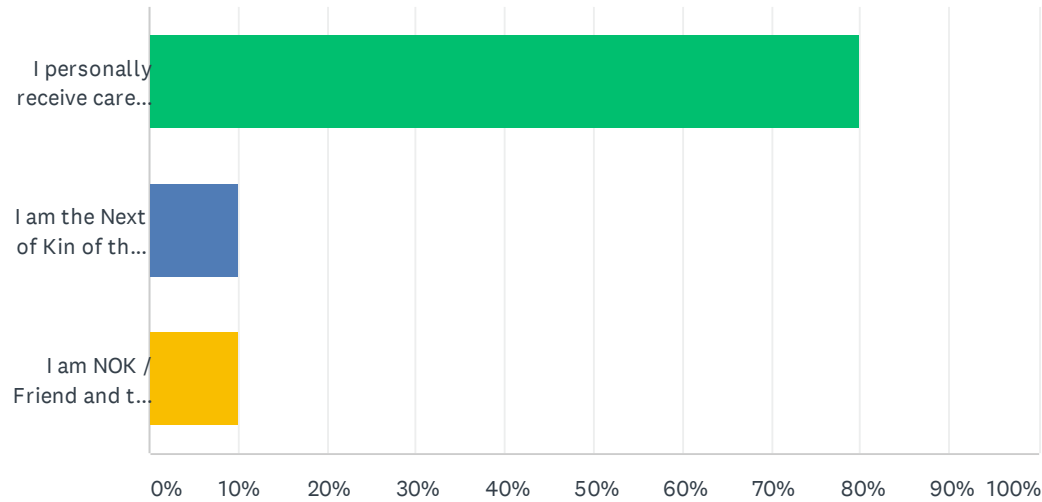


### Q1 I am completing this survey as

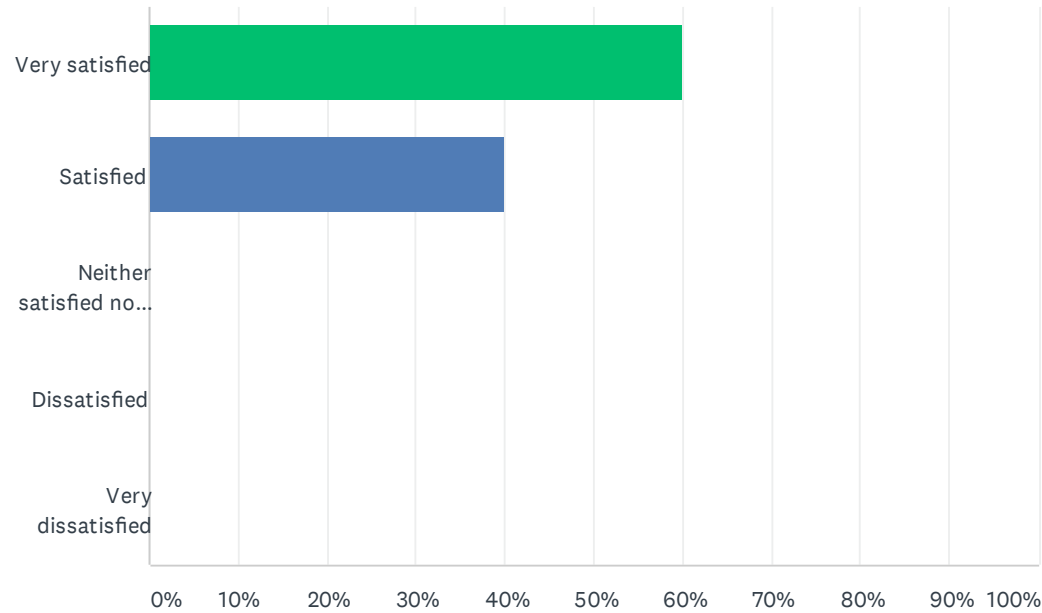
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
I personally receive care from Nexxus Care	80.00%	8
I am the Next of Kin of the person receiving care from Nexxus Care and I am completing this on their behalf	10.00%	1
I am NOK / Friend and this is my opinion/answers	10.00%	1
<b>TOTAL</b>		<b>10</b>

## Q2 I am satisfied with the care I receive from Nexxus Care

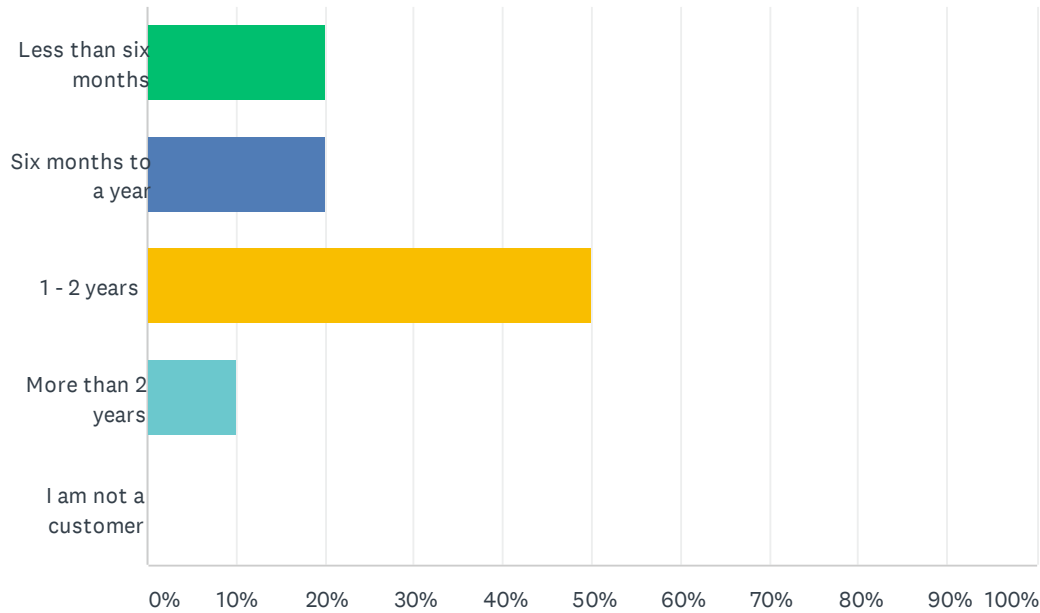
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	60.00%	6
Satisfied	40.00%	4
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Total Respondents: 10		

### Q3 How long have you been a customer of Nexxus Care

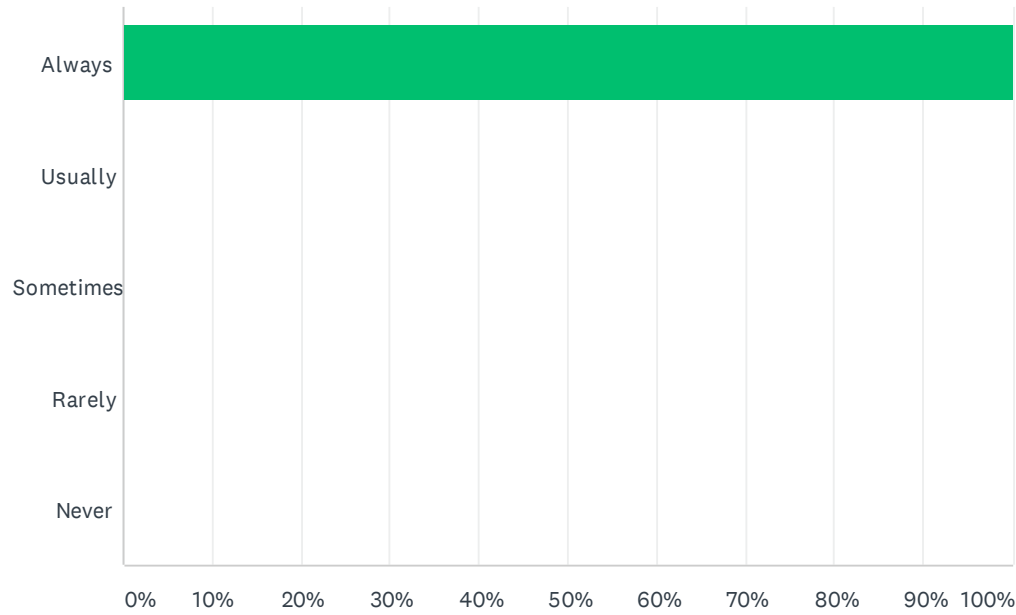
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than six months	20.00%	2
Six months to a year	20.00%	2
1 - 2 years	50.00%	5
More than 2 years	10.00%	1
I am not a customer	0.00%	0
<b>TOTAL</b>		<b>10</b>

## Q4 My care staff treat me with dignity and respect

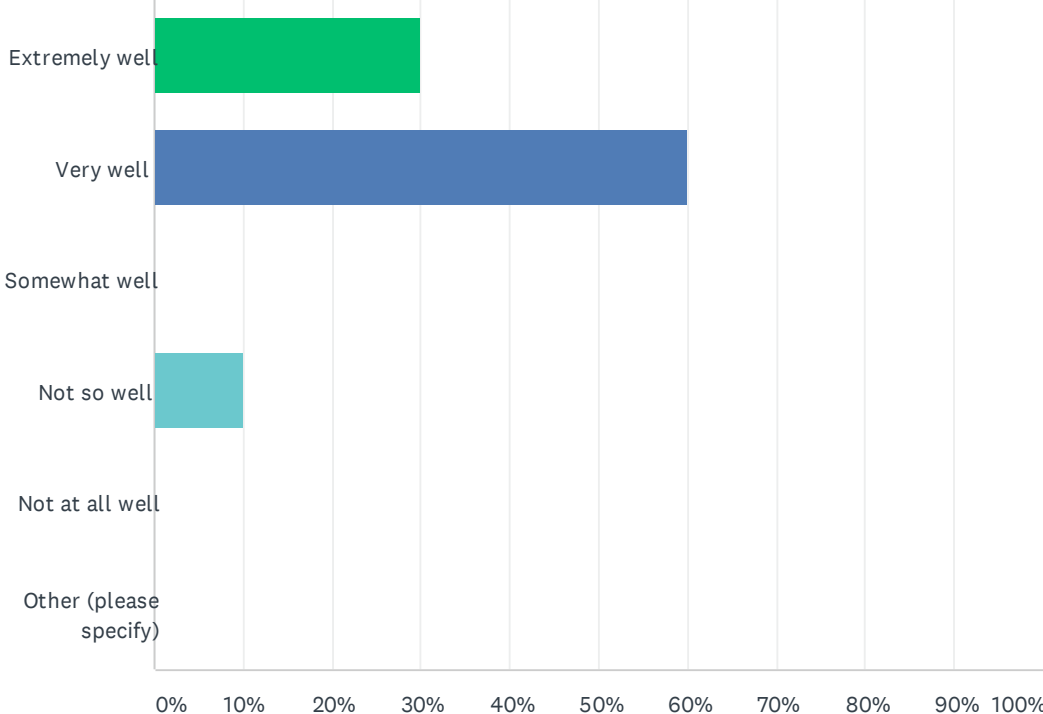
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	100.00%	10
Usually	0.00%	0
Sometimes	0.00%	0
Rarely	0.00%	0
Never	0.00%	0
<b>TOTAL</b>		<b>10</b>

### Q5 How well does our services meet your needs

Answered: 10 Skipped: 0

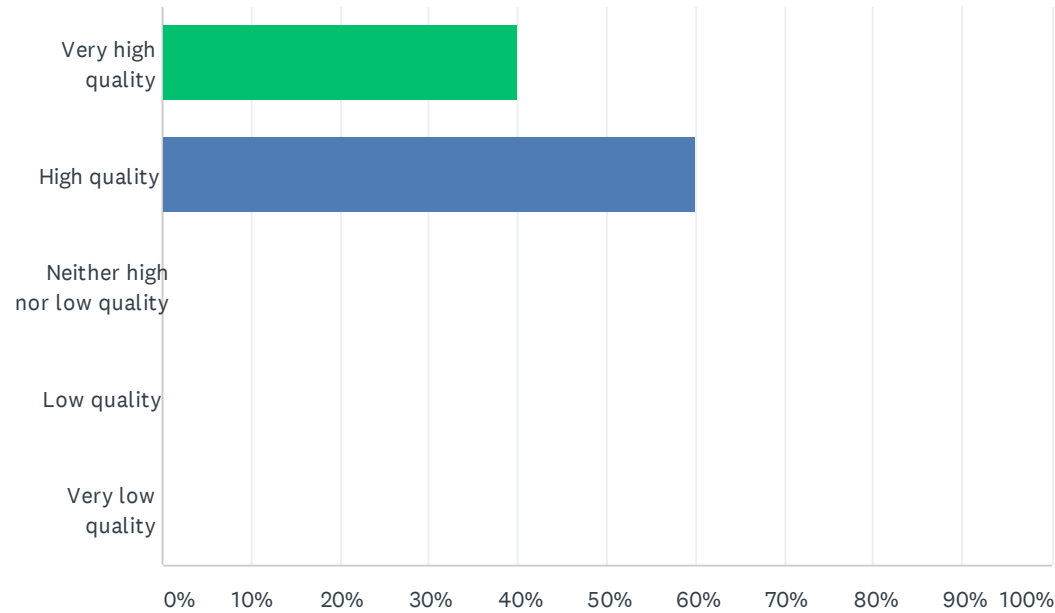


Customer Satisfaction Survey Brunel Court November 2020

ANSWER CHOICES	RESPONSES	
Extremely well	30.00%	3
Very well	60.00%	6
Somewhat well	0.00%	0
Not so well	10.00%	1
Not at all well	0.00%	0
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>10</b>

### Q6 How would you rate the quality of our care services provided?

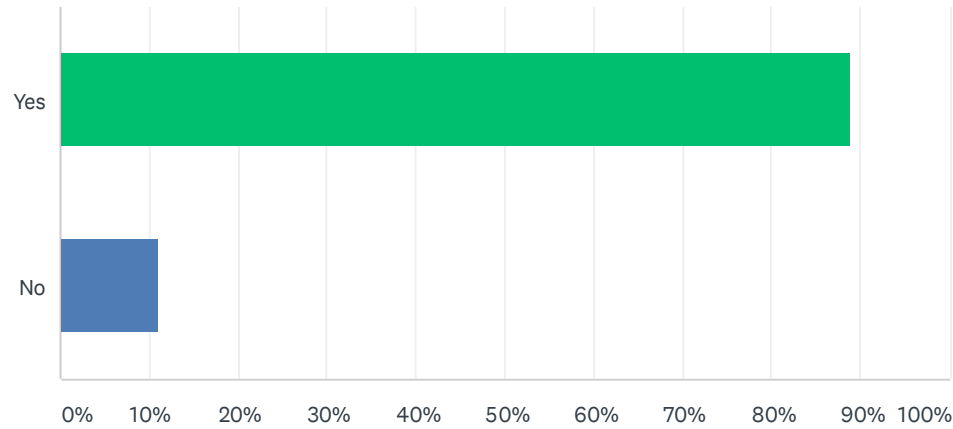
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	40.00%	4
High quality	60.00%	6
Neither high nor low quality	0.00%	0
Low quality	0.00%	0
Very low quality	0.00%	0
<b>TOTAL</b>		<b>10</b>

