

Fittleworth  
Hawthorn Road  
Littlehampton  
West Sussex  
BN17 7LT

# **Fittleworth Dispensing Appliance Contractor Customer Feedback Report**

Fittleworth - Overall Report

**March - May 2015**



## 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	1957	85%
Someone else	144	6%
Both	12	1%
Blank / Spoilt	179	8%

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	1587	69%
Fax	10	0%
Post	426	19%
Email	18	1%
Face to face	4	0%
Internet	14	1%
Blank / Spoilt	233	10%

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

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

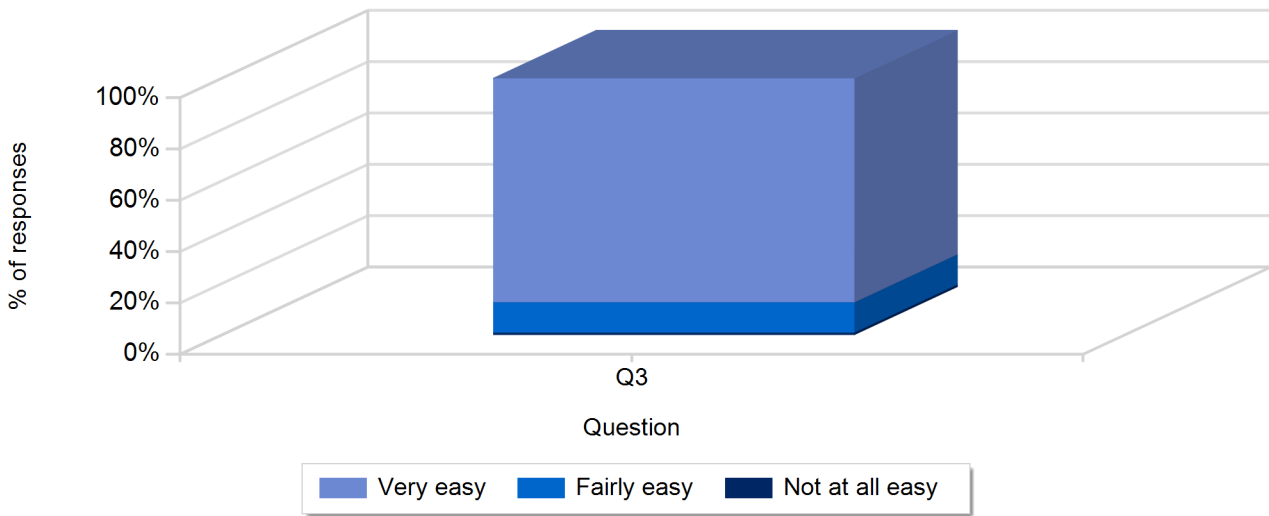
### Q3: How easy did you find it to contact them?

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?	20	254	1881	137

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

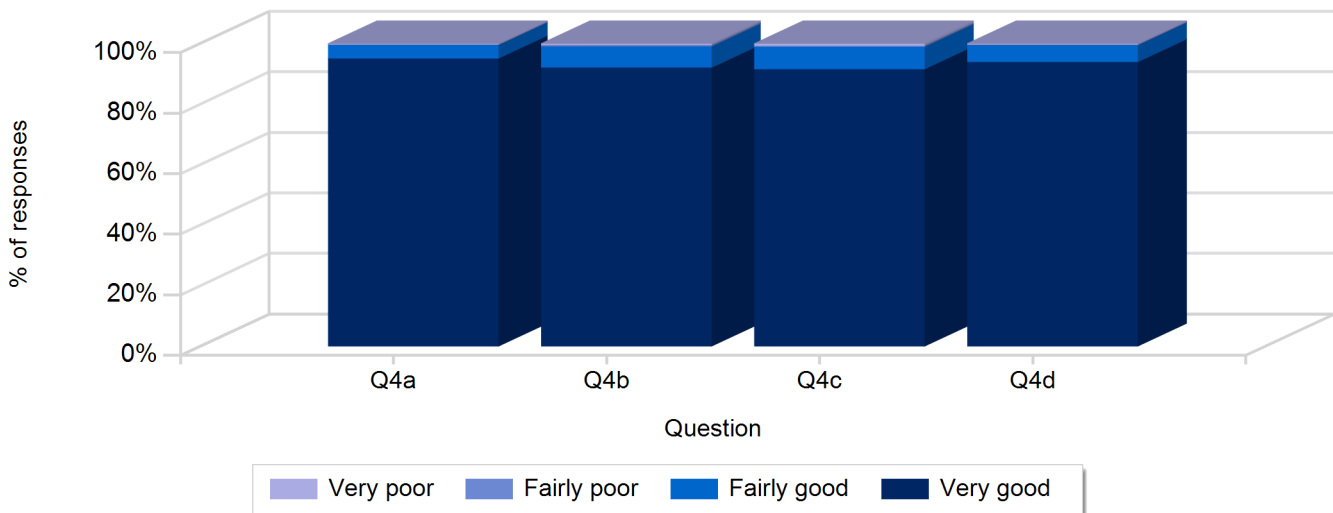
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	2088	97	4	6	4	93
Q4b Answering any queries you had	1931	147	9	10	22	173
Q4c Passing you on to someone who could help	1458	118	6	10	199	501
Q4d How would you describe their service?	2029	120	4	7	3	129

