



NHSMAIL 2018 CUSTOMER SATISFACTION SURVEY

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INTRODUCTION

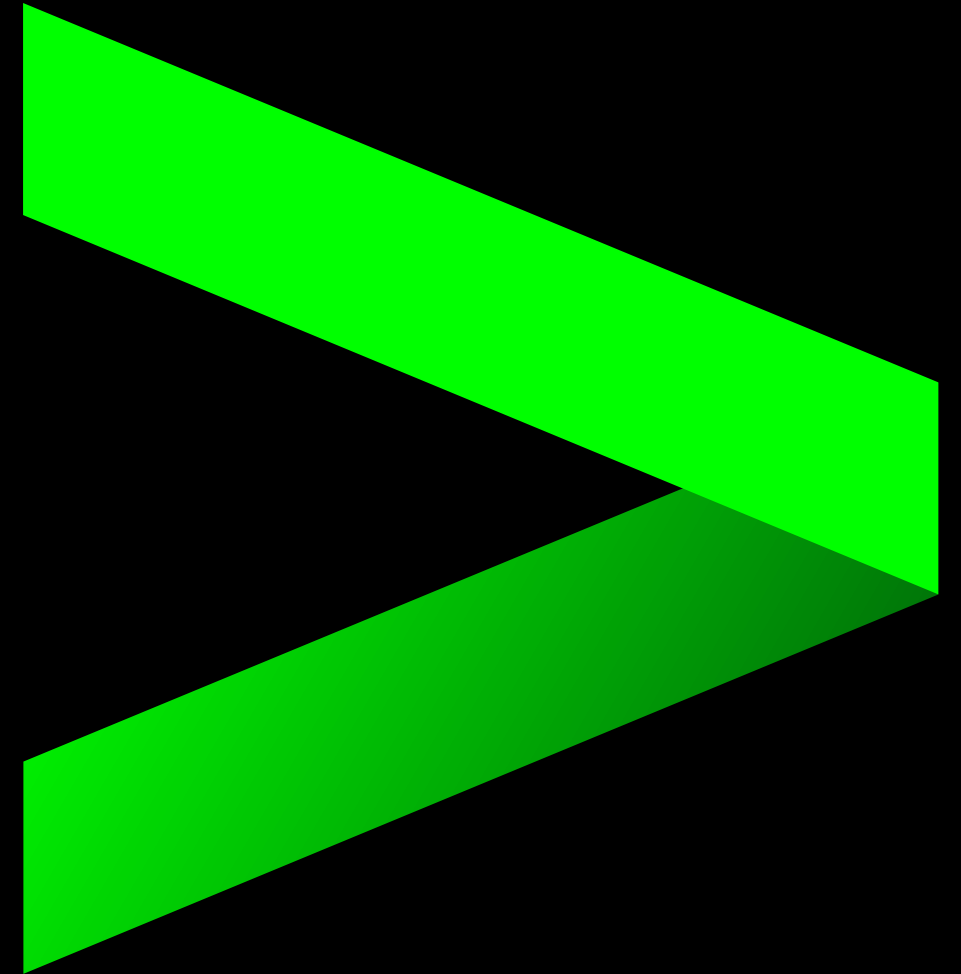
The 2018 NHSmail Customer Satisfaction Survey was conducted between the 2 October 2018 and the 27 October 2018 and provided an opportunity for every user on the platform to respond with their thoughts about the NHSmail service. Of the 1,221,204 invite emails issued to user accounts, 37,012 users chose to respond to the survey and represents a 3% response rate.

This presentation deck provides a summary of the responses along with proposed actions and improvements aimed at increasing satisfaction. There are 7 sections to this presentation deck:

- About you
- Your use of NHSmail
- NHSmail National Helpdesk
- NHSmail support site and Portal help pages
- NHSmail Skype for Business
- Local Administrators (LA)
- Actions and Improvements

2018 NHSMAIL CUSTOMER SATISFACTION SURVEY

ABOUT YOU



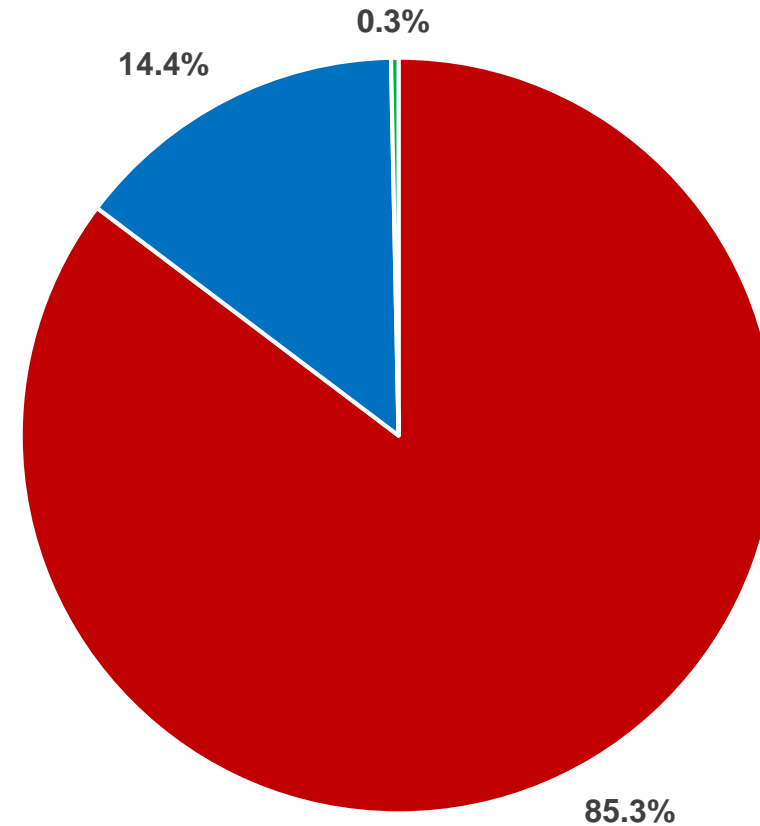
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RESPONDENT LOCATIONS

WHERE ARE YOU BASED?

Provides a geographic view of respondents to the survey in terms of their location. % split is broadly in line with expectations based on mailbox usage within England and Scotland.

Country	Respondents	% Split
England	31,568	85.3%
Scotland	5,326	14.4%
Not answered	118	0.3%
Grand Total	37,012	



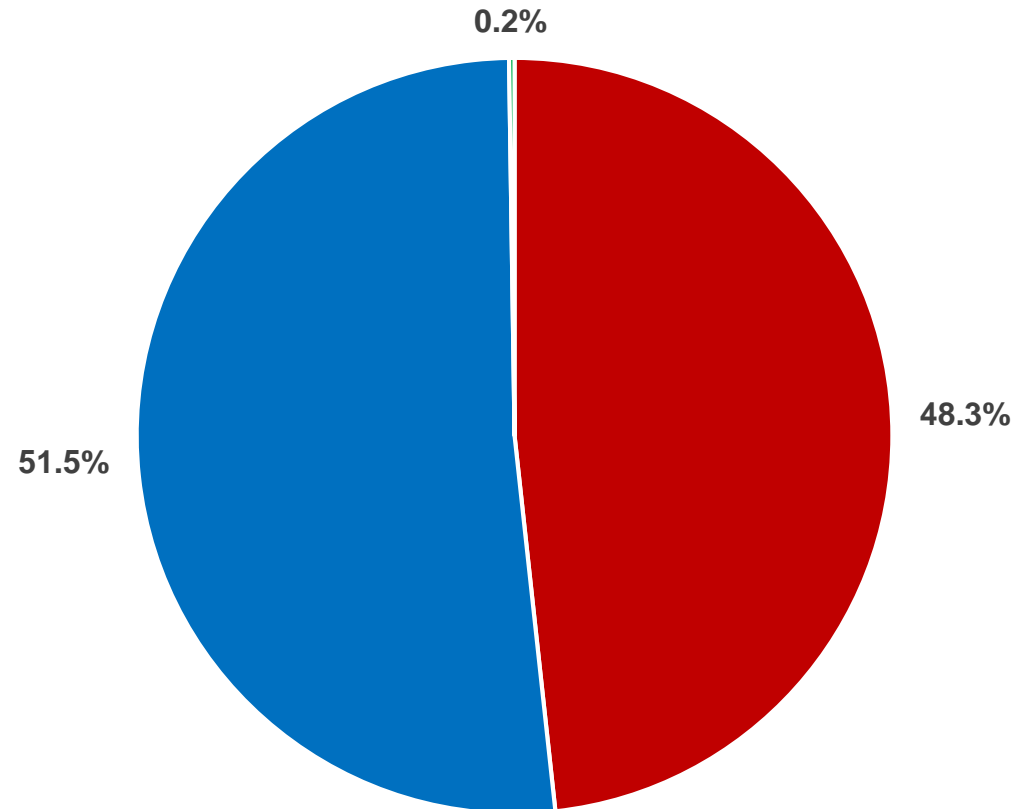
■ England ■ Scotland ■ Not Answered

CLINICAL / NON-CLINICAL

INDICATE IF YOUR JOB/ROLE IS CLINICAL OR NON-CLINICAL

When asked to indicate whether the respondents job or role is of a clinical nature or not, the responses provided are as follows. The results demonstrate that there has been a good split of both clinical and non-clinical respondents to the survey and confirms that there has been a fair representation across the NHS.

