

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Chester

March - June 2017



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

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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	62	87%
Someone else	2	3%
Both	0	0%
Blank / Spoilt	7	10%

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	47	66%
Fax	0	0%
Post	15	21%
Email	2	3%
Face to face	0	0%
Internet	2	3%
Blank / Spoilt	5	7%

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

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

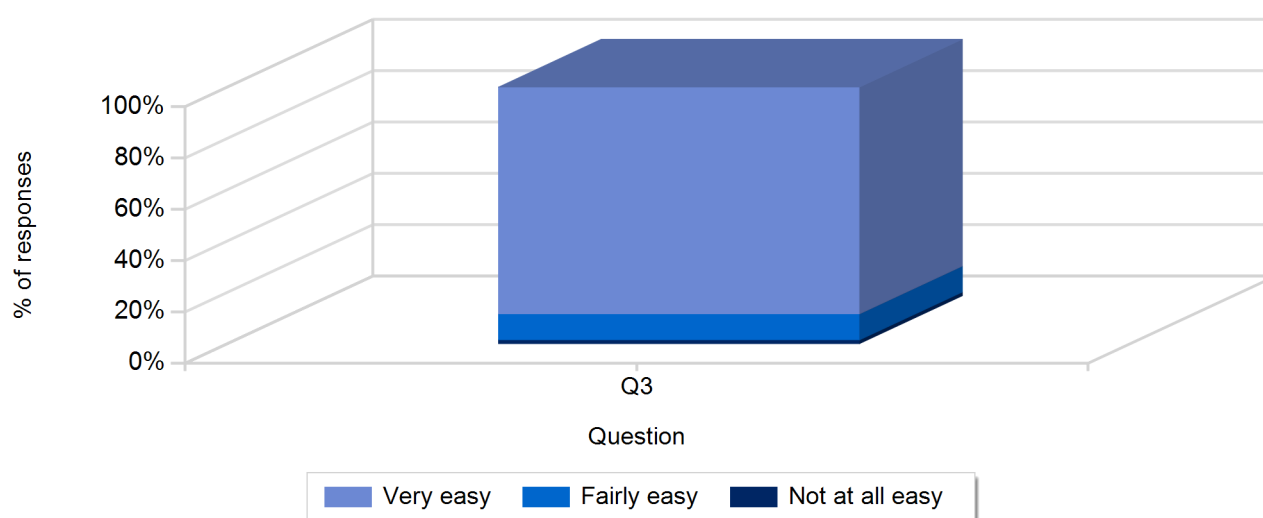
Q3: How easy did you find it to contact them?

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?	1	7	61	2

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	84	89	92	94	97

*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.

See score explanation in the supporting documents section for score calculation and quartile information.

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.

Table 3.3 Current and previous mean percentage scores

	Current score	Previous score (June 2016)	Previous score (May 2015)
Q3 How easy did you find it to contact them?	93	97	92

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

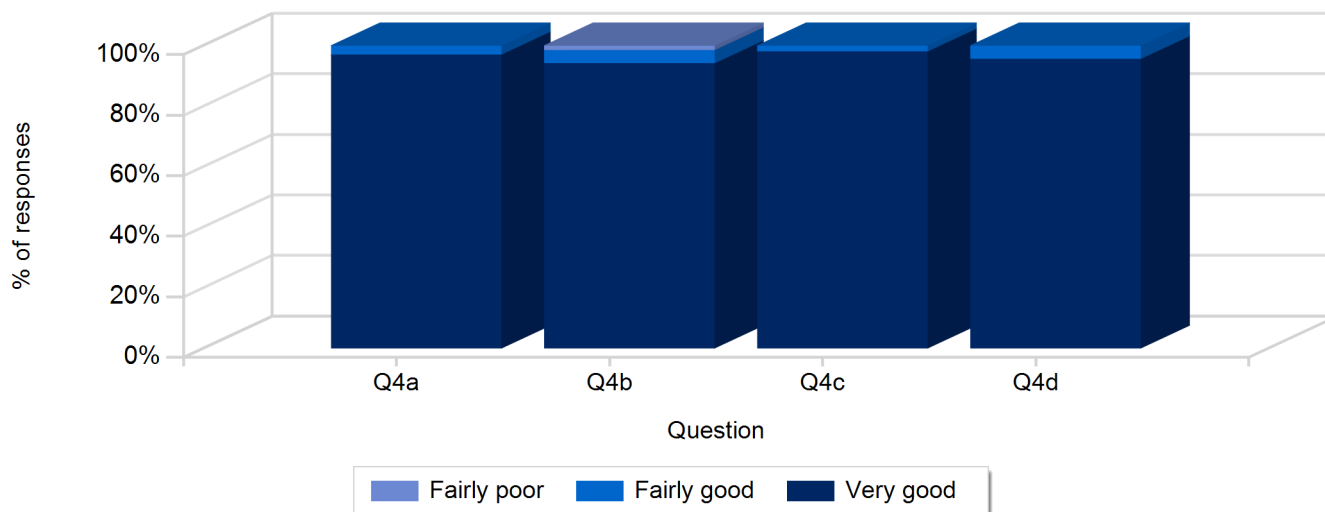
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	67	2	0	0	0	2
Q4b Answering any queries you had	65	3	1	0	0	2
Q4c Passing you on to someone who could help	52	1	0	0	6	12
Q4d How would you describe their service?	66	3	0	0	0	2

