

Barnsley
Fittleworth Medical
Unit 4C, Fields End Business Park
Thurscoe
Rotherham
South Yorkshire
S3 0JF

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Barnsley

March - May 2015



Why you contacted your appliance supplier recently and the response you received

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About the services you receive from this supplier

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Why you contacted your appliance supplier recently and the response you received

Q1: Why did you contact the supplier? To submit a NHS prescription for:

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	68	78%
Someone else	8	9%
Both	1	1%
Blank / Spoilt	10	11%

Please see Appendix 1 for any specified other reasons for contacting the supplier

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	57	66%
Fax	1	1%
Post	25	29%
Email	0	0%
Face to face	0	0%
Internet	0	0%
Blank / Spoilt	4	5%

*Percentages may not add up to 100% due to rounding.

Why you contacted your appliance supplier recently and the response you received

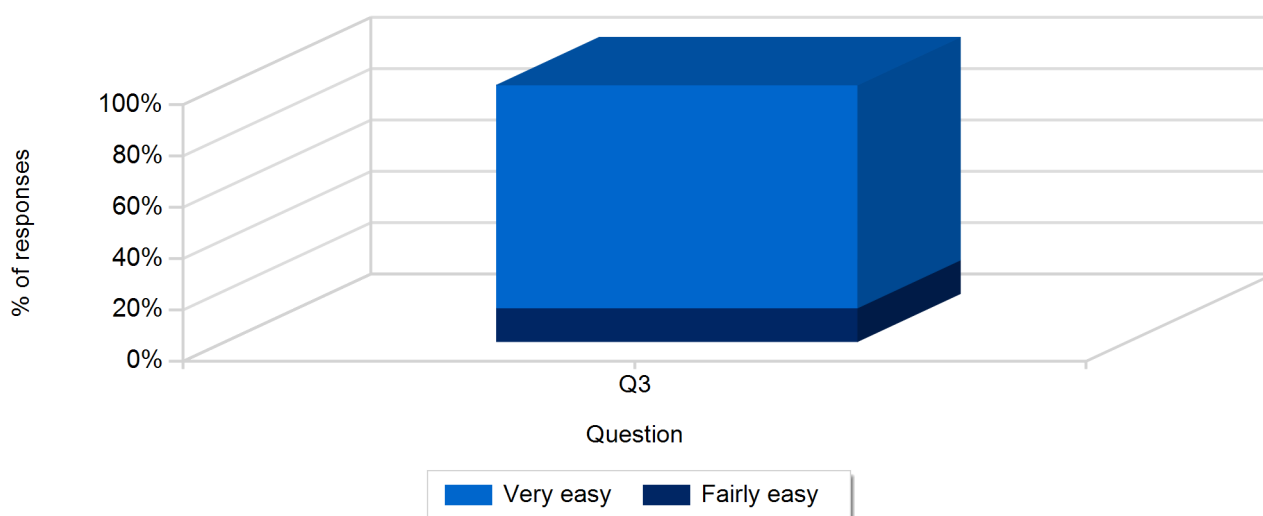
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	0	11	73	3

Blank/spoilt responses are not included in your mean percentage score analysis.

Graph 1: Percentage distribution and frequency of ratings (Q3)



Please note blank/spoilt responses have not been incorporated in this graphical representation.

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	93	89	92	94	94	98

*Benchmarks are based on data from 31 dispensing locations surveyed between March and May 2015 with 40 or more responses. See score explanation in the supporting documents section for score calculation and quartile information.

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Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