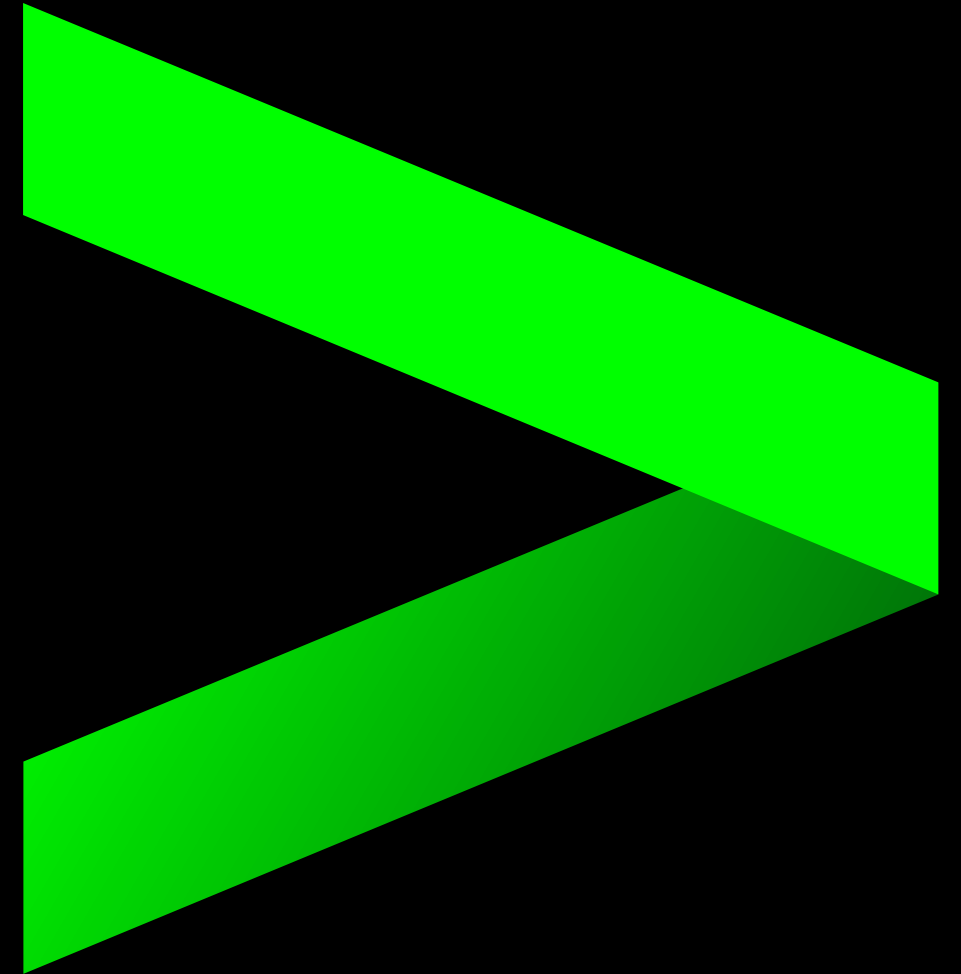
Country	Respondents	% Split
Clinical	17,877	48.3%
Non-clinical	19,069	51.5%
Not answered	86	0.2%
Grand Total	37,012	



■ Clinical ■ Non-clinical ■ Not answered

2018 NHSMAIL CUSTOMER SATISFACTION SURVEY

YOUR USE OF NHSMAIL



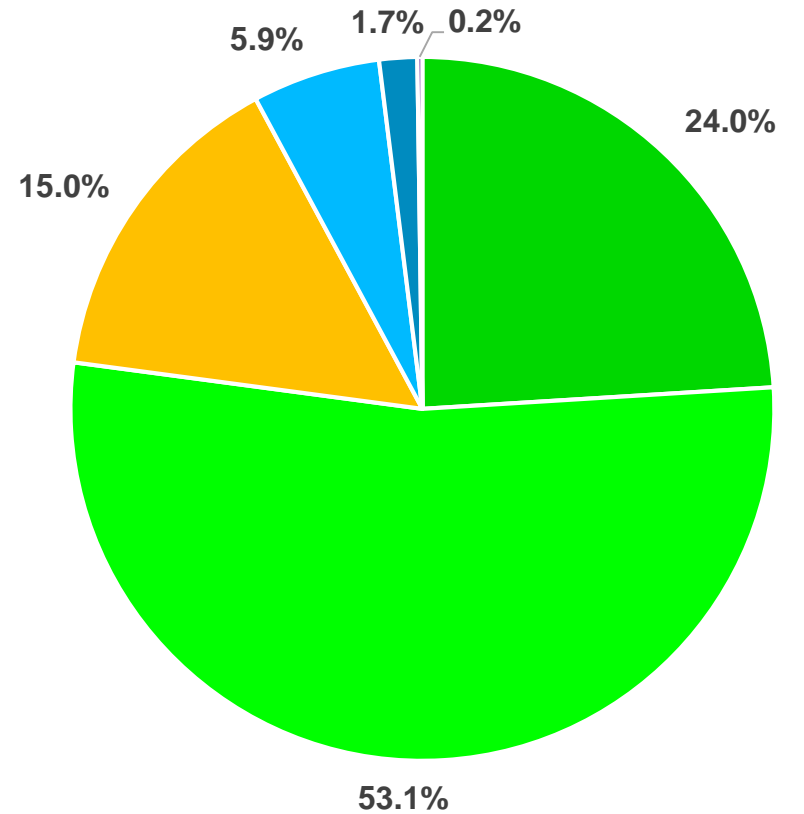
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OVERALL SERVICE SATISFACTION

HOW SATISFIED ARE YOU WITH THE NHSMAIL SERVICE OVERALL?

77% of all respondents to the question either stating that they were satisfied or very satisfied with the NHSmail service with a further 15% remaining neutral.

	Count	% split
Very satisfied	8,891	24.0%
Satisfied	19,650	53.1%
Neither satisfied nor dissatisfied	5,564	15.0%
Dissatisfied	2,177	5.9%
Very dissatisfied	645	1.7%
Not answered	85	0.2%
Grand Total	37,012	



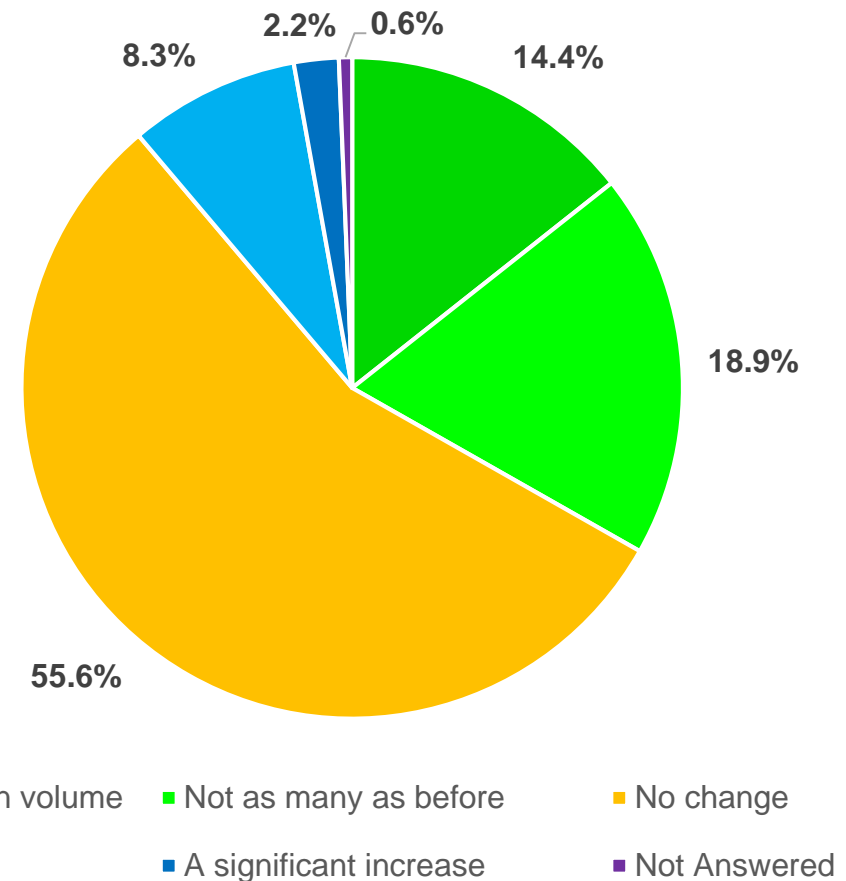
- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Not answered

SPAM FREQUENCY

#6 – IN THE LAST 12 MONTHS, WHICH BEST DESCRIBES THE CHANGE IN VOLUME OF SPAM EMAILS YOU RECEIVE DAILY IN YOUR NHSMAIL ACCOUNT?

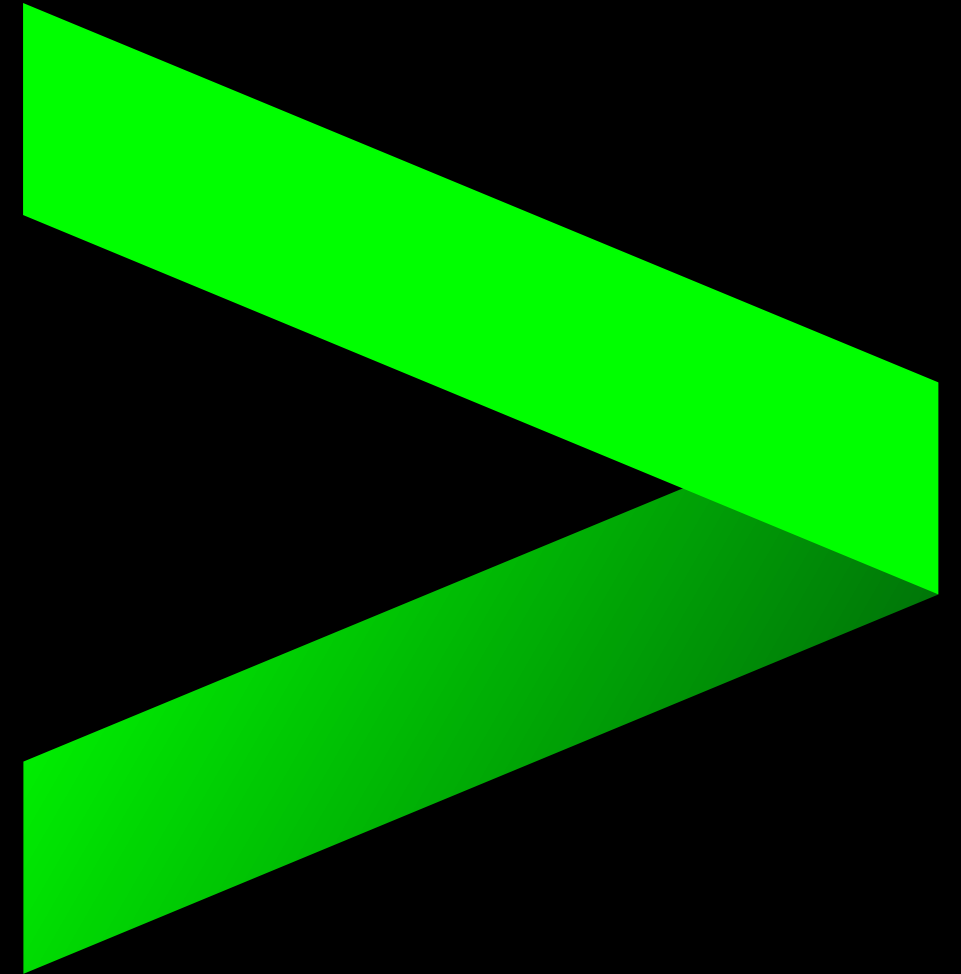
Whilst the largest percentage of respondents recorded no change in SPAM frequency. 33.3% did notice a decrease or significant drop with the volume of spam emails received.