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?	99	94	97	98	99	100
Q4b Answering any queries you had	98	94	96	97	98	99
Q4c Passing you on to someone who could help	99	91	94	96	98	99
Q4d How would you describe their service?	99	94	97	98	99	100

*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.

See score explanation in the supporting documents section for score calculation and quartile information.

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

Q4: Continued

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (June 2016)	Previous score (May 2015)
Q4a Polite and took time to understand needs?	99	99	97
Q4b Answering any queries you had	98	96	95
Q4c Passing you on to someone who could help	99	91	96
Q4d How would you describe their service?	99	98	99

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	47	66%
No	5	7%
Don't know	13	18%
Blank / Spoilt	6	8%

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

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	29	41%
No	8	11%
Don't know	3	4%
Blank / Spoilt	31	44%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	25	86%
No	2	7%
Don't know	1	3%
Blank / Spoilt	1	3%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q6a.

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	5	7%
No	10	14%
Don't know	13	18%
Blank / Spoilt	43	61%

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

About the services you receive from this supplier

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	1	20%
No	0	0%
Don't know	2	40%
Blank / Spoilt	2	40%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q7a.

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	38	54%
No	13	18%
Don't know	3	4%
Blank / Spoilt	17	24%

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	37	52%
No	14	20%
Don't know	1	1%
Blank / Spoilt	19	27%

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	21	30%
No	25	35%
Don't know	5	7%
Blank / Spoilt	20	28%

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

About the services you receive from this supplier

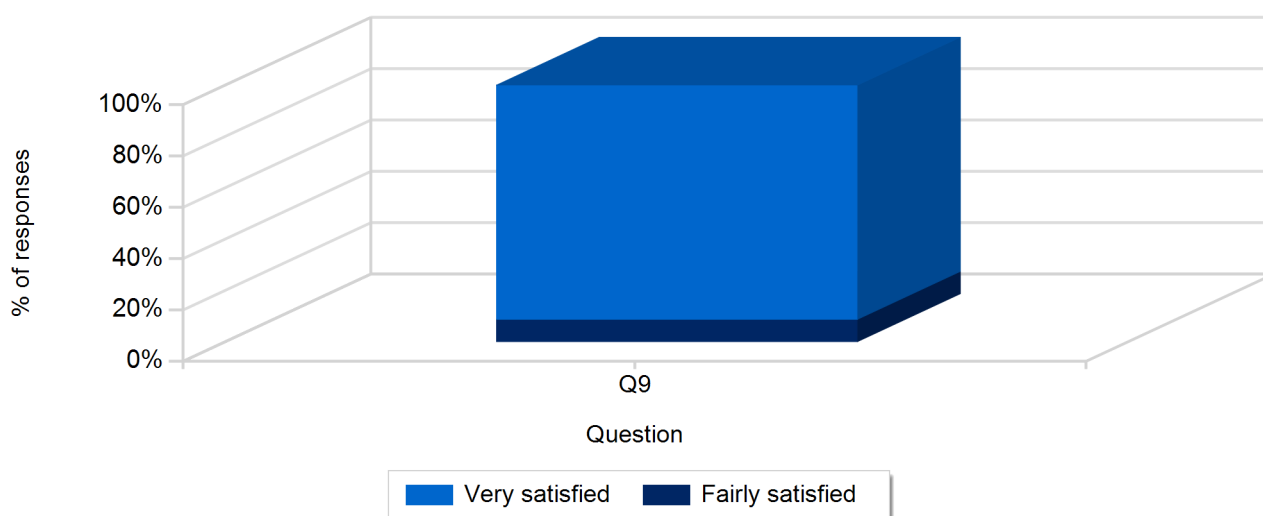
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	4	42	25

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: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	97	87	94	96	97	99

*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.