### Q7 If you have contacted the office, was your call dealt with efficiently

Answered: 9 Skipped: 1

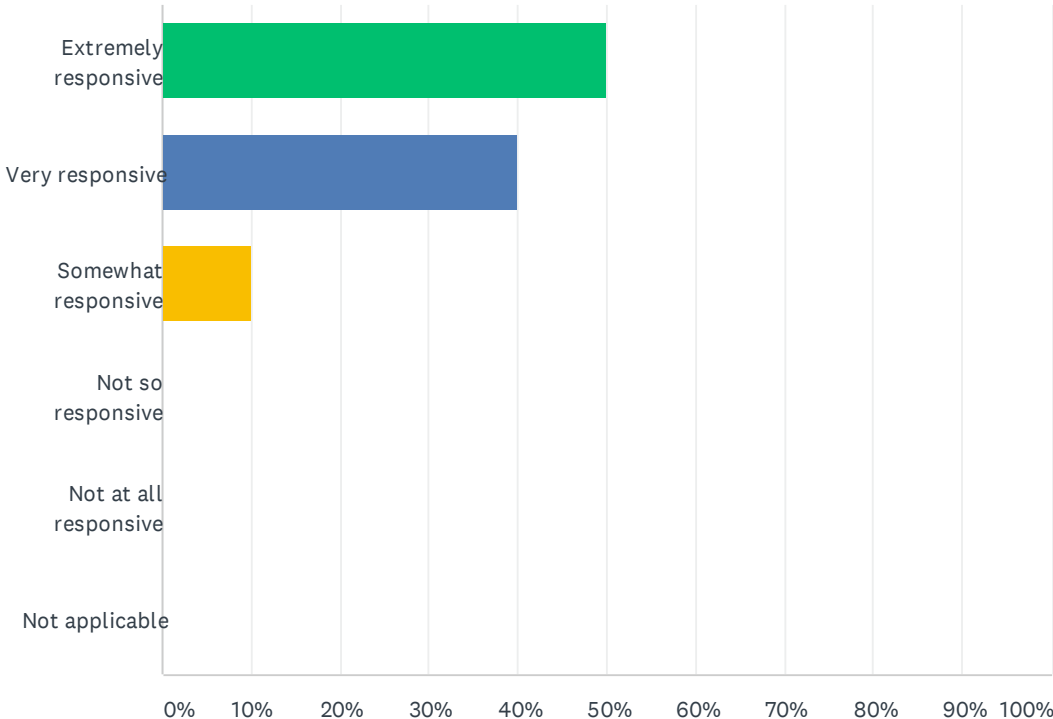


ANSWER CHOICES	RESPONSES	
Yes	88.89%	8
No	11.11%	1
TOTAL		9



### Q8 How responsive have we been to your questions or concerns

Answered: 10 Skipped: 0

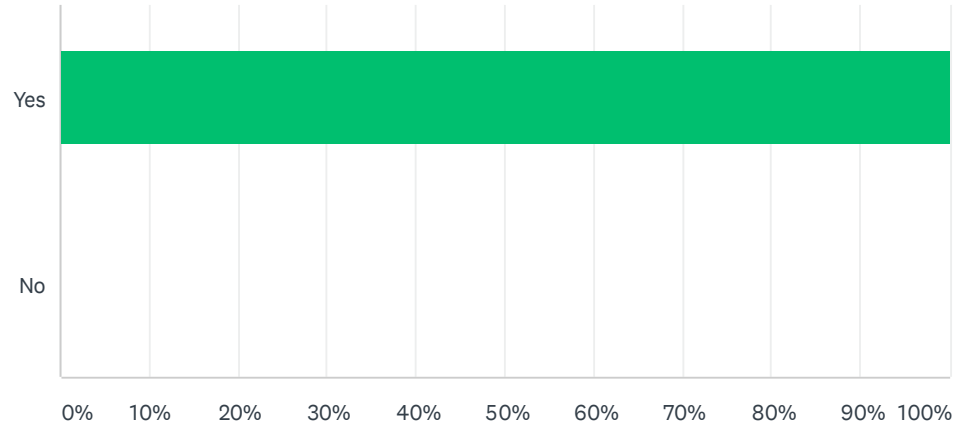


Customer Satisfaction Survey Brunel Court November 2020

ANSWER CHOICES	RESPONSES	
Extremely responsive	50.00%	5
Very responsive	40.00%	4
Somewhat responsive	10.00%	1
Not so responsive	0.00%	0
Not at all responsive	0.00%	0
Not applicable	0.00%	0
<b>TOTAL</b>		<b>10</b>

### Q9 I would know how to raise a complaint or compliment

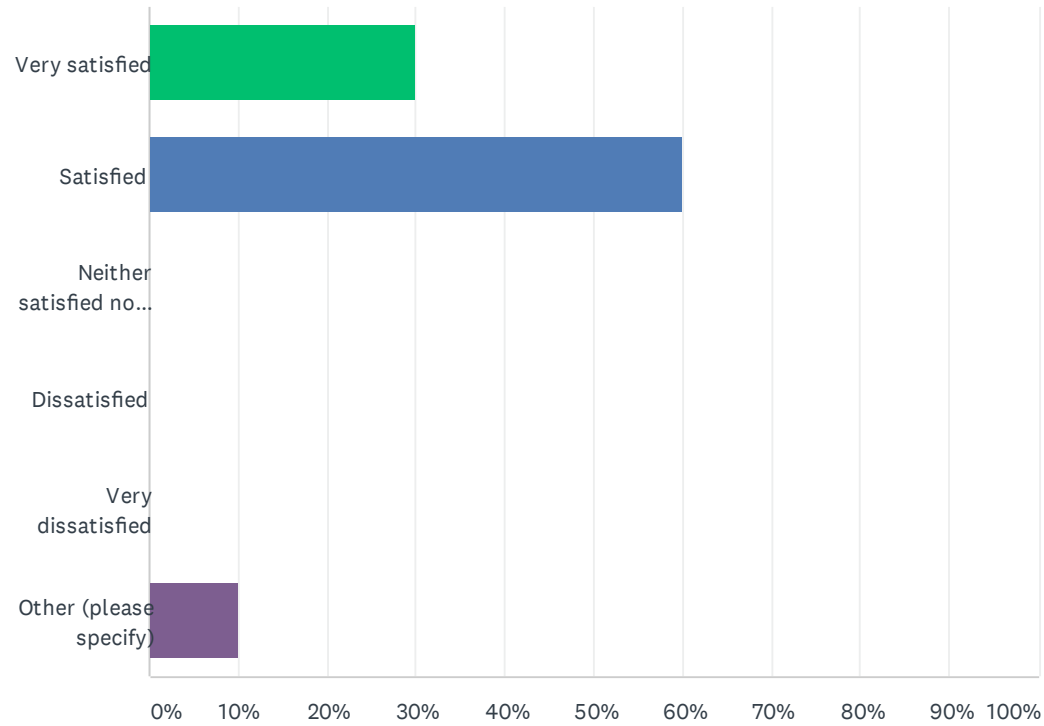
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	10
No	0.00%	0
TOTAL		10

### Q10 I am satisfied with the on call services that are available out of office hours

Answered: 10 Skipped: 0

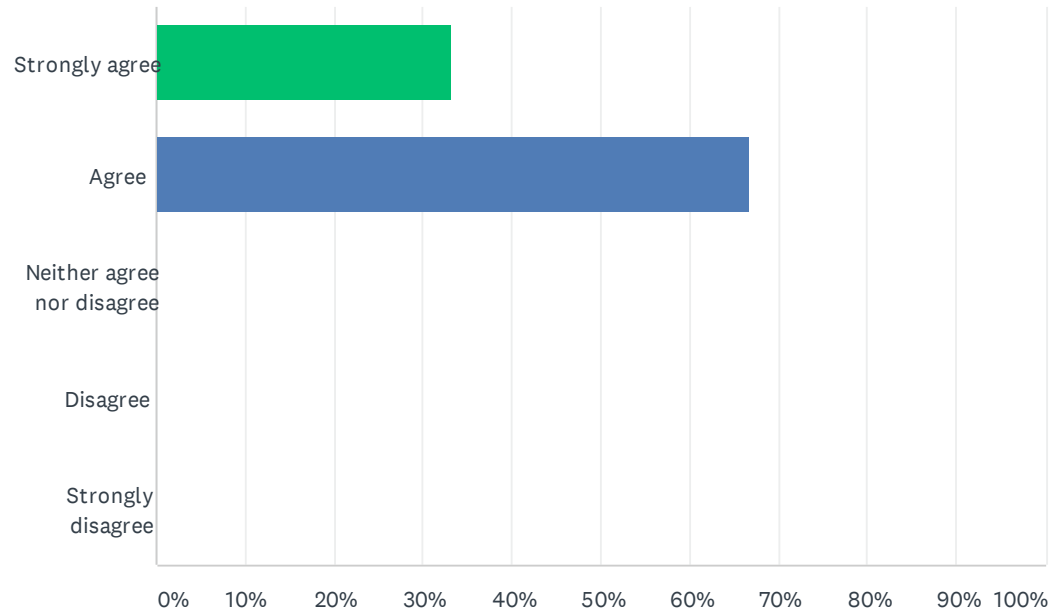


Customer Satisfaction Survey Brunel Court November 2020

ANSWER CHOICES	RESPONSES	
Very satisfied	30.00%	3
Satisfied	60.00%	6
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Other (please specify)	10.00%	1
<b>TOTAL</b>		<b>10</b>

### Q11 My care team arrive on time

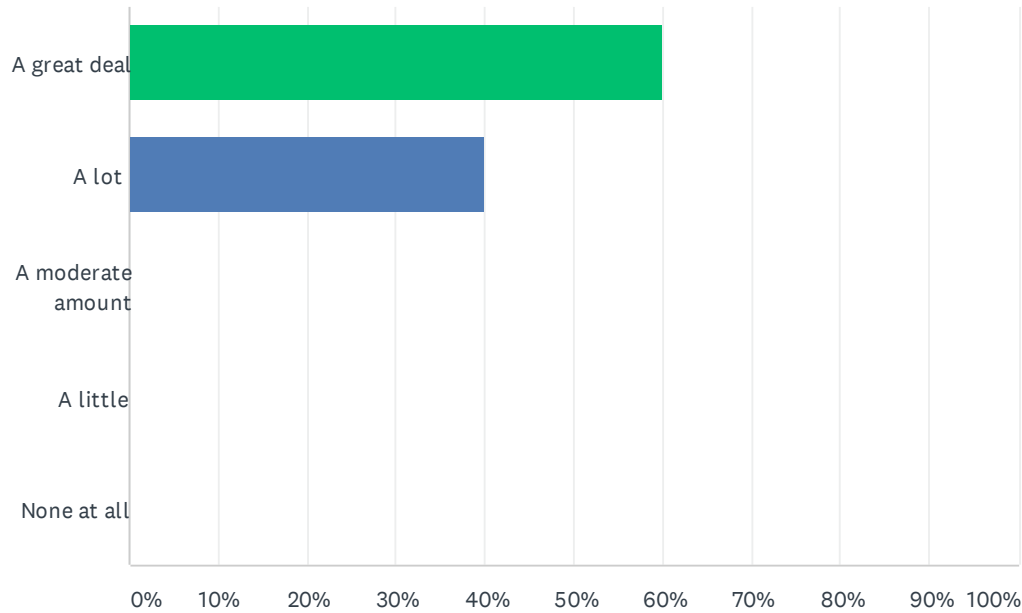
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	3
Agree	66.67%	6
Neither agree nor disagree	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>9</b>

## Q12 How satisfied are you with our overall services

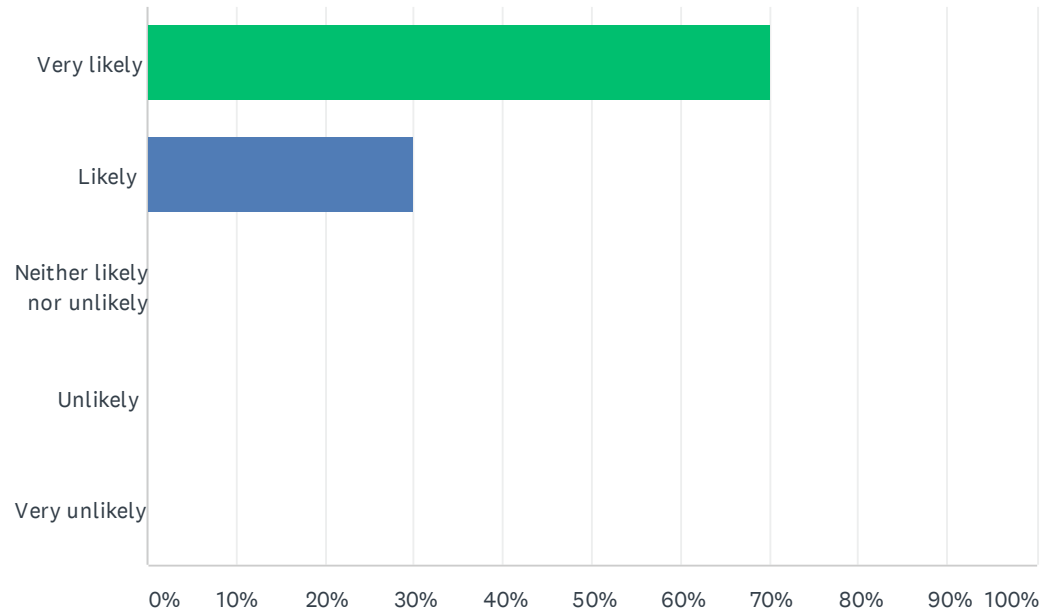
Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
A great deal	60.00%	6
A lot	40.00%	4
A moderate amount	0.00%	0
A little	0.00%	0
None at all	0.00%	0
<b>TOTAL</b>		<b>10</b>

### Q13 I would recommend Nexxus care to my family and friends

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very likely	70.00%	7
Likely	30.00%	3
Neither likely nor unlikely	0.00%	0
Unlikely	0.00%	0
Very unlikely	0.00%	0
<b>TOTAL</b>		<b>10</b>



## Q14 Do you have any other comments, questions, or concerns

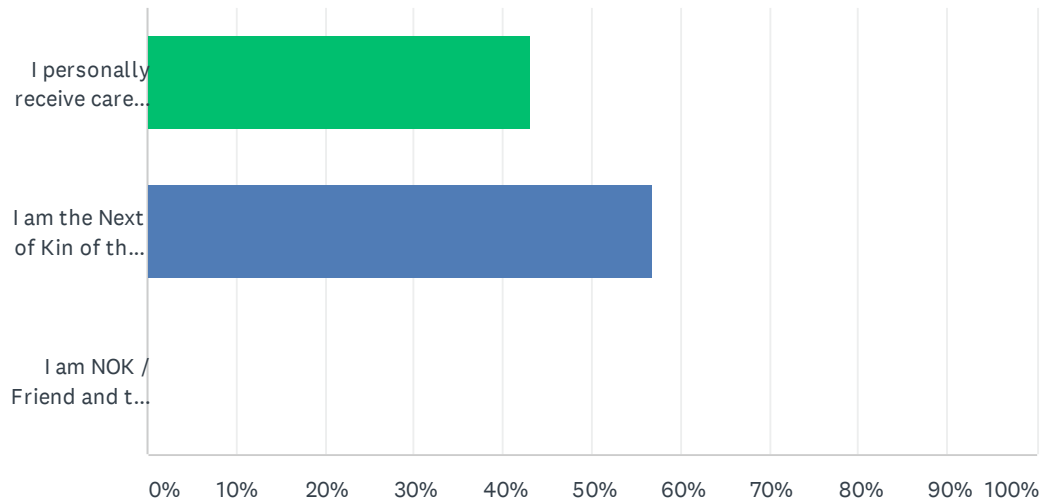
Answered: 4 Skipped: 6

Q15 I wish to add my name in order for Nexxus Care to follow up with me any concerns raised or i wish to remain anonymous.

Answered: 3 Skipped: 7

### Q1 I am completing this survey as

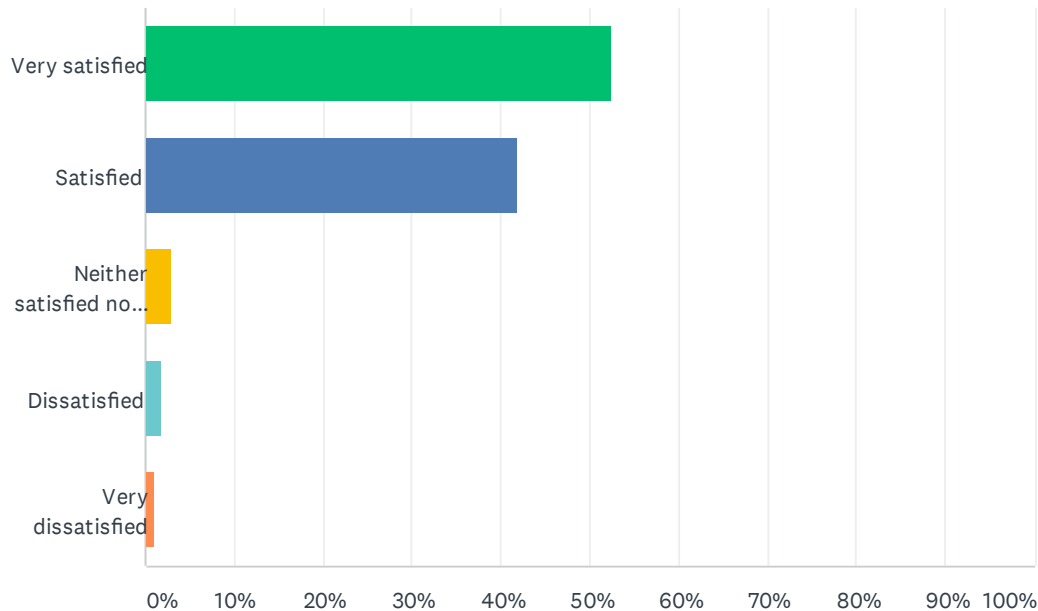
Answered: 102 Skipped: 1



ANSWER CHOICES	RESPONSES	
I personally receive care from Nexxus Care	43.14%	44
I am the Next of Kin of the person receiving care from Nexxus Care and I am completing this on their behalf	56.86%	58
I am NOK / Friend and this is my opinion/answers	0.00%	0
<b>TOTAL</b>		<b>102</b>

