



Digital

NHS Digital

is the national provider of information, data and IT systems for commissioners, analysts and clinicians in health and social care in England.

NHS Digital Customer Service Function (CSF)

created 18 months ago consolidating several front door service desks and contact centres from across the organisation to create a single virtual team



Presented by:
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Stakeholders and Customers



Lockdown

Overnight implementation of BCDR across both sites

All hands on deck to onboard urgent COVID services

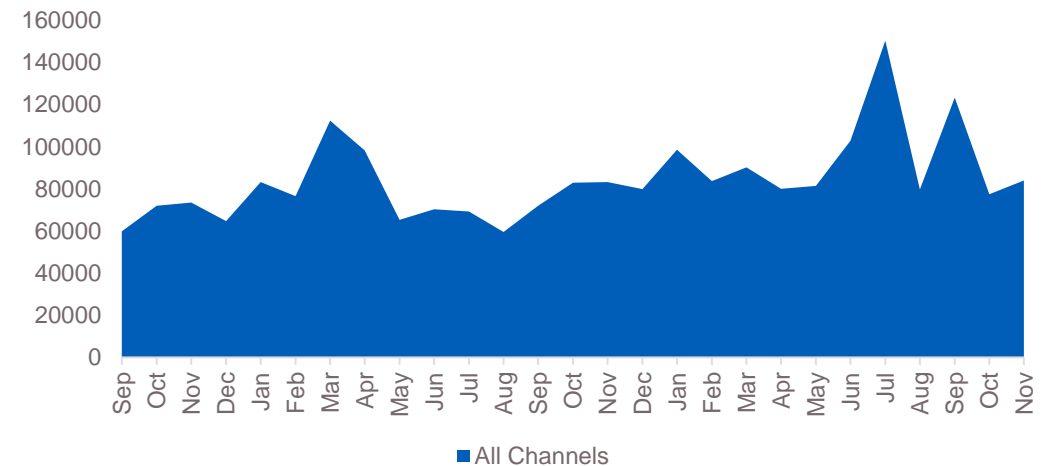
March 2020 - volumes leapt 57% compared to previous 6-month average

Resource planning: KPIs (inc. CSAT) and SLAs maintained – zero impact to customer

Supporting staff at home



NHS Digital Customer Service Function Volumes



Recruitment, Training and Quality



All interviews conducted virtually

Virtual inductions and training

We still haven't met some of our staff!

Agent cross-skilling

SFIA & SkillsTX

Quality Programme

Customer Service Excellence



Technology – critical!



puzzle. Solving Customer Interactions

NHS
Digital

TELEOPTI



Power BI

Confluence

qualtrics^{XM}



servicenow.

Interactive
Analysis Notebook



Microsoft
Dynamics 365

Saving the best 'til last – OUR PEOPLE!

ASAT

People Plan

Regular 121s

Charity days

Team building activities

Team chat channels

PDRs: holistic, continuous, colleague-led

Staff Networks

Easement policies

Mental Health First Aiders



“How are you today?”



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Thank You



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