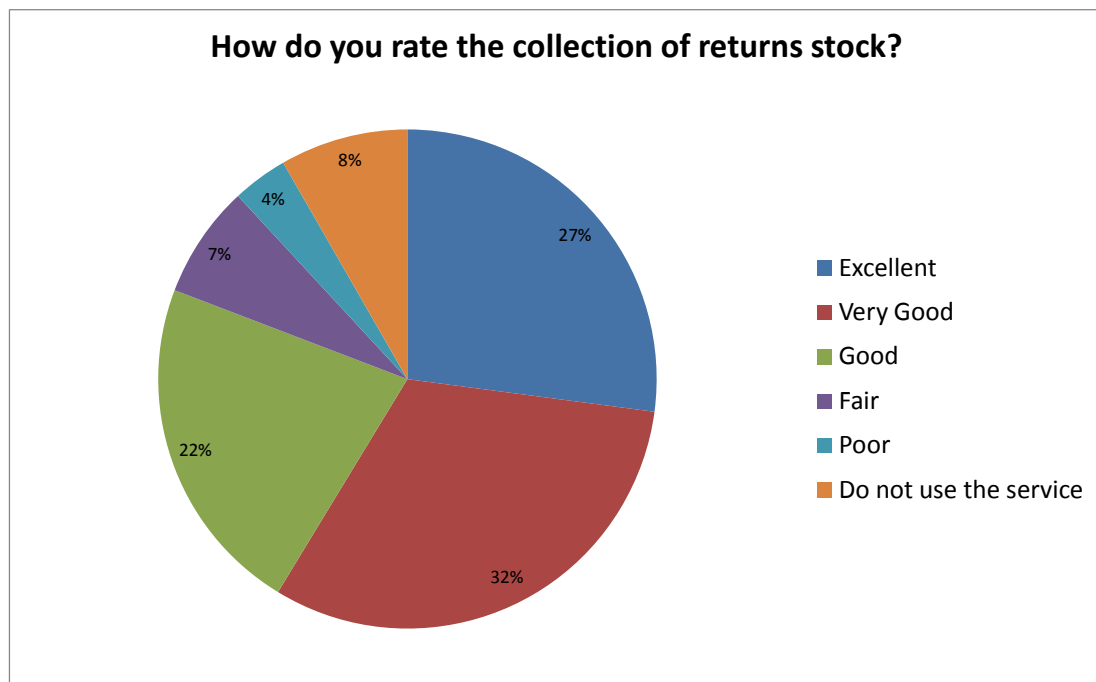


Graph: How would you rate the problem/query handling provided by HSE National Cold Chain Service?

Question 5

How do you rate the collection of returns stock?		
Answer Options	Response Percent	Response Count
Excellent	27.1%	205
Very Good	31.6%	239
Good	22.1%	167
Fair	7.3%	55
Poor	3.6%	27
Do not use the service	8.3%	63
Comments		55
answered question		756
skipped question		0

Table 5



Graph: How do you rate the collection of returns stock?

Question 6

If you do not use the vaccine returns service for expired/damaged stock how do you dispose of unused flu vaccines, expired vaccines or damaged vaccines?

Answer Options	Response Count
	212
<i>answered question</i>	212
<i>skipped question</i>	544

Question 7

Have you any suggestions with regard to how HSE National Cold Chain Service might be improved?

Answer Options	Response Count
	265
<i>answered question</i>	265
<i>skipped question</i>	491

Discussion

2177 invitations were initially sent to GP and Pharmacy sites to take part in the online survey. 15 email addresses bounced back so United Drug contacted the sites and requested an updated email address. These sites were then invited to take part in the online survey. In total 756 sites took part in this online survey. 19 sites opted out of the survey before completing it meaning they were not included in reminder emails to take part in the survey. In total 4 reminder emails were sent to outstanding sites asking them to take part in the short survey. The response rate for the survey was 34.72%.

