

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Northampton

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	45	92%
Someone else	2	4%
Both	0	0%
Blank / Spoilt	2	4%

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	73%
Fax	0	0%
Post	9	18%
Email	0	0%
Face to face	1	2%
Internet	0	0%
Blank / Spoilt	3	6%

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

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

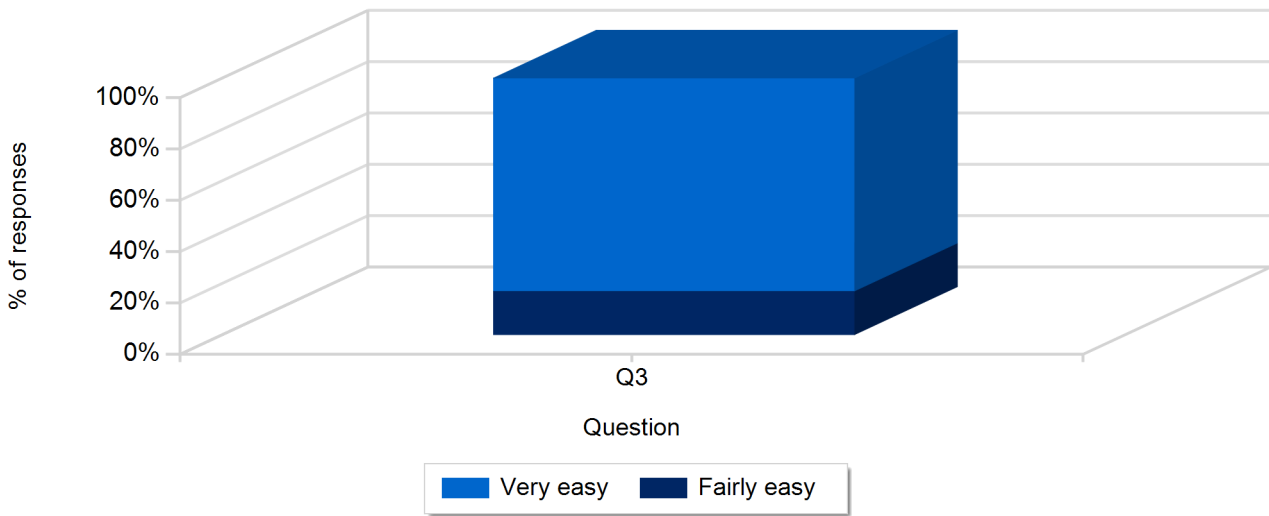
Q3: How easy did you find it to contact them?

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	8	39	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?	91	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?	91	92	92

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

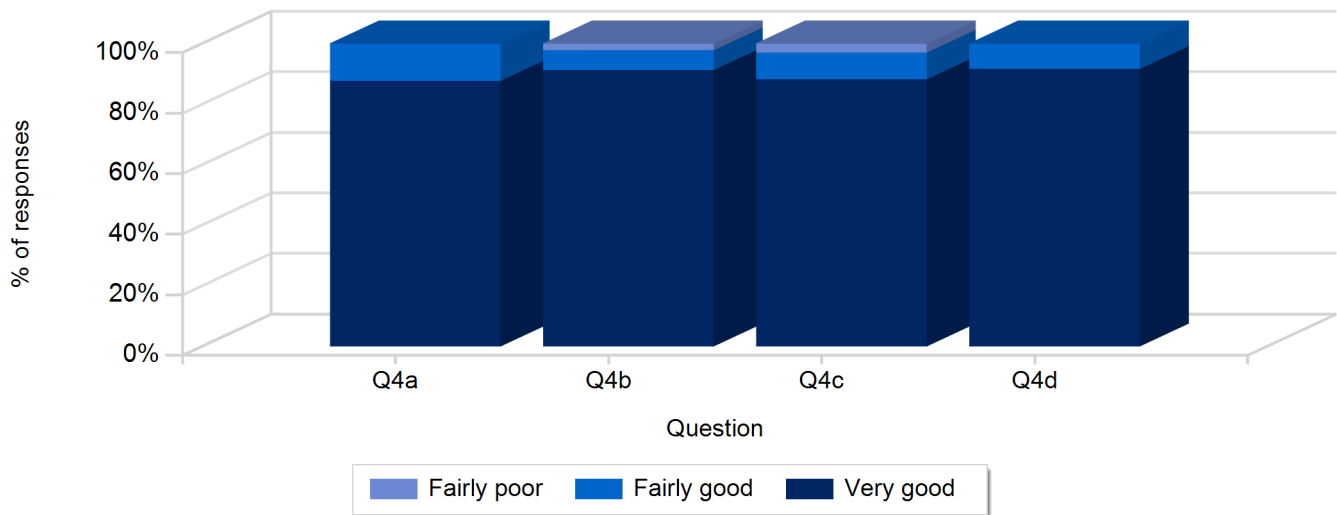
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	43	6	0	0	0	0
Q4b Answering any queries you had	42	3	1	0	0	3
Q4c Passing you on to someone who could help	30	3	1	0	6	9
Q4d How would you describe their service?	44	4	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?	96	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?	97	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 respectively.

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?	96	95	99
Q4b Answering any queries you had	96	95	97
Q4c Passing you on to someone who could help	95	95	98
Q4d How would you describe their service?	97	98	97

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	27	55%
No	4	8%
Don't know	14	29%
Blank / Spoilt	4	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	9	18%
No	7	14%
Don't know	4	8%
Blank / Spoilt	29	59%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	6	67%
No	1	11%
Don't know	0	0%
Blank / Spoilt	2	22%

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	1	2%
No	6	12%
Don't know	6	12%
Blank / Spoilt	36	73%

*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	100%
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	39%
No	13	27%
Don't know	3	6%
Blank / Spoilt	14	29%

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	19	39%
No	16	33%
Don't know	1	2%
Blank / Spoilt	13	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	15	31%
No	19	39%
Don't know	1	2%
Blank / Spoilt	14	29%

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

About the services you receive from this supplier

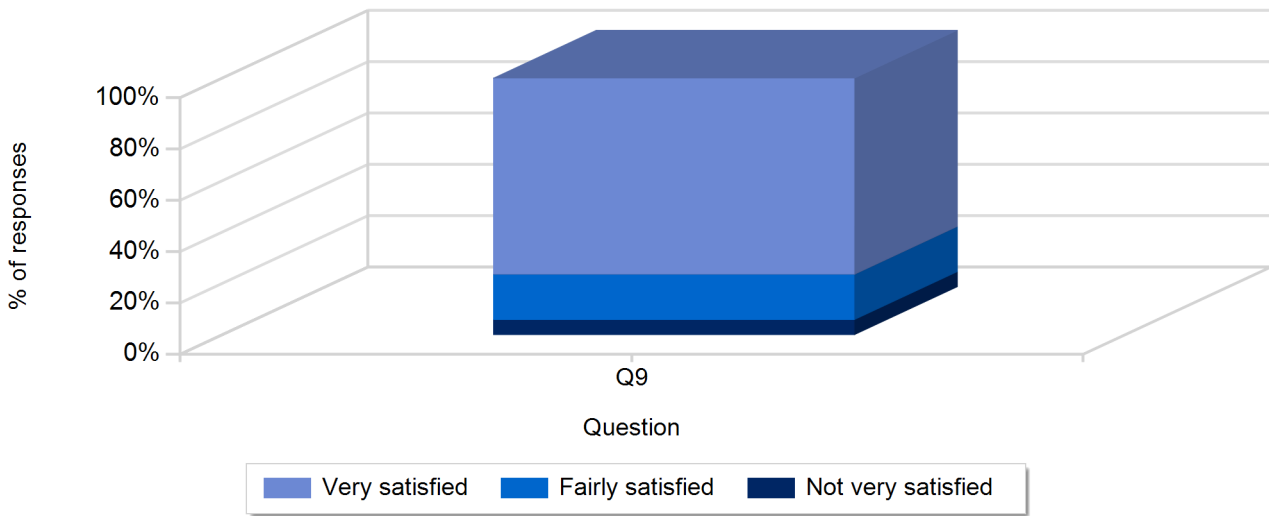
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	2	6	26	15

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	90	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	90	96	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	31	63%
No	0	0%
Don't know	2	4%
Blank / Spoilt	16	33%

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	48	98%
No	0	0%
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	5	10%
No	41	84%
Blank / Spoilt	3	6%

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	8	16%
No	37	76%
Blank / Spoilt	4	8%

*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	90%
No	3	6%
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	4	8%
No	40	82%
Blank / Spoilt	5	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	0	0%
No	43	88%
Blank / Spoilt	6	12%

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	7	14%
No	6	12%
Don't know	19	39%
Blank / Spoilt	17	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	1	17%
Don't know	1	17%
Blank / Spoilt	4	67%

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	22	45%
No	9	18%
Don't know	10	20%
Blank / Spoilt	8	16%

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	14	29%
No	11	22%
Don't know	12	24%
Blank / Spoilt	12	24%

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

About the services you receive from this supplier

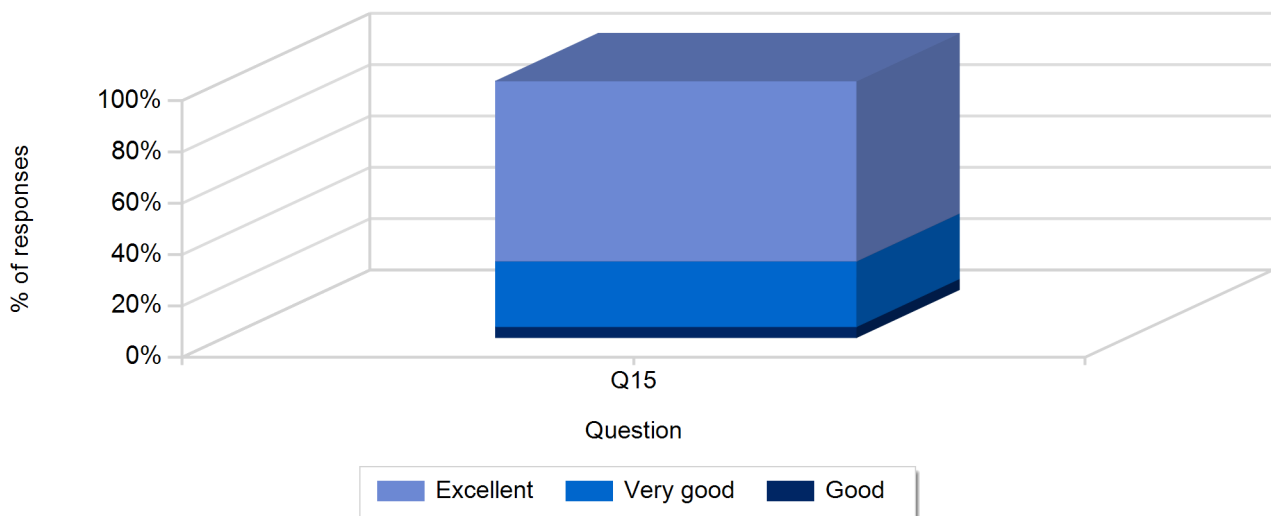
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	2	12	33	2

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	91	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	91	85	91

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	49	100%
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	0	0%
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	0	0%
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	3	6%
45 - 54	3	6%
55 - 64	6	12%
65+	37	76%
Blank / Spoilt	0	0%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	26	53%
Female	20	41%
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	6	12%
Carer for someone with a longstanding illness	2	4%
Neither	35	71%

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:

- Hospital set up contact with Fittleworth.
- From info from hospital back in 2007.
- My doctor submits the prescription on my behalf.

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

- From time to time I am told to refrain from catheterising. So I may not order catheters on a regular basis, but Fittleworth cope well with my stop start issues.
- Satisfied with the service.
- First class service!
- Very prompt service, no problems.
- First class! No problems, always on time and delivery man was very helpful and a delight to meet. Thank you.
- Could not answer Q8 as I believe I would not ring the supplier to order if; a) I no longer needed the appliance, or b) I was not satisfied, or c) I was having any problems. I am on my sixth year of a very satisfactory chain of supply.
- I have used Fittleworth for over five years and their service is always very courteous and efficient.
- I have been dealing with Fittleworth since 2008 and have always found them most helpful with any problems I have had. Their telephone service is excellent.
- Very happy with the service I receive, excellent service, phone and delivery is excellent.
- I have always had excellent service, delivery, and phone contact.
- Contact with management deliberately blocked by policy. At times of difficulty causes problems.
- Just past 10 years of fantastic service. Thank you.
- I have been using Fittleworth for over 10 years and I find them to be an excellent company.
- I have used this service for 19 years and have never had a problem with deliveries.
- Simply first class.
- When an item was unavailable, Fittleworth organised delivery from another supplier.
- The new style dry wipes are absolutely useless - too porous - too thin - not enough for month.

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 = 49

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	43	6	0	0	0
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(43 \times 100.00) + (6 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(49 - 0)}$$

Your mean percentage score for Q4a = 96%

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?	96	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

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