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	97	94	96	97	98	100
Q4c Passing you on to someone who could help	97	92	96	97	98	100
Q4d How would you describe their service?	98	95	97	98	98	100

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## 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	1332	58%
No	186	8%
Don't know	495	22%
Blank / Spoilt	279	12%

## 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	407	18%
No	226	10%
Don't know	153	7%
Blank / Spoilt	1506	66%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	544	24%
No	68	3%
Don't know	133	6%
Blank / Spoilt	1547	67%

\*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	129	6%
No	253	11%
Don't know	254	11%
Blank / Spoilt	1656	72%

**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	69	3%
No	183	8%
Don't know	268	12%
Blank / Spoilt	1772	77%

**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	839	37%
No	497	22%
Don't know	237	10%
Blank / Spoilt	719	31%

\*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	823	36%
No	523	23%
Don't know	174	8%
Blank / Spoilt	772	34%

**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	587	26%
No	714	31%
Don't know	198	9%
Blank / Spoilt	793	35%

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About the services you receive from this supplier

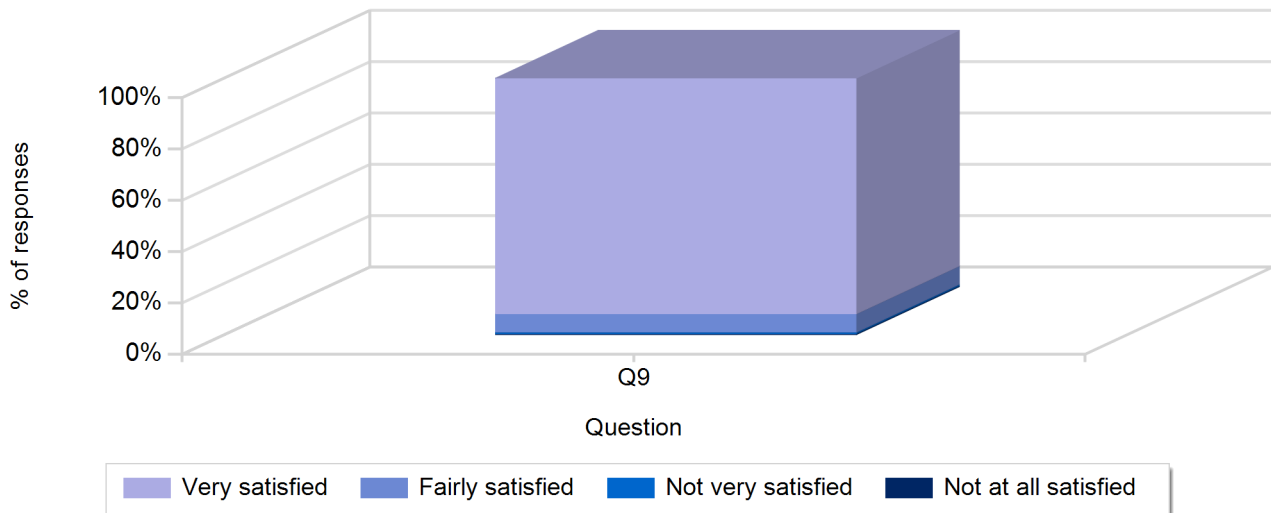
## Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	6	8	103	1323	852

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	97	92	96	97	98	99

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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	1607	70%
No	27	1%
Don't know	165	7%
Blank / Spoilt	493	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	2083	91%
No	70	3%
Blank / Spoilt	139	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	273	12%
No	1832	80%
Blank / Spoilt	187	8%

**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	190	8%
No	1799	78%
Blank / Spoilt	303	13%

\*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	2121	93%
No	47	2%
Blank / Spoilt	124	5%

**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	224	10%
No	1770	77%
Blank / Spoilt	298	13%

**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	28	1%
No	2000	87%
Blank / Spoilt	264	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	42	2%
No	389	17%
Blank / Spoilt	1861	81%

\*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	297	13%
No	496	22%
Don't know	452	20%
Blank / Spoilt	1047	46%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	52	2%
No	209	9%
Don't know	398	17%
Blank / Spoilt	1633	71%

**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	1070	47%
No	397	17%
Don't know	511	22%
Blank / Spoilt	314	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	675	29%
No	509	22%
Don't know	629	27%
Blank / Spoilt	479	21%

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About the services you receive from this supplier