	Count	% split
A significant drop in volume	5,314	14.4%
Not as many as before	6,980	18.9%
No change	20,580	55.6%
An increase	3,088	8.3%
A significant increase	811	2.2%
Not Answered	239	0.6%
Grand Total	37,012	



2018 NHSMAIL CUSTOMER SATISFACTION SURVEY

**NHSMAIL
NATIONAL
HELPDESK**



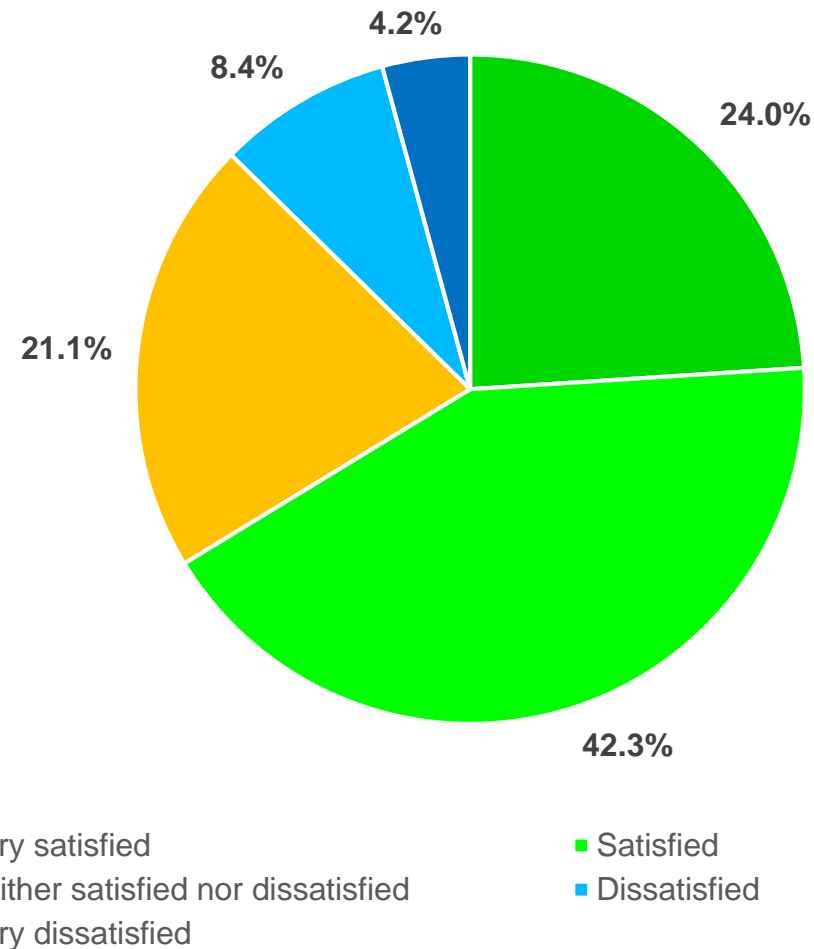
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HELPDESK SATISFACTION

HOW SATISFIED ARE YOU WITH THE NHSMAIL NATIONAL HELPDESK?

The response to this question highlighted that 66.3% of all respondents to the question either stated they were satisfied or very satisfied with the service received from the NHSmail helpdesk. A further 21.1% remained neutral.

	Count	% split
Very satisfied	1,575	24.0%
Satisfied	2,779	42.3%
Neither satisfied nor dissatisfied	1,383	21.1%
Dissatisfied	553	8.4%
Very dissatisfied	278	4.2%
Grand Total	6,568	



HELPDESK SATISFACTION STATEMENTS #1

PLEASE INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT THE NHSMAIL NATIONAL HELPDESK

Respondents were given 7 sub-questions to respond to and each requested that the helpdesk be rated against a 5-point scale ranging from Strongly Agree to Strongly Disagree.

Users were asked to answer all 7 questions, but only provide one answer per question. The survey did not force users to answer all questions which means that the total number of responses for each of the sub-questions varies from question to question. However, all of the sub-questions have approximately 6,400 answers which still provides statistically relevant results.

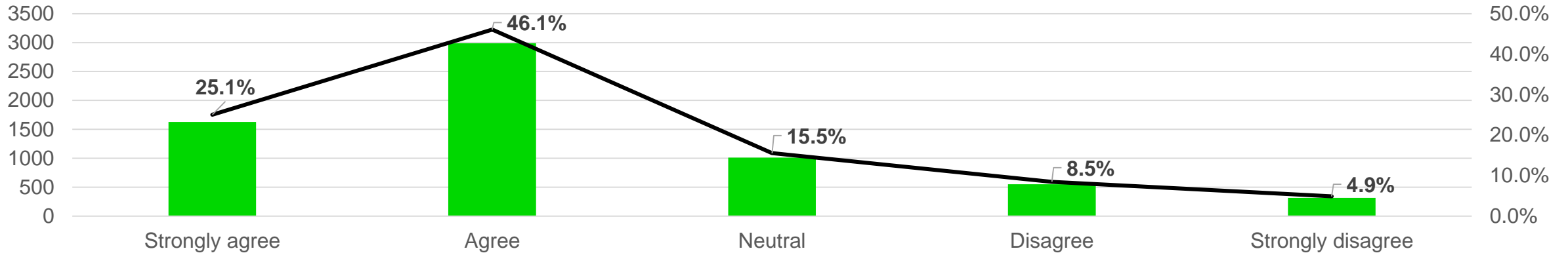
Overall satisfaction on all sub-questions reached 65% or above, with the highest level of satisfaction being demonstrated with the 'calls being handled in a courteous manner' sub-question which hit 91% satisfaction.

Although overall dissatisfaction was very low, the highest scoring sub-question with just over 17% of respondents dissatisfied was regarding the helpdesk 'were able to solve my problem'.

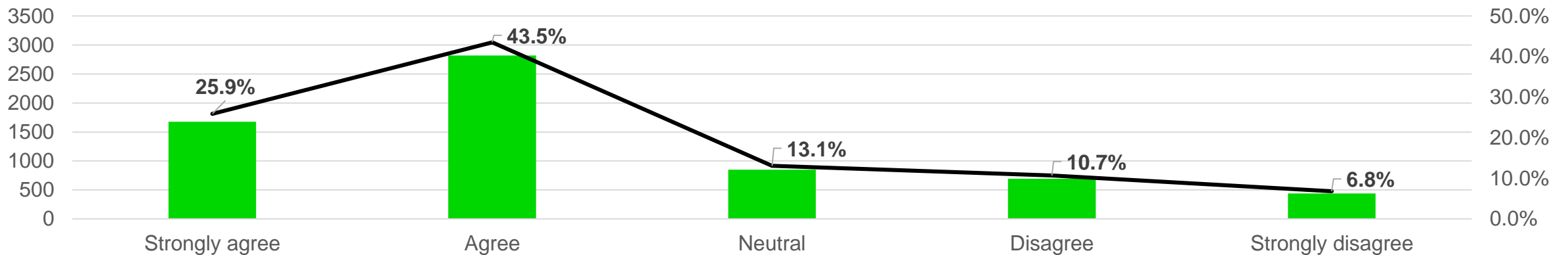
HELPDESK SATISFACTION STATEMENTS #2

PLEASE INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT THE NHSMAIL NATIONAL HELPDESK

The NHSmail National Helpdesk understood and diagnosed my issue (6,489 responses)



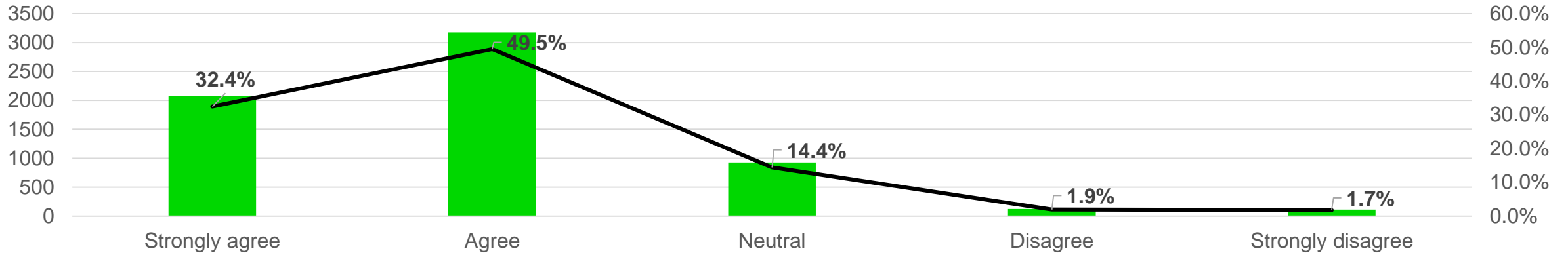
The NHSmail National Helpdesk were able to solve my issue (6,480 responses)



