

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Derby

March - June 2017



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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	44	94%
Someone else	2	4%
Both	0	0%
Blank / Spoilt	1	2%

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	36	77%
Fax	0	0%
Post	6	13%
Email	0	0%
Face to face	0	0%
Internet	0	0%
Blank / Spoilt	5	11%

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

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

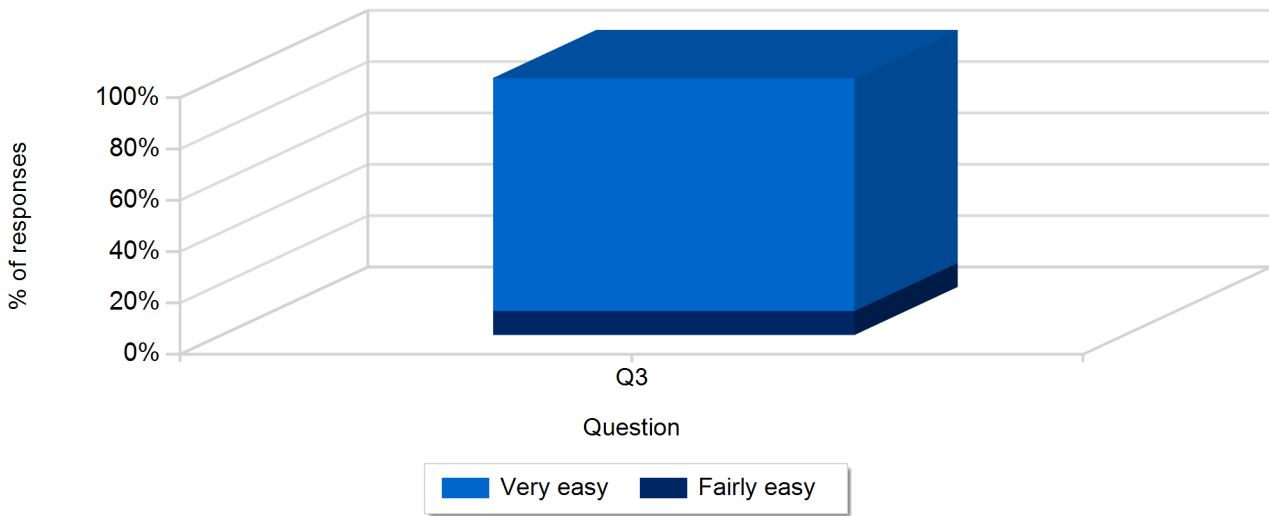
### Q3: How easy did you find it to contact them?

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	4	39	4

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?	95	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?	95	87	92

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

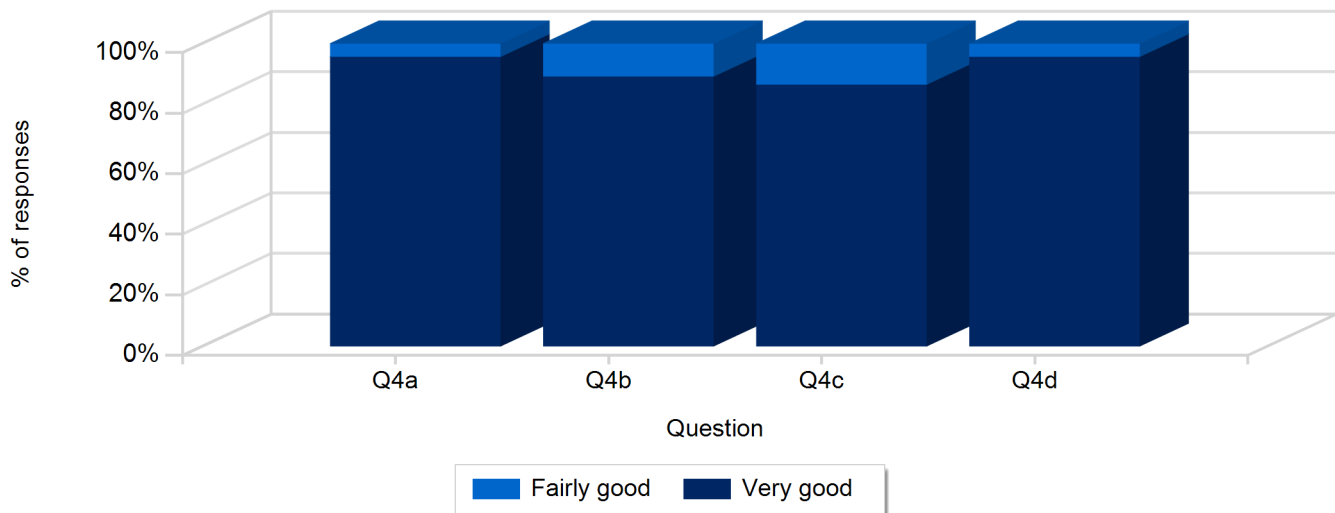
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	44	2	0	0	0	1
Q4b Answering any queries you had	41	5	0	0	0	1
Q4c Passing you on to someone who could help	32	5	0	0	7	3
Q4d How would you describe their service?	44	2	0	0	0	1

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	96	94	96	97	98	99
Q4c Passing you on to someone who could help	95	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.

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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	96	94	95
Q4c Passing you on to someone who could help	95	95	96
Q4d How would you describe their service?	99	97	96

## 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	24	51%
No	8	17%
Don't know	11	23%
Blank / Spoilt	4	9%

\*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	15	32%
No	7	15%
Don't know	6	13%
Blank / Spoilt	19	40%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	13	87%
No	1	7%
Don't know	0	0%
Blank / Spoilt	1	7%

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	0	0%
No	15	32%
Don't know	15	32%
Blank / Spoilt	17	36%

\*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	0	0%
No	0	0%
Don't know	0	0%
Blank / Spoilt	0	0%

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	19	40%
No	9	19%
Don't know	9	19%
Blank / Spoilt	10	21%

**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	13	28%
No	16	34%
Don't know	5	11%
Blank / Spoilt	13	28%

**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	10	21%
No	20	43%
Don't know	6	13%
Blank / Spoilt	11	23%

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



## About the services you receive from this supplier

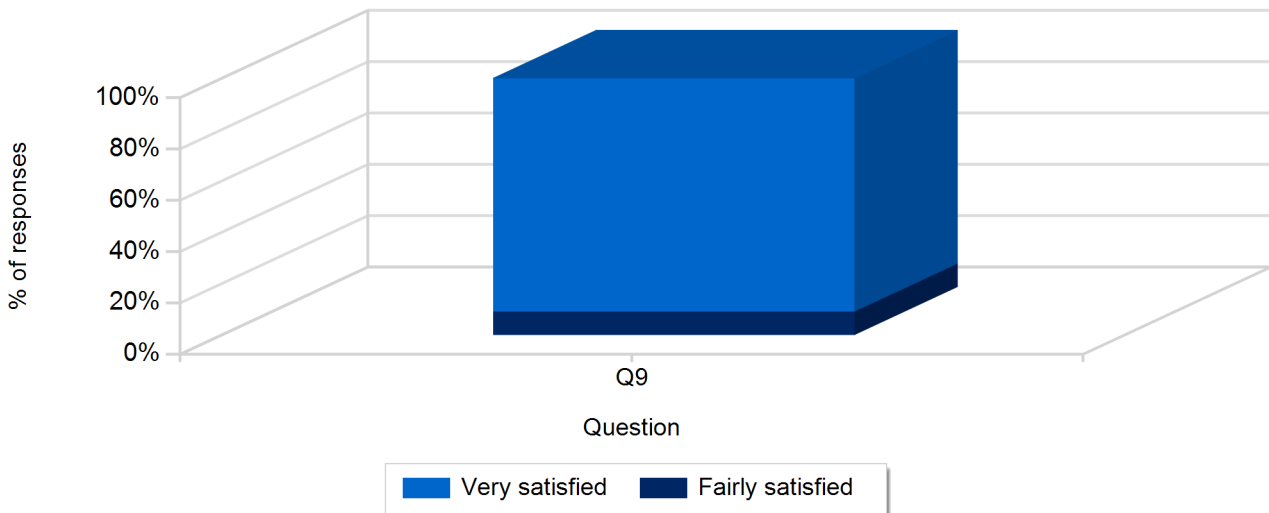
### Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	3	30	14

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	98

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	38	81%
No	0	0%
Don't know	2	4%
Blank / Spoilt	7	15%

**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	43	91%
No	3	6%
Blank / Spoilt	1	2%

**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	4	9%
No	41	87%
Blank / Spoilt	2	4%

**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	3	6%
No	40	85%
Blank / Spoilt	4	9%

\*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	44	94%
No	1	2%
Blank / Spoilt	2	4%

**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	3	6%
No	37	79%
Blank / Spoilt	7	15%

**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	0	0%
No	39	83%
Blank / Spoilt	8	17%

**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	0	0%
No	0	0%
Blank / Spoilt	0	0%

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	2	4%
No	16	34%
Don't know	9	19%
Blank / Spoilt	20	43%

**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	7	44%
Don't know	1	6%
Blank / Spoilt	8	50%

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	21	45%
No	12	26%
Don't know	9	19%
Blank / Spoilt	5	11%

**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	16	34%
No	13	28%
Don't know	12	26%
Blank / Spoilt	6	13%

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

## About the services you receive from this supplier

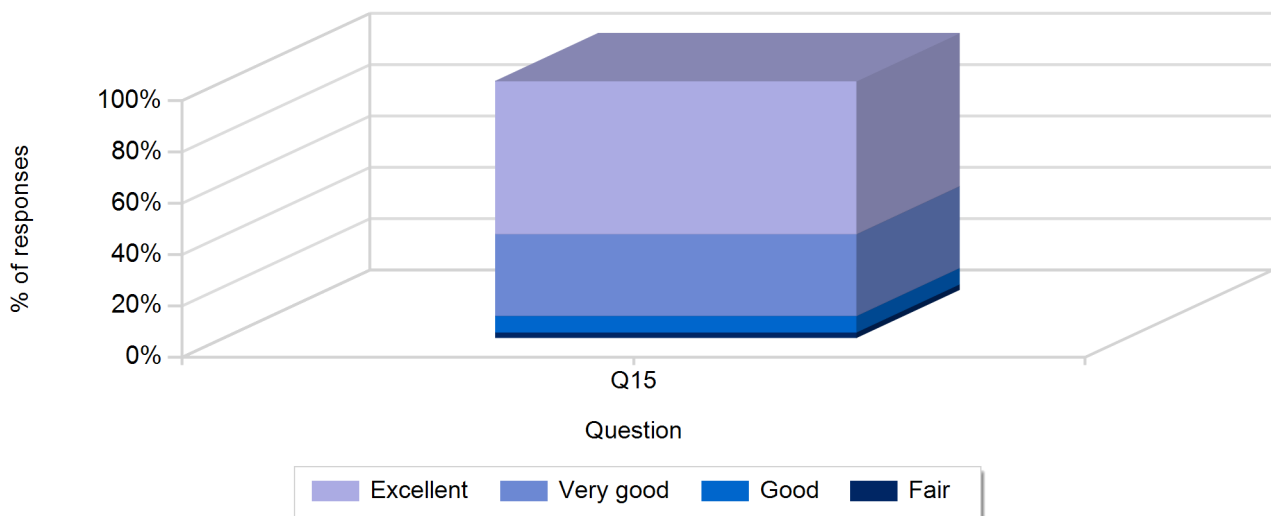
### Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	3	15	28	0

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	87	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 respectively.

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (June 2016)	Previous score (May 2015)
Q15 Overall rating	87	88	90

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	2%
No	46	98%
Blank / Spoilt	0	0%

### 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	100%
Fairly good	0	0%
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.

### 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	1	100%
Fairly good	0	0%
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	0	0%
25 - 34	0	0%
35 - 44	1	2%
45 - 54	7	15%
55 - 64	8	17%
65+	30	64%
Blank / Spoilt	1	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	27	57%
Female	17	36%
Blank / Spoilt	3	6%

\*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	1	2%
Carer for someone with a longstanding illness	7	15%
Neither	35	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:

- Been here for 23 years. Hallamshire hospital in Sheffield.
- To obtain urinary supplies for myself, I do not submit a prescription - Fittleworth provide the paperwork.
- To talk with and arrange a visit with the stoma nurse.
- Place a prescription.

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

- Found service easy to use, staff courteous, helpful, not experienced any problems. They ring me to see if I require anything.
- I use the stoma nurse attached to Fittleworth. She is invaluable as we try new products together to determine which is best for me.
- The delivery I would like to know if am or pm, otherwise I have to stay in all day.
- More information needed on new products please.
- Cannot be improved, service first class.
- Staff always very helpful and regularly contact me to check if I need to place an order.
- They provide an excellent service at all times.
- I have used the Fittleworth service for 25 years. Their customer service is excellent and I'm very satisfied with the service they provide.
- I have had stoma some 16 years and am satisfied with the service from Fittleworth. In all those years they have never let me down.
- I would like to know of any other similar products to which I use. The products I use currently I have been using for many years, I presume there must be more updated products available, and samples available.
- I have received very good advice from my suppliers for over 25 years.
- There's been a couple of occasions when my GP issued not enough items on prescription, and when delivery arrived, the items were short but I wasn't advised of this beforehand. It was only when I phoned up about the delivery being short that I was notified of this.



## 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 = 47

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	44	2	0	0	1
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times )}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(44 \times 100.00) + (2 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(47 - 1)}$$

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.



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## 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

**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

