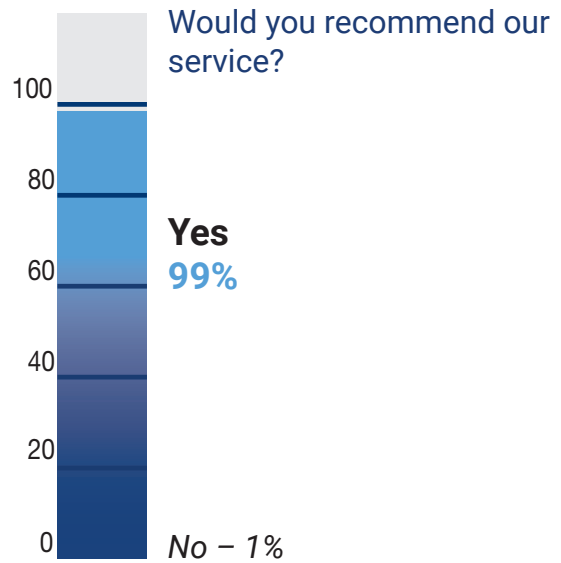
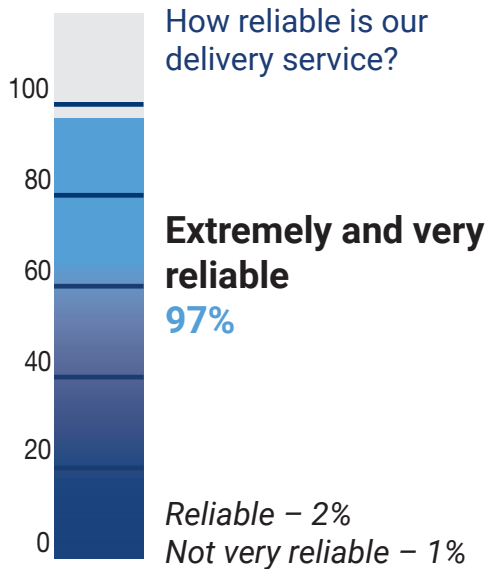
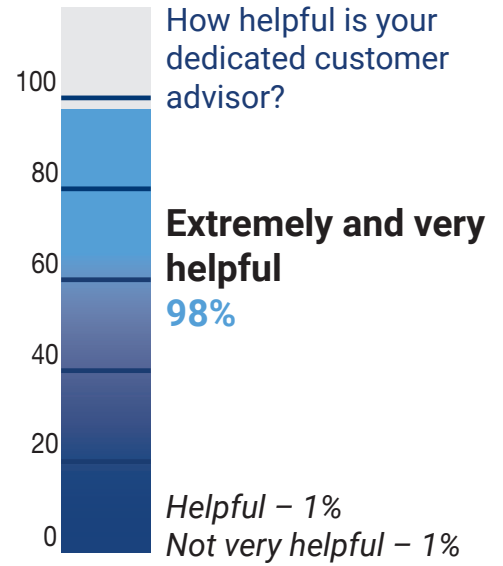
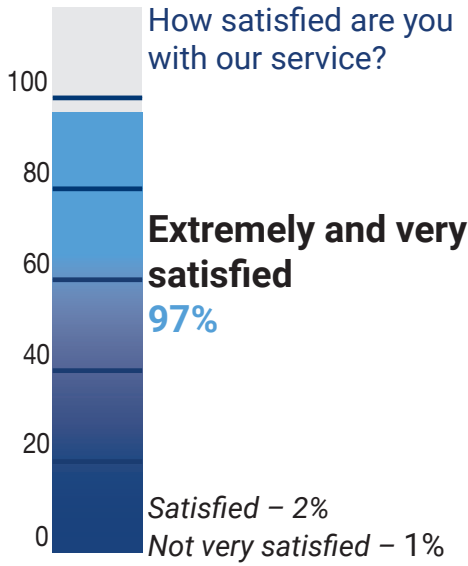
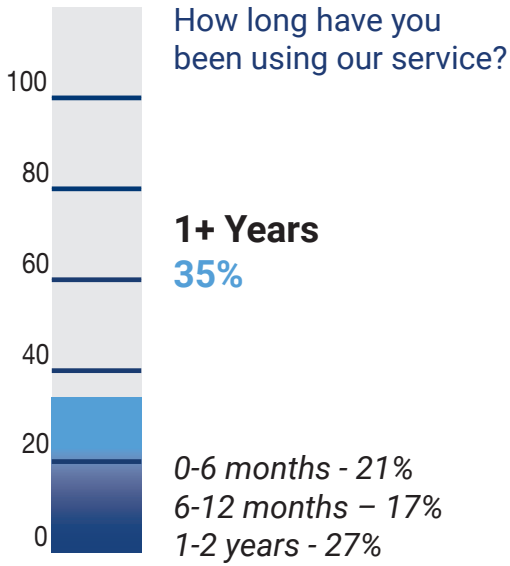




Results of Customer Satisfaction Survey

Our annual customer satisfaction survey was carried out throughout November 2020 to 527 Bladder and Bowel Community members.

The response rate for the survey was 29% and the results are below.





Comments from satisfied members

- Very good and reliable
- I'm so happy with the service could not wish for anything better
- Prompt and pleasant service
- Discreet, friendly, very helpful
- The quality of service, can't fault it
- Prompt support, seamless ordering
- Never lets me down
- Have treated me with compassion and helped me greatly
- Excellent service, nothing is too much trouble
- Customer service is amazing and I love my delivery guy
- Everything from start to finish, has never failed me
- Outstanding service, staff care and are reliable
- Efficient service and prompt delivery
- Because you are all very polite and helpful and always very cheerful
- I'm happy with the service
- Because you guys understand what we need and make sure those needs are met
- Everyone I have spoken to has been extremely helpful and knowledgeable
- Great staff could not be better
- They have never let us down
- Always on time and friendly

