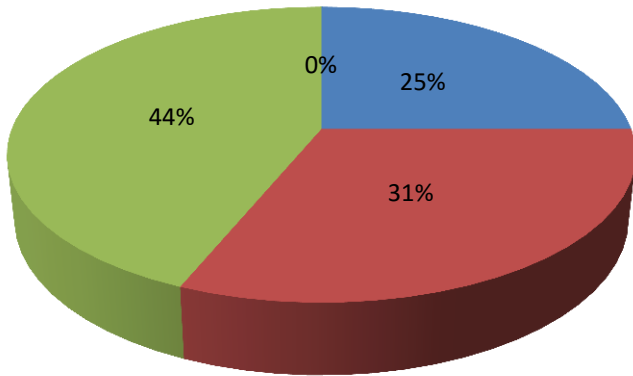


CLIENT SATISFACTION SURVEY RESULTS 2013 – EXECUTIVE SUMMARY

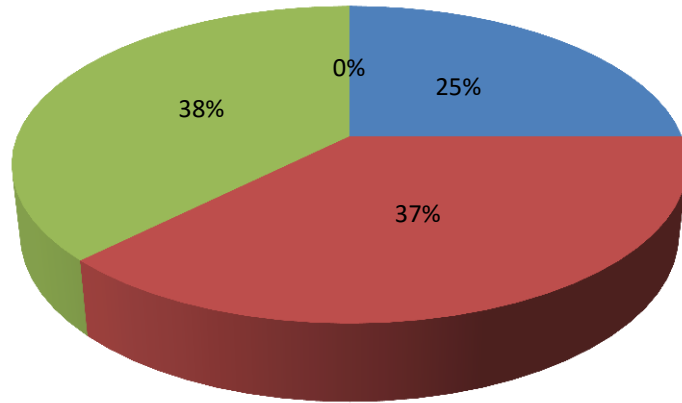
Quality of Flu Xpress Ltd flu vaccination service compared with previous provider



■ Much better ■ Better ■ About the same ■ Worse (0%)

56% of clients rated the Flu Xpress Ltd flu vaccination service as either much better or better than that of their previous provider (0% rated the Flu Xpress Ltd flu vaccination service as worse than their previous provider)

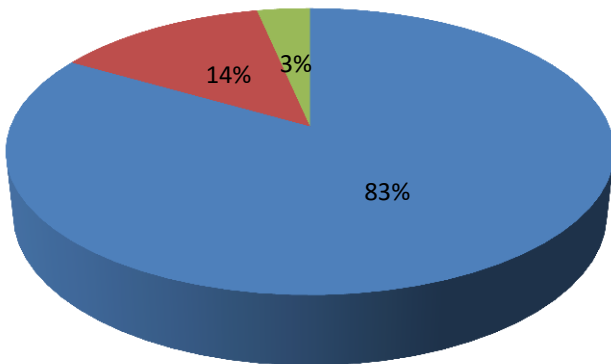
Cost of Flu Xpress Ltd flu vaccination service compared with previous provider



■ Much lower ■ Lower ■ About the same ■ Higher (0%)

62% of clients rated the cost of the Flu Xpress Ltd flu vaccination service as either much lower or lower than that of their previous provider (0% rated the Flu Xpress Ltd cost as higher than their previous provider)

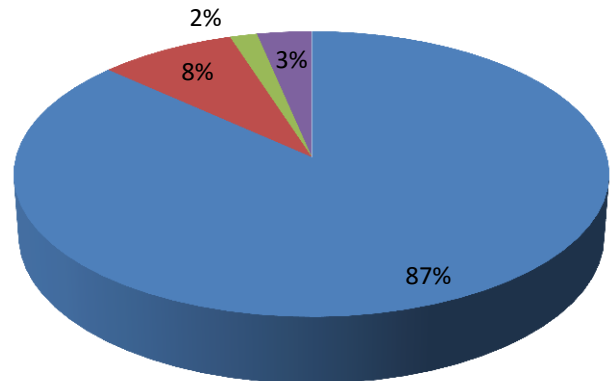
Receipt of flu vaccination materials



■ Received day prior to booking date ■ Received prior to arrival of nurse ■ Received after arrival of nurse

97% of clients received the flu vaccination materials prior to arrival of the nurse

Collection of waste materials after flu vaccination session

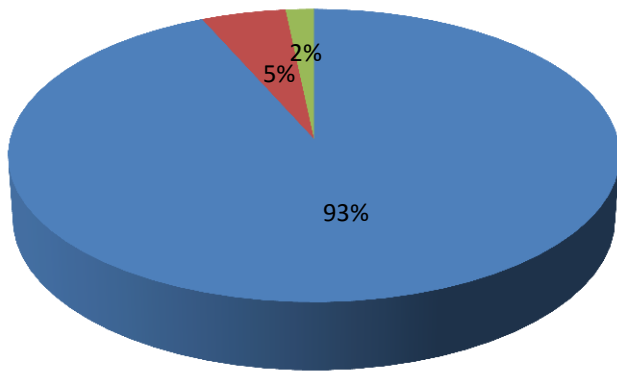


■ Next working day ■ Within 2 working days ■ Within 5 working days ■ Longer than 5 working days

95% of clients had the waste materials collected within 2 working d

CLIENT SATISFACTION SURVEY RESULTS 2013 – EXECUTIVE SUMMARY

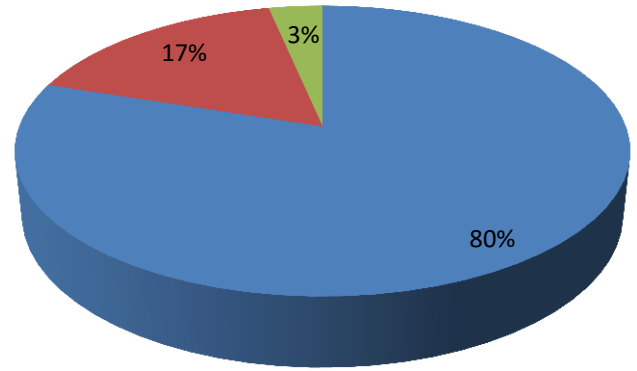
Nurse arrival time



■ 15 minutes ahead of start-time ■ Not later than start-time
■ Later than start-time

98% of nurses arrived not later than the booked start-time for the session

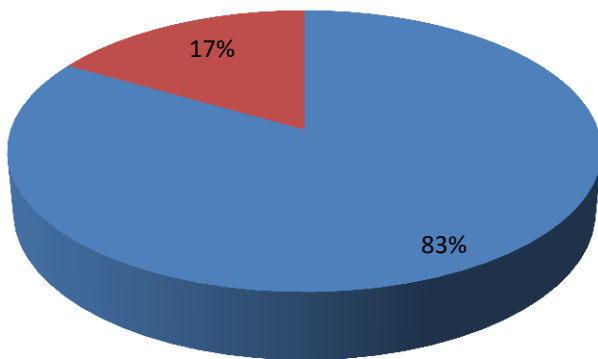
Politeness of nurse



■ Excellent ■ Good ■ Average ■ Poor (0%)

97% of clients rated the politeness of the nurse as either excellent or good

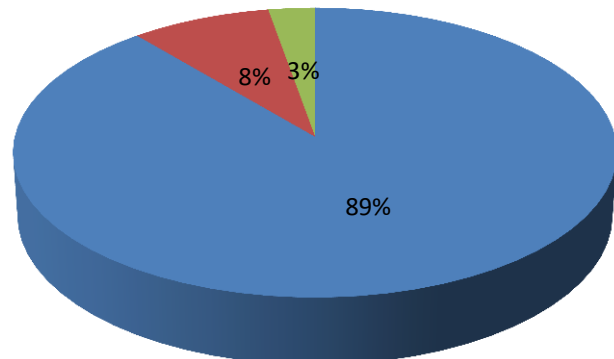
Perceived clinical skills of nurse



■ Excellent ■ Good ■ Average (0%) ■ Poor (0%)

100% of clients perceived the clinical skills of the nurse to be either excellent or good

Overall communication with Flu Xpress Ltd

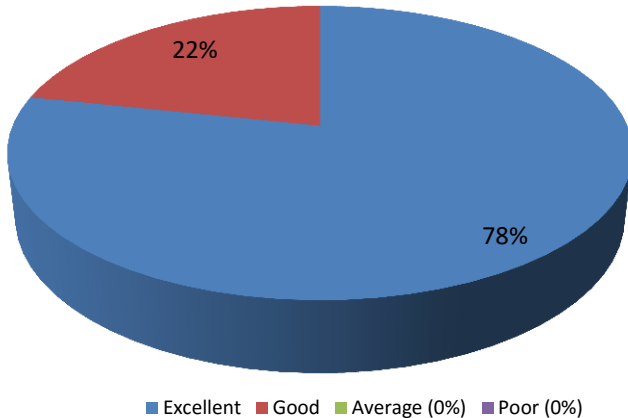


■ Excellent ■ Good ■ Average

97% of clients rated overall communication with Flu Xpress Ltd as either excellent or good

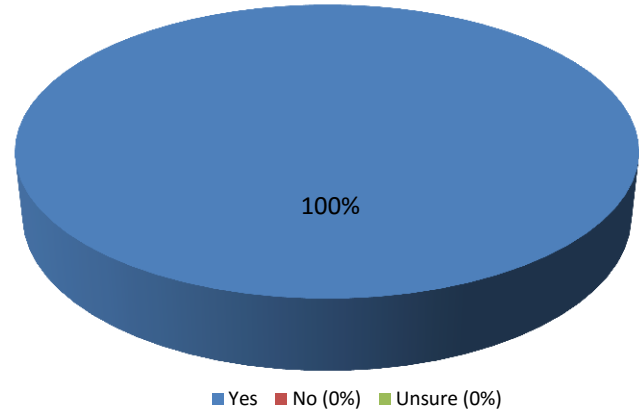
CLIENT SATISFACTION SURVEY RESULTS 2013 – EXECUTIVE SUMMARY

Overall delivery of Flu Xpress Ltd flu vaccination service



100% of clients rated overall delivery of the Flu Xpress Ltd flu vaccination service as either excellent or good

Would you use the Flu Xpress Ltd flu vaccination service again?



100% of clients who responded stated they would use the Flu Xpress Ltd flu vaccination service again

CLIENT COMMENTS

“Very friendly, reliable service”

“Good, clear information provided, excellent support and response to any concerns as a first time user”

“The organisation and efficiency – everything ran to plan – a massive saving of my time!”

“Ease and professionalism”

“Efficiency and politeness of all staff we had contact with”

“Quick responses back, smooth process, good customer service – thank you”

“Very efficient service and the nurse was excellent – worked quickly and effectively and managed to get through a great deal of vaccinations with very little disruption to the school”

“It was an excellent no hassle service”

“Using Flu Xpress is easy. The staff are courteous and explain everything in detail before your order confirmation. The Nurse was friendly and took the time to explain the fact sheet etc. Excellent service.”