

Introduction

Many thanks to all of you who responded to our client survey this year. The sheer number of people taking part in this year's survey demonstrates the engagement of our clients. We really value your feedback and we have taken the time to discuss the results within the practice to see how we can improve over the coming year.

96% of respondents said The Livestock Partnership are great/good and would thoroughly recommend them!

If a farming colleague asked for your opinion on The Livestock Partnership which of the following is closest to your likely response?

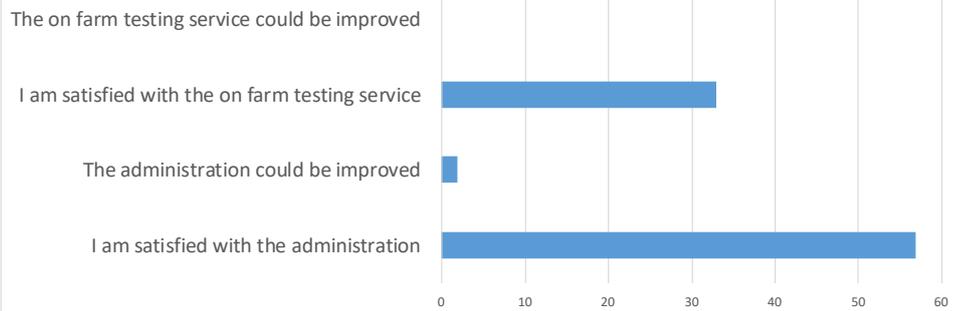


TB testing

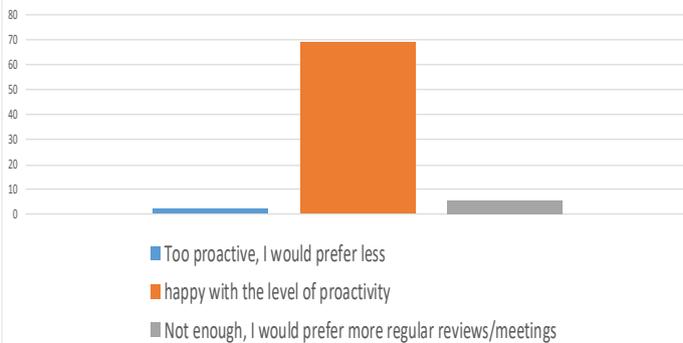
84% of you are satisfied with the entire service.

*Very professional and efficient-
Would only want TLP to do testing and not Ministry
The test itself should be reviewed
The cost of admin is too high
Well organised*

How would you rate our TB testing service?



How proactive is your vet?



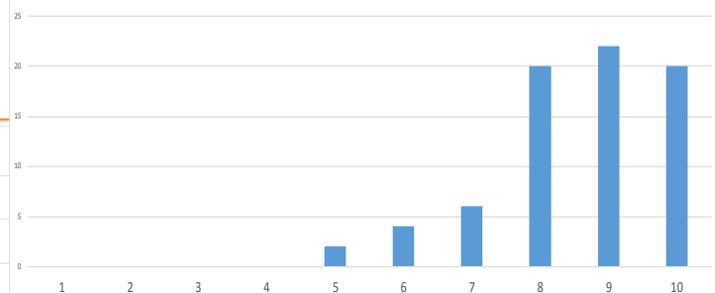
When asked about the level of proactivity of your vet 91% are happy with it.

Two respondents saying we were too proactive and they would prefer less!
Five respondents said we were not proactive enough and would prefer regular reviews/meetings.

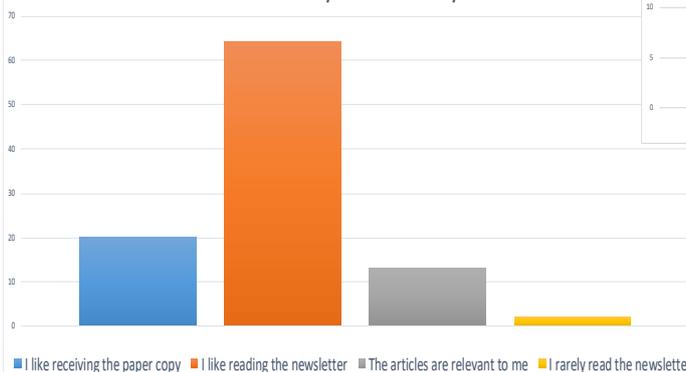
We invite these farms to get in contact so we can have a discussion and organise something with you. We have recently run beef and sheep meetings with positive feedback. We hope you keep attending as we certainly enjoy them and everyone seems to take a lot from them. The discussion they generate is always entertaining.