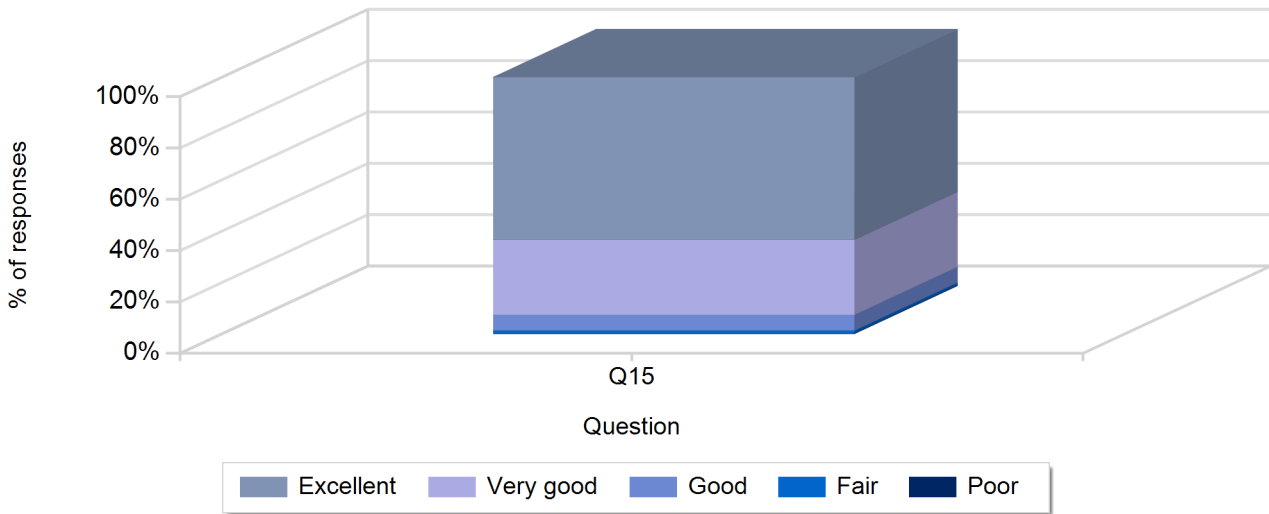
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	5	24	138	659	1423	43

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	89	85	87	89	90	93

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## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	82	4%
No	2149	94%
Blank / Spoilt	61	3%

### 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	93	4%
Fairly good	13	1%
Don't know	49	2%
Fairly poor	4	0%
Very poor	1	0%
Blank / Spoilt	2132	93%

### 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	77	3%
Fairly good	16	1%
Don't know	41	2%
Fairly poor	0	0%
Very poor	2	0%
Blank / Spoilt	2156	94%

\*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	4	0%
20 - 24	6	0%
25 - 34	21	1%
35 - 44	59	3%
45 - 54	160	7%
55 - 64	314	14%
65+	1674	73%
Blank / Spoilt	54	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	1275	56%
Female	906	40%
Blank / Spoilt	111	5%

\*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	94	4%
Carer for someone with a longstanding illness	187	8%
Neither	1765	77%

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:**

- When I need more supplies, Fittleworth doctors phone me to see if I need more supplies.
- Nurses at TGH hospital arranged it for me.
- I don't have anything to do with my prescription, it is, and always has been, between you and the doctor.
- I have not been in contact with Fittleworth, they ring me regularly to confirm my order, very rarely do I ring them.
- They phoned me and left a message to ring them back to say a product was going to be late.
- Originally I had my prescription from Tameside hospital, they in turn moved me to Fittleworth.
- Also to change address/name due to marriage.
- 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.
- Suggested stoma dept at hospital.
- My Stoma care nurse put me onto a supplier.
- I don't contact the supplier, a monthly order was set up with Fittleworth after I left hospital. They ring me once a month to check my requirements.
- Hospital did all the contacts on my behalf and have been with the same company to date.
- Only reason ever would be because GP surgery has not requested (in error) my 2 monthly prescription!
- Needed more supplies.
- I usually submit an NHS subscription at my doctors surgery and they do the rest as they instructed.
- I contact my doctor always.
- No contact.
- Two items missing from delivery.
- The hospital and GP surgery deal with Fittleworth. Q2, 3, 4: All supplies are managed through a designated person at our GP surgery. It works very well for us.
- To check they had received my prescription from the GP.
- Change of address.
- Through our stoma nurse.
- I request a repeat prescription from the doctor's surgery.
- I have a hernia around stoma and had to try other products.
- Stoma nurse.
- I contacted them to arrange to have my bags cut to a larger size.
- This was something I needed.
- Check prescription had arrived from GP.



