

Piloting Service Changes

This survey is designed to support feedback on user reaction to service changes. It is most useful where there are a range of internal and external customers in an organisation who may need to have diverse service activity.

1. Name of team/service

Cost effectiveness

2. Have the changes been financially beneficial to your service?

Yes a lot

Yes a little

No difference

Worse

Much worse

Service level agreements

3. Are the changes in the service provided better defined?

Yes

No

No difference noticed

Facilities and resources

4. What are the most important changes in the service you were looking for?

More resource available

Less cost

Greater range of services

Other

Quality

5. How would you expect the service changes to be measured for improvement?

By regular feedback

Through structured questionnaires

By agreed performance indicators

Other