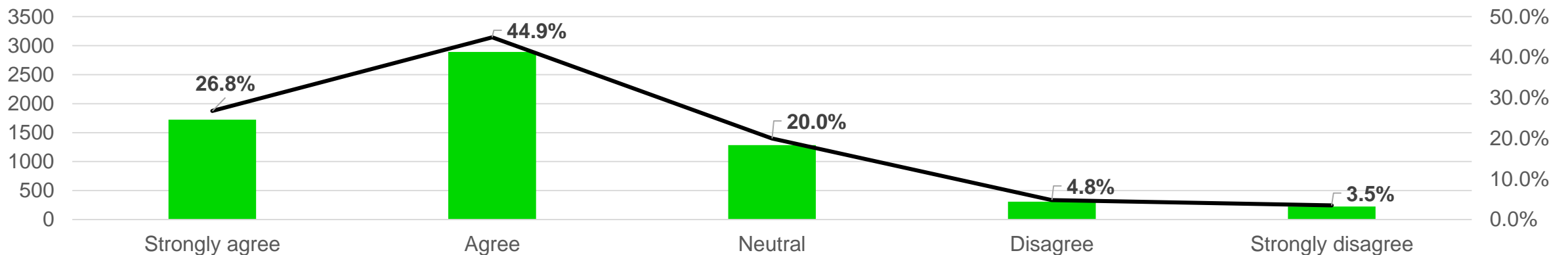
HELPDESK SATISFACTION STATEMENTS #3

PLEASE INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT THE NHSMAIL NATIONAL HELPDESK

The NHSmail National Helpdesk handles calls in a courteous manner (6,417 responses)



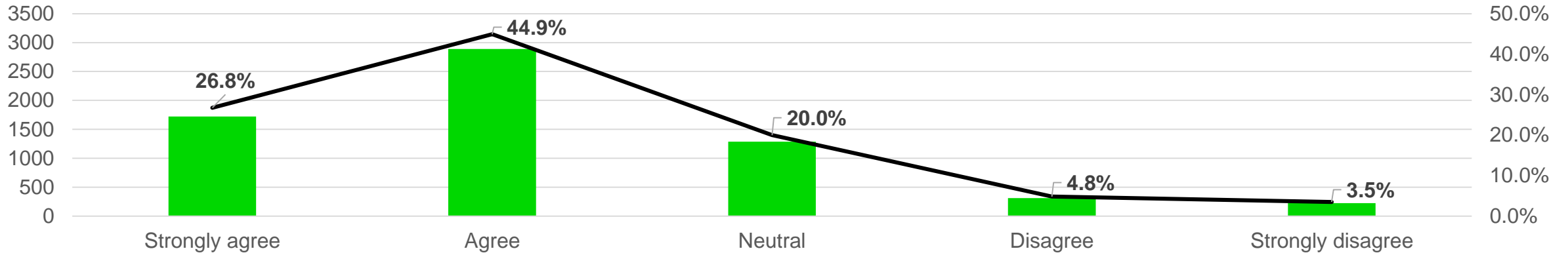
The NHSmail National Helpdesk handles calls quickly and efficiently (6,433 responses)



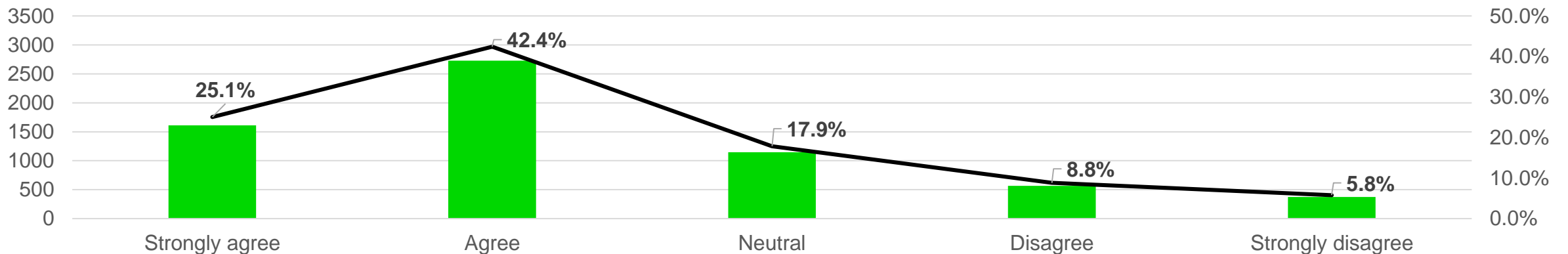
HELPDESK SATISFACTION STATEMENTS #4

PLEASE INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT THE NHSMAIL NATIONAL HELPDESK

The NHSmail National Helpdesk staff have good communication skills (6,433 responses)



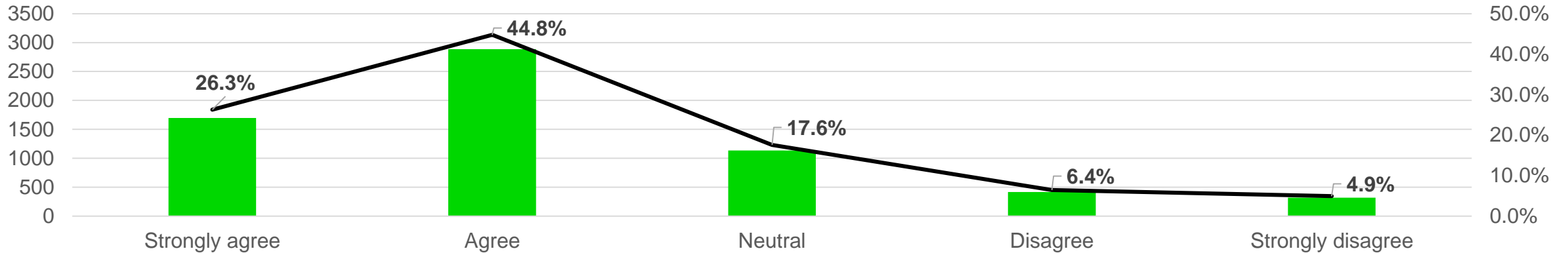
#13.6 - I am happy with the time taken to address my enquiry (6,427 responses)



HELPDESK SATISFACTION STATEMENTS #5

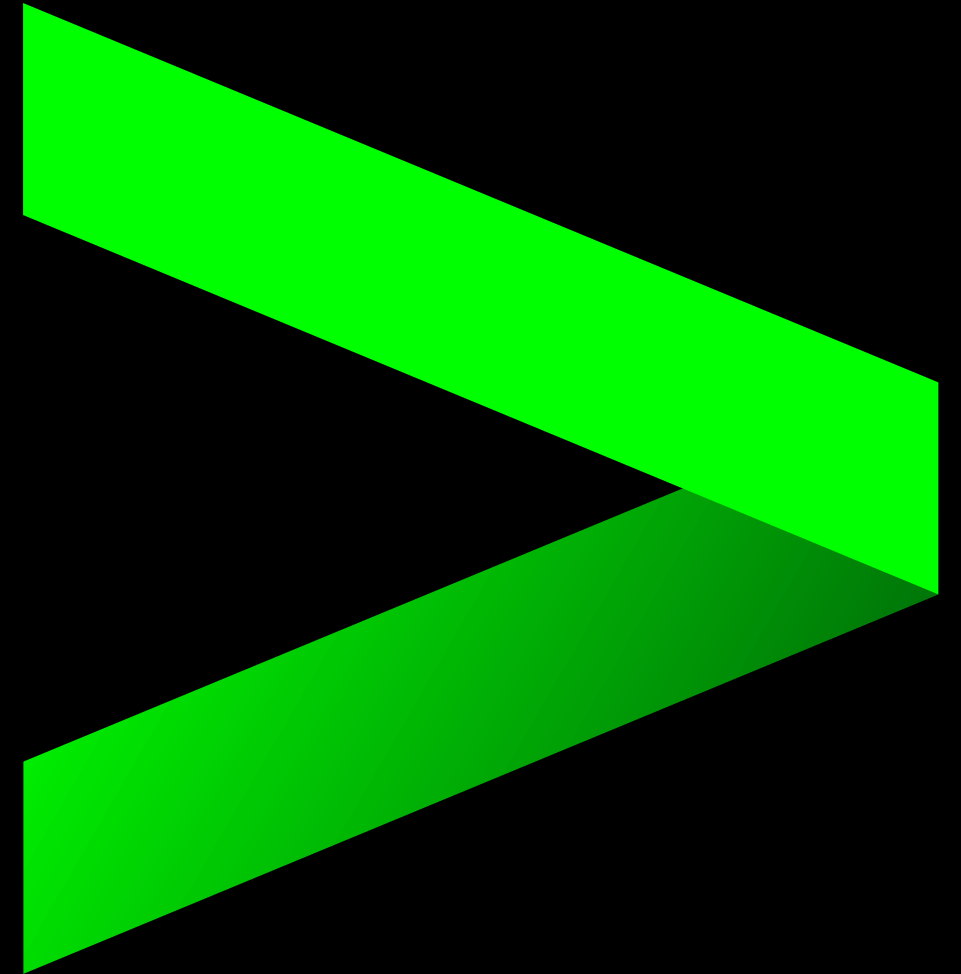
PLEASE INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS ABOUT THE NHSMAIL NATIONAL HELPDESK

The information the NHSmail National Helpdesk gave me when I contacted them was relevant (6,452 responses)