Why you contacted your appliance supplier recently and the response you received

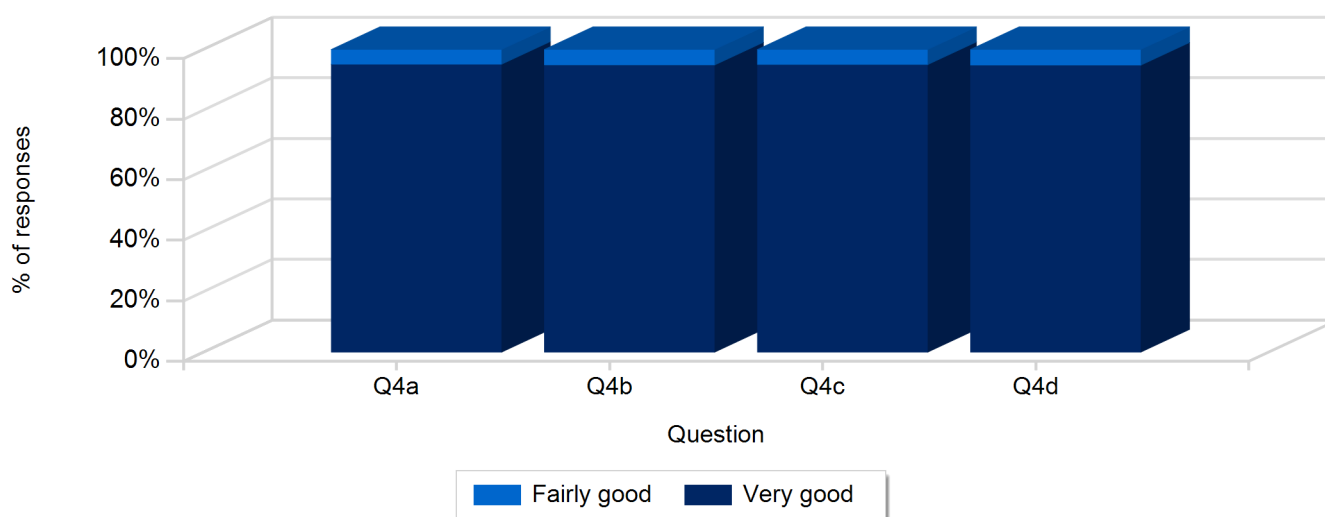
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	78	4	0	0	0	5
Q4b Answering any queries you had	74	4	0	0	0	9
Q4c Passing you on to someone who could help	57	3	0	0	7	20
Q4d How would you describe their service?	73	4	0	0	0	10

Blank/spoilt responses are not included in your mean percentage score analysis.

Graph 2: Percentage distribution and frequency of ratings (Q4)



Please note blank/spoilt and 'don't know' responses have not been incorporated in this graphical representation.

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	98	95	97	98	99	100
Q4b Answering any queries you had	98	94	96	97	98	100
Q4c Passing you on to someone who could help	98	92	96	97	98	100
Q4d How would you describe their service?	98	95	97	98	98	100

*Benchmarks are based on data from 31 dispensing locations surveyed between March and May 2015 with 40 or more responses. See score explanation in the supporting documents section for score calculation and quartile information.

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Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

Why you contacted your appliance supplier recently and the response you received

Q5: If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Table 5:

Response	Number of responses	Percentage of responses*
Yes	48	55%
No	10	11%
Don't know	14	16%
Blank / Spoilt	15	17%

About the services you receive from this supplier

Q6 If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier):

Q6a: Did you receive a written note of the appliance which was owed?

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	24	28%
No	6	7%
Don't know	2	2%
Blank / Spoilt	55	63%

Q6b: Were you informed when it was expected to become available?

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	23	26%
No	1	1%
Don't know	3	3%
Blank / Spoilt	60	69%

*Percentages may not add up to 100% due to rounding.

About the services you receive from this supplier

Q7 If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

Q7a: Were you asked to agree that they should refer the prescription to someone able to supply the appliance or appliance customisation?

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	8	9%
No	5	6%
Don't know	10	11%
Blank / Spoilt	64	74%

Q7b: Where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	4	5%
No	6	7%
Don't know	8	9%
Blank / Spoilt	69	79%

Q8a: If you presented a repeat prescription, did the supplier check to see if you still needed the appliance?

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	25	29%
No	23	26%
Don't know	8	9%
Blank / Spoilt	31	36%

*Percentages may not add up to 100% due to rounding.

About the services you receive from this supplier

Q8b: If you presented a repeat prescription, did the supplier check that you were satisfied in using the appliance?

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	26	30%
No	21	24%
Don't know	9	10%
Blank / Spoilt	31	36%

Q8c: If you presented a repeat prescription, did the supplier check that you were not suffering from problems with the appliance or your stoma treatment?