## Customer comments

- I put my requirements in to my GP surgery, they do the rest.
- To obtain urostomy supplies for my partner as I am his carer.
- And by telephone to check prescription (sent by post) had been received.
- Just for a few more free bags as the ones I had split as opened. Nothing major.
- Leg straps. Two types you get in box with leg bags are no good.
- Because they changed the supply arrangements, (i.e. they rang me rather than I rang them).
- The hospital Burnley General.
- I did not contact the supplier.
- Nurse on discharge from hospital.
- Put in touch through our incontinence nurse.
- I deal with you on behalf of mother who is 93 and needs assistance.
- Can't remember.
- Airedale NHS Hospital recommended to Fittleworth Medical Ltd.
- To get my stoma bags cut to size.
- For my medical things.
- I now pay for my deodorants, they are very helpful when I phone.
- Having had my op was advised by stoma nurse.
- Stoma nurse.
- The NHS set me up with Fittleworth.
- I have to contact GP not supplier for my supply.
- I found the pharmacy was not keeping the items needed at a Tenpetare.
- To complain about reliability of connector from night drainage bag to V pouch, urostomy. This connector has recently been changed.
- Permanent stoma.
- To place an order for my daughter (aged 13).
- Non delivery of supplies caused by the carrier.
- The original prescription was arranged by the hospital and my GP, I have never seen a prescription. Fittleworth arrange repeats.
- To see alternative new bags.
- Deaf.
- Recommended by stoma nurse at hospital at time of op. 1997.
- I contacted the supplier because the product was far superior to what I could get from my local chemist at the time (40 years ago). I was also let down by the local chemist at the time. Fittleworth have never let me down with the right product.
- To order supplies.
- Colostomy bags.
- The prescription is for the patient who is 83 years, who lives here with her son and daughter-in-law.
- Son prescription.
- Fittleworth get my NHS prescription directly from my surgery.
- The supplier always contacts me every month.
- The supplier usually contacts myself.
- One of your operatives calls me and we arrange a date of delivery each month.
- My repeat subscription is sent in from my doctors surgery.

## Customer comments

- NA (Ileostomy).
- I need to contact the supplier as and when I need a prescription.
- This was all arranged by the stoma nurses.
- I order a prescription from my GP and collect it and post it off to you, I find this works well.
- Stoma nurse did contact you on my behalf.
- Supplier gets my prescription from doctor.
- My stoma nurse told me about you in London Hospital.
- Make sure they got prescription.
- Because I need stoma bags.
- The supplier contacts me every month for my needs.
- I was first supplied at the Queen Elizabeth hospital. The service has always been satisfactory.
- Re a product quality problem.
- Recommended by Stoma Care Nurse Specialist.
- Hospital stoma nurse suggested we should use you in 1993.
- To order my items.
- My sister rings for me.
- To clarify what Fittleworth required on the prescription regarding quantity, i.e. number of boxes or number of devices contained in the box.
- Ran out of night bags, send me some without prescription (excellent).
- For my husbands supplies.
- I normally now contact you via my GP who submits a prescription to you.
- My GP contacted them.
- Hospital initiated the original contact.
- Asking for delivery.
- Hospital recommended.
- To check progress of a prescription via my GP surgery.
- To request my bag should be cut to 60mm not 45mm after speaking to my stoma nurse.
- To request my allowance of appliances and some supplementary items, they apply to the GP for my prescription, be it in paper or electronic.
- I think it was my stoma nurse who put me in touch with Fittleworth, it was about 16 years ago.
- I go to my GPs as it has its own dispensary and they send off a prescription for me and then Fittleworth send the goods so I don't speak to anyone very often.
- My stoma nurse contacted and sorted out for me.
- Was waiting on a delivery, needed to find out which date it would arrive.
- About new appliances and resizing cut to fit.
- And to ask double quantity as I am going away for a month.
- Because the NHS service gave me information about getting my colostomy bags delivered to my house rather than me going to my GP whenever I need my bags, (brilliant service).
- Fittleworth was recommended.
- Prescription obtained from my GP once I have requested supplies from Fittleworth.
- I was put in touch by my stoma nurse and from day one they have been first class.
- For my next delivery.
- The hospital contacted Fittleworth.

## Customer comments

- Stoma nurse.
- Problem with the stoma size.
- I have used Fittleworth services for many years. Recently I had not received complimentary envelopes for forwarding my prescriptions and my call was merely to enquire if they had been discontinued.
- To find out whether they had received prescription from doctors surgery.
- To get some goods.
- After having trouble for home delivery from chemist, been satisfied with prompt almost next day delivery from Fittleworth. Very, very good.
- For new supply.
- Transferred by Dansac.
- Because they phoned for my order while I was on holiday, and so asked me to contact them A.S.A.P.
- To check on my delivery.
- Stoma nurse at hospital (PCH) advised me to contact yourselves after stoma operation which is permanent.
- I was enquiring about incontinence supplies.
- Hommeton Hospital.
- Responding to phone call regarding delivery date.
- I phone order, Fittleworth deal with prescription.
- Few times when they hadn't received the prescription.
- I had not received by order, for some reason it had taken longer than usual.
- See later comments.
- Rang for bags as I was running short. Told they were waiting for prescription but would send a box on 23rd March. When these didn't arrive rang again, said they would be here on 24th. The attitude of one member of staff on 2nd phone call was not good.
- They always contact us.
- My stoma care nurse recommended you to me.
- I was doing the catheter on the bed with the one in the bag but it got a bit tiring at 81 so I am now doing the one over the toilet much better.
- To contact my GP and to request a prescription for me.
- Haven't contacted company.
- For supply of leg and night bags. Fittleworth are just a pleasure to deal with. Yes excellent in every way!
- Arranged by East Herts Health Authority in conjunction with Lister Hospital, Stevenage, Herts.
- Arranged by the hospital.
- Fittleworth have always contacted me, they're always on the ball, and I have never had no reason to contact them.
- Changed address and ordering prescription.
- Stoma nurse and doctor at Leeds General Infirmary, after my original operation.
- Went on holiday so to let them know when to have my next order.
- Supplier contacted me.
- To obtain a product and ask Fittleworths to get the script from the GP.
- To obtain further supplies.
- Self cathertise myself. Because bladder problems I have to take tablet morning and antibiotics evening.
- Verifying date of next delivery.
- Referred by Epsom Hospital.
- Stoma nurse, St Hellier Hospital, Sutton.
- Fittleworth always contact me, for my mother.