2018 NHSMAIL CUSTOMER SATISFACTION SURVEY

**NHSMAIL
SUPPORT SITE
AND
PORTAL HELP PAGES**



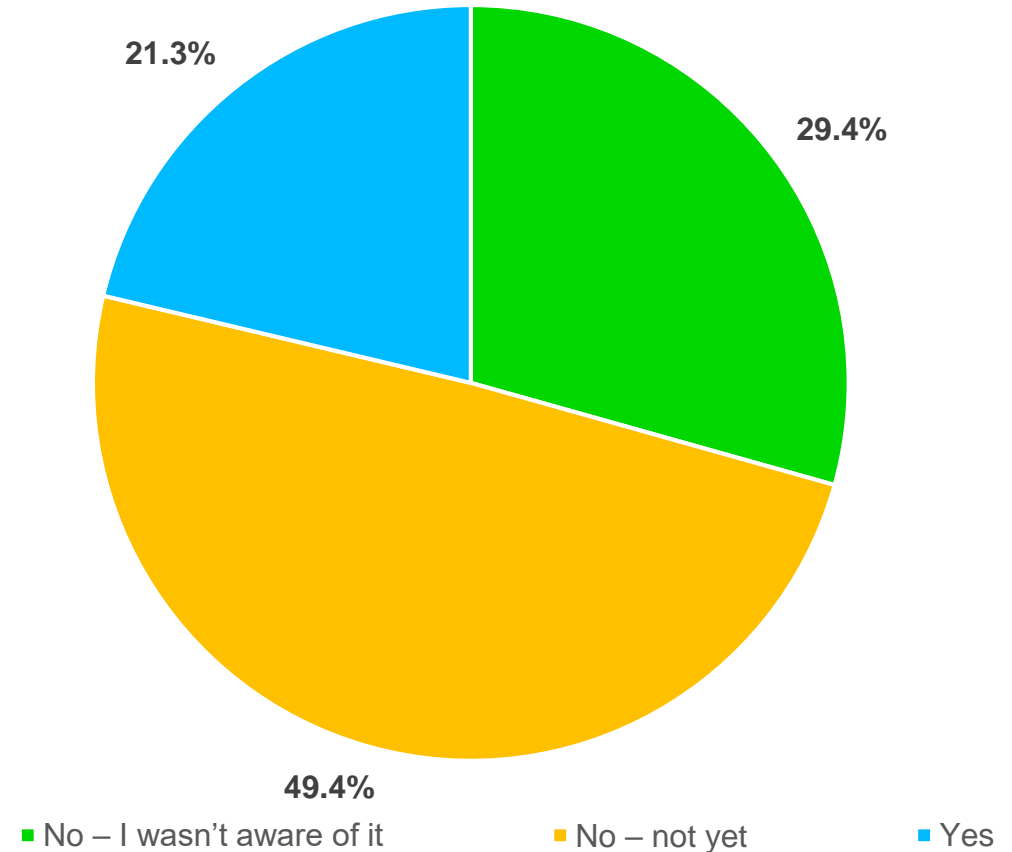
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SUPPORT SITE USAGE

HAVE YOU USED THE NHSMAIL SUPPORT SITE AND PORTAL HELP PAGES?

Only 21.3% of respondents confirmed that they had used the NHSmail Support Site and pages. Whilst this seems low, users would only seek support if they were in a position to need support. However, with almost 30% of the respondents not aware of the support site, this is a key improvement activity to raise awareness.

	Count	% split
No – I wasn't aware of it	10,834	29.4%
No – not yet	18,214	49.4%
Yes	7,858	21.3%
Grand Total	36,906	

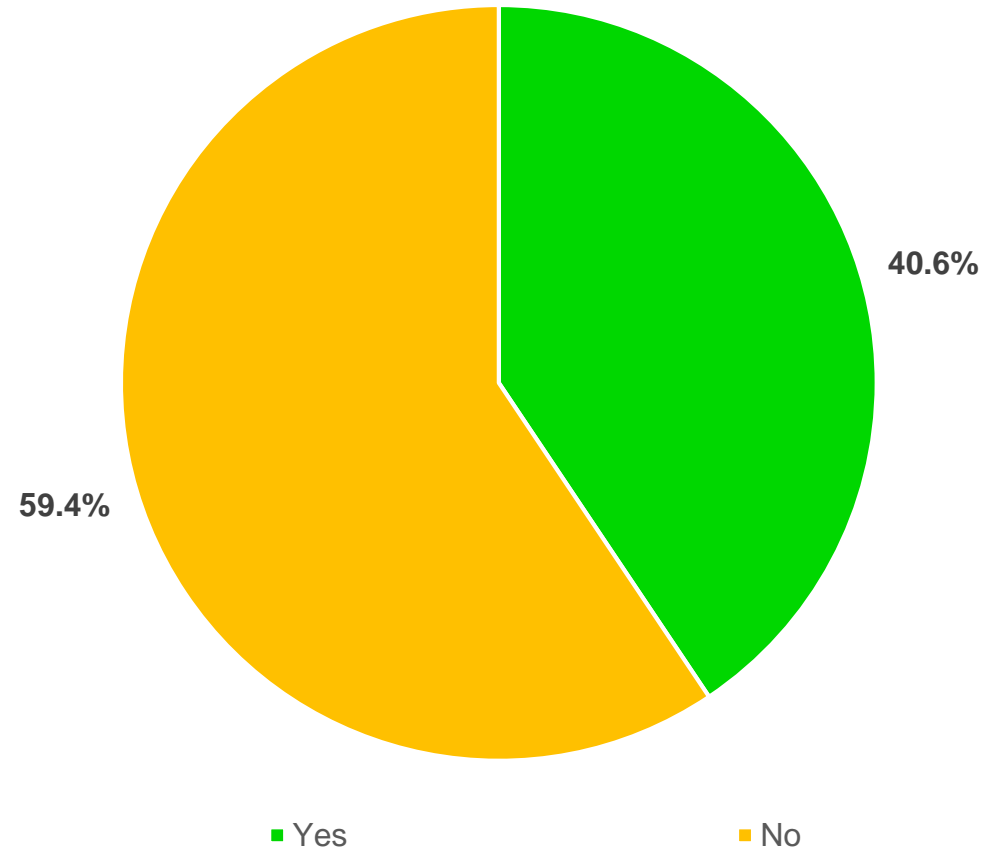


FINDING INFORMATION

DO YOU EVER HAVE PROBLEMS FINDING WHAT YOU'RE LOOKING FOR?

Disappointingly, 40.6% of respondents had a problem finding what they are looking for within the support site and portal help pages. This adds significant weight behind improving the search and navigation functionality which will be a key improvement action.

	Count	% split
Yes	3,186	40.6%
No	4,660	59.4%
Grand Total	7,846	

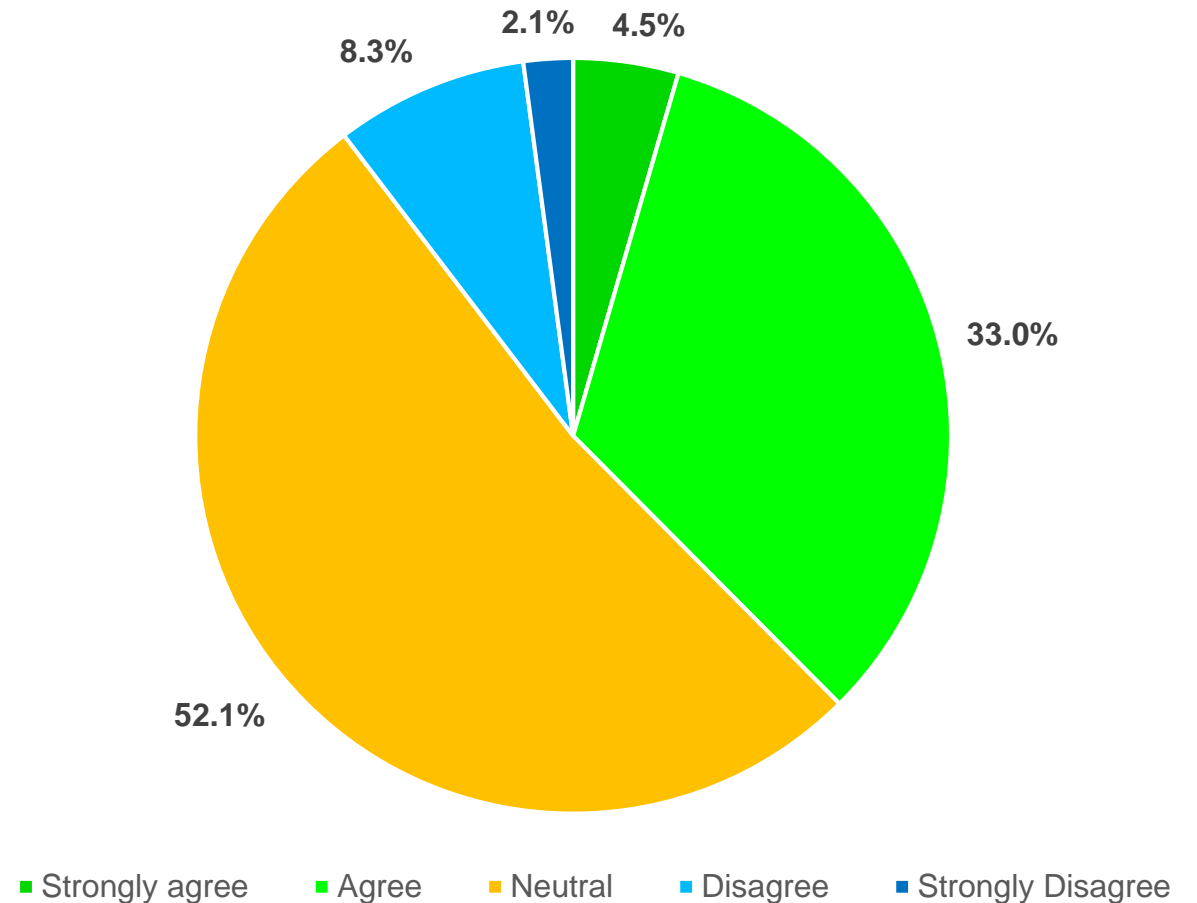


PROBLEM SOLVING

PLEASE INDICATE IF YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENT: "THE INFORMATION AVAILABLE ON THE NHSMAIL SERVICE STATUS PAGE HELPS ME SOLVE PROBLEMS"