Table 8c:

Response	Number of responses	Percentage of responses*
Yes	22	25%
No	22	25%
Don't know	11	13%
Blank / Spoilt	32	37%

*Percentages may not add up to 100% due to rounding.

About the services you receive from this supplier

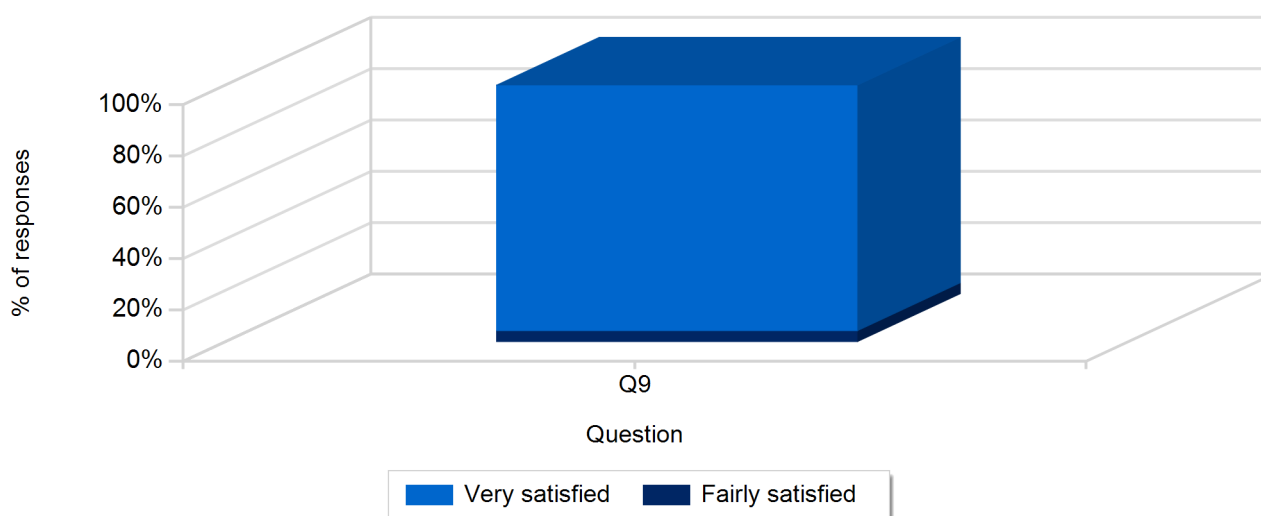
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	0	2	45	40

Blank/spoilt responses are not included in your mean percentage score analysis.

Graph 3: Percentage distribution and frequency of ratings (Q9)



Please note blank/spoilt responses have not been incorporated in this graphical representation.

Table 9.2: Mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	99	92	96	97	98	99

*Benchmarks are based on data from 31 dispensing locations surveyed between March and May 2015 with 40 or more responses. See score explanation in the supporting documents section for score calculation and quartile information.

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Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

About the services you receive from this supplier

Q10: Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Table 10:

Response	Number of responses	Percentage of responses*
Yes	58	67%
No	1	1%
Don't know	9	10%
Blank / Spoilt	19	22%

Q11a: If your product was delivered, was the delivery prompt and at a time agreed with you?

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	78	90%
No	4	5%
Blank / Spoilt	5	6%

Q11b: If your product was delivered, did the package display any writing or other markings which could indicate its content?

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	18	21%
No	60	69%
Blank / Spoilt	9	10%

Q11c: If your product was delivered, did the vehicle in which the package was delivered convey the nature of the contents?

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	14	16%
No	55	63%
Blank / Spoilt	18	21%

*Percentages may not add up to 100% due to rounding.

About the services you receive from this supplier

Q11d: If your product was delivered, did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	77	89%
No	2	2%
Blank / Spoilt	8	9%

Q12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)

Q12a: Have you ever been offered a review (AUR) by your supplier?

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	8	9%
No	70	80%
Blank / Spoilt	9	10%

Q12b: Have you ever been advised by your supplier that they cannot provide this service?