See score explanation in the supporting documents section for score calculation and quartile information.

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.

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (June 2016)	Previous score (May 2015)
Q9 Overall quality of customisation service	97	95	97

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	46	65%
No	2	3%
Don't know	6	8%
Blank / Spoilt	17	24%

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	65	92%
No	1	1%
Blank / Spoilt	5	7%

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	8	11%
No	56	79%
Blank / Spoilt	7	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	5	7%
No	59	83%
Blank / Spoilt	7	10%

*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	66	93%
No	1	1%
Blank / Spoilt	4	6%

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	11%
No	60	85%
Blank / Spoilt	3	4%

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	2	3%
No	63	89%
Blank / Spoilt	6	8%

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	50%
No	0	0%
Blank / Spoilt	1	50%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q12b.

*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	6	8%
No	16	23%
Don't know	24	34%
Blank / Spoilt	25	35%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	5	31%
Don't know	2	13%
Blank / Spoilt	9	56%

Please note: The data provided in this table is only from those respondents who selected 'No' to Q13a.

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	38	54%
No	8	11%
Don't know	15	21%
Blank / Spoilt	10	14%

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	25	35%
No	12	17%
Don't know	19	27%
Blank / Spoilt	15	21%

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

About the services you receive from this supplier

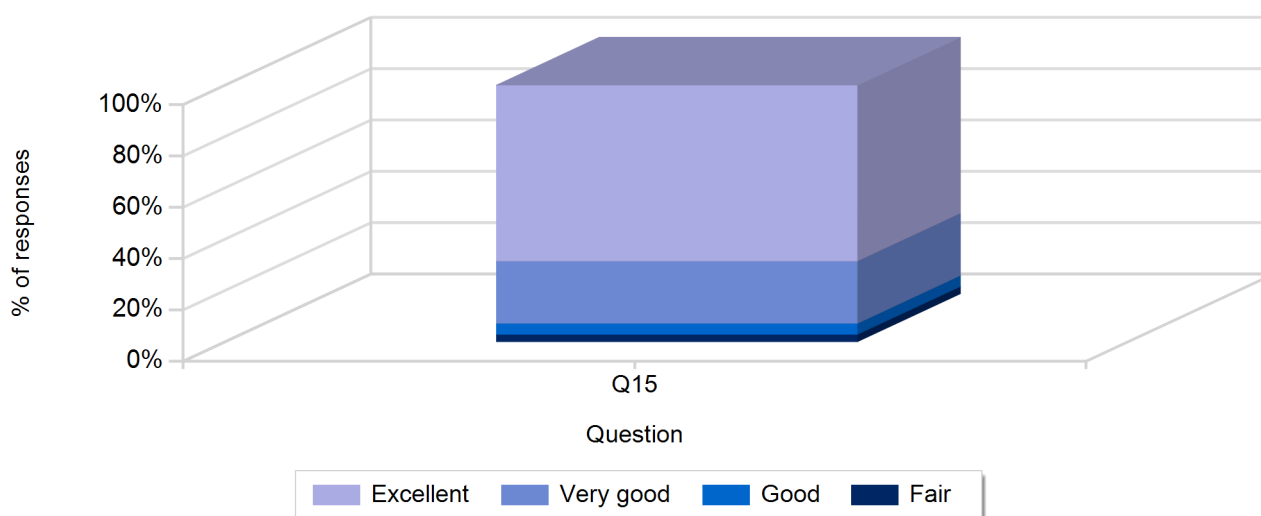
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	3	17	48	1

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	90	82	85	87	89	93

*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.

See score explanation in the supporting documents section for score calculation and quartile information.

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.