## Customer comments

- The nurse at the hospital I was in at the time advised me to get in touch with Fittleworth and I have used them ever since.
- When my GPs prescription had not gone through, only twice, through nobody's fault.
- I was changing the order to a different type of pouch. Fittleworth have been extremely helpful to me over the past 12 years.
- The last time I did was to do with getting bags that may fit me better, they sent me some samples out and a graph which I did a drawing on as to how I need bags for me. It was looked at by whoever was responsible to do with them and as I am only 4'10" all the companies only cater for one size, so for me to be able to have what I need I am told I will have to go through another life risking operation. The anaesthetic puts me in danger because of other health problems I have. This is not Fittleworth's fault, it is whoever make the bags. Fittleworth have been very good in trying to help me out.
- In answer to message received from Fittleworth about future supplies.
- On advice from the local hospital.
- Stoma nurse did the organising.
- To give a change of contact details.
- For your information over the many years that I have used Fittleowrth I can only describe the service as exemplary.
- Stoma nurse.
- I rang to see if there should be a delivery this month.
- Stoma nurse requested new size via doctor.
- Fittleworth rang me about why I hadn't submitted a prescription recently.
- Hanslope Medical Centre on my behalf.
- To enquire about extra items.
- They normally contact me. MK Hospital. Local health centre repeat prescription.
- You were contacted by Bedford Hospital via my GP.
- I contact the supplier if I run out or they phone me if I need any stuff. So now I need some. The ones with wedges on to stay in place.
- This was arranged by stoma nurse at Northampton Hospital in 2001 when I had operation.
- This was requested by stoma nurse to provide me with medical equipment following an operation which resulted in a colostomy and latterly an ileostomy.
- Because I have been ask to complete a survey.
- Fresh supply.
- Had problems with some faulty pouches and needed replacements and collection of faulty ones.
- For advice and samples.
- Fittleworth rings me up every three months but I was on holiday at the time so I had to ring and order my goods.
- Having been with Fittleworth for some twenty years we have a two way understanding.
- I cannot remember.
- My last order was minus mini caps which I needed.
- To reduce the frequency of their visits.
- I contact one person for all my orders.
- Change of address.
- Occasionally I will ring with a problem.
- My stoma nurse contacted the Riverside Medical Group.
- I've been with this company for 20 years.
- To place my usual order.
- Because I was running out of some things.

## Customer comments

- Returning call to say I would order when I needed to and didn't require the reminder service.
- Ordering bags.
- Shrewsbury Hospital through my doctor submitted to you.
- Running short of certain items.
- Order.
- To reorder.
- I did not contact you. Fittleworth contacted me by phone. Arrangements were made for pouches only, wipes and disposal bags were not required.
- Supplier was contracted by default by the hospital upon diagnosis/issuance of prescription.
- Hospital contact after ileostomy op.
- To discuss electronic prescriptions.
- They rang me.
- Dansac building burnt down.
- Fittleworth contacted us about giving us a courtesy call, which we appreciated.
- Advice from Royal Blackburn Hospital.
- The hospital did.
- I have always phoned my order to you, the consultant at Blackpool Victoria from the first time used you he give me your phone number and told me if want further supplies phone direct.
- The stoma nurse told me to contact you.
- Hospital contacted Fittleworth.
- To get an early delivery.
- After my operation seven years ago the hospital did all the contacting hence Fittleworth.
- The supplier contacted us to check on deliveries and contact with our GP (I am carer for my wife).
- To obtain further supplies of equipment fitted to me in hospital.
- Although I didn't actually contact Fittleworth - sent prescription in post.
- I do everything on behalf of my husband.
- Run out of the complimentary tissues.
- The stoma nurse at the Williams Harvey Hospital.
- An item sent by mistake for an item required, this may have been a mistake by myself or Fittleworth but was quickly resolved by a phone call and fresh application.
- The hospital contacted the supplier on my behalf. Their excellent service has been ongoing since then.
- Urology Dept. NHS RSCH urinary nurse referral.
- When my supply is running out I contact the supplier and they deliver a new supply.
- Out when Fittleworth phoned me.
- Our GP pharmacy told us they were unable to obtain items we required after a delay when seeking repeat prescription. Fittleworth obtained and supplied within 2 days.
- Contact direct from surgery - I did an online repeat prescription. I last contacted them myself about 3 years ago and all comments relate to that.
- To request them to apply to my surgery for an NHS prescription.
- For easy contact and delivery.
- Given the details by the hospital - Royal Surrey.
- This questionnaire is no helpful to me or you. I have standing order with you - you will phone me each month to confirm.
- I did not contact them. They contacted me (to resubmit a NHS prescription).