## Q2 I am satisfied with the care I receive from Nexxus Care

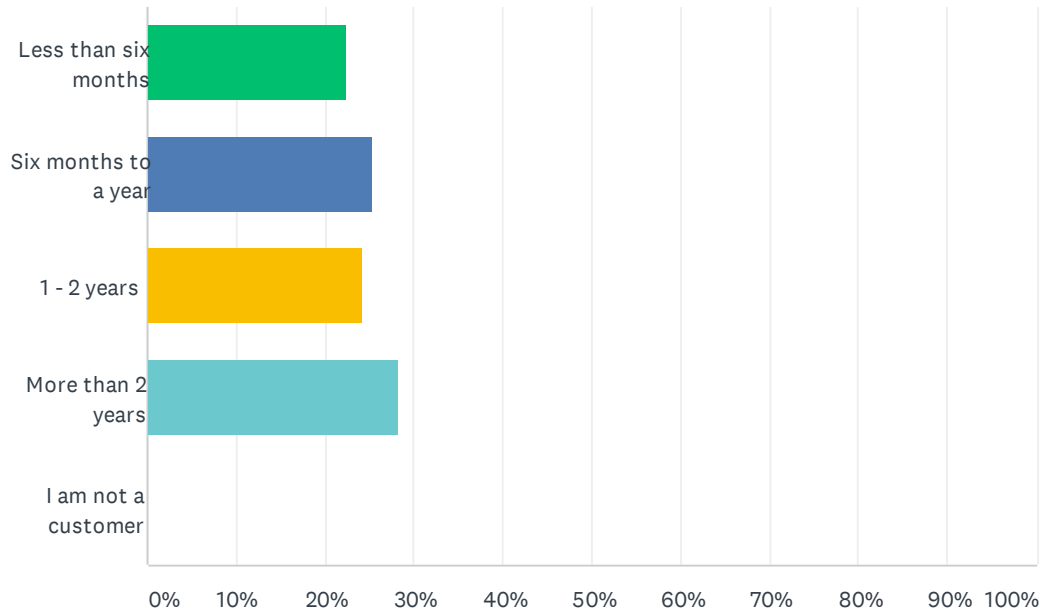
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	52.43%	54
Satisfied	41.75%	43
Neither satisfied nor dissatisfied	2.91%	3
Dissatisfied	1.94%	2
Very dissatisfied	0.97%	1
Total Respondents: 103		

### Q3 How long have you been a customer of Nexxus Care

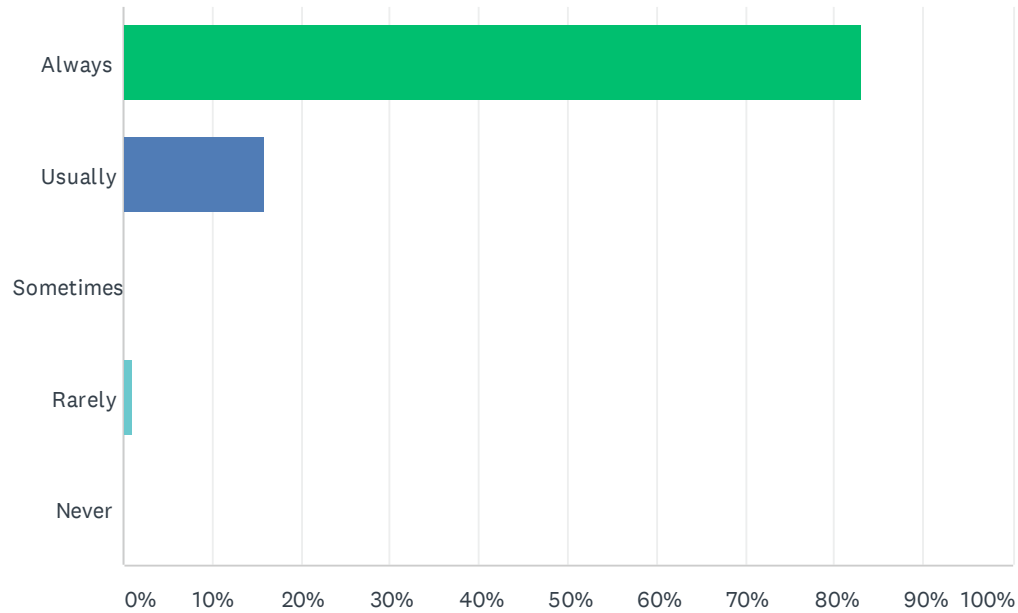
Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than six months	22.33% 23
Six months to a year	25.24% 26
1 - 2 years	24.27% 25
More than 2 years	28.16% 29
I am not a customer	0.00% 0
<b>TOTAL</b>	<b>103</b>

## Q4 My care staff treat me with dignity and respect

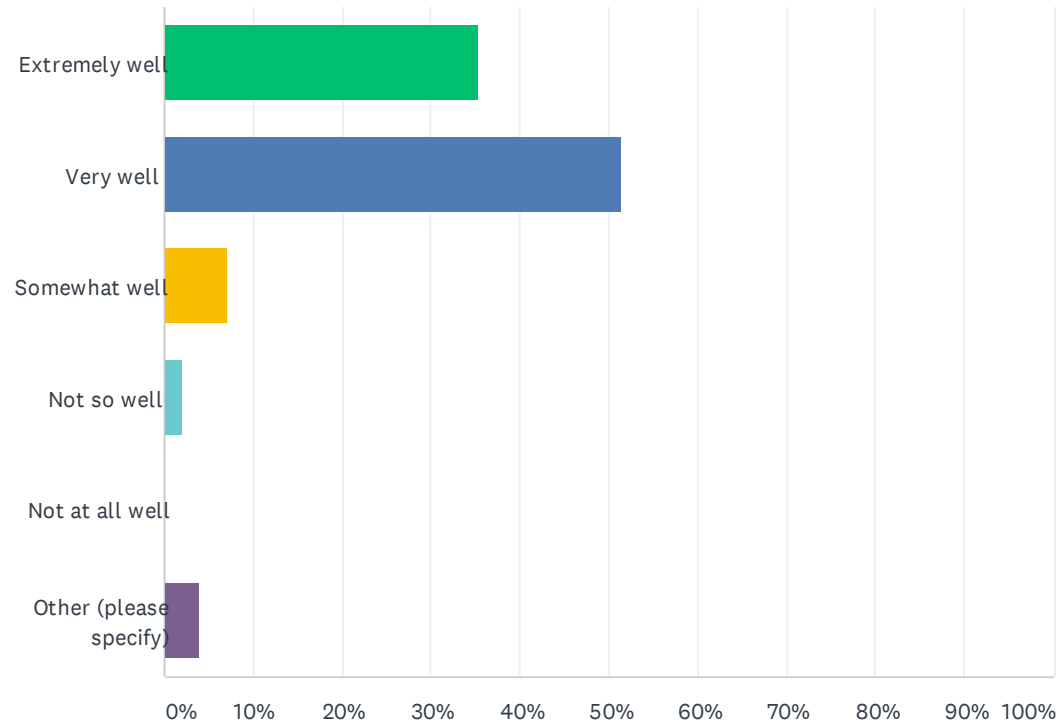
Answered: 100 Skipped: 3



ANSWER CHOICES	RESPONSES	
Always	83.00%	83
Usually	16.00%	16
Sometimes	0.00%	0
Rarely	1.00%	1
Never	0.00%	0
<b>TOTAL</b>		<b>100</b>

## Q5 How well does our services meet your needs

Answered: 99 Skipped: 4



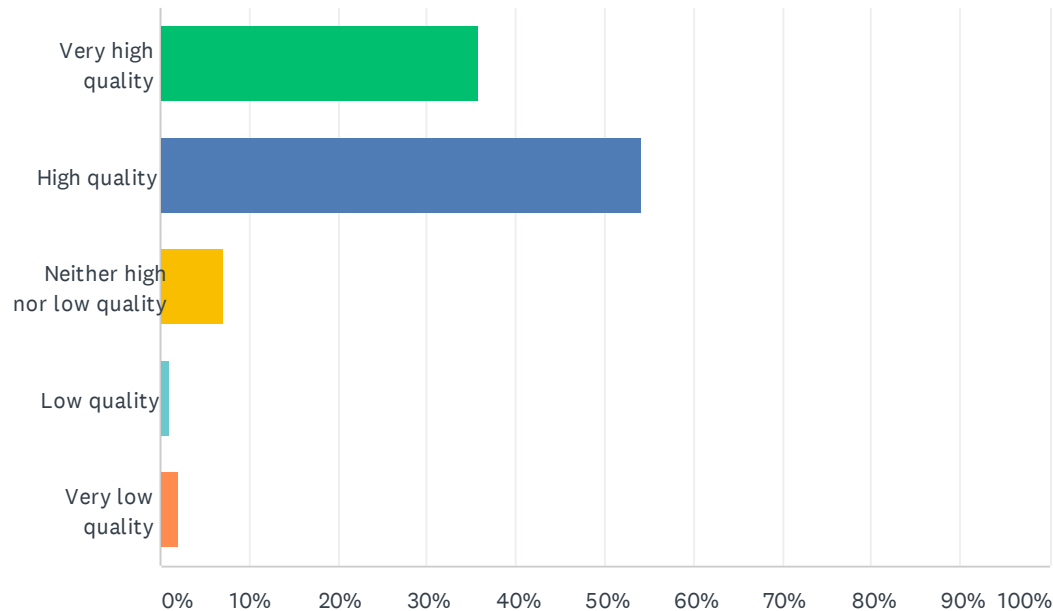
Customer Satisfaction Survey Cannock November 2020

ANSWER CHOICES	RESPONSES	
Extremely well	35.35%	35
Very well	51.52%	51
Somewhat well	7.07%	7
Not so well	2.02%	2
Not at all well	0.00%	0
Other (please specify)	4.04%	4
<b>TOTAL</b>		<b>99</b>



### Q6 How would you rate the quality of our care services provided?

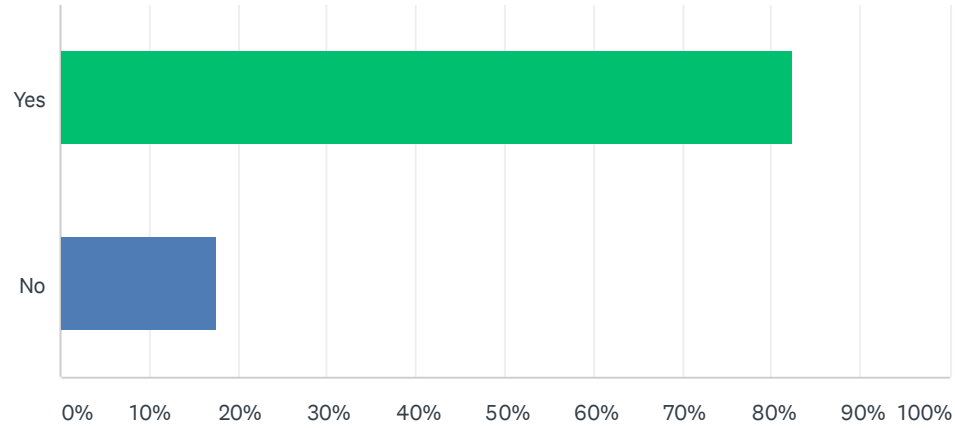
Answered: 98 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very high quality	35.71%	35
High quality	54.08%	53
Neither high nor low quality	7.14%	7
Low quality	1.02%	1
Very low quality	2.04%	2
<b>TOTAL</b>		<b>98</b>

### Q7 If you have contacted the office, was your call dealt with efficiently

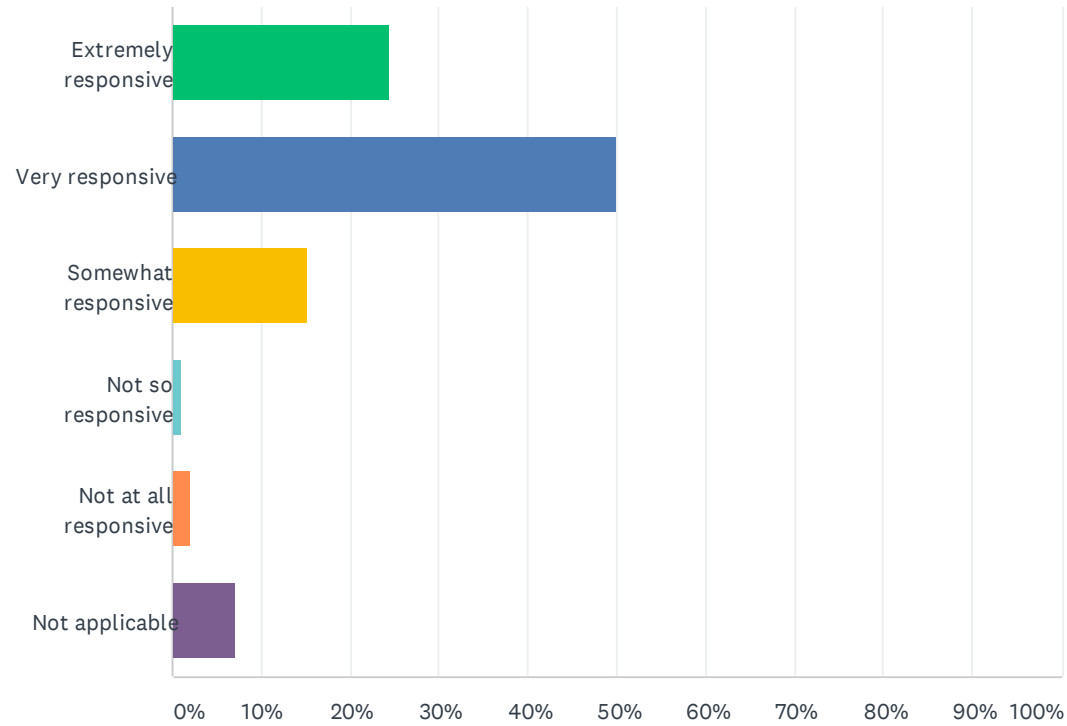
Answered: 97 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	82.47%	80
No	17.53%	17
TOTAL		97

## Q8 How responsive have we been to your questions or concerns

Answered: 98 Skipped: 5

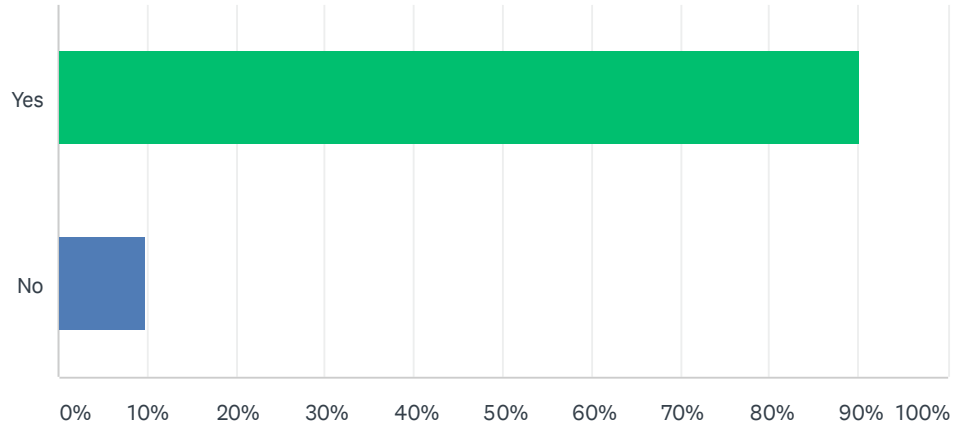


Customer Satisfaction Survey Cannock November 2020

ANSWER CHOICES	RESPONSES	
Extremely responsive	24.49%	24
Very responsive	50.00%	49
Somewhat responsive	15.31%	15
Not so responsive	1.02%	1
Not at all responsive	2.04%	2
Not applicable	7.14%	7
TOTAL		98

### Q9 I would know how to raise a complaint or compliment

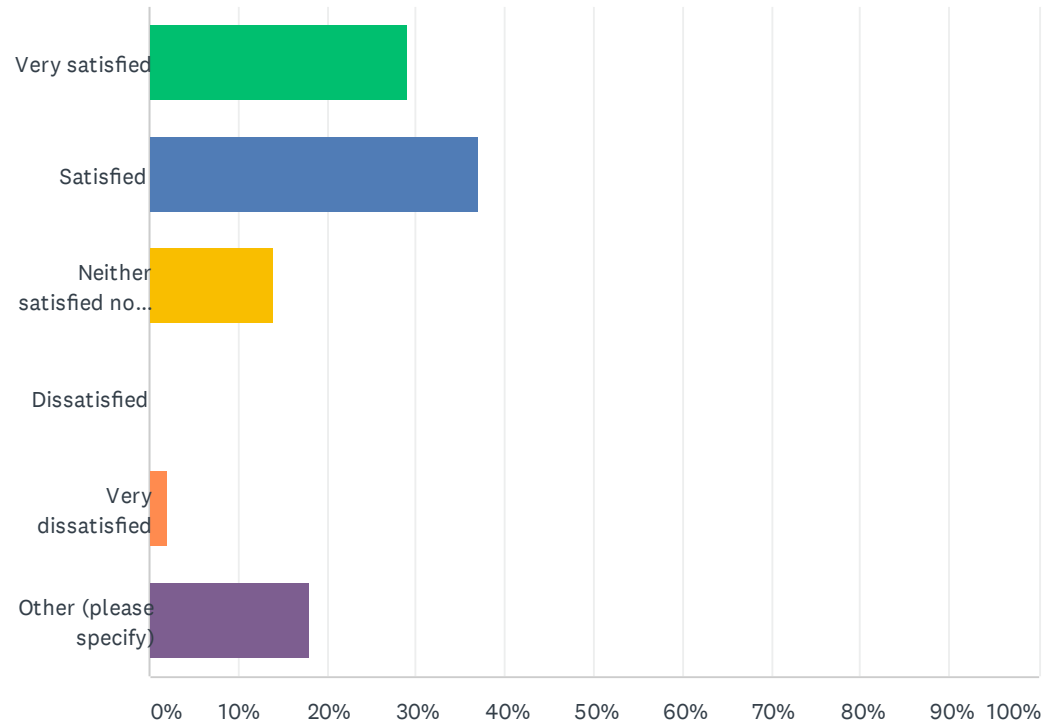
Answered: 101 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	90.10%	91
No	9.90%	10
TOTAL		101