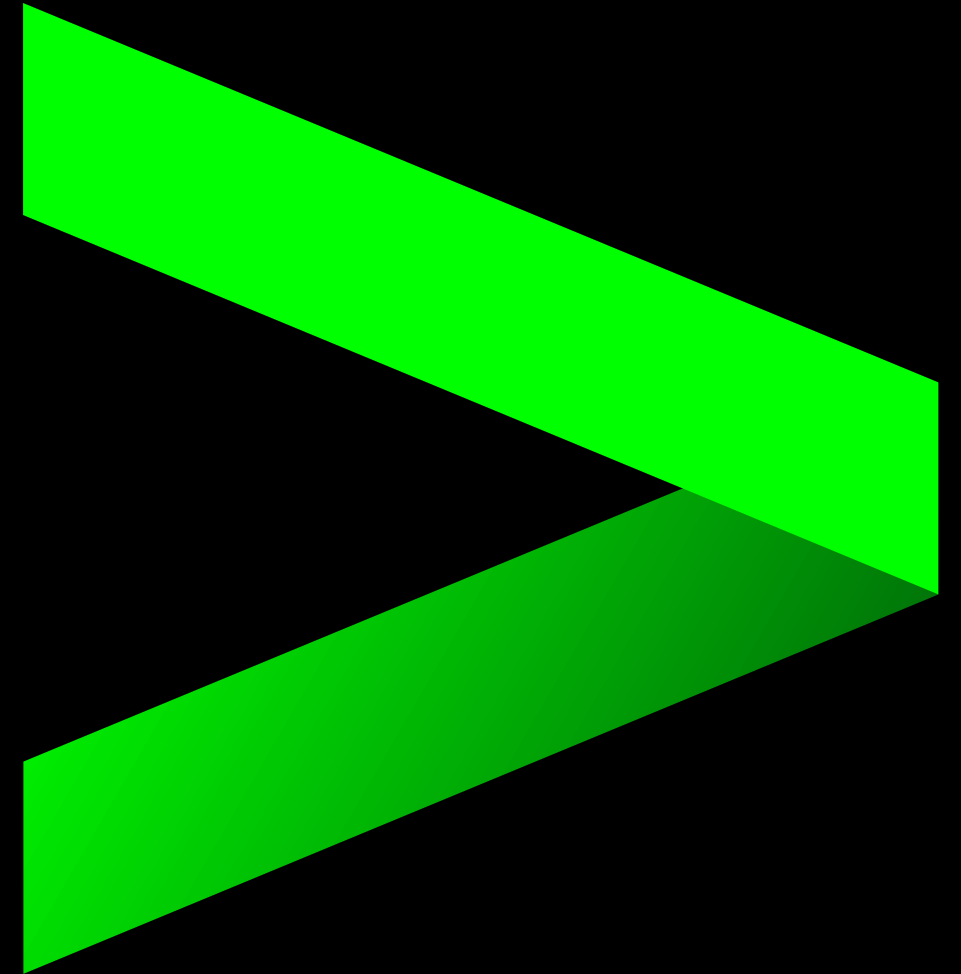
Whilst only 10.4% disagreed with the statement, 52.1% remained neutral which indicates that there is certainly room for improvement and suggests that we should be able to do more to turn those neutral responses into positive responses.

	Count	% split
Strongly agree	343	4.5%
Agree	2,518	33.0%
Neutral	3,969	52.1%
Disagree	629	8.3%
Strongly Disagree	161	2.1%
Grand Total	7,620	



2018 NHSMAIL CUSTOMER SATISFACTION SURVEY

**NHSMAIL
SKYPE
FOR
BUSINESS**



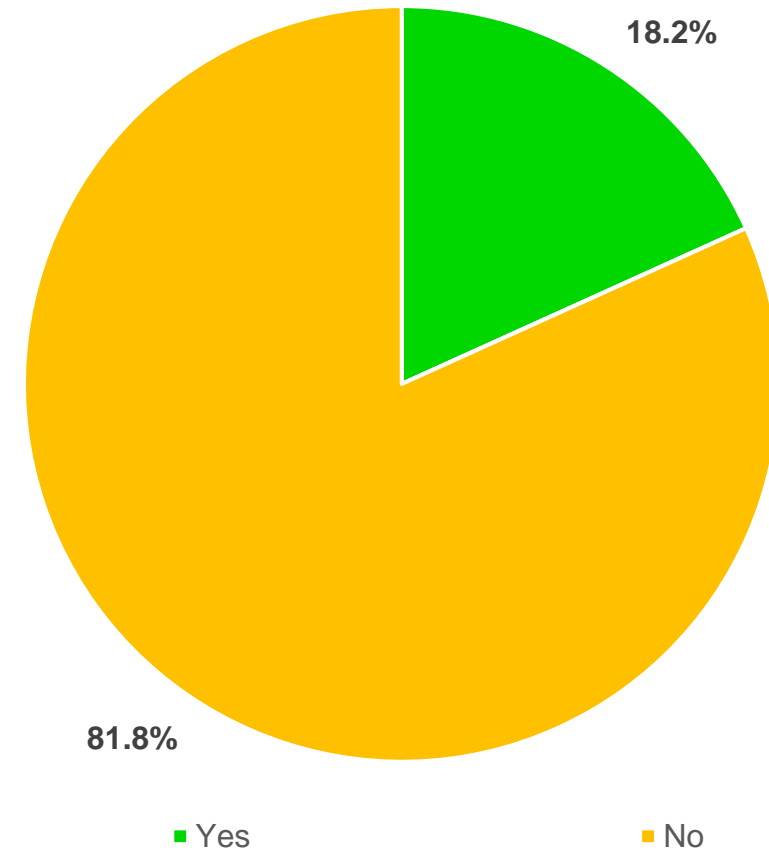
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SKYPE FOR BUSINESS IM&P AWARENESS

WERE YOU AWARE THAT NHSMail OFFERS SKYPE FOR BUSINESS INSTANT MESSAGING AND PRESENCE AS PART OF THE CENTRALLY FUNDED SERVICE?

It is clear from the results that only just over 18% of respondents were aware that Skype for Business Instant Messaging and Presence (IM&P) is available as part of a centrally funded service despite it being available to organisations and users since January 2017.

	Count	% split
Yes	6,712	18.2%
No	30,090	81.8%
Grand Total	36,802	

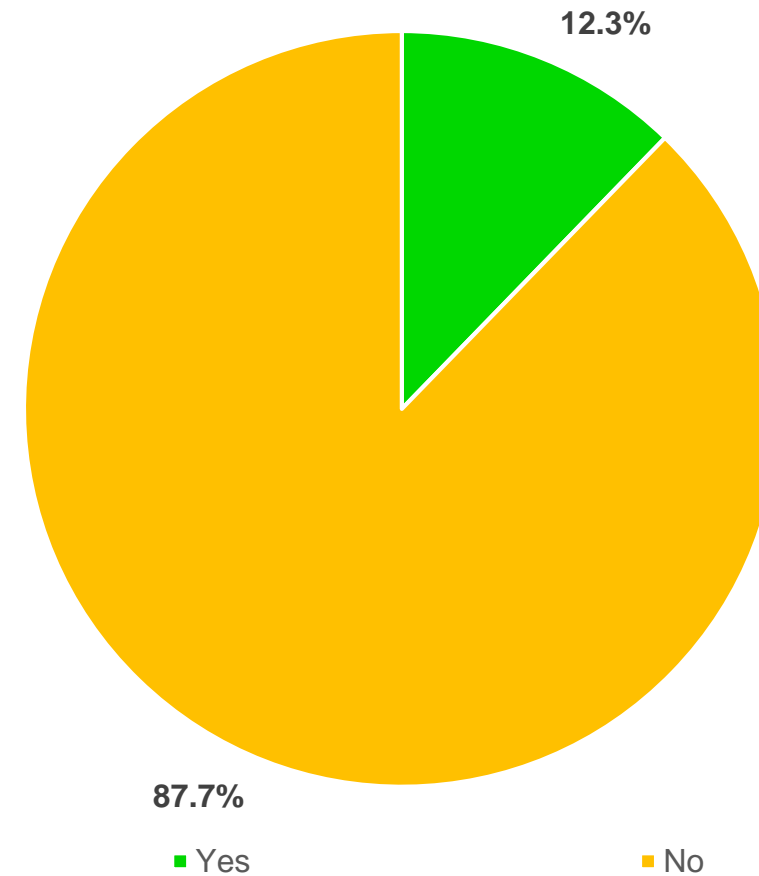


SKYPE FOR BUSINESS A&VC AWARENESS

WERE YOU AWARE THAT NHSMail OFFERS SKYPE FOR BUSINESS AUDIO AND VIDEO CONFERENCING AS A LOCALLY FUNDED SERVICE?

