

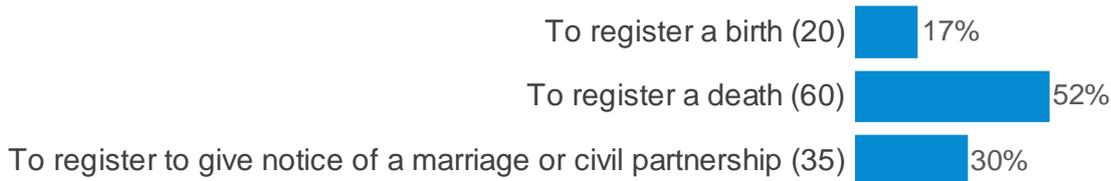
Customer satisfaction survey

Customer satisfaction survey

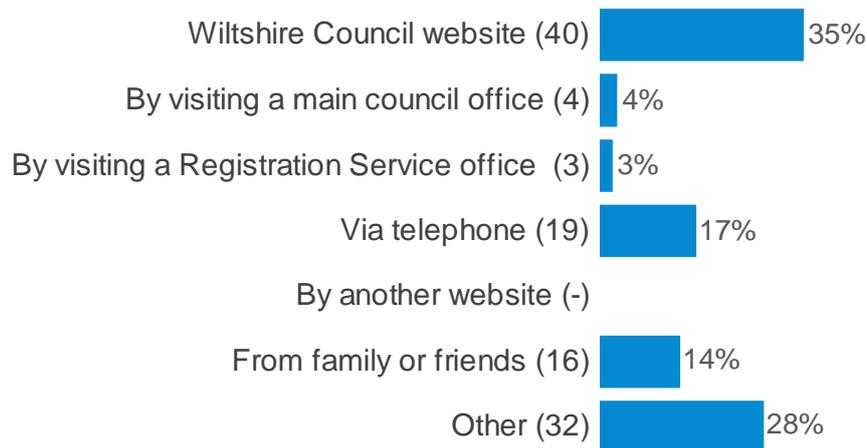
This report was generated on 07/03/17. Overall 115 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

What was the purpose of your visit?



How did you find out about the Wiltshire Registration Service?



(If you said other website or other please specify)

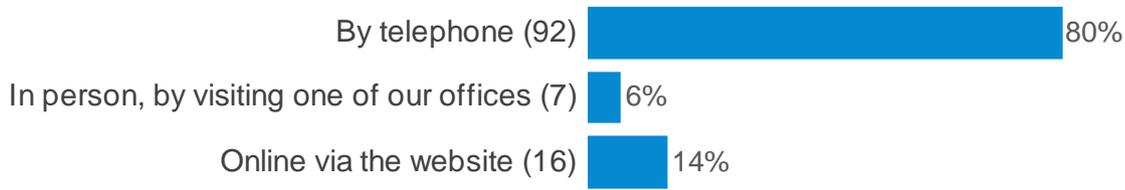
- Previous visit
- berievement suite nhs
- Used service before
- Already aware of how to register a death witin Wiltshire Undertaker.
- SDH following the detach of parent.
- Live in Salisbury and know it's location
- Bereavement service at hospital
- Funeral Director
- funeral director - C White
- The bereavement suite at the hospital
- Guidance for bereaved leaflet
- As a probate lawyer I have used your service frequently

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(If you said other website or other please specify)

- Gp
- Funeral Directors
- information given by the bereavment office at sailbury Hospitol
- From a leaflet at Dianne Mackinder's Funeral Parlour
- Funeral Directors
- Instructions on medical certification
- Used previously
- Word of mouth from nurse on the hospital ward
- everyone knows about it!
- we attended on the death of my father
- Leaflet given from Dorothy house
- Used it before to register births
- Midwife
- As Trustee, It was my responsibility to Register the death
- bereavement suite SDH
- Work at the council
- undertaker
- Midwife
- Midwife
- Through past experience of registering deaths.

How did you make your appointment?



When you made an appointment was it at a time and date convenient to you?



Were you seen within 10 minutes of your appointment time?

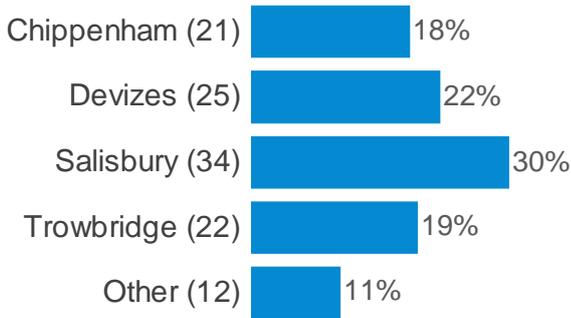


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When you made an appointment was it at an office convenient to you?



Which office did you attend? (please choose from the list below)



(If other please say where)

- Marlborough Library
- Malborough
- Marlborough
- SDH
- Salisbury Hospital
- Marlborough
- Salisbury District hospital
- Malmesbury outstation
- Corsham
- salisbury odstock Hospital office
- Marlborough
- This was a drop in so some Qs irrelevant
- Salisbury District Hospital
- Salisbury District Hospital
- SDH

Was the Registration procedure explained to you at the start of the appointment?

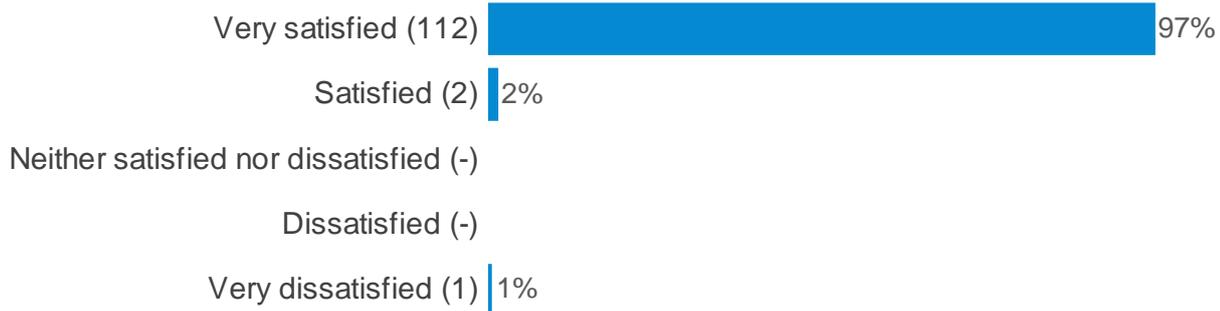


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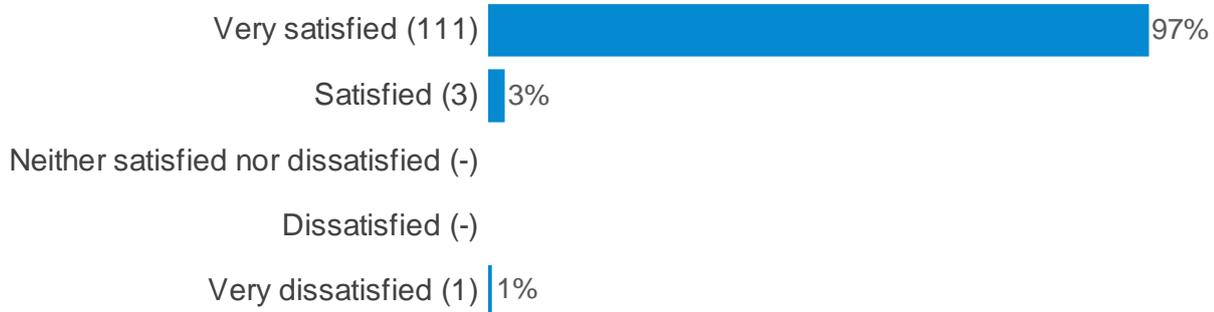
Did you leave the appointment feeling that all your questions had been answered fully?



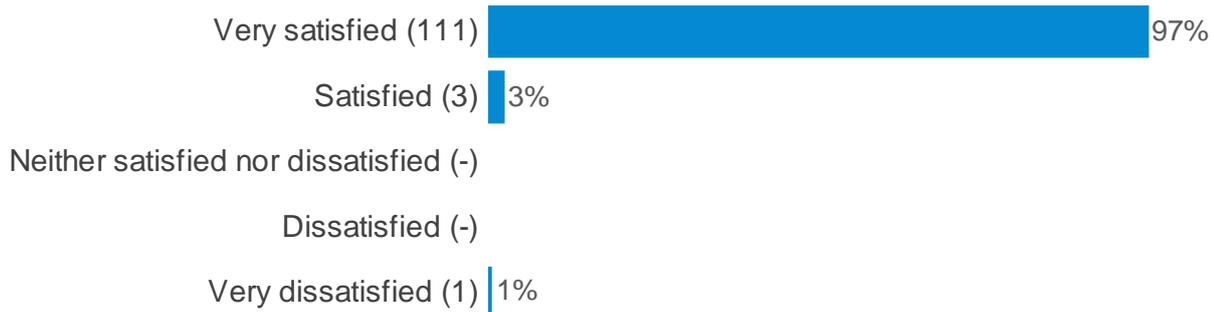
**How satisfied were you with the following aspects of the Registration interview?
Answer on as many points as you wish
(General politeness)**



**How satisfied were you with the following aspects of the Registration interview?
Answer on as many points as you wish
(Friendliness)**

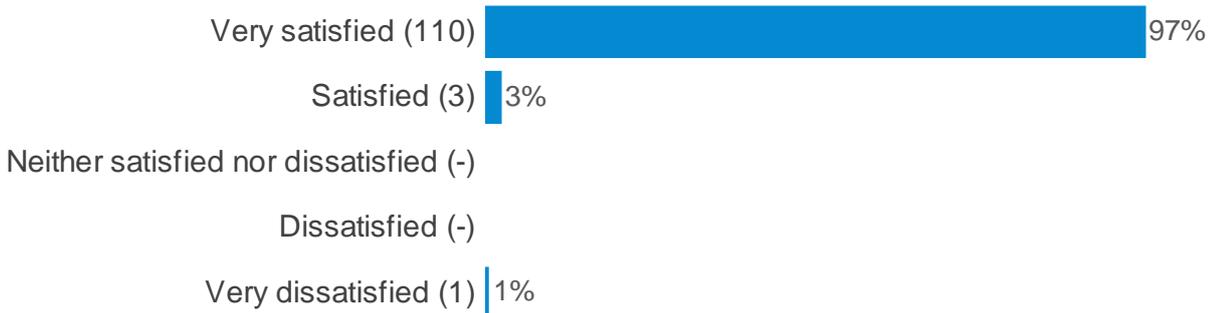


**How satisfied were you with the following aspects of the Registration interview?
Answer on as many points as you wish
(Helpfulness)**



Customer satisfaction survey

**How satisfied were you with the following aspects of the Registration interview?
Answer on as many points as you wish
(Knowledge)**



How would you rate the service you received? (please tick one box) (Overall, taking everything into account)



**Finally was there anything which Wiltshire Registration Service could have improved?
(Please specify)**

- Available appointments in Marlborough

- No service was excellent

- Nothing it was excellent, easy to understand and was carried out with respect and we did not find it distressing.

- telephone conversation with customer service representation in the waiting area which were quite detailed on this occasion.

- The reception girls should be better informed about a situation where the death has been referred to the coroner until a Dr who had seen him alive in the last 15 days has been advised. They were unaware that they didn't need further paperwork and refused to give me an appointment with the registrar for 2 days!

- No

- No very satisfied with your service

- No. All members of staff were extremely helpful and knowledgeable

- Information re cremation certificates was not mentioned

- The Salisbury office has a lot of steps up and down from the entry to the registrars office which is difficult for older people.

- I wish to pass on my sincere appreciation to Jill Faulker for her excellent service, you should be very proud of her, she is an exemplary member of your staff

Customer satisfaction survey

Finally was there anything which Wiltshire Registration Service could have improved? (Please specify)

Cup of tea and a biscuit would have been nice

Sarah Hodgson was brilliant a great member of your team

No it was really easy

Coffee machine!

Trying to get an appointment at a suitable time was impossible. Having originally called personally 36 hours after the death, we were then told we would have to phone for an appointment as the registrar was busy!! When phoning the next day we were told the earliest we could have was 7 days after the death. NOT ENOUGH SPACE TO CONTINUE OUR DISSATISFACTION .

Nothing springs to mind. Mr Hugh Swan was very helpful and explained everything in great detail.

Lack of offices near Cricklade

No it was great

The long pointless walk!

Please pass on to Bryony that she was very helpful - and has beautiful coloured hair! Thanks, Victoria

Things have changed the last 20 years since I came here last! No appointment made a drop in.

No

None at all. Mrs Hodgson was a great help in explaining the process, the whys and the wherefores in a very calm and considerate manner.

Given the date verbally which was different to email date. Fortunately we were seen by registrar.

Access to building from the car park with a walking frame was difficult because of raised kerb.

yes, the very dim moody lighting in the waiting area for the registrar. Needs brightening up.

Nothing

Very good as it is

No, and although she was running late, we were quite content to wait. They could not be faulted and were so kind.

Very happy with the service.

Making appointments available at more offices, we live in Devizes, booked wedding ceremony in Chippenham but had to go to Trowbridge for the registration, just to get a conveniently timed appointment. Devizes holds weddings, why are we not able to book appointments there for registration purposes??

Evening or weekend appointments would be helpful

No, very helpful and lovely

Initial call we were told the latest appt was 3pm

Accepting. Credit cards for payment.

The office had no windows and was rather airless.

Letting us know prior to the appointment that you could not pay by card at the Salisbury hospital office

No

The registrar was very welcoming, efficient and we would have registered 'excellent' for the whole experience. However, the receptionist was slightly frosty when we arrived 5 minutes early. Shuffled us out of the office, then moved us to another area 5 minutes later.

Not an improvement the person who made the telephone booking was very clear and informative however it was confusing, to someone hard of hearing, as at the entrance and waiting room there were no obvious signs for registering a death - plenty for marriages.

Customer satisfaction survey

**Finally was there anything which Wiltshire Registration Service could have improved?
(Please specify)**

None

Elizabeth Jones, our Registrar could not have been more friendly or helpful. She immediately put us at ease throughout what could be a stressful exercise.

Office nearer to where we live and a less waiting time for the appointment, I.e. Had to wait a month for an available appointment that fitted with work

-

I found the Initial meeting with the registration counter staff less than satisfying with a lack of enthusiasm (perhaps because it was the end of the day) This I clouded a somewhat cool reception when we returned for our appointment. The registrar however was friendly and helpful which re enhanced my faith in the process

It would have been nice to have a cup of tea/coffee whilst going through the registration process.