

## **HSC-PBPP Improving the User Experience Survey 2021: Summary**

### **Background, Aims and methodology**

A User Experience Survey was carried out by PHS to aim to find specific ways to improve the applicant experience. A short questionnaire was devised and sent to 42 people (chosen at random), who had all applied to HSC-PBPP within the last three years. From these responses were obtained from 10 previous applicants.

### **Survey Feedback**

Generally the feedback was positive and constructive. There were mixed responses: some thought the process had been acceptable, especially once their application had been submitted, but there were others who thought the HSC-PBPP process could be greatly improved.

A number of suggestions were made relating to:

- Application form (online, shorter)
- Advice, further guidance and completed application forms
- Online tracker for progress of application
- Faster approval processes
- Feedback for users or a network of champions /mentors to assist applicants

In response to the suggestions, the HSC-PBPP Operations group have considered possibilities for implementation of some of these suggestions, within the resources available to HSC-PBPP.