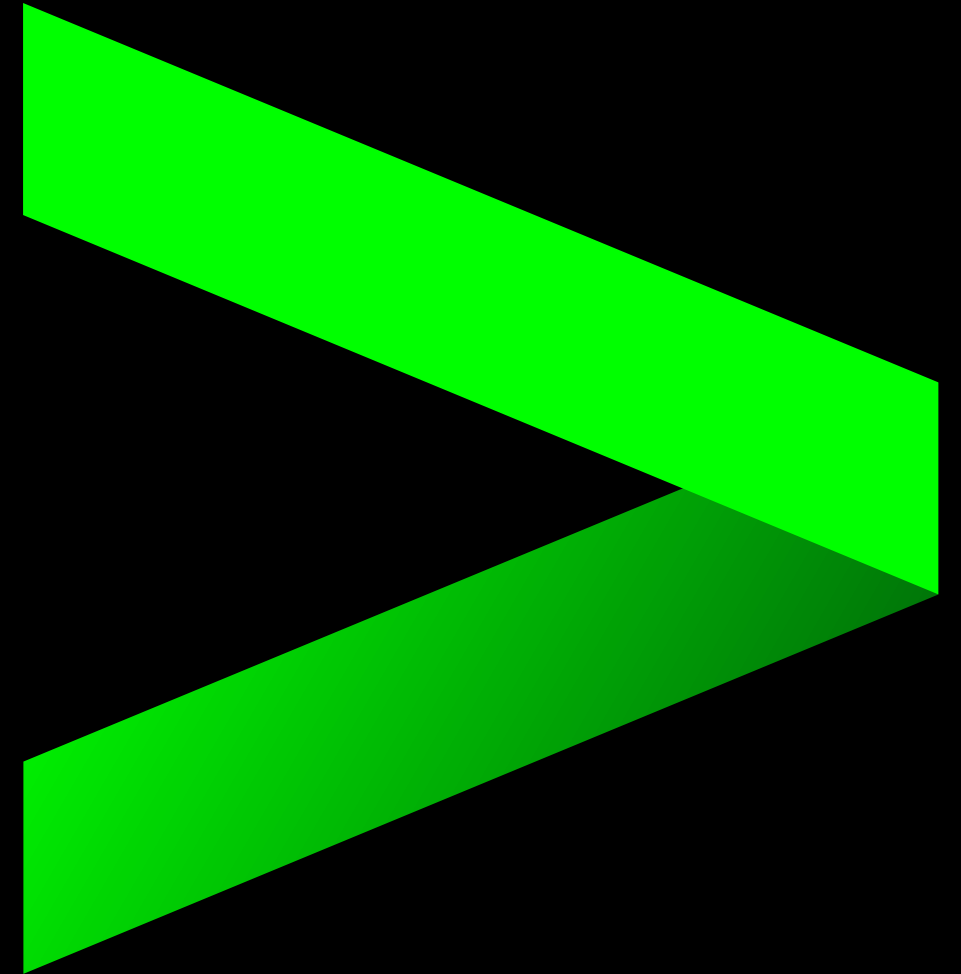
Similarly to the results regarding IM&P, the awareness of A&VC is low amongst NHSmail platform users with only 12.2% of respondents familiar with the offering.

	Count	% split
Yes	4,515	12.3%
No	32,298	87.7%
Grand Total	36,813	



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LOCAL ADMINISTRATORS



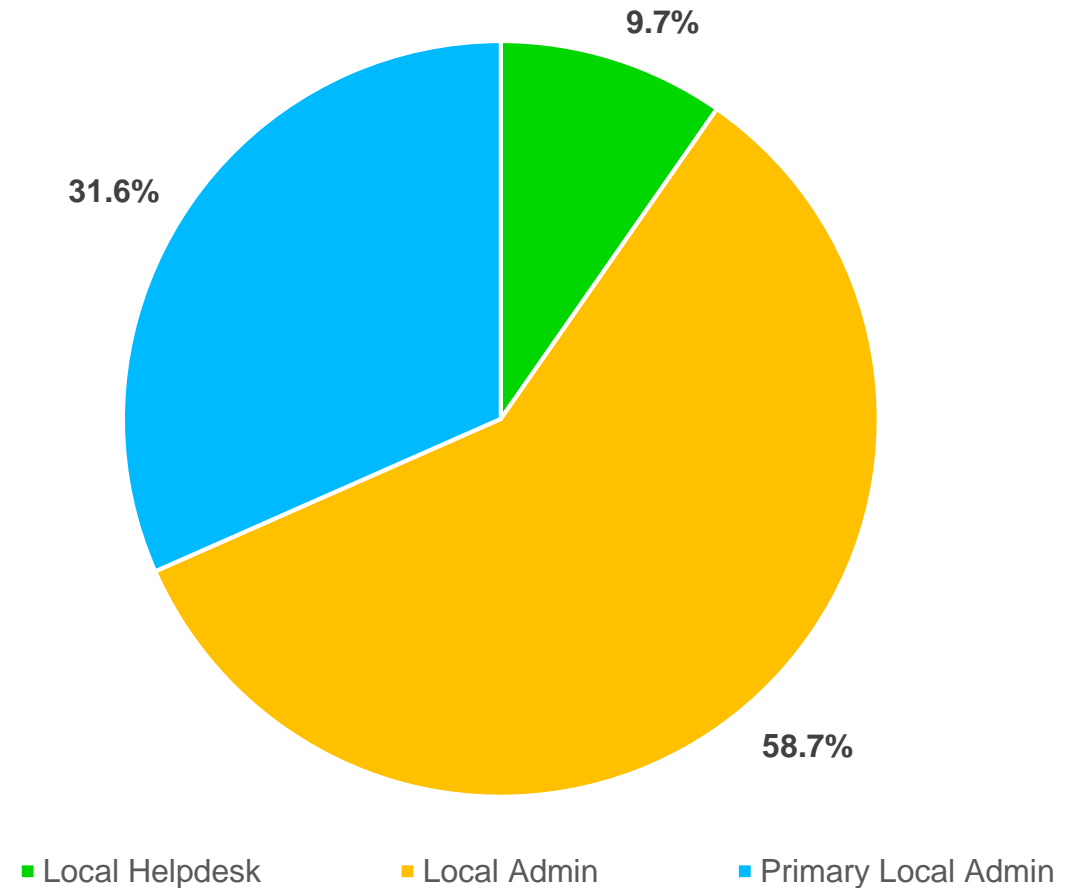
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LOCAL ADMINISTRATOR TYPE

WHAT KIND OF LA ARE YOU?

Primary Local Administrators are very well represented in this survey given that there are 994 users on the NHSmail platform with this role and 398 have responded to this survey (40%). Local Administrators however are less well represented as there are 12,821 LAs and only 739 have responded to the survey (5.7%), but this is still above the all-user response rate of 3%.

	Count	% split
Local Helpdesk	122	9.7%
Local Admin	739	58.7%
Primary Local Admin	398	31.6%
Grand Total	1,259	

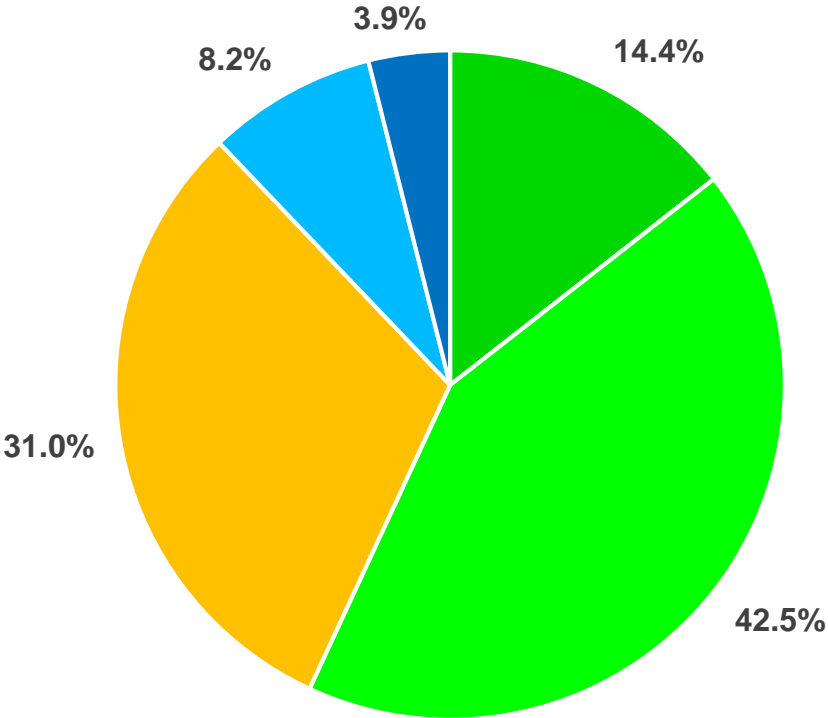


LA TOOLS SATISFACTION

HOW SATISFIED ARE YOU WITH THE LOCAL ADMINISTRATOR TOOLS?

56.8% of Local Administrators were either satisfied or very satisfied with the LA tools provided as part of the NHSmail Portal. A further 31.1% remained neutral, whilst 12.1% were dissatisfied or very dissatisfied.

	Count	% split
Very satisfied	180	14.5%
Satisfied	529	42.3%
Neither satisfied nor dissatisfied	386	31.1%
Dissatisfied	102	8.2%
Very dissatisfied	49	3.9%
Grand Total	1,243	

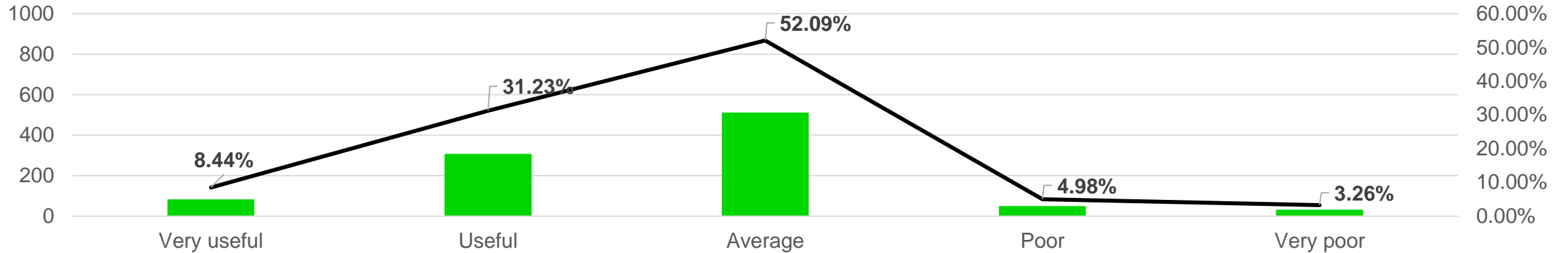


- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

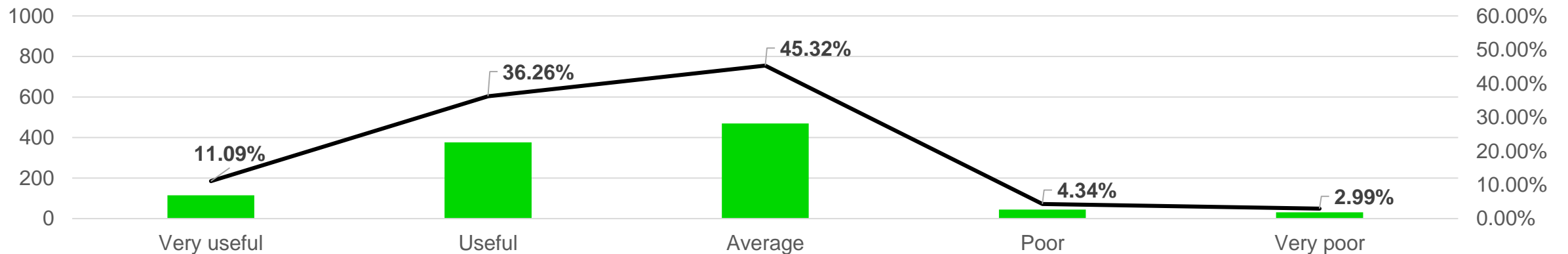
LA WEBINAR AND BULLETIN USEFULNESS

HOW USEFUL DO YOU FIND THE LOCAL ADMINISTRATOR MONTHLY COMMUNICATIONS THAT YOU RECEIVE FROM THE NHSMAIL TEAM?