Participants were given the opportunity to make comments after Question 2 to Question 7. (see Appendix 1 for a listing of questions)

Question 2 asked sites to rate the ordering service provided by the HSE National Cold Chain Service, 81 sites chose to comment about the service. Many of the sites that commented were very happy with the services 83% of respondents rated the services as excellent or very good. Some comments received included *"Very helpful staff"* or *"no problems encountered"* some sites commented that they *"would prefer more delivery dates"* and that *"an online facility would be easier"*

The next question asked sites to rate the delivery staff and their interaction with them. 85% of sites rated the staff and interaction as excellent or very good. The sites that rated fair or poor chose not to comment so it is unclear what issues they have with the service. 33 sites commented and many of the comments were very positive and included comments like *"Delivery staff are very punctual and friendly"* 2 sites commented that it *"would be great if they asked if there were any vaccines for return"* when they called.

We then asked sites to rate the problem or query handling ability provided by the HSE National Cold Chain Service many sites 73% rated this as excellent or very good. Of the sites that commented on this question (63 comments) many stated they *"Had not issues or problems"* or that this service was *"not needed"*. Of the sites that rated the service as fair (n=40) or poor (n=7) 11 sites commented on this service many of the comments stated there was *"little or no flexibility"* if an order date was missed or a site forgot to order vaccines.

Sites were asked to rate the collection of returns stock 58.7% of sites rated the service as excellent or very good. 55 comments were received for this question. Many sites commented that it would be helpful if the driver asked if there was any returns when vaccines were being delivered. Some sites stated filling in the return form with all of the batch details as a barrier to using the returns service. Of the sites that completed the survey 8.3% of ticked "Do not use the service" in the comments section many of those that commented stated *"did not realise service was available"*

As a follow on question about the returns service we asked those who did not use the service how they disposed of unused flu vaccine, expired vaccines or damaged vaccines. 212 sites responded to this query. 118 sites stated in their comments that they use the HSE National Cold Chain Delivery Service Returns service so these responses we disregarded. 94 comments remained with the majority of sites stating they used the sharps bin or a waste disposal company. This has highlighted a need to promote the returns service provided by United Drug on behalf of the HSE National Immunisation Office.

The final question we asked sites was if they had any suggestions on how to improve the HSE National Cold Chain Service. We received 265 comments with suggestions. A large proportion of these comments stated they were happy with the service currently being provided. The following were suggested by sites.

- Have an option to order online
- Have a system to book returns before the driver drops new vaccines
- Provide boxes for vaccine returns
- Would like more deliveries – suggest option of 1 or 2 extra deliveries if needed
- Receive a reminder to place an order
- Would like more flexibility if order date is missed
- Require more updates and need more specific guidelines about fridge breakdowns
- If stock is not used and is in cold chain there should be an option to return it so it can be used by other sites
- Pharmacies would like the option to order flu vaccines through wholesalers as they can get more deliveries

One site also suggested that vaccine manufacturers are asked to consider box sizes and bottle sizes when designing vaccines as space is limited. They also asked that vaccine batch stickers are available so they can be included in the patient passport.

The findings of this survey will be discussed in the HSE National Immunisation Office and in United Drug to ensure we provide the best service possible to our customers. We will consider some of the suggestions provided by GPs and Pharmacies and where possible we will make changes requested.

Acknowledgments

The National Immunisation Office and United Drug would like to thank all sites that took the time to complete this survey. We really appreciate your feedback.

The National Immunisation Office would like to thank all those who work in the HSE Cold Chain service in United Drug. We appreciate their continued hard work.

Appendix 1

Survey Questions

HSE National Cold Chain Service - Customer Satisfaction Survey 2014				
1. Type of premises, please tick				
GP		Pharmacy		
2. How would you rate the ordering vaccines service provided by HSE National Cold Chain Service?				
Excellent	Very Good	Good	Fair	Poor
Comments				
3. How would you rate the delivery staff and interaction with them provided by HSE National Cold Chain Service?				
Excellent	Very Good	Good	Fair	Poor
Comments				
4. How would you rate the problem/query handling provided by HSE National Cold Chain Service?				
Excellent	Very Good	Good	Fair	Poor
Comments				
5. How do you rate the collection of returns stock?				
Excellent	Very Good	Good	Fair	Poor
Comments				
6. If you do not use the vaccine returns service for expired/damaged stock how do you dispose of unused flu vaccines, expired vaccines or damaged vaccines?				
7. Have you any suggestions with regard to how HSE National Cold Chain Service might be improved?				