### Q10 I am satisfied with the on call services that are available out of office hours

Answered: 100 Skipped: 3

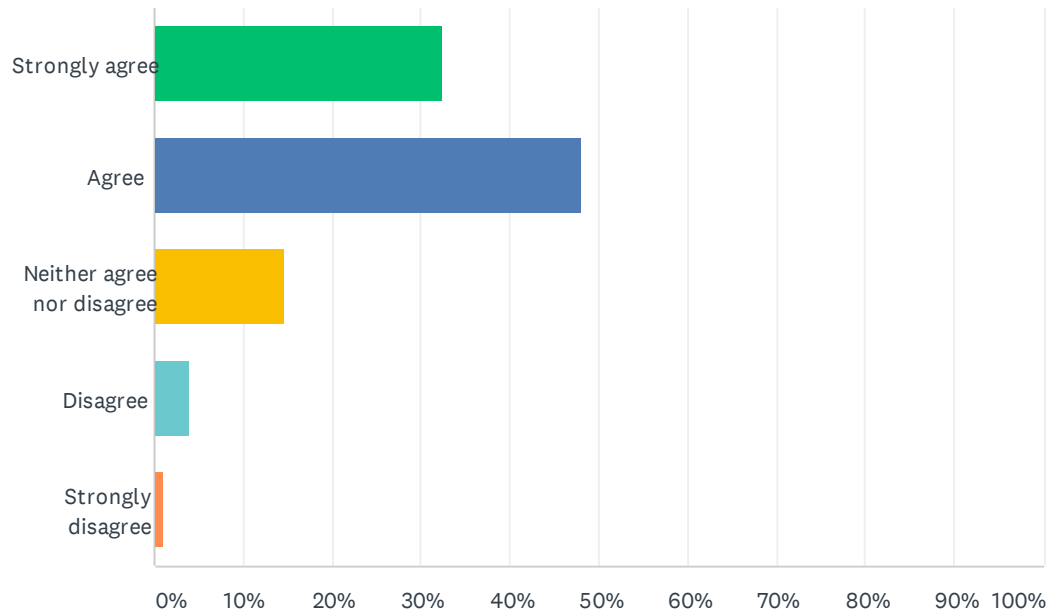


Customer Satisfaction Survey Cannock November 2020

ANSWER CHOICES	RESPONSES	
Very satisfied	29.00%	29
Satisfied	37.00%	37
Neither satisfied nor dissatisfied	14.00%	14
Dissatisfied	0.00%	0
Very dissatisfied	2.00%	2
Other (please specify)	18.00%	18
TOTAL		100

### Q11 My care team arrive on time

Answered: 102 Skipped: 1

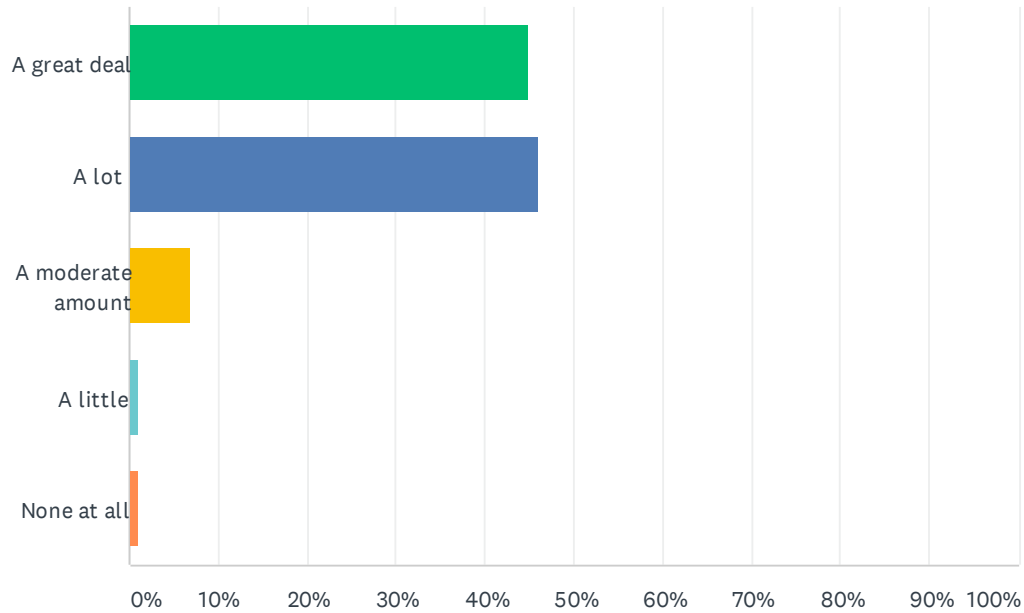


ANSWER CHOICES	RESPONSES	
Strongly agree	32.35%	33
Agree	48.04%	49
Neither agree nor disagree	14.71%	15
Disagree	3.92%	4
Strongly disagree	0.98%	1
<b>TOTAL</b>		<b>102</b>



## Q12 How satisfied are you with our overall services

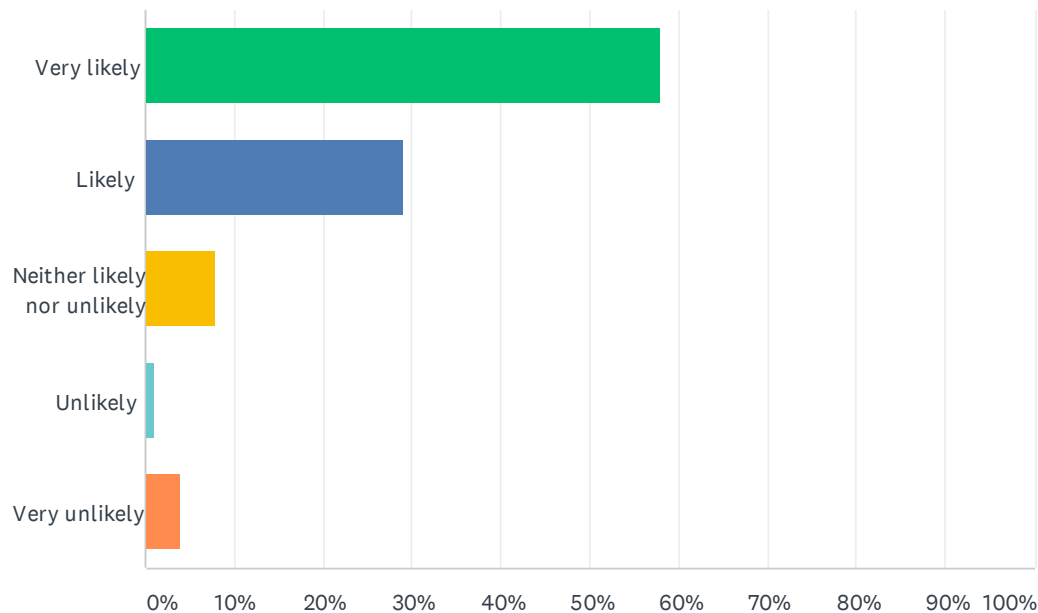
Answered: 100 Skipped: 3



ANSWER CHOICES	RESPONSES	
A great deal	45.00%	45
A lot	46.00%	46
A moderate amount	7.00%	7
A little	1.00%	1
None at all	1.00%	1
<b>TOTAL</b>		<b>100</b>

### Q13 I would recommend Nexxus care to my family and friends

Answered: 100 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very likely	58.00%	58
Likely	29.00%	29
Neither likely nor unlikely	8.00%	8
Unlikely	1.00%	1
Very unlikely	4.00%	4
<b>TOTAL</b>		<b>100</b>

## Q14 Do you have any other comments, questions, or concerns

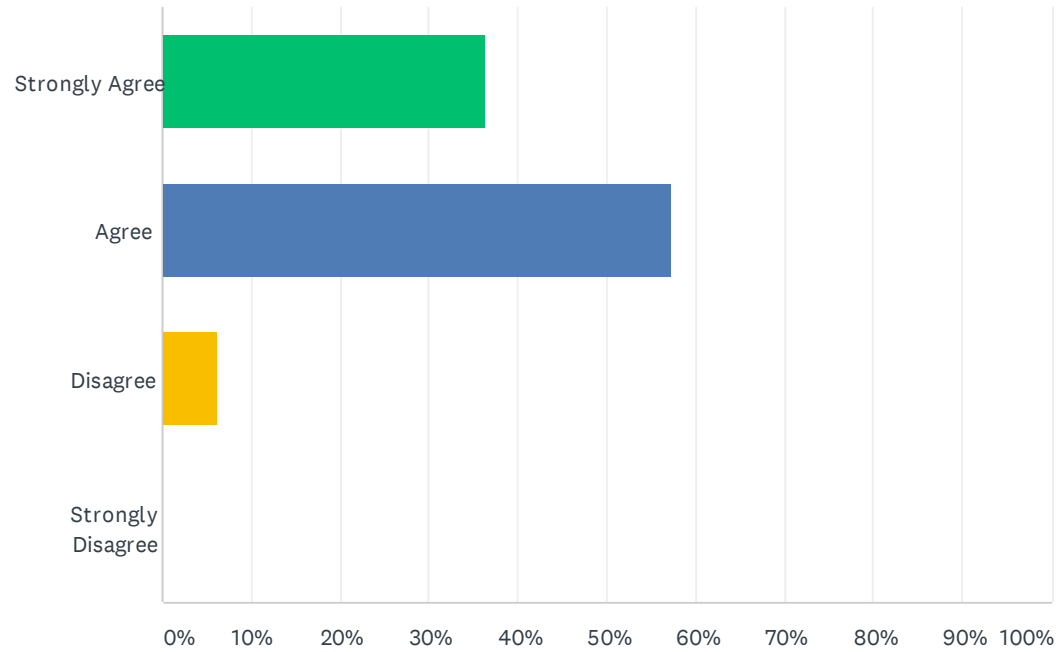
Answered: 53 Skipped: 50

Q15 I wish to add my name in order for Nexxus Care to follow up with me any concerns raised or i wish to remain anonymous.

Answered: 35 Skipped: 68

### Q1 I enjoy working for Nexus Care

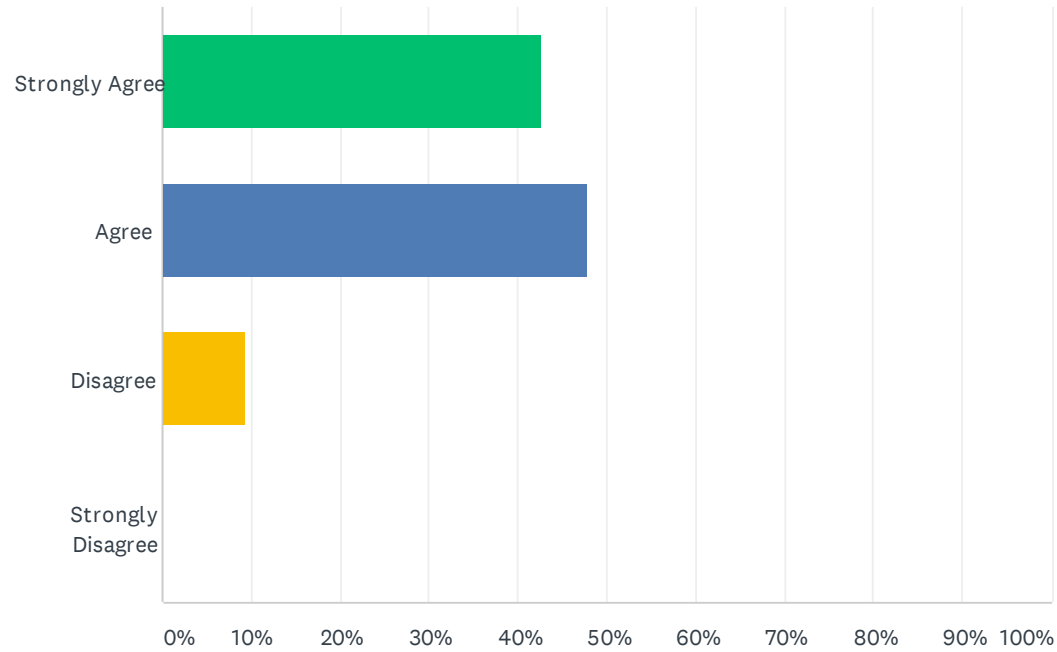
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	36.46%	35
Agree	57.29%	55
Disagree	6.25%	6
Strongly Disagree	0.00%	0
<b>TOTAL</b>		<b>96</b>

## Q2 I will still be working with Nexxus in 6 months time

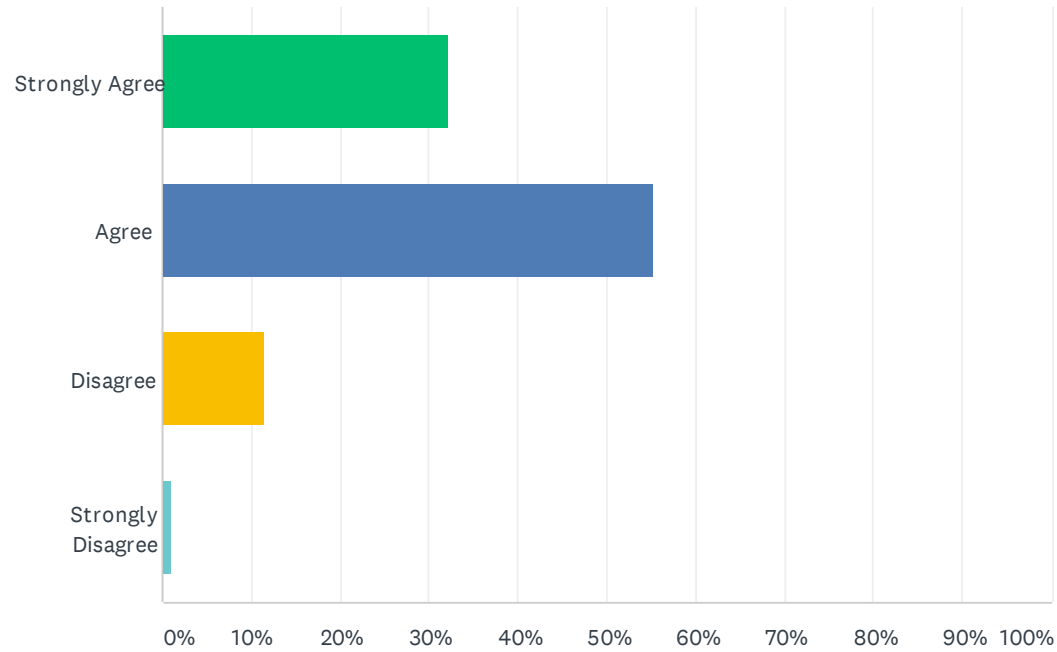
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	42.71%	41
Agree	47.92%	46
Disagree	9.38%	9
Strongly Disagree	0.00%	0
<b>TOTAL</b>		<b>96</b>

### Q3 I have a good working relationship with the branch team

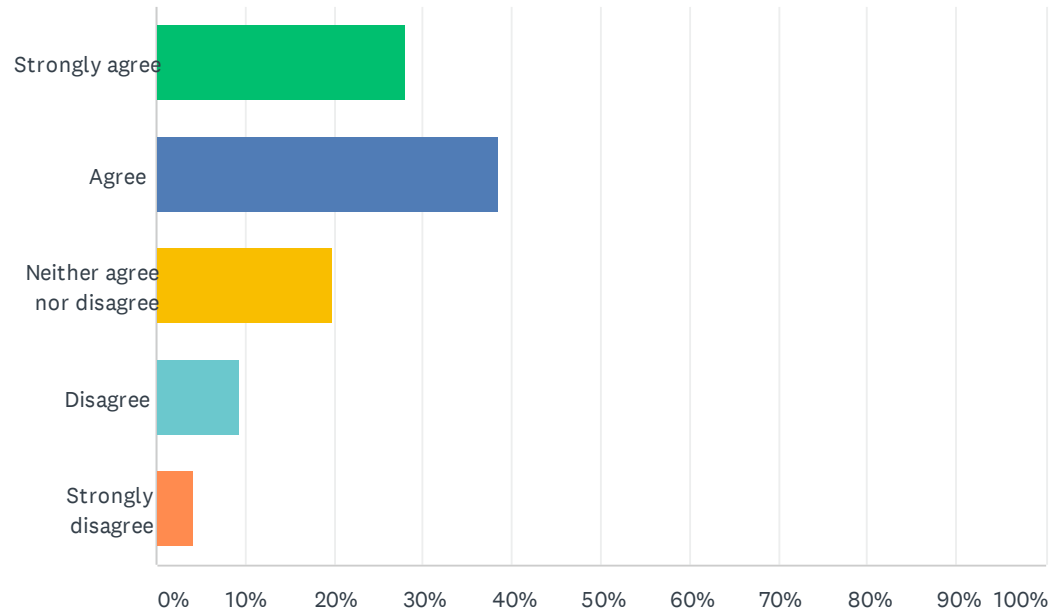
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	32.29%	31
Agree	55.21%	53
Disagree	11.46%	11
Strongly Disagree	1.04%	1
<b>TOTAL</b>		<b>96</b>

### Q4 I have regular supervision with the branch, and I am able to ask for extra support if needed

Answered: 96 Skipped: 0

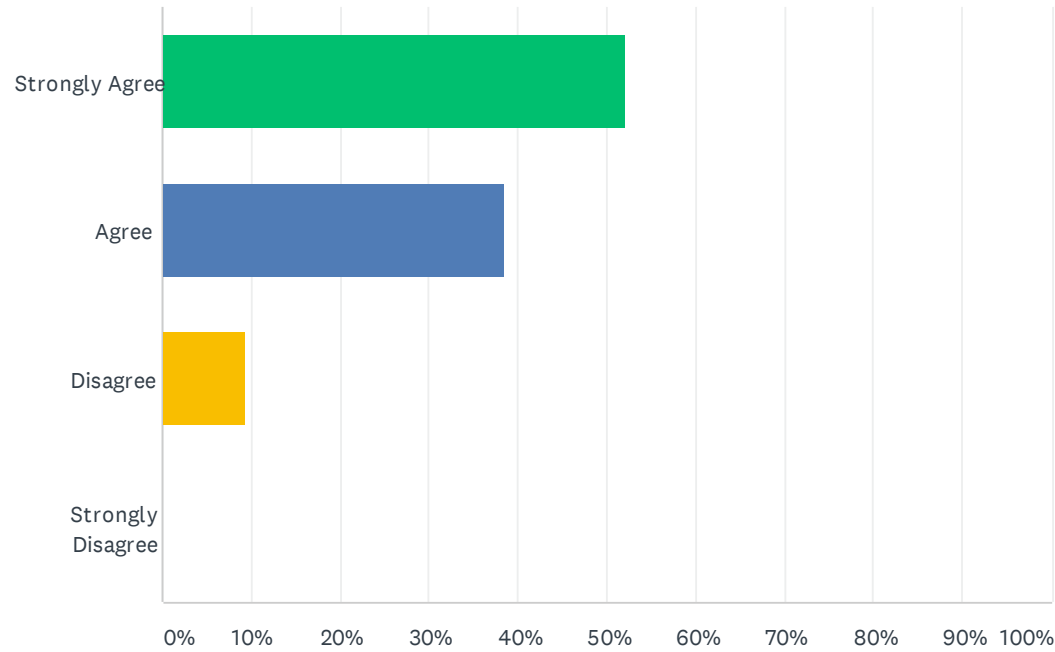


ANSWER CHOICES	RESPONSES	
Strongly agree	28.13%	27
Agree	38.54%	37
Neither agree nor disagree	19.79%	19
Disagree	9.38%	9
Strongly disagree	4.17%	4
<b>TOTAL</b>		<b>96</b>



## Q5 I was happy with the training provided when joining Nexxus

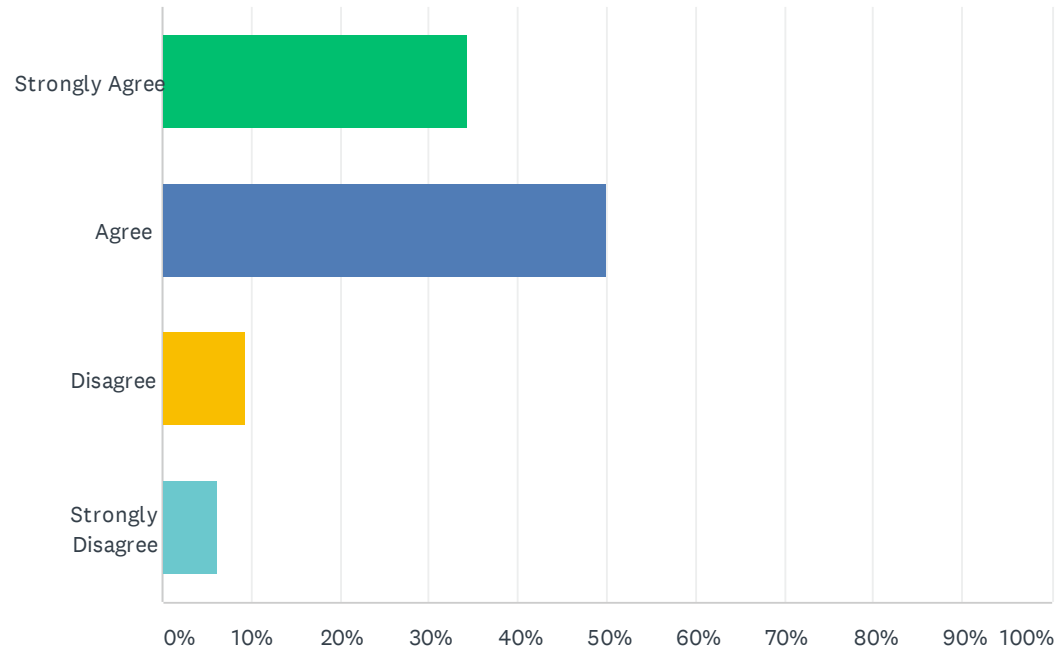
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	52.08%	50
Agree	38.54%	37
Disagree	9.38%	9
Strongly Disagree	0.00%	0
<b>TOTAL</b>		<b>96</b>

## Q6 I am able to have a work life balance with Nexxus

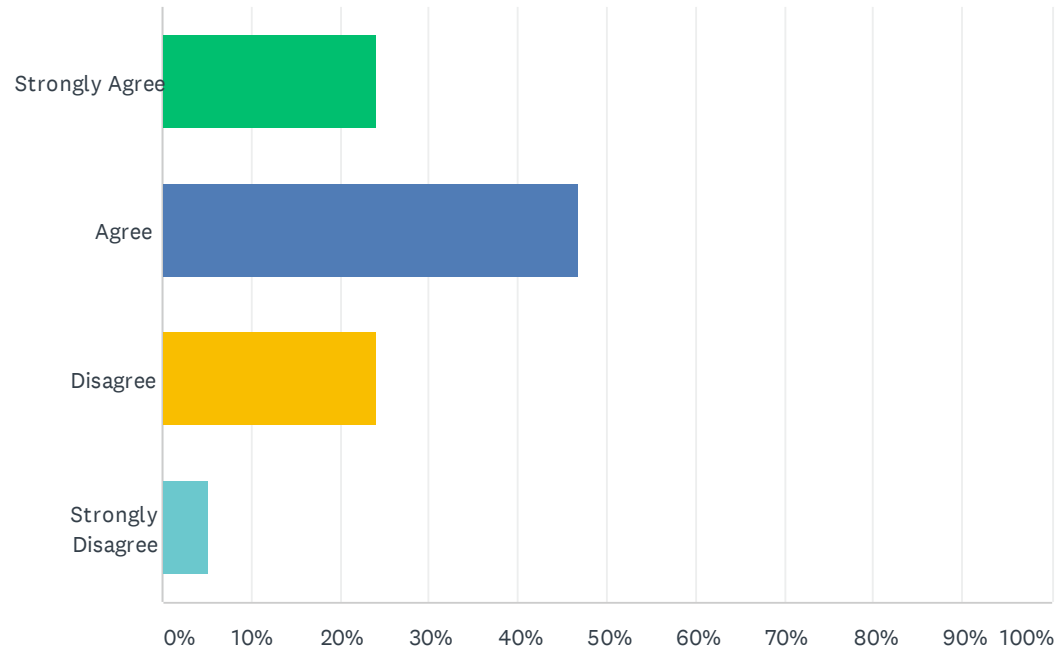
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	34.38%	33
Agree	50.00%	48
Disagree	9.38%	9
Strongly Disagree	6.25%	6
<b>TOTAL</b>		<b>96</b>

### Q7 I believe issues raised are dealt with efficiently by the branch team

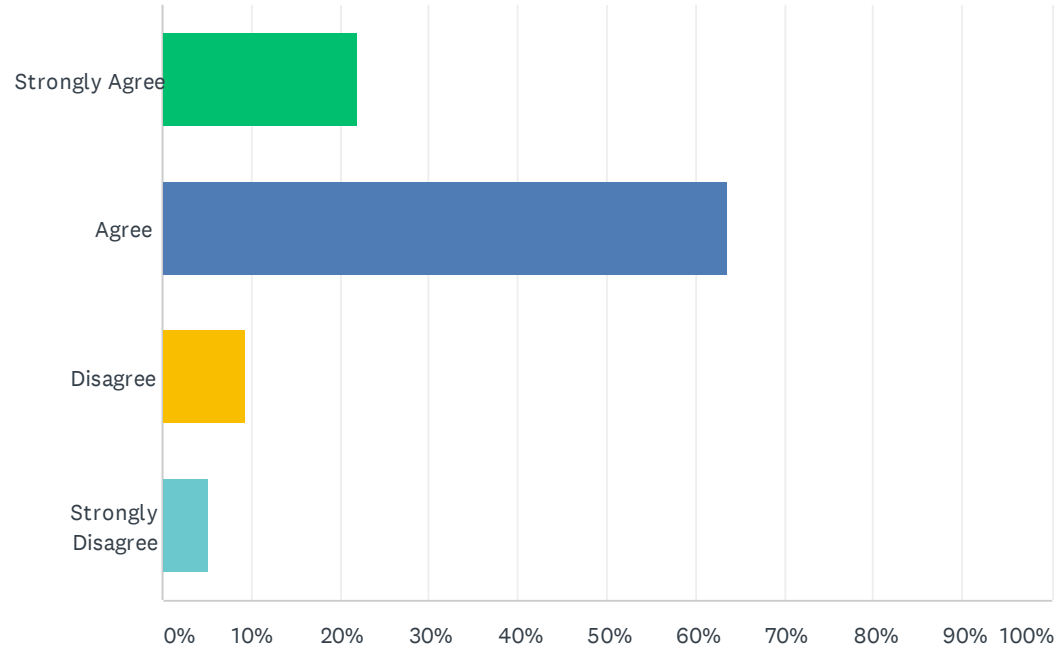
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	23.96%	23
Agree	46.88%	45
Disagree	23.96%	23
Strongly Disagree	5.21%	5
<b>TOTAL</b>		<b>96</b>

### Q8 I would recommend Nexxus care as a place to work to family and or friends

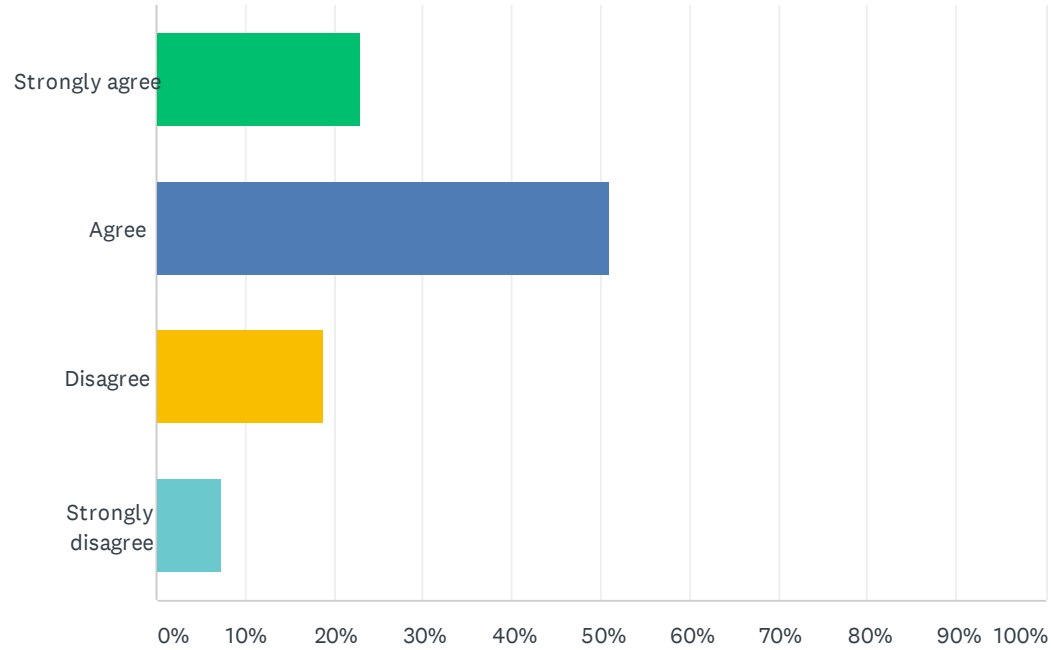
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	21.88%	21
Agree	63.54%	61
Disagree	9.38%	9
Strongly Disagree	5.21%	5
<b>TOTAL</b>		<b>96</b>

### Q9 I feel supported and valued within my role

Answered: 96 Skipped: 0



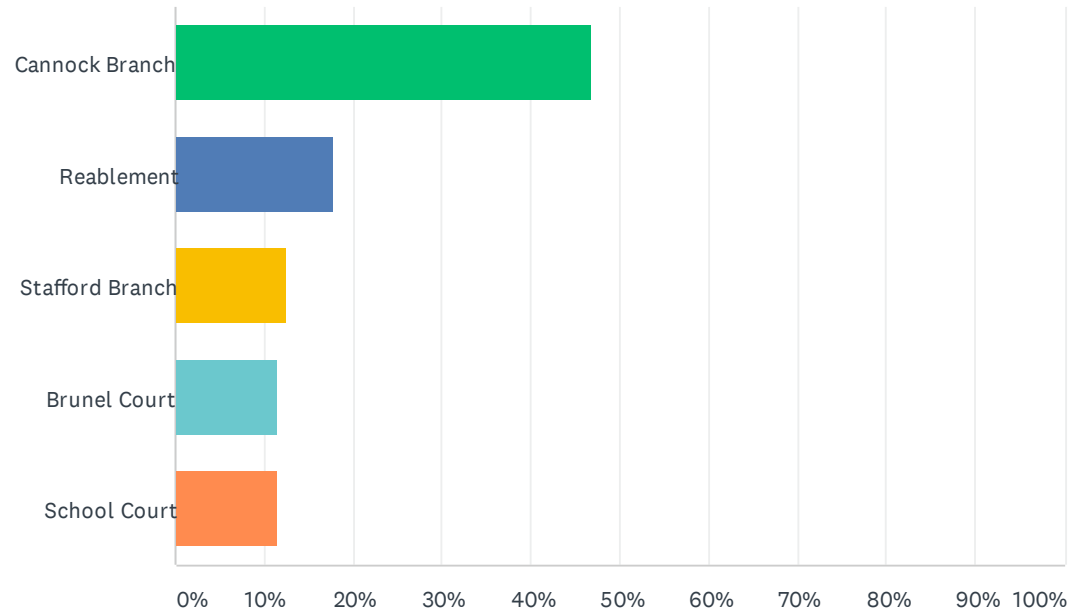
ANSWER CHOICES	RESPONSES	
Strongly agree	22.92%	22
Agree	51.04%	49
Disagree	18.75%	18
Strongly disagree	7.29%	7
<b>TOTAL</b>		<b>96</b>

Q10 If there were 3 things you could change about Nexus, what would they be

Answered: 96 Skipped: 0

### Q11 Which branch of Nexxus do you work for?

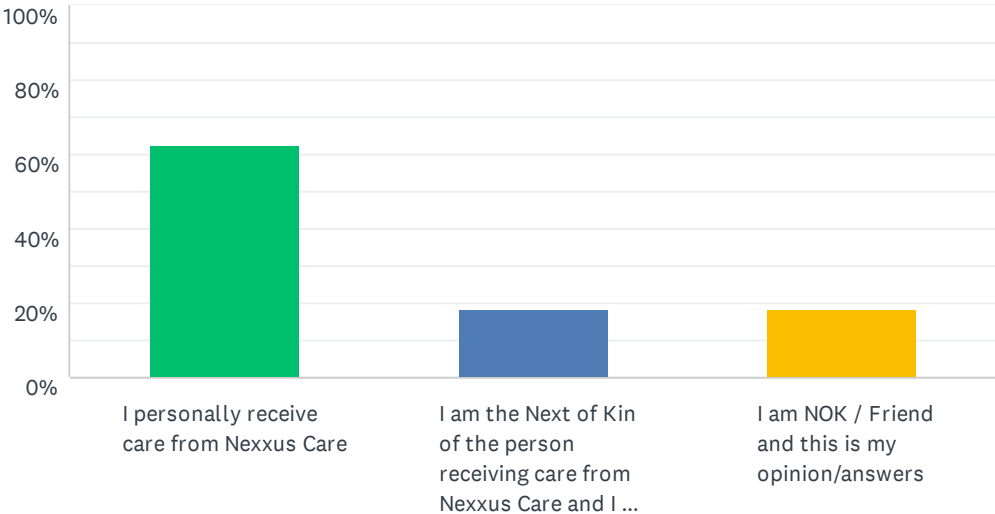
Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Cannock Branch	46.88%	45
Reablement	17.71%	17
Stafford Branch	12.50%	12
Brunel Court	11.46%	11
School Court	11.46%	11
<b>TOTAL</b>		<b>96</b>

### Q1 I am completing this survey as

Answered: 16 Skipped: 1

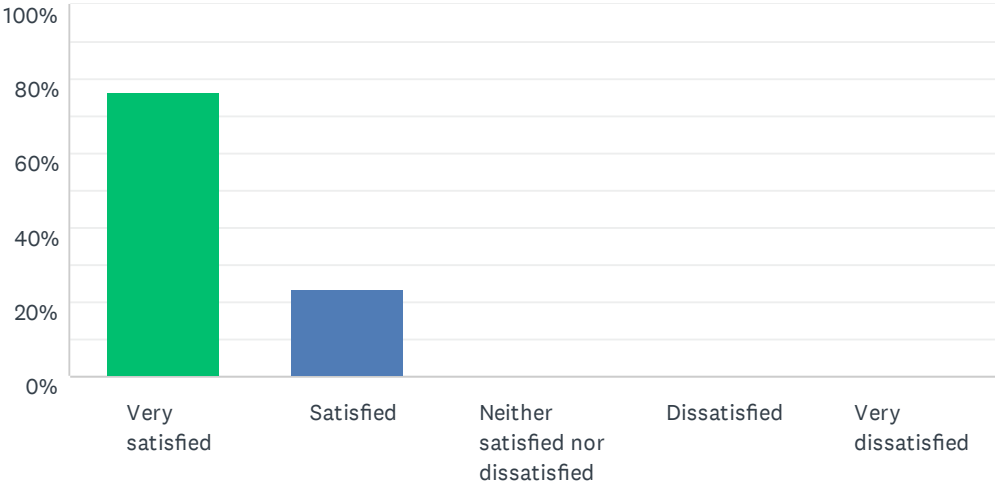


ANSWER CHOICES	RESPONSES	
I personally receive care from Nexxus Care	62.50%	10
I am the Next of Kin of the person receiving care from Nexxus Care and I am completing this on their behalf	18.75%	3
I am NOK / Friend and this is my opinion/answers	18.75%	3
<b>TOTAL</b>		<b>16</b>



## Q2 I am satisfied with the care I receive from Nexxus Care

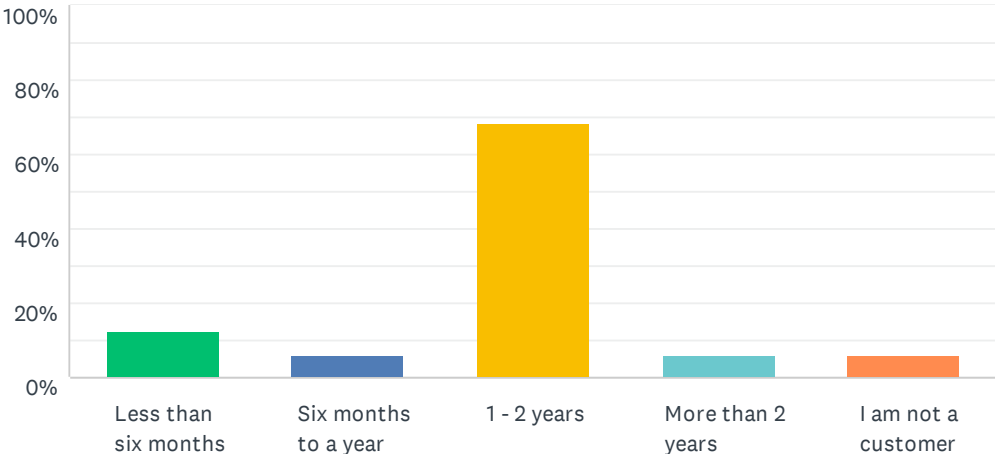
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	76.47%	13
Satisfied	23.53%	4
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Total Respondents: 17		

### Q3 How long have you been a customer of Nexxus Care

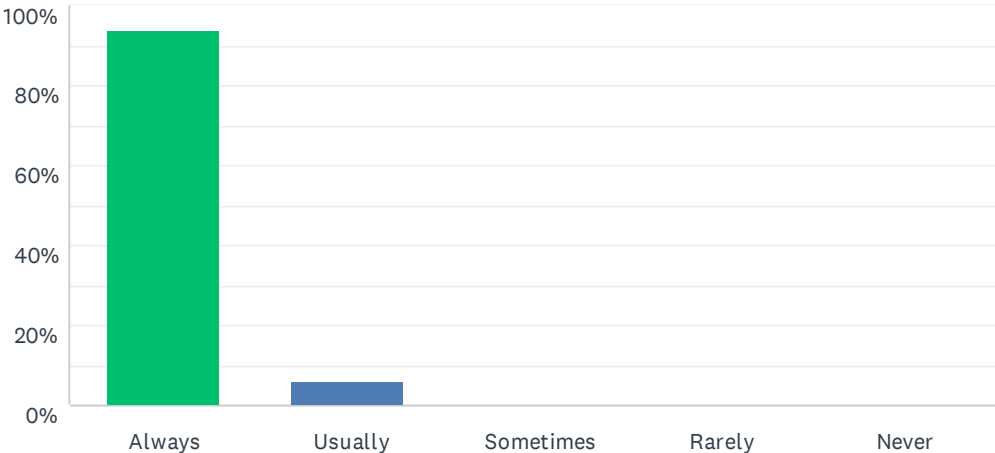
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES	
Less than six months	12.50%	2
Six months to a year	6.25%	1
1 - 2 years	68.75%	11
More than 2 years	6.25%	1
I am not a customer	6.25%	1
<b>TOTAL</b>		<b>16</b>

### Q4 My care staff treat me with dignity and respect

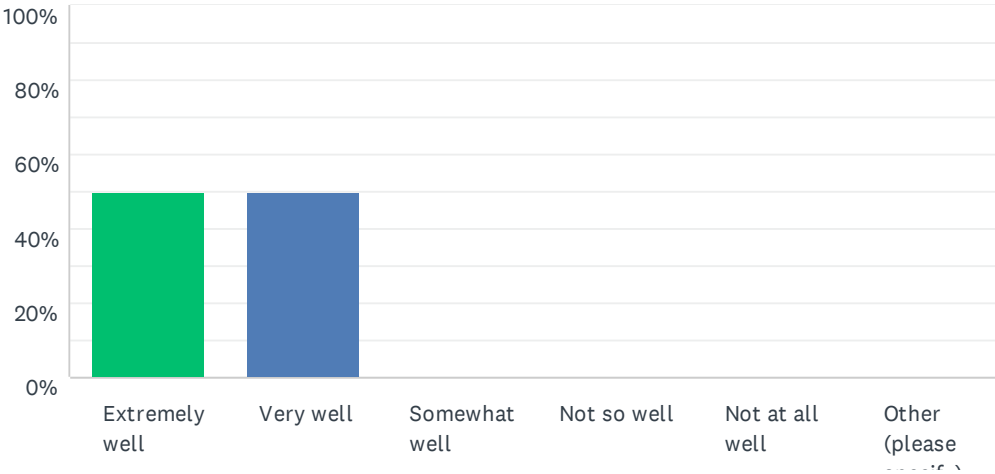
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES	
Always	93.75%	15
Usually	6.25%	1
Sometimes	0.00%	0
Rarely	0.00%	0
Never	0.00%	0
<b>TOTAL</b>		<b>16</b>

### Q5 How well does our services meet your needs

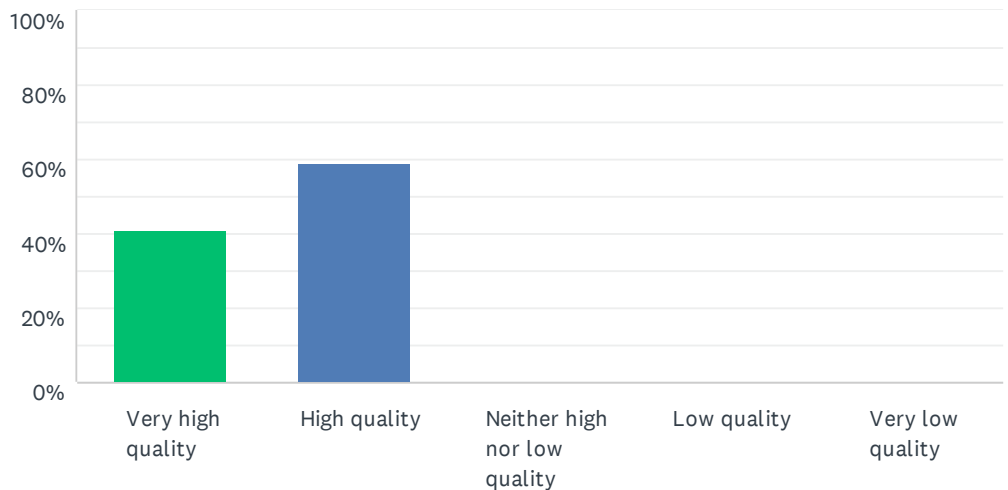
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely well	50.00%	8
Very well	50.00%	8
Somewhat well	0.00%	0
Not so well	0.00%	0
Not at all well	0.00%	0
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>16</b>

### Q6 How would you rate the quality of our care services provided?

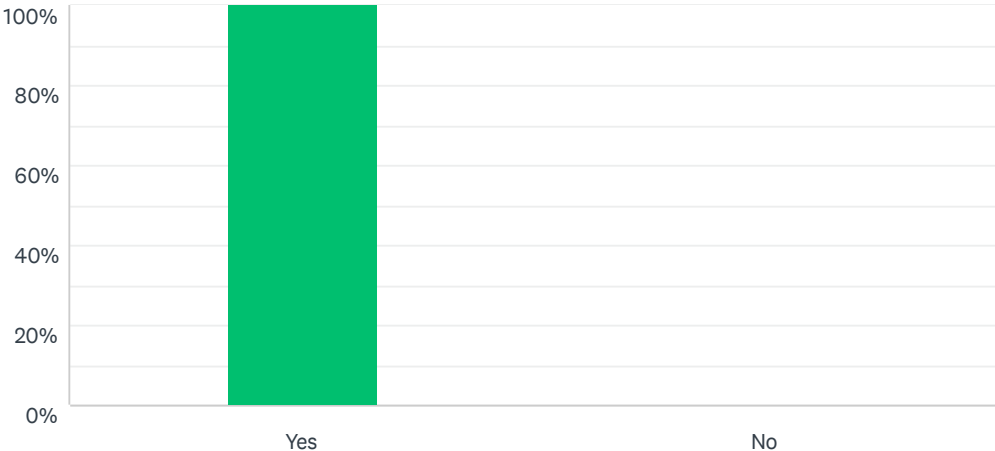
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	41.18%	7
High quality	58.82%	10
Neither high nor low quality	0.00%	0
Low quality	0.00%	0
Very low quality	0.00%	0
<b>TOTAL</b>		<b>17</b>

### Q7 If you have contacted the office, was your call dealt with efficiently

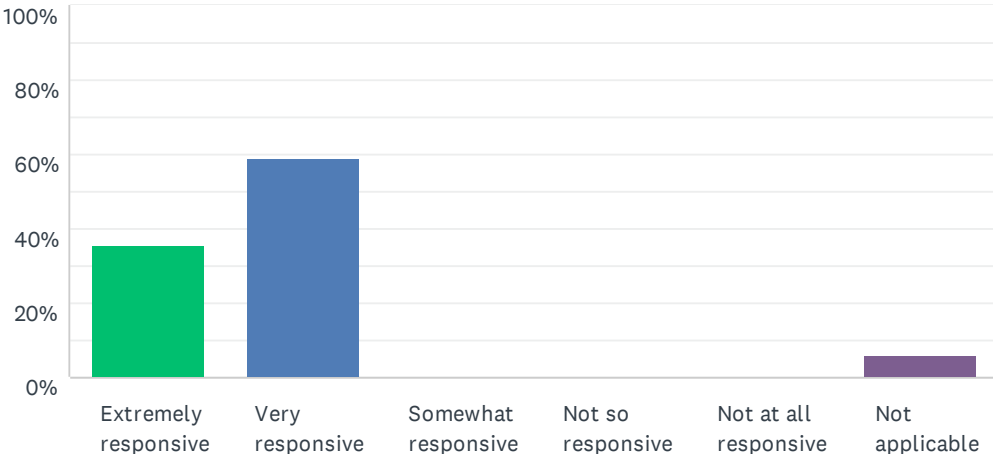
Answered: 16 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	16
No	0.00%	0
TOTAL		16

### Q8 How responsive have we been to your questions or concerns

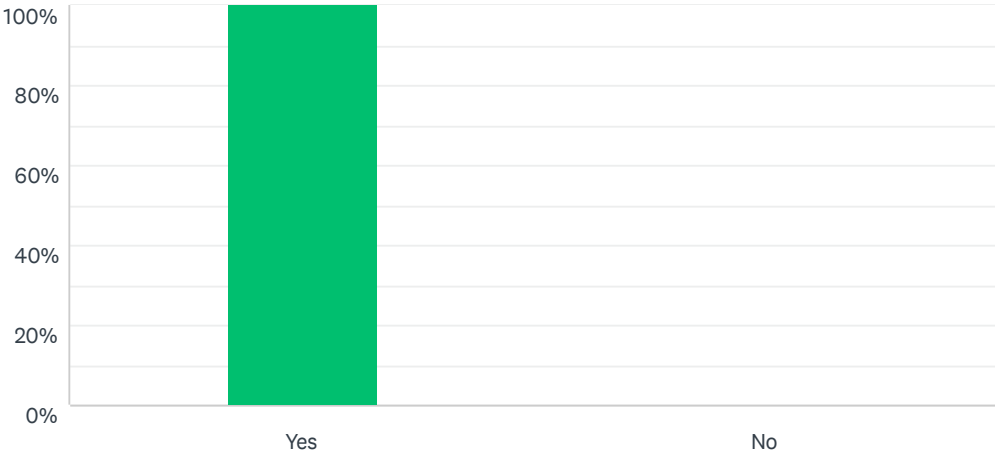
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely responsive	35.29%	6
Very responsive	58.82%	10
Somewhat responsive	0.00%	0
Not so responsive	0.00%	0
Not at all responsive	0.00%	0
Not applicable	5.88%	1
<b>TOTAL</b>		<b>17</b>

### Q9 I would know how to raise a complaint or compliment

Answered: 17 Skipped: 0

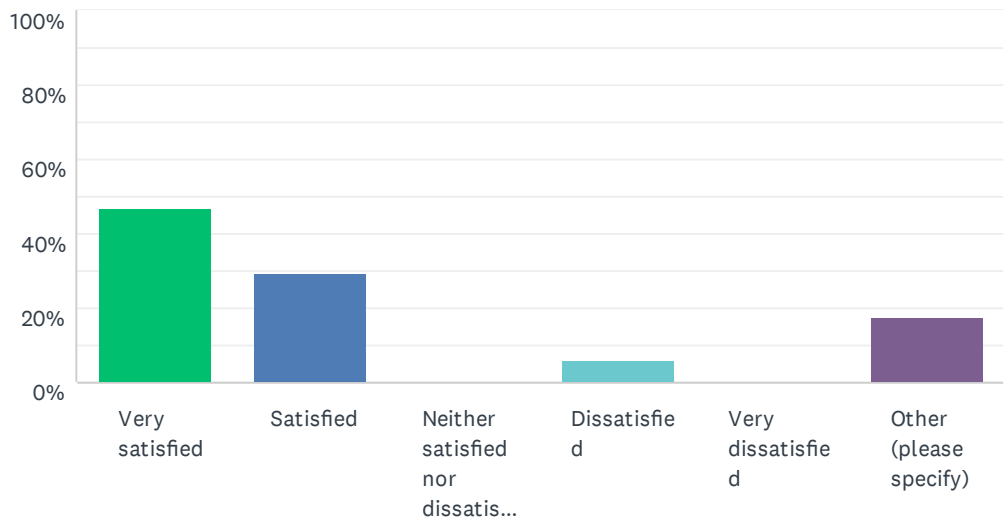


ANSWER CHOICES	RESPONSES	
Yes	100.00%	17
No	0.00%	0
TOTAL		17



### Q10 I am satisfied with the on call services that are available out of office hours

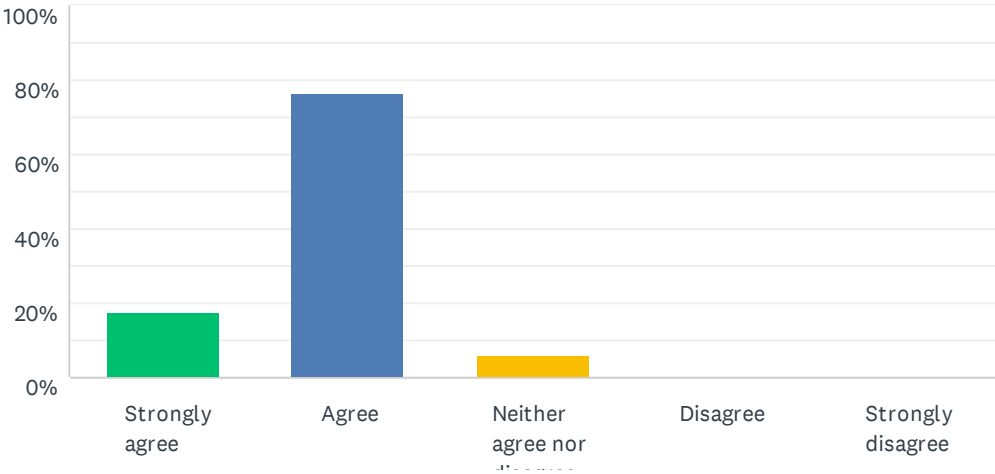
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	47.06%	8
Satisfied	29.41%	5
Neither satisfied nor dissatisfied	0.00%	0
Dissatisfied	5.88%	1
Very dissatisfied	0.00%	0
Other (please specify)	17.65%	3
<b>TOTAL</b>		<b>17</b>