*Very helpful and if they do not know are honest with their comments
Up to date but don't always communicate it without being asked
The copper problem was very stressful and your help was appreciated*

On a scale 1-10, rate how up to date your vet is with the latest in animal science/technology, and the amount they inform you of such?



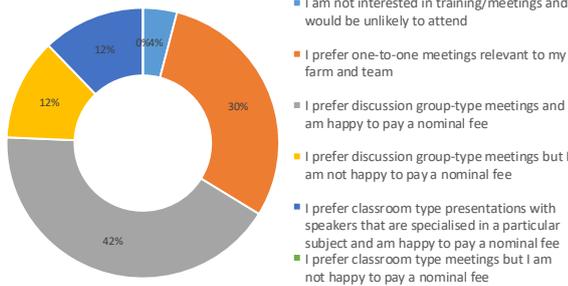
How would you rate our monthly newsletter?



Newsletter:

*Farmer input could be interesting article?
I would be just as happy if we only had e-mail version
Calf health*

As a lot of preparation goes into organising training/meetings and to ensure registered people do turn up we have started charging a nominal fee for some meetings.

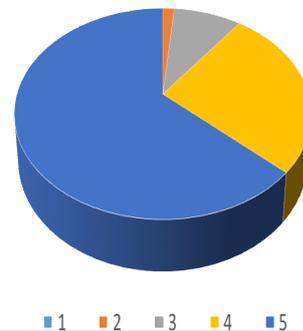


*Looking forward to summer BBQ, not paying a fee and eating lots of burgers!!
I am happy with all of above and am happy to pay, value external speakers but not just in classroom setting
Happy to go to discussion group meetings and pay a fee if of interest.
The meetings we have been to have been excellent, I do not like paying a fee because if I accept I turn up.
An overview of what the situation really is regarding antibiotic resistance and what the different types of antibiotics are.
Would be happy to pay a nominal fee and would like to attend more meetings but we are pretty specialised here so not all the meets you put on are relevant.
Happy with discussion type meetings too and happy to pay a*

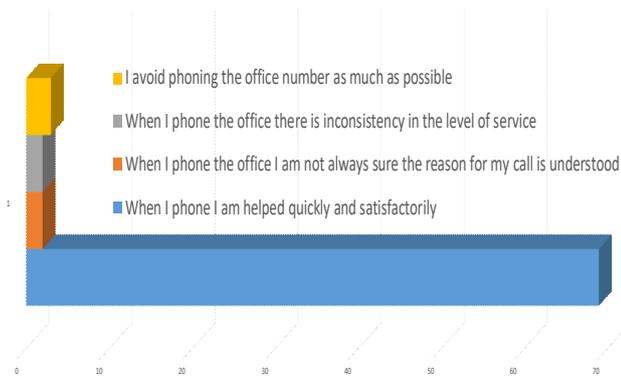
*Often not informed about meetings. Hear about it afterwards.
One to one advice on farm is always appreciated, and classroom type presentations are as useful as group type meetings.
Very happy to pay nominal fee.*

*Not had to use yet!!
We are not calving cows, so hopefully it does not apply!
Morning contact sometimes difficult
Generally v good.
Practice area is large so can be a bit of a wait but am sure it is no different in other practices and is more an indication of changing times.
We have had some issues in the past with a lack of experience of junior vet's, Think out of hours visit fee is high for a business to business service especially as both are 24 hour businesses.
Very good communication during out of hours. 100% service.
Very good.
Hopefully excellent. Haven't used it for a long time.
Not had to use it.*

How satisfied are you with our Out of Hours service?
rate 1 (poor) - 5 (excellent)



What is your impression of our office service?



*Your office is very efficient
The office staff are polite but our problems are not always dealt with in a satisfactory manor
Mostly very efficient, on one occasion not very helpful (different staff member)
Fridge items sometimes forgotten when picking up drugs
Debbie is always very helpful
Mostly phone vet direct.
I have never had the call waiting tone and message lead to answering the call
Always helpful & professional - always understand what is required and if not find out for me,
Please give your name like Debbie does .*

*Meds sometimes left in strange places and have to hunt to find it but mainly good !
Delivery sometimes awkward
It's a shame that the Vets are responsible for the dairy companies drug wishlist, which they don't ask the farmer or check. Makes you wonder...
Some misunderstanding leading to wrong medicine given.*

We are very grateful for the feedback that you have given us. It has all been very constructive and we have tried to publish as many as possible. We are very encouraged that most the feedback is very positive. However we have taken on board the comments given in particular in respect of the medicine delivery. We hope to implement improvements over the next few months.

How happy are you with medicine ordering?