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (June 2016)	Previous score (May 2015)
Q15 Overall rating	90	92	87

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	3	4%
No	67	94%
Blank / Spoilt	1	1%

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	2	67%
Fairly good	0	0%
Don't know	1	33%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q17a.

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	2	67%
Fairly good	1	33%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q17a.

*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	1	1%
25 - 34	1	1%
35 - 44	0	0%
45 - 54	8	11%
55 - 64	9	13%
65+	51	72%
Blank / Spoilt	1	1%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	42	59%
Female	27	38%
Blank / Spoilt	2	3%

*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	4	6%
Carer for someone with a longstanding illness	4	6%
Neither	59	83%

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:

- Chemist took too long to get our pouches.
- To check delivery date to ensure it did not clash with holiday.
- Fittleworth contact me monthly for my prescription, only time it is late is when they don't receive the prescription.
- My supplier contacts me when my prescription is due to see if I am ready for it and give me a date when they will deliver to my door.
- To return a call from them re prescription.
- For stoma care.
- Reorder.
- To check prescription received from GP.
- My local surgery had sent my prescription out to a couple of pharmacies, then after waiting 14 days myself, only have my last bag on same four days.
- Because the products were supplied by the local pharmacy instead of Fittleworth.

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

- In 9 years I have only ever had 2 problems with Fittleworth. The first was saying that I could not receive any catheters for about a month because the prescription had to be sent through my doctors, then back through Fittleworth, even though I was told my catheters should just be sent out straight away (problem is solved). The second is that my prescription was put through my GP to the pharmacy and through Fittleworth so I ended up with a double order. I have now changed it so that it comes straight from Fittleworth and don't understand how this occurred.
- No problems with Fittleworth, they have never let us down. Unlike the chemist that took weeks to get our delivery. We are very happy that the delivery is only 1 week and come straight to the door. Thank you.
- Recently the quality of disposable wipes has deteriorated, both in size and quality of material used.
- Very happy with the service provided.
- I used to get night drainage systems from you (S320) This now has to be ordered from Southport incurring more postal costs - packing etc. WHY! It is not possible to contact them - always answerphone.
- The service provided for the last 14 years has been excellent.
- Excellent suppliers. They telephone every month to find out which items we want to re-order. If we are not in they leave a message and I contact them later. They are flexible as I order only the items I need so the list can be different every month. They are polite, friendly and efficient.
- Very satisfied with the supplier. The man what delivers to me is very nice man and very pleasant. He is always on time with our orders. Nothing needs to improve. Excellent.
- I have dealt with Fittleworth for the past 12 years and I have no complaints. They are helpful and polite on the phone and my order arrives within a few days after I send them my prescription. I collect my script from the GP and send it to Fittleworths and they send me the goods. Simple and reliable. Keep electronics out of it thanks. If it works - don't fix it!
- Everyone and everything about Fittleworth's services are first rate. Never had a complaint in 11 years.
- Always found Fittleworth to be helpful and provide myself with a brilliant service. Fully satisfied.
- I have used Fittleworth for 20 years, and haven't had to complain about them. I am satisfied.
- I have had my appliances supplied by Fittleworth since 2005 and I am very pleased to do so.
- I have always been well satisfied with the service I have received.
- Can be improved by them sorting prescription out, not telling me to when I ring to see where it is.
- Staff always very friendly and helpful, always ask if there is anything they can do. Apart from some up to date information on new appliances I am very satisfied with service. I have had ileostomy for over 30 years so am quite confident. I also have a nursing / midwifery background.

Customer comments

- These items (catheters) are on a long term prescription 4 - 5 years. I have always been happy with your service, however my practice appointed someone who was able to mess things up for a while but after no uncertain words he stopped interfering.
- The local surgery stated they have tried to contact Fittleworth. Electronic system to no avail even though I stated theirs might be an outdated system. I would not welcome the mistake of having had my last bag on today, leaving me with sores on surgery are too slow to cotton on those days please. Many thanks.
- Always excellent service - for example when I requested a different item they queried it (by e-mail).

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 = 71

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	67	2	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(67 \times 100.00) + (2 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(71 - 2)}$$

Your mean percentage score for Q4a = 99%

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?	99	94	97	98	99	100

14907

*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.



fittleworth



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1 2 3 A

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) If yes, 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) If yes, and 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 supplier's 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