LA webinar (983 responses)

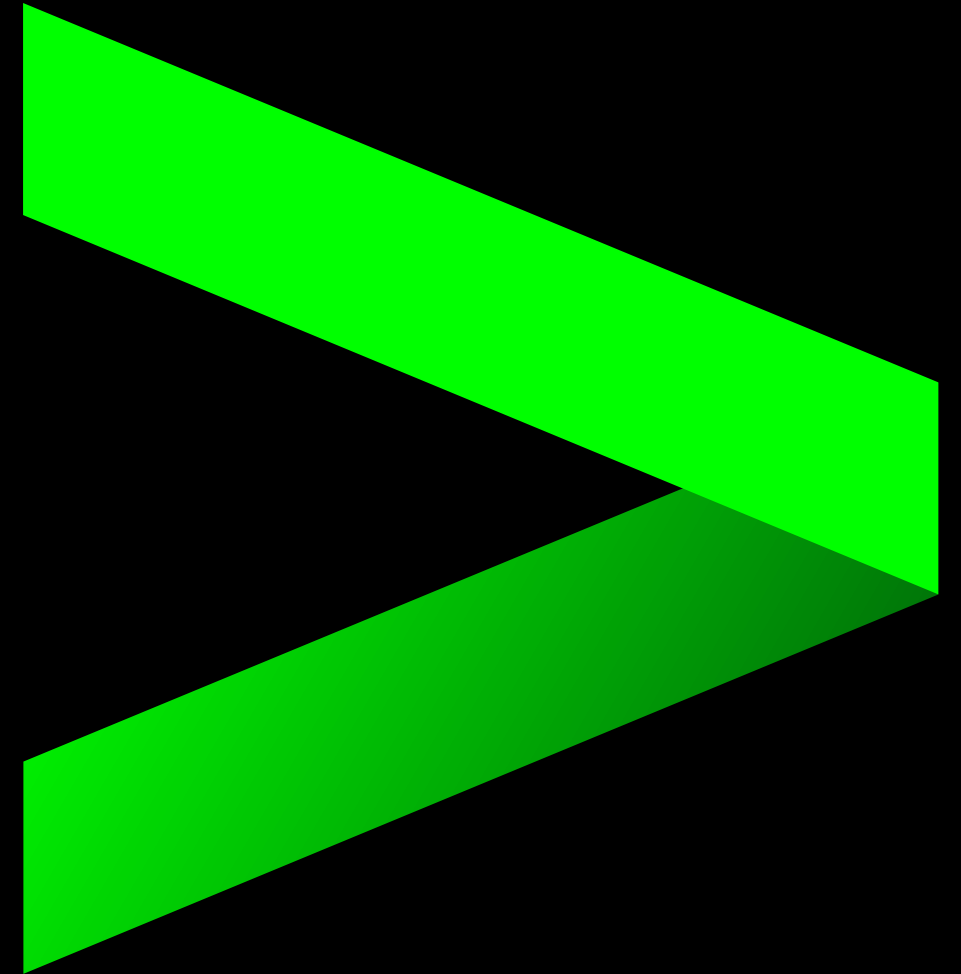


LA bulletin (1,037 responses)



2018 NHSMAIL CUSTOMER SATISFACTION SURVEY

ACTIONS AND IMPROVEMENTS

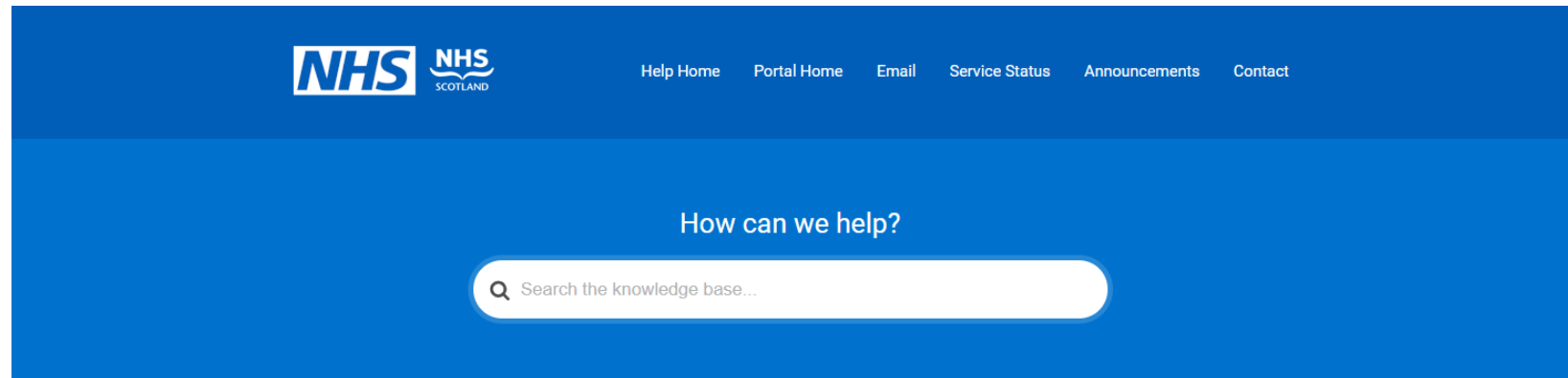


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NHSMail SUPPORT SITE

SUPPORT SITE REFRESH AND IMPROVED FUNCTIONALITY

It has been clear from the user survey responses that improvements to the NHSmail support site are required – particularly in terms of the ability to search for relevant content.



We have listened to the feedback and taken action to build a replacement support site that is targeted to be made available within the first quarter of 2019.

Search is the primary focus of the site which is also logically divided into appropriate categories. Announcements, popular and most recently updated articles are dynamically refreshed.

The site adheres to WCAG2.1 accessibility standards and will use the support.nhs.net URL.

Help Topics



Guidance



Joining NHSmail



About NHSmail



Policy



Communications



Service Status



Known Issues



Self-help Tool

Announcements

Dipper Release 18/12/2018

P3 – INC123456 – Gateway
Reduced Resiliency 18/12/2018

Anti Spoofing 14/12/2018

Popular Articles

Create user account

Access Policy

Roles and Permissions

Self-service password reset and
unlock

Edit a User

LA SELF-SERVICE TICKETS

SUPPORT SITE REFRESH AND IMPROVED FUNCTIONALITY

A pilot is currently underway that offers Local Administrators the option of raising, reviewing and updating helpdesk support tickets via a self-service portal rather than either email or telephone.

The screenshot displays the NHS Scotland Helpdesk Self-Service portal. At the top, the NHS Scotland logo is on the left, followed by the text 'Helpdesk Self-Service'. In the center, there is a blue bar with '0 Open Tickets'. On the right, a user profile icon is shown with the text 'Hello, Tom'. Below the header, there is a 'QUICK LINKS' dropdown menu and a breadcrumb trail 'Home > Raise an Incident'. The main content area is titled 'Raise an Incident' and contains a grid of eight incident categories, each with a 'Submit Ticket' button:

- ATP**: Short Description: Advanced Threat Protection (ATP) Request
- Email Client**: Short Description: Issues with attachments, autodiscover, a
- Email Relay**: Short Description: Issues with blacklisting, connectivity,
- Mobile Device**: Short Description: Issues relating to adding or removing mo
- O365**: Short Description: Issues with access, service, licence or
- OWA**: Short Description: Issues with attachments, Autodiscover, a
- Portal**: Short Description: Issues with portal functionality includi
- Skype for Business**: Short Description: Issues with instant messaging, performan

At the bottom of the page, there is a footer with a telephone icon and the text: 'For high severity incidents, please contact the NHSmail national helpdesk on 0333 200 1133. This number is available 24 hours a day, 365 days a year.'

This self-service portal is expected to be made available during the first quarter of 2019 to all Local Administrators and will provide real-time information with regards ticket progress and accompanying commentary.

The toolset also provides the opportunity to automate more complex workflows so that requests can be fulfilled more expediently with less manual intervention.

COMMUNICATIONS STRATEGY

UPDATED STRATEGY FOR COMMUNICATING WITH LOCAL ADMINISTRATORS

NHS Digital is reviewing the current ways of communicating with users and Local Administrators of NHSmail and will be developing a revised communications strategy on the basis of the user survey results.

ADDITIONAL IMPROVEMENTS

SELECTED OTHER IMPROVEMENT WORKSTREAMS

Accenture, in partnership with NHS Digital and National Services Scotland are reviewing additional improvements on the basis of the user survey results. These improvements include:

- Updates to the self-help tool available on the support site to make it more interactive and useful to users
- Reviewing the policies applied to the platform specifically regarding account lockouts and password expiry
- Reviewing the approach to the continued roll-out of Skype for Business and associated collaboration tooling so that more organisations can benefit.
- Reviewing and prioritisation of fixes and improvements to the NHSmail Portal as a result of the feedback provided via the survey results.