### Q11 My care team arrive on time

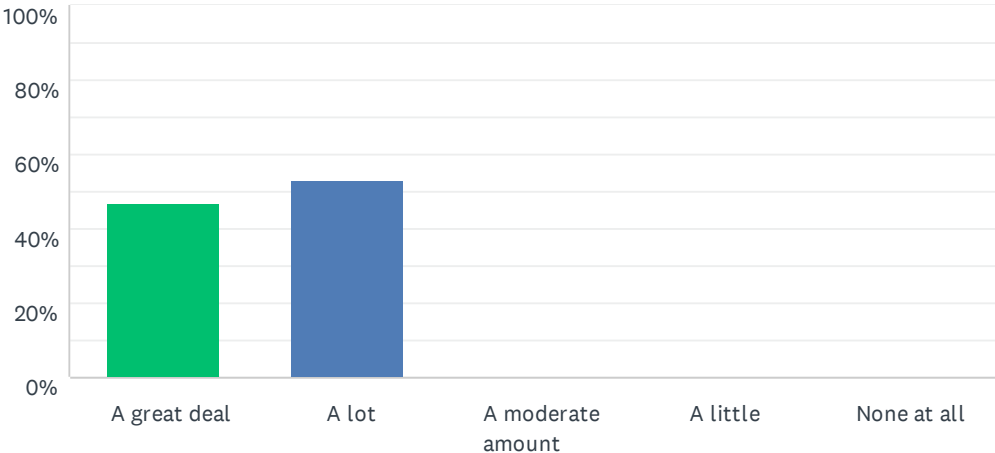
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	17.65%	3
Agree	76.47%	13
Neither agree nor disagree	5.88%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>17</b>

### Q12 How satisfied are you with our overall services

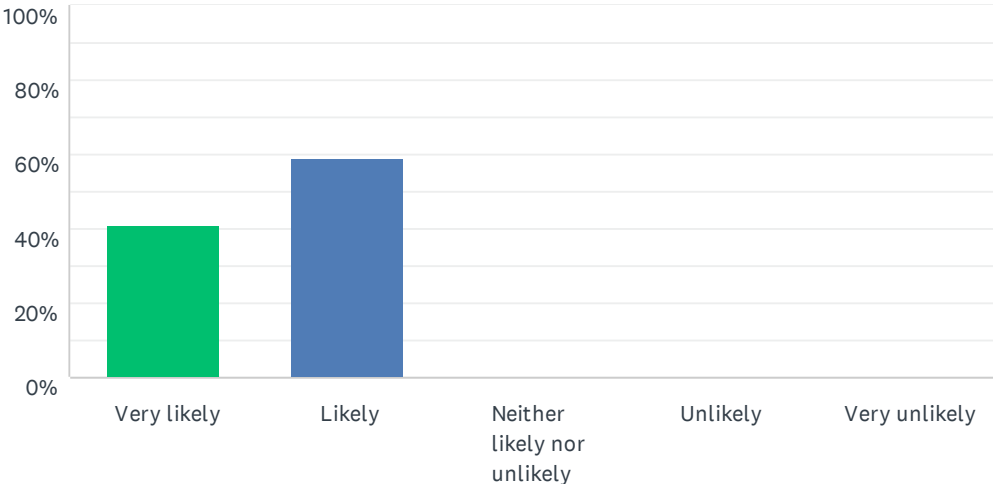
Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
A great deal	47.06%	8
A lot	52.94%	9
A moderate amount	0.00%	0
A little	0.00%	0
None at all	0.00%	0
<b>TOTAL</b>		<b>17</b>

### Q13 I would recommend Nexxus care to my family and friends

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES
Very likely	41.18% 7
Likely	58.82% 10
Neither likely nor unlikely	0.00% 0
Unlikely	0.00% 0
Very unlikely	0.00% 0
<b>TOTAL</b>	<b>17</b>

## Q14 Do you have any other comments, questions, or concerns

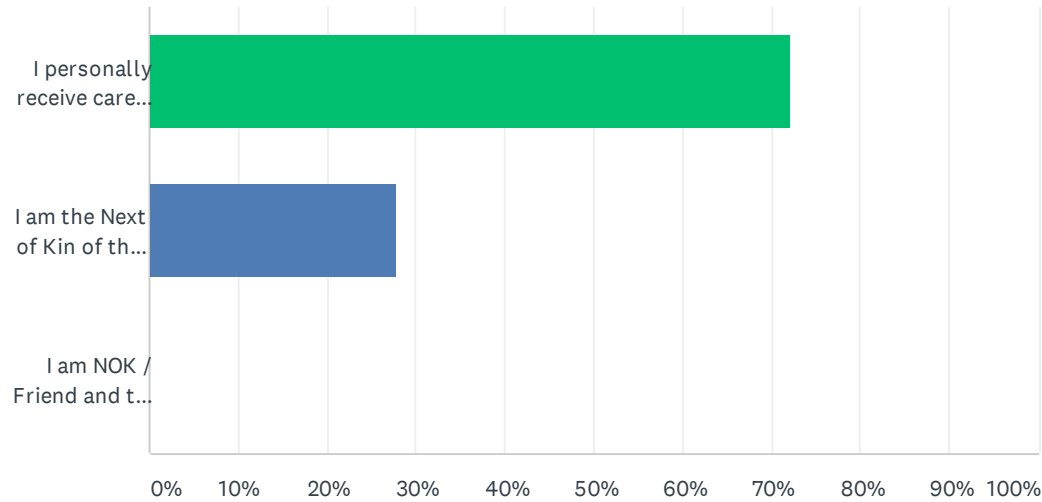
Answered: 10 Skipped: 7

Q15 I wish to add my name in order for Nexxus Care to follow up with me any concerns raised or i wish to remain anonymous.

Answered: 6 Skipped: 11

### Q1 I am completing this survey as

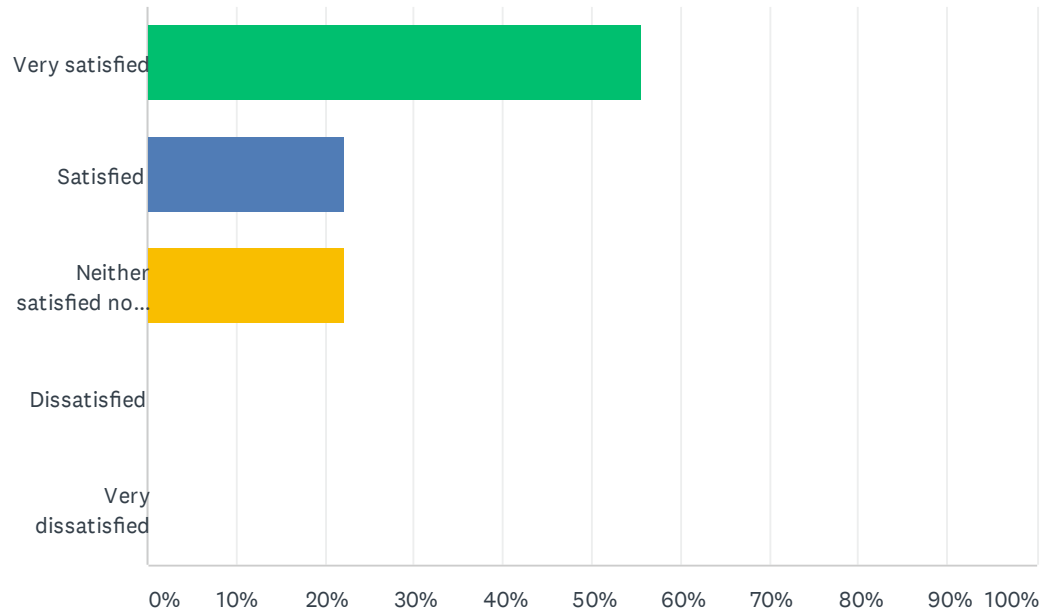
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
I personally receive care from Nexxus Care	72.22%	13
I am the Next of Kin of the person receiving care from Nexxus Care and I am completing this on their behalf	27.78%	5
I am NOK / Friend and this is my opinion/answers	0.00%	0
<b>TOTAL</b>		<b>18</b>

## Q2 I am satisfied with the care I receive from Nexxus Care

Answered: 18 Skipped: 0

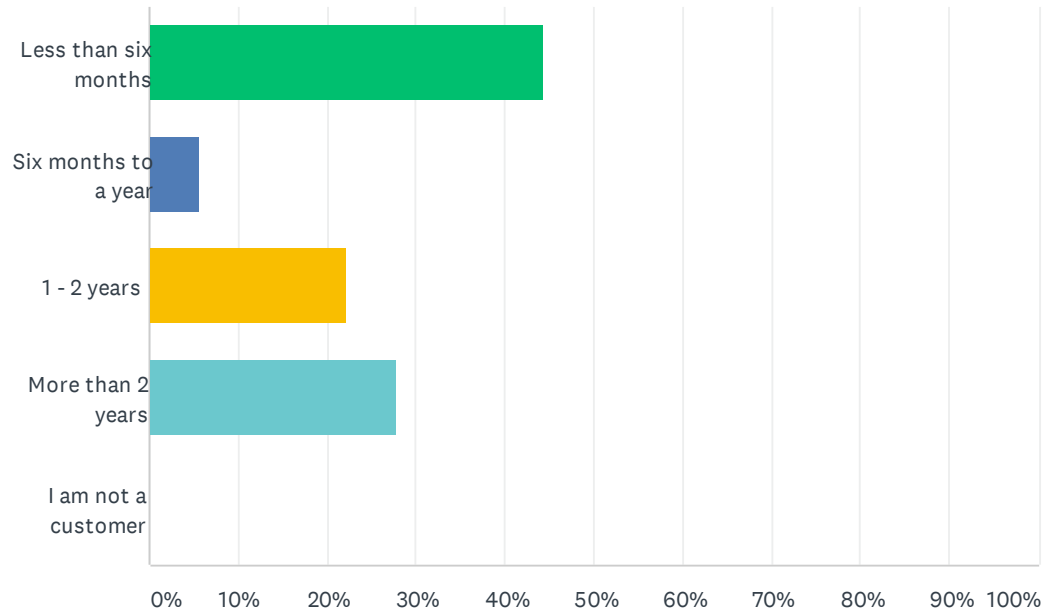


ANSWER CHOICES	RESPONSES	
Very satisfied	55.56%	10
Satisfied	22.22%	4
Neither satisfied nor dissatisfied	22.22%	4
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
Total Respondents: 18		



### Q3 How long have you been a customer of Nexxus Care

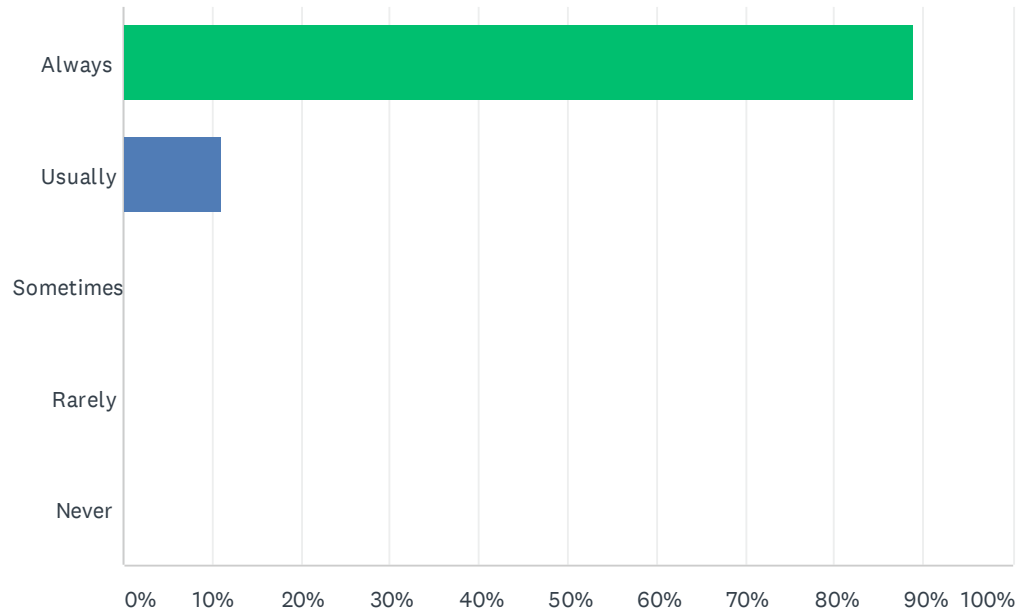
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than six months	44.44%	8
Six months to a year	5.56%	1
1 - 2 years	22.22%	4
More than 2 years	27.78%	5
I am not a customer	0.00%	0
<b>TOTAL</b>		<b>18</b>

## Q4 My care staff treat me with dignity and respect

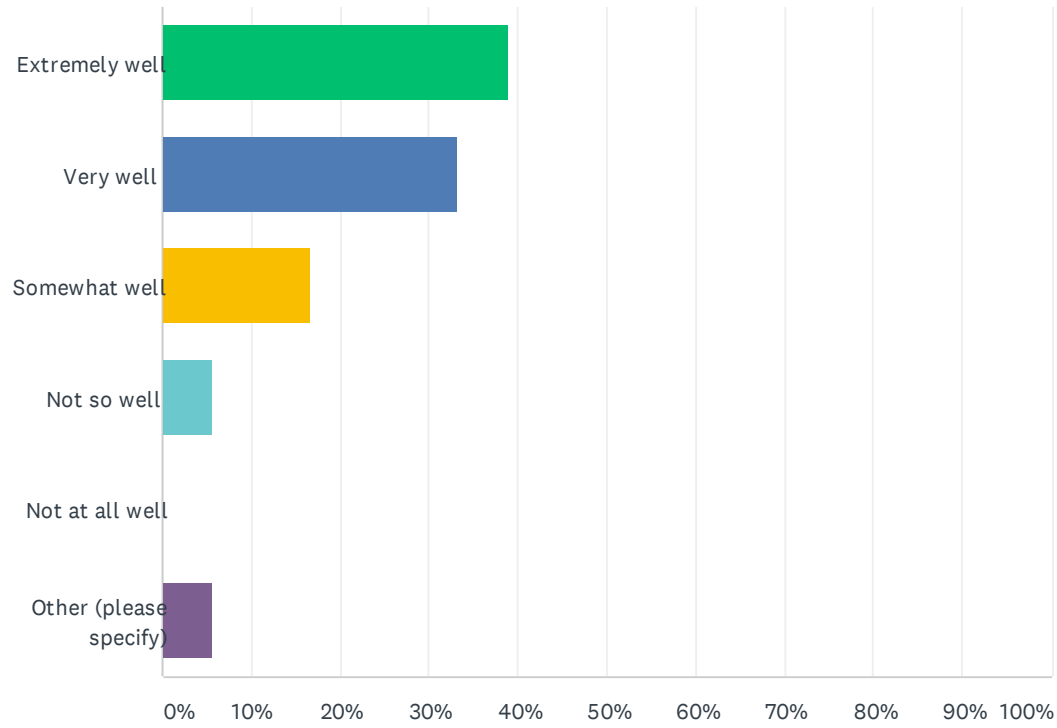
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	88.89%	16
Usually	11.11%	2
Sometimes	0.00%	0
Rarely	0.00%	0
Never	0.00%	0
<b>TOTAL</b>		<b>18</b>

## Q5 How well does our services meet your needs

Answered: 18 Skipped: 0

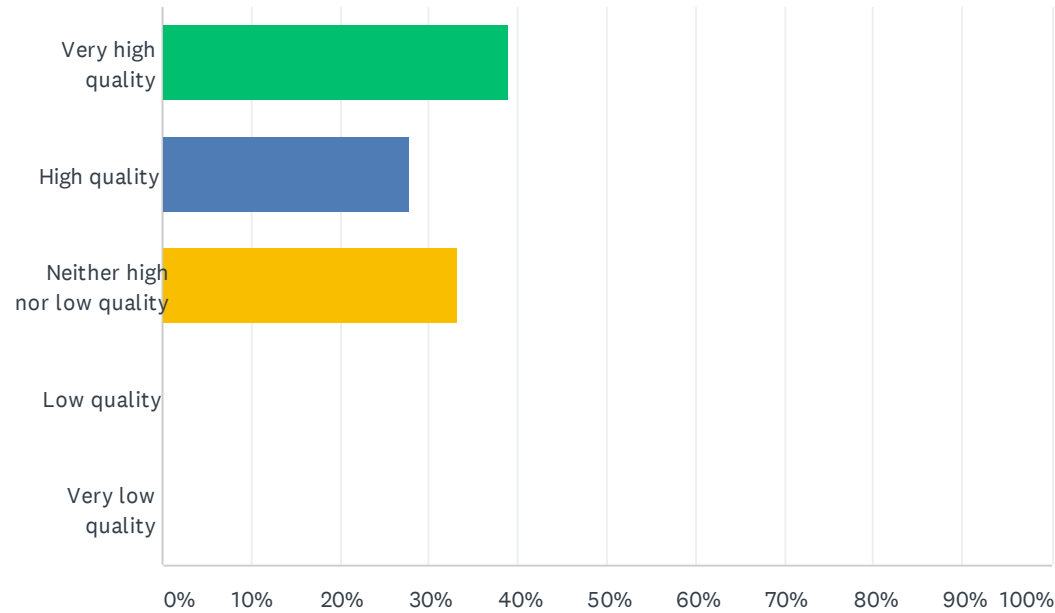


Customer Satisfaction Survey Stafford November 2020

ANSWER CHOICES	RESPONSES	
Extremely well	38.89%	7
Very well	33.33%	6
Somewhat well	16.67%	3
Not so well	5.56%	1
Not at all well	0.00%	0
Other (please specify)	5.56%	1
<b>TOTAL</b>		<b>18</b>

### Q6 How would you rate the quality of our care services provided?

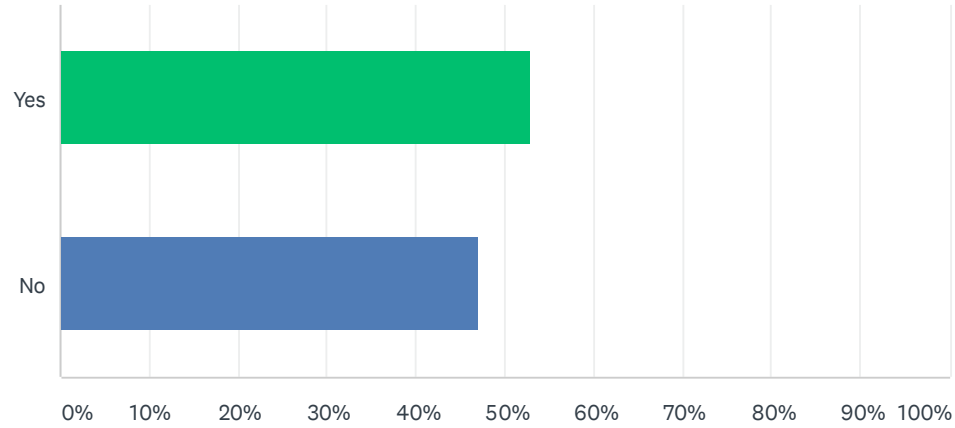
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very high quality	38.89%	7
High quality	27.78%	5
Neither high nor low quality	33.33%	6
Low quality	0.00%	0
Very low quality	0.00%	0
<b>TOTAL</b>		<b>18</b>

### Q7 If you have contacted the office, was your call dealt with efficiently

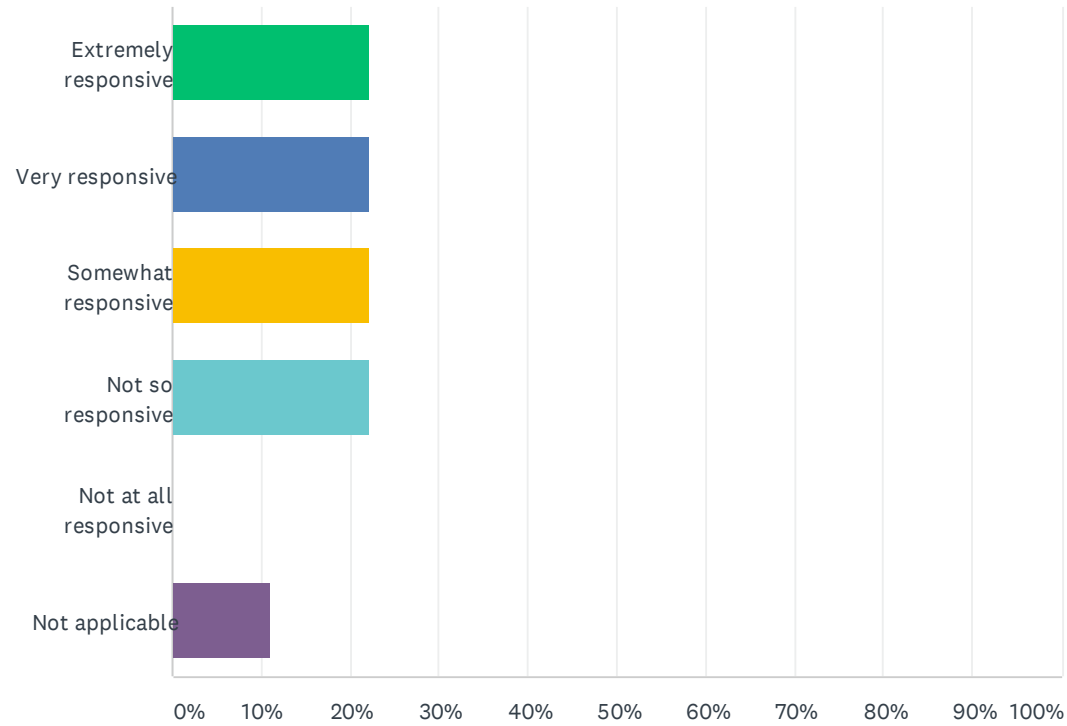
Answered: 17 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	52.94%	9
No	47.06%	8
TOTAL		17

## Q8 How responsive have we been to your questions or concerns

Answered: 18 Skipped: 0



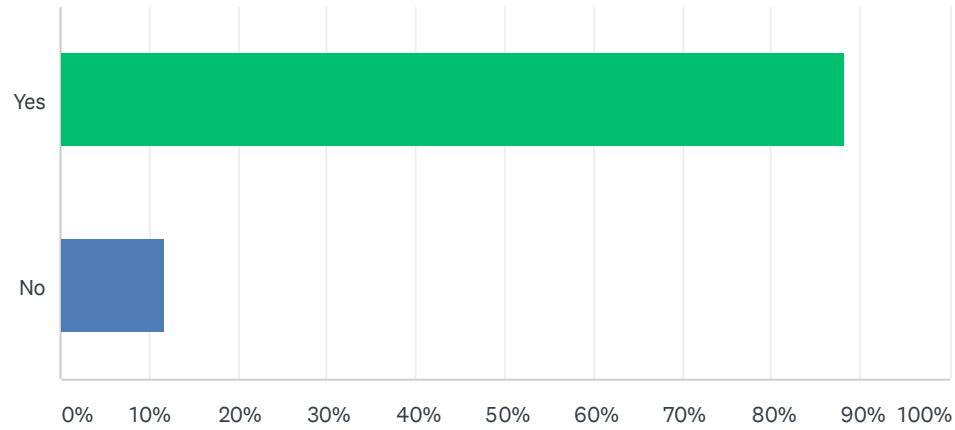
Customer Satisfaction Survey Stafford November 2020

ANSWER CHOICES	RESPONSES	
Extremely responsive	22.22%	4
Very responsive	22.22%	4
Somewhat responsive	22.22%	4
Not so responsive	22.22%	4
Not at all responsive	0.00%	0
Not applicable	11.11%	2
TOTAL		18



### Q9 I would know how to raise a complaint or compliment

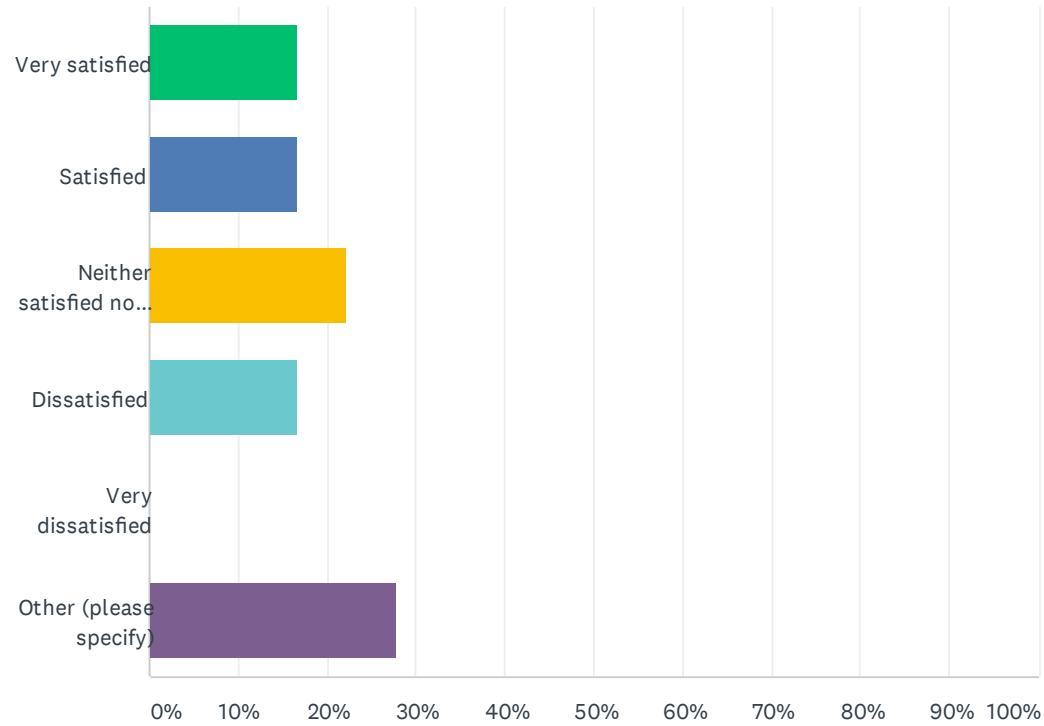
Answered: 17 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.24%	15
No	11.76%	2
TOTAL		17

### Q10 I am satisfied with the on call services that are available out of office hours

Answered: 18 Skipped: 0

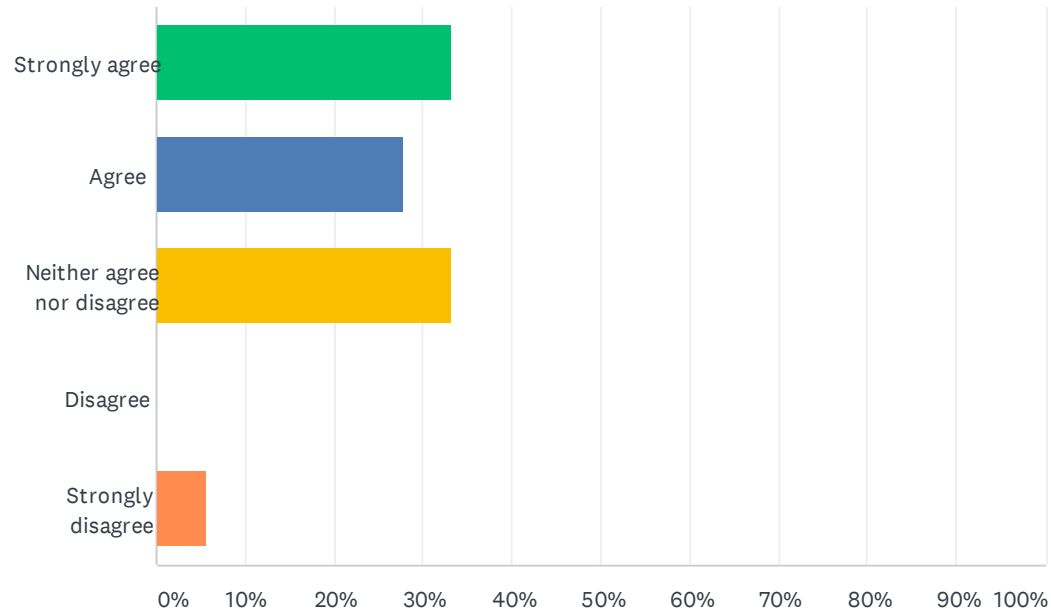


Customer Satisfaction Survey Stafford November 2020

ANSWER CHOICES	RESPONSES	
Very satisfied	16.67%	3
Satisfied	16.67%	3
Neither satisfied nor dissatisfied	22.22%	4
Dissatisfied	16.67%	3
Very dissatisfied	0.00%	0
Other (please specify)	27.78%	5
TOTAL	18	

### Q11 My care team arrive on time

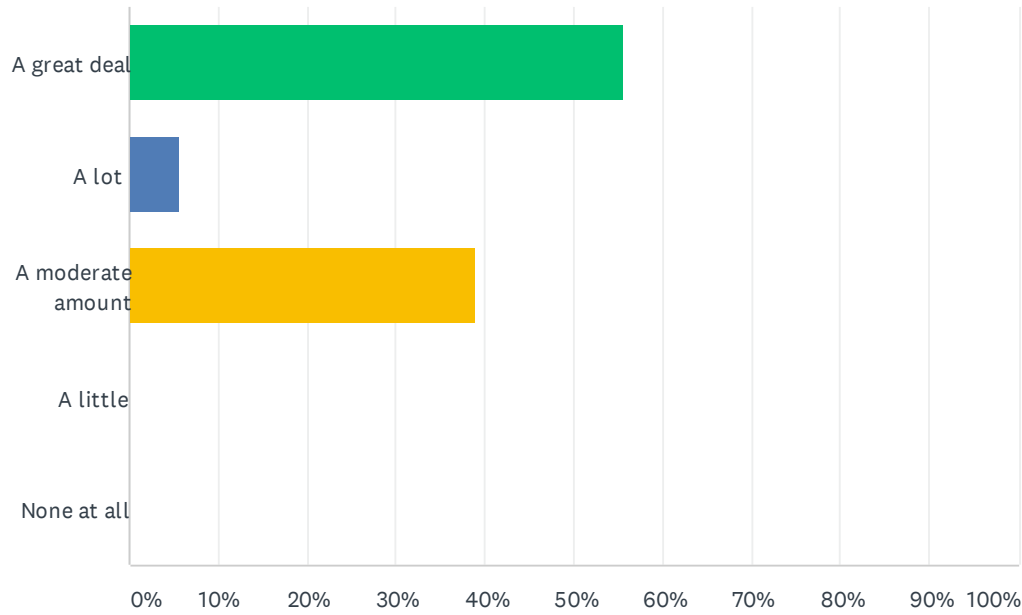
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	6
Agree	27.78%	5
Neither agree nor disagree	33.33%	6
Disagree	0.00%	0
Strongly disagree	5.56%	1
<b>TOTAL</b>		<b>18</b>

## Q12 How satisfied are you with our overall services

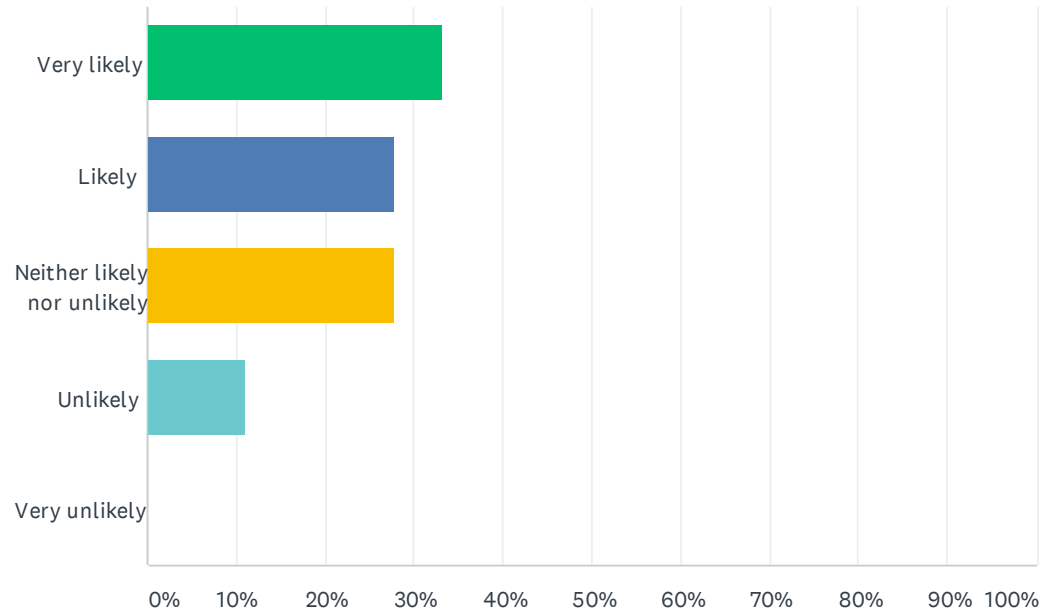
Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
A great deal	55.56%	10
A lot	5.56%	1
A moderate amount	38.89%	7
A little	0.00%	0
None at all	0.00%	0
<b>TOTAL</b>		<b>18</b>

### Q13 I would recommend Nexxus care to my family and friends

Answered: 18 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very likely	33.33%	6
Likely	27.78%	5
Neither likely nor unlikely	27.78%	5
Unlikely	11.11%	2
Very unlikely	0.00%	0
<b>TOTAL</b>		<b>18</b>

## Q14 Do you have any other comments, questions, or concerns

Answered: 9 Skipped: 9

Q15 I wish to add my name in order for Nexxus Care to follow up with me any concerns raised or i wish to remain anonymous.

Answered: 9 Skipped: 9