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	77	89%
Blank / Spoilt	9	10%

Q12c: If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	18	21%
Blank / Spoilt	68	78%

*Percentages may not add up to 100% due to rounding.

About the services you receive from this supplier

Q13a: If you have ever contacted the supplier's telephone care line out of hours, were they able to provide advice at the time you called?

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	11	13%
No	23	26%
Don't know	19	22%
Blank / Spoilt	34	39%

Q13b: If no, did they provide the telephone number of NHS 111?

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	3%
No	11	13%
Don't know	17	20%
Blank / Spoilt	56	64%

Q14a: Does the supplier provide a practice leaflet containing information about their premises i.e. opening hours and access for disabled customers?

Table 14a:

Response	Number of responses	Percentage of responses*
Yes	40	46%
No	13	15%
Don't know	23	26%
Blank / Spoilt	11	13%

Q14b: Does the supplier provide a practice leaflet containing information about the NHS services that they provide?

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	26	30%
No	16	18%
Don't know	26	30%
Blank / Spoilt	19	22%

*Percentages may not add up to 100% due to rounding.

About the services you receive from this supplier

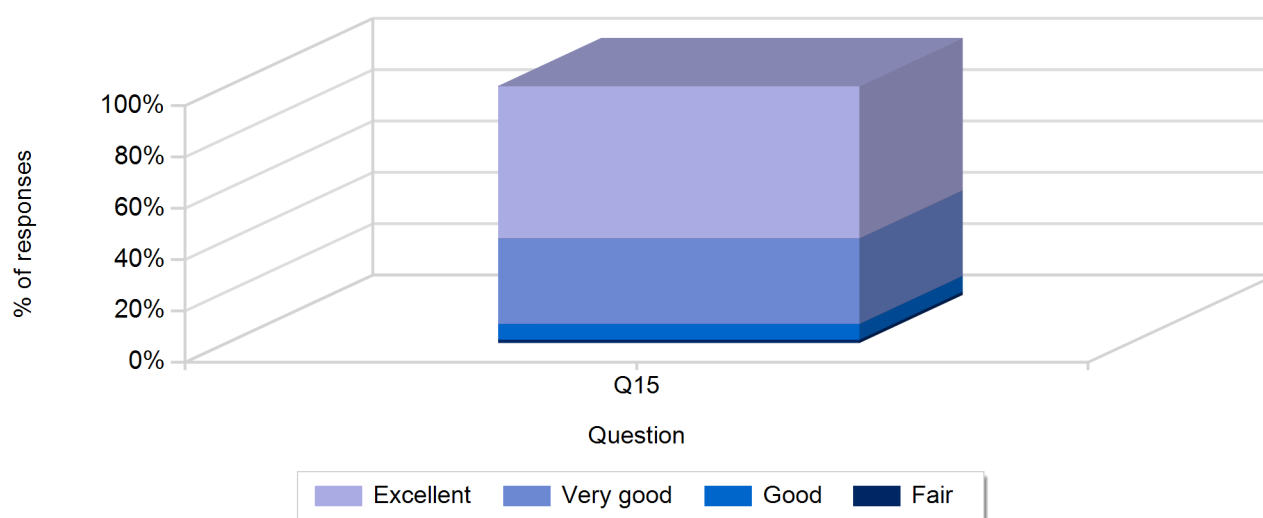
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	5	27	48	6

Blank/spoilt responses are not included in your mean percentage score analysis.

Graph 4: Percentage distribution and frequency of ratings (Q15)



Please note blank/spoilt responses have not been incorporated in this graphical representation.

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	88	85	87	89	90	93

*Benchmarks are based on data from 31 dispensing locations surveyed between March and May 2015 with 40 or more responses. See score explanation in the supporting documents section for score calculation and quartile information.

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Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectively.

The supplier's premises

Q17a: Have you ever visited the supplier's premises?

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	81	93%
Blank / Spoilt	4	5%

Q17b: If you have attended the premises of the supplier, how do you rate the cleanliness of the premises?

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	1	1%
Fairly good	1	1%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	85	98%

Q17c: If you have attended the premises of the supplier, how do you rate the suitability for purpose?

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	0	0%
Fairly good	1	1%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	86	99%

*Percentages may not add up to 100% due to rounding.

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	0	0%
35 - 44	1	1%
45 - 54	9	10%
55 - 64	12	14%
65+	61	70%
Blank / Spoilt	4	5%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	47	54%
Female	33	38%
Blank / Spoilt	7	8%

*Percentages may not add up to 100% due to rounding.

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	6	7%
Carer for someone with a longstanding illness	10	11%
Neither	64	74%

The number of responses for this question may not add up to the total number of customers surveyed as more than one response option can be selected or the question can be left blank.
Percentages are of the total number surveyed.

Customer comments

Appendix 1 - Specified other reasons for contacting supplier from question 1:

- I do not contact the supplier because I have to order from Rotherham Prescription Service. They then send order to Fittleworth.
- Writing on behalf of my husband.
- Faulty pouches.
- Was done by the hospital stoma nurse before I left hospital.
- Fittleworth give me a ring every month sometimes I forget to ring.
- My prescriptions are sent to the supplier by the prescription service at Rotherham General hospital. This is an excellent service and works extremely well.
- Also for some scissors I needed.
- The hospital contacted the supplier for me after my ileostomy.
- One box of colostomy bags were not cut to size (this has only happened once in 5 years).
- I was originally made aware of Fittleworth after my cancer operation in 1997.
- Fittleworth contact us.

Appendix 2 - Customer comments from question 16 about any of the questions and how the service from this supplier could be improved:

- Fittleworth have been fantastic from day one absolute in every way, thank you to them!
- Not enough coating in Defin-agard. Some are dry.
- I have always been very satisfied with Fittleworth in every way.
- The service I received in the past 4 years was excellent. I did not phone, as you called me every month.
- Questions not answered are not relevant to me.
- Question 6 to 10 except question 9 not applicable.
- They don't inform us if product changed, e.g. if bought from different supplier, be good to notify us.
- I have dealt with Fittleworths for over 3 years now. I have found them very helpful and all services 1st class.
- I have been with the same company for 30 years or more and never had a wrong word in all those years. I don't think it could get any better if they try.
- Quite satisfied with service overall.
- All my contacts are with my doctor's surgery and they contact Fittleworths with my needs.
- The service I receive is always prompt and very friendly, they will always try to help by giving me advice.
- I've been with Fittleworths for 14 years and wouldn't change my supplier as they offer great service and deliver is fantastic and arrives on the date given by them. I'll stay with Fittleworth for as long as I need products for life. The Fittleworth stoma nurse is absolutely fantastic and helps no matter how long over her hours, she wouldn't leave you stuck.
- Delivery good.
- Since I had my stoma in 1999 my supplies have been delivered by one person most of the time. They are a wonderful person and it would be a shame if the service finished.
- Always very happy with service and the delivery company driver is very good and helpful.

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all customers who completed the question. It is expressed as a percentage - so the best possible score is 100%. Non-rated responses (blank/spoilt or 'Don't Know') are not used in the score calculations. (A blank response is where a customer did not respond to the question and a spoilt response is where more than one tick box option was chosen or the questionnaire was defaced).

Example from your Q4a Polite and took time to understand needs?

Total number of customer responses = 87

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	78	4	0	0	5
Value assigned to each rating	100	66.6666	33.3333	0	n/a

(number of Very good ratings x 100) +(number of Fairly good ratings x 66) +(number of Fairly poor ratings x 33) +(number of Very poor ratings x 0)

=

(78 x 100) +(4 x 66.6666) +(0 x 33.3333) +(0 x 0)

(total number of customer responses - number of Non rated responses)

(87 - 5)

Your mean percentage score for Q4a = 98%

The same basic calculation method is used for all the questions where a mean percentage score has been provided, but the values assigned to the ratings will differ depending on the number of rated responses available.

For ease of understanding, below are the details of the values assigned to the ratings in each question where we have provided a mean percentage score:

Q3 - Not at all easy = 0, Fairly easy = 50, Very easy = 100

Q4 - Very good = 100, Fairly good = 66.6666, Fairly poor = 33.3333, Very poor = 0

Q9 - Not at all satisfied = 0, Not very satisfied = 33.3333, Fairly satisfied = 66.6666, Very satisfied = 100

Q15 - Poor = 0, Fair = 25, Good = 50, Very good = 75, Excellent = 100

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	98	95	97	98	99	100

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*Benchmarks are based on data from 31 dispensing locations surveyed between March and May 2015 with 40 or more responses. See score explanation in the supporting documents section for score calculation and quartile information.



fittleworth



Dispensing Appliance Contractor Customer Questionnaire

This section is about why you contacted your appliance supplier recently and the response you received

Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

For some other reason (please write in the reason for contacting the supplier):

Q 2. How do you normally contact your supplier?

Telephone ☐ Fax ☐ Post ☐
Email ☐ Face to face ☐ Internet ☐

Q 3. How easy did you find it to contact them?

Not at all easy ☐ Fairly easy ☐ Very easy ☐

Q 4. If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

	Very good	Fairly good	Fairly poor	Very poor	Don't know
a) Were they polite and did they take the time to understand your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Passing you on to someone who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How would you describe their service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Yes ☐ No ☐ Don't know ☐

Providing NHS Services



This Section is about the services you receive from this supplier

The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.

Q 6. If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier), please answer the following:

a) Did you receive a written note of the appliance which was owed?

Yes ☐

No ☐

Don't know ☐

b) Were you informed when it was expected to become available?

Yes ☐

No ☐

Don't know ☐

Q 7. If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

a) Were you asked to agree that they should refer the prescription to someone able to supply the appliance or appliance customisation?

Yes ☐

No ☐

Don't know ☐

b) Where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes ☐

No ☐

Don't know ☐

This question is about repeat prescriptions, if this does not apply to you please go to question 9.

Q 8. If you presented a repeat prescription, did the supplier

a) Check to see if you still needed the appliance?

Yes ☐

No ☐

Don't know ☐

b) Check that you were satisfied in using the appliance?

Yes ☐

No ☐

Don't know ☐

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes ☐

No ☐

Don't know ☐

This question is about customisation; if your appliance is not customised please go to question 10.

Q 9. If the appliances you receive are customised in any way, how do you rate the overall quality of this service from your supplier?

Not at all satisfied

Not very satisfied

Fairly satisfied

Very satisfied

☐☐☐☐

Q 10. Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes ☐

No ☐

Don't know ☐



These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.

Q 11. If your product was delivered

a) Was the delivery prompt and at a time agreed with you?

Yes ☐ No ☐

b) Did the package display any writing or other markings which could indicate its content

Yes ☐ No ☐

c) Did the vehicle in which the package was delivered convey the nature of the contents

Yes ☐ No ☐

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes ☐ No ☐

Q 12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)

a) Have you ever been offered a review (AUR) by your supplier?

Yes ☐ No ☐

b) Have you ever been advised by your supplier that they cannot provide this service?

Yes ☐ No ☐

c) If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?

Yes ☐ No ☐

Q 13. If you have ever contacted the supplier's telephone care line out of hours

a) Were they able to provide advice at the time you called?

Yes ☐ No ☐ Don't know ☐

b) If no, did they provide the telephone number of NHS 111?

Yes ☐ No ☐ Don't know ☐

Q 14. Does the supplier provide a practice leaflet containing:

a) Information about their premises i.e. opening hours and access for disabled customers?

Yes ☐ No ☐ Don't know ☐

b) Information about the NHS services that they provide?

Yes ☐ No ☐ Don't know ☐

Q 15. Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Poor Fair Good Very Good Excellent
☐ ☐ ☐ ☐ ☐



16. If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

Q 17. Have you ever visited the suppliers premises?

Yes ☐

No ☐

If you have attended the premises of the supplier, how do you rate the:

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These last few questions are just to help us categorise your answers

Q 18. How old are you?

16-19	20-24	25-34	35-44	45-54	55-64	65+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 19. Are you

Male

☐

Female

☐

Q 20. Which of the following apply to you?

You have, or care for, children under 16

☐

You are a carer for someone with a longstanding illness or infirmity

☐

Neither

☐

Thank you for completing this questionnaire

Care Centre: Example