## Customer comments

- 90 year old mother-in-law. GP surgery had sent the wrong prescription to your company for an appliance. Please note when reviewing responses that she has had the same appliances for 20 years and her medical condition has not changed.
- I was ordering some extra goods.
- Checking when my parcel would come as I had to go out.
- For the past 2 years 5 months we have had a very good service and I will continue to be with this company.
- To confirm the date of a delivery.
- To reorder medical supplies.
- Missed call.
- Guys Hospital arranged my supplier.
- For supply of stoma bags.
- Arranged by Lewisham Hospital after bowel surgery 2011.
- I rarely contact Fittleworth as they phone me once a month.
- Advised by stoma nurse. Have permanent repeat prescription at GP.
- Stoma cut to size and home delivery.
- Appliance supplied was not enough for the month. Previous appliance supplied by contractor was 4x30.
- Is for my son.
- I only received one box out of ten, but this is due to the doctor.
- I can't remember when I last contacted them. The only reason I have had to contact them is to check that they have received a prescription from my GP.
- Only contact was a posted repeat prescription.
- The stoma nurse care.
- To place an order.
- Fittleworth usually contact me by phone.
- Recommended by hospital.
- I have been with Fittleworth ever since I had my colostomy which is now 40 years.
- The stoma nurse at the hospital.
- My dad is hard in hearing and language barrier.
- I recently returned a batch of supplies (pouches) because they were faulty.
- Quick and easy to get and already cut.
- By Scunthorpe General Hospital as a result of major op.
- Had bowel cancer, nurse ordered stoma bags.
- They could not contact me. My phone has been out of order.

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

- I have been with Fittleworth for several years and have always been very satisfied.
- I have been with Hollister and then Fittleworth for fifteen years. Cannot fault them, they have been very good. Thank you for the service I have had from you. Fifteen years service has been brilliant. Thank you very much.
- Very satisfied with service.
- Always supplied a good service.
- This supplier has been really good, professional and overall excellent. However there was a time when I ordered a certain colostomy bag and asked for the cut I required but when it turned up it was cut to a larger size as this was the smallest cut for that bag. These all had to be returned.

## Customer comments

- It's not my supplier that causes difficulties but my practice which continually disallows my requested order for example 2 x pouches! The have to reorder and the prescription is represented. 2 lots of transport etc. Double costs!
- Q11c - I never see the vehicle so don't know. It may be private car. Done my best to answer all questions. Excellent service and care.
- I find that the pouches you supply are not as good as the ones previously. I have used you for 14 years, but previously as Hollisters. I found everything satisfactory. They crackle too much in my estimation.
- Great could not be better. Young women on phones. Great to talk to.
- I would like a text or email to let me know my order has been shipped, likely delivery date.
- I am more than happy with the service I receive.
- My 2 previous prescriptions have received 60 skinsafe protective film sachets where previously I had 50. But you still only sent me 50 which creates an in balance when I receive 60 pouches. I only recently increased my pouches from 30 to 60 so I could order every 2 months instead of monthly, but I do require equal amounts of both items. Thanks.
- Only to say I am very satisfied with Fittleworth.
- Q8. Why would the appliance supplier do this? In general the speed and consistency of delivery is excellent with the drivers being friendly and polite.
- Cannot fault Fittleworths, all the staff are extremely helpful.
- I cannot fault Fittleworth. Very good.
- Very good.
- This supplier has always been very efficient and I have absolutely no complaints. Likewise I can see no way that the service could be improved.
- I have never had any problems with Fittleworth, they are very helpful on the telephone.
- Could they send me disposable bags please? Thanks.
- I use a VA PRO catheters and am more than satisfied with them.
- We have been receiving pre cut ileo bags for some years ordered by telephone and we post the prescription. We are absolutely delighted with the service received and this includes the interaction with the delivery staff.
- I have used Fittleworth for a long time now. The customer service is excellent and I have never had a problem getting my order. Always deliver on time. They do an amazing job.
- I do not think it is always necessary to anonymise the delivery service or packaging of appliances. This perpetuates an attitude that people who require 'appliances' (e.g. stomas, catheters, urostomy etc) should keep their condition secret. This is not helpful to patients/service users especially in encouraging people to come to terms with their condition.
- I have answered questions which I think are related to myself. I can rely on your service from ordering and delivery. It's nice to know you do chase prescriptions up from doctors if not received from surgery as that can alter delivery dates which is worrying. But I have never had any problems with (delivery) dates. I do ring if I have any problems as my needs of appliances are very essential. Thank you.
- I have always found staff at Fittleworth very helpful and answered any question that I ask.
- The most important thing for me is the quick delivery and caring drivers who go out of their way to help, can't praise them enough. Well satisfied with Fittleworth.
- Just wish they'd make ileostomy bags quiet (use thicker plastic). Get rid of filters, covers and velcro drains which are very unreliable. Have written to all manufacturers - take no notice of our requests. Still keep making very expensive bags - all so unnecessary, especially for ileostomy people who empty frequently.
- I have no complaints against the suppliers of my equipment. They have been excellent although I have not contacted them recently. I decided to fill in the questionnaire to show my appreciation of their services.
- This is a very good service and the staff are always helpful.
- The old NHS system where you order a product when required for delivery within 2 days, was far less stressful for the patient than the requirement to give 10 days notice for a prescription to be requested, from the supplier to the doctor and back again before delivery.
- I have always been extremely satisfied with Fittleworth. They have always been polite and friendly on the phone, and done everything they could to accommodate my needs. They have even delivered to a temporary address when I was on holiday. Thanks Fittleworth!

