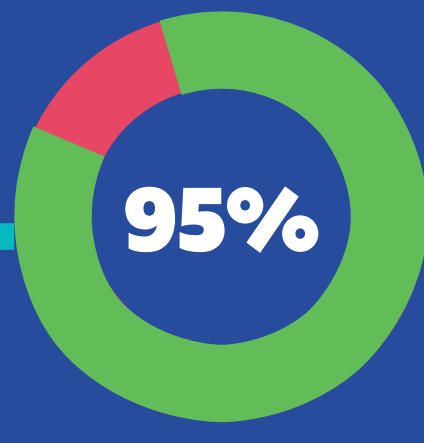


What do clients think of our adapted services for COVID-19?

One Life Suffolk



Reported being happy with the support provided by us during this time



When initially accessing our services clients thought the level of service was good or outstanding

98%



98%

79%

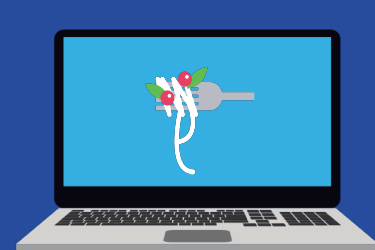
Strongly agree that Client Services were very well informed on the subject during triage

Had no difficulty accessing programmes online



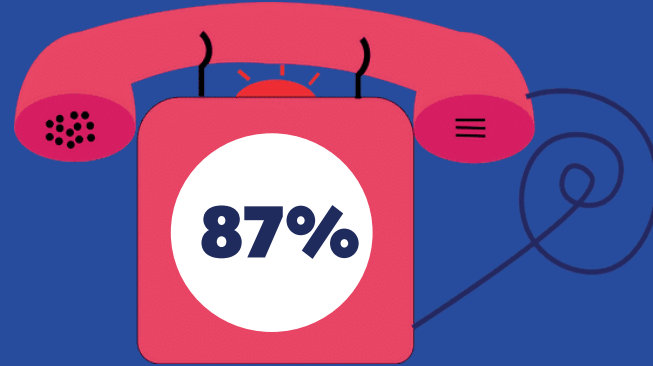
Clients who accessed our programmes via Zoom or Skype

56%

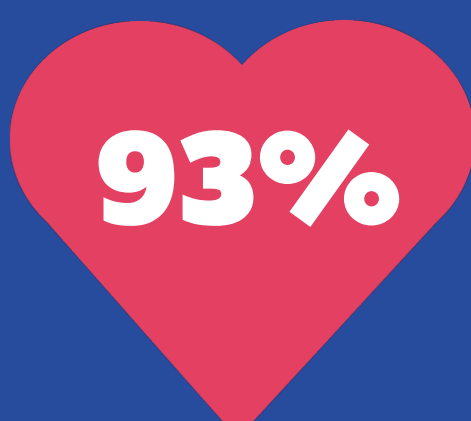


Were satisfied with support options e.g. The option of Joining a Zoom group

86%



Of people said that calls were handled promptly and efficiently



Said that their Practitioner's attitude was excellent



86%

Were impressed with our friendly Client Service's Team



82%

Said that they were efficiently signed up to our programmes

What our clients have said about their service experience

"Fast and effective. Keep this online service going after COVID-19. Easier than getting a GP appointment"

"Your company quickly changed their platform to accommodate their customer"

"There's been no need to travel, and attendance has had minimal disruption to my work day"

"I actually think I have been more committed to attending the group via Zoom than I might have been if I had to attend in person"



"Nothing is too much trouble for them. I work for the NHS and when my shifts didn't play ball with arrangements for the group, I was offered 1:1 sessions"

"I was impressed with how proactive they were unlike some major companies"

"Being able to text and email the Practitioner has really helped"

"NRI products arrived promptly"