

OPG Annual Customer Survey 2016

Systems support for EPOAR pre-registration step

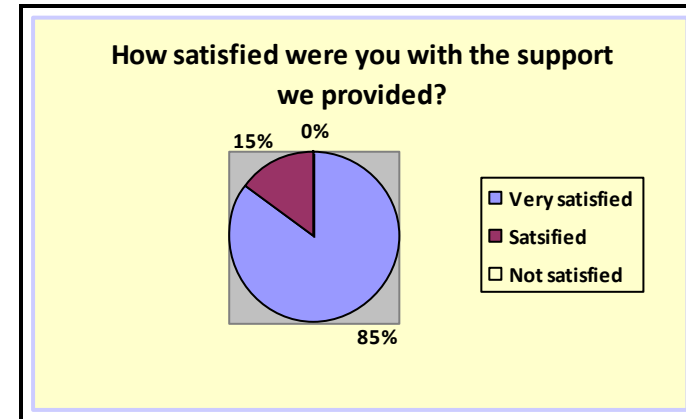
We targeted

- ✓ 200 solicitors registered to use EPOAR who may have contacted the helpdesk for assistance before a PoA was registered
- ✓ 2015 - 2016
- ✓ 40 replied = 20% response rate
- ✓ Solicitors providing e-mail addresses were contacted

What about our service? You said...

- 100% contacted the systems team for assistance
- 100% said we understood their EPOAR issue and had the knowledge and experience to deal with the issue
- 97% contacted us between 1 – 3 times before the issue was resolved
- 71% said their issue was resolved in a matter of hours
- 97% said we treated them with courtesy and professionalism

Levels of customer satisfaction



Were there particular aspects of the service that stood out? You said...

- I was pleased that my suggestion was taken seriously and put into effect
- Friendly service, very helpful
- How quickly we dealt with the matter
- Immediate response and total understanding of my request
- The speed of reply and the quality of the help and information provided

We asked if we could improve EPOAR. You said...

- ✓ When uploading the document I got a cryptic error code which eventually turned out to be about the size of the document. If the system interpreted the error and advised accordingly, I could have dealt with it without interrupting the team.
- ✓ The system should be single data entry. Multiple input of the same should not be necessary. Applications should remain editable until they have been processed. They should not be locked after editing after payment. If there is an error in application it should be capable of rectification by the submitting organisation rather than be rejected, payment transferred and the whole thing entered. If you want people to use it the system it has to be simple and efficient not 'clunky'.
- ✓ I had a problem with contradictory advice regarding names to be entered. One part of the website asked for my mother's full name including maiden name, while this wasn't on the PoA document. The system didn't match the 2 things up but didn't explain why it had been rejected, which was frustrating

Next steps

We will publish the summary

Our actions: we will.....

1. Publicise the 'Contact Details' template in EPOAR for entering Sender's details
2. In the next iteration of EPOAR, find out if it's feasible to pull details from one case into another.
3. We have rectified the issue with the maiden name and provided clarification on the EPOAR site.
4. We are investigating the cryptic error message code with our IT provider, as a message should appear if the document size exceeds 2MB.