## Customer comments

- The delivery time from placing the order to receiving the goods can be improved. At first this was very good, but recently it takes almost 7-10 days before the goods are received.
- 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.
- Not enough disposable wipes.
- I have been supplied by Fittleworth for many years. I find their service faultless. I have no intentions of changing my supplier.
- Many of those questions do not apply as I have only once contacted the supplier; due to my mistake, I ran short of supplies. They were excellent, fast tracked the order, understanding and polite.
- From the time of my surgery I have had the best of care and attention from Fittleworth.
- Have no complaints, service 1st class, always prompt.
- I have received supplies from this supplier since 1994, and have nothing but excellent service.
- Keep up the good work and excellent service.
- I have never been offered to attend or look around my supplier establishment or factory to see where my stoma comes from. It would be nice to be invited to have a visit. (I do not have private transport, would have to use public transport or taxi at own expense).
- I have had excellent service for a number of years with Fittleworth and hope to for many years to come.
- Please note your goods and services are excellent. The only problems ever are with the my doctor's surgery who cannot seem to make head or tail of the pre-paid envelope (from you) or fax number 01903 255348 I supply them with every time (the reason I often have to ring you!). Thank you.
- I have never phoned out of hours i.e. Q13. I have phoned normal hours and had very professional advice each time for which I am very grateful.
- I have always had excellent service since 1996 and whenever I have had to telephone the company the staff have always been most courteous and helpful. I have no complaints at all and have always been happy with the service I have received.
- The service offers no visits to pharmacy or carrying loads of packets. They deliver to the door within days - no pressure to me. I am very thankful for the service they provide.
- The service and delivery are excellent.
- I cannot fault my supplier.



## Customer comments

- Excellent, polite, helpful.
- I can only but praise the service provided. The name of the supplier was recommended by my London Hospital (now UCHL) many years ago.
- Fittleworth have always delivered everything I ordered within a few days. I have a very positive experience of their service! 10/10.
- Fittleworth are an excellent organisation and would recommend to others. Not the fault of Fittleworth but my biggest argument is they are no longer allowed to use EPS which worked no issues. Fittleworth ring me for an order and I myself need to go to GPs surgery to order. The surgery doesn't do prescription requests over phone. In my humble opinion, a step backward. Why interfere a proven and trusted method.
- I put my prescription in the surgery and it is sent to Fittleworth. If I have a problem I phone Fittleworth.
- I would like extra free wipes. They are the only ones I can use. I have sensitive skin. Thank you.
- The service I receive from Fittleworth is excellent. It is a monthly prescription through my doctor so a lot of your questions do not apply. The delivery person is friendly and prompt.
- No comments - very satisfied.
- My prescription is sent to my supplier direct from my GP surgery and I usually receive the goods in 4 - 5 days which I consider a good service.
- I would like information on new, improved products that may be more suitable to my needs - i.e. pouches with improved adhesion to the skin or pouches with improved softness to the skin.
- We have been with Fittleworth (via our GP surgery) since November 2014. We have found their service and the way in which we access it to be very satisfying.
- I used to ring my doctors to put my order in. This changed to the chemist in my village, but had a few problems so I'm going back to my surgery as they have a lady that deals with the orders. I hope this makes sense.
- The supplier is very good. The only problem I have is when the practice manager adjust my orders which sometimes leaves me short of certain items.
- The service of the supplier is very good, so far we cannot fault them in any way.
- Sometimes I have to wait a week or more to get my items delivered.
- Contact now through GP and faxed over. Previously, by me direct by telephone. Excellent service.
- Cannot be improved.
- I think it works excellently, don't change it, everything is fine.
- Q8 - Although I've said no to this question I realise it doesn't apply to me as I order my stoma accessories etc myself when needed.
- We do often get stomas that come adrift or split.
- Everyone I have dealt with in the entire company are polite and very friendly, helpful and professional. Could not ask for a better service - thank you.
- I email my prescription to my GP, but never know whether it has arrived at Fittleworth, maybe a phone call to confirm as much?
- My GP surgery takes care of everything. I put a note in to them when I want anything and the next thing the goods arrive. Excellent service from all concerned.
- I access supplies via an internet, request the repeat prescription via my health practice. Fittleworth without fail, has been my reliable supplier for many years. I had a crisis when I ran out of supplies and Fittleworth sent me supplies before the prescription came through. "Ten out of ten!".
- Use to be able to phone my order through Fittleworth but now I have to phone - then take order to doctors before it is passed on - prefer 1st way.
- If I am away from home and getting short of supplies, they will send a delivery to wherever I am within 24 hours.
- The suppliers are excellent and switch board girl excellent and always helpful.
- We are sent free skin Barrier Tissue and Asoba gels. We do not use these.
- My doctors get in touch with you whenever I need equipment. Fittleworth have always been very friendly when I've telephoned them and their service has always been excellent. Thank you to everyone.
- I only get leg straps. Sometimes they are very hard to take off. What happens is, the strap pulls so it splits, not very often. They are little more than often the end that connects pulls off. Only one every pk.

## Customer comments

- Thank you very much for your excellent and helpful service. Greatly appreciated.
- A little difficulty at the start of using the 'appliance' as the hospital arranged it and the local doctor was not involved. I did not realise that doctor involvement was required and no-one at Fittleworth explained this. We also live off road in the North and I assume your concerns are the opposite i.e. West Sussex? The difficulties we experience re delivery are not understood (i.e. you have snow? what is that?) However of late all ok A+.
- The service was better when I could order 'direct' rather than going through my local surgery using prescriptions.
- The service I get from Fittleworth is second to none. I cannot fault them at all. They are a very good firm and I would be lost without them.
- Everything is fine, thank you.
- Most of the questions are irrelevant so I do not know how to answer. I have a repeat prescription. I am contacted when due for renewal and have no problem. The service is excellent.
- Excellent service, have every confidence.
- The service provided is consistently excellent.
- My last batch of stoma bags were split. I was told to wait in as courier would be taking them back and replacing them, all they did was replace them, I waited in for no reason.
- Any delays in receiving supplies normally lie with the GP practice which sometimes send the prescription to the local dentist instead of to the supplier. By the time this is noticed I can start to run short of supplies and Fittleworth do their best to guide the process.
- Since I am now required to send my prescription form before goods are sent it is difficult to know when they will be sent. The company gives excellent service and I have never needed to complain in many, many years of service.
- C.S.R.'s are always cheerful, friendly and efficient and helpful. As an ex C.S.R, coach and supervisor for a call centre I would rate the staff at Fittleworth telephone service as A1. 10/10.
- I have used Fittleworth for many years now and have never had any problems with their contact staff or the delivery staff. I am sure this will remain so in the future.
- Would rather be able to order when I require them, I used to always do that. But now the phone me and so often I don't need a supply.
- I do everything by telephone, that is placing my order. Fittleworth contacts my doctor. Everything goes like clockwork. This system works well for me.
- Could we have perhaps a "nappy sack" sized disposable bag, possibly more swabs also? Also my GP would like to send my prescriptions electronically. Would this be possible please?
- We have delivered urostomy pouches, paste, powder, seals etc. We don't have any appliances. The service is excellent.
- Good delivery service.
- Service is perfect. I do not have any problems. The staff is second to none.
- I am very satisfied with this supplier.
- An excellent service that Fittleworth give. The staff are so helpful and polite I cannot fault anything and I have been dealing with this company for over 10 years.
- I would like to be able to have an electronic prescription but it doesn't seem to work! It did briefly before it changed to Carnforth! My GP says it is not to do with them?
- I have been very pleased with the service of this company, they always ring me to see if I need anything. Also if I'm going on my holidays, they always oblige by sending out extras for me when they are asked to. Nothing is too much trouble.
- In question 12 I have always spoken on the phone about my requirements and Fittleworth are very helpful. I find that they are very good and reliable suppliers of my stoma equipment and supplies. I usually email my requests for monthly stoma supplies but occasionally I phone if I have particular requirements like renewal of irrigation equipment or if I need extra supplies if I am going to be away from home for a while.
- I tried several times over a number of days to be put through to customer services in December, but was put on permanent hold. The switchboard could not take my message or request somebody to return my call.
- I cannot fault the service given. Thank you.
- No, but do not understand most questions and when they deliver I just have a woman who turns up with the prescription and box to drop off. I am dyslexic but my niece helped me fill this form out.
- I have been supplied by Fittleworth for 10 years, enough said.

## Customer comments

- I would like to say how the service that Fittleworth provides is excellent. I have been a customer of the service for 4 years. Telephone staff polite and helpful, delivery service very good.
- The service I receive is first class. The operators are also cheerful and polite.
- The service is good but would prefer the old system of delivery without the prescription.
- Yes, I think 2 weeks is a long time for my order to come as they have changed everything this last couple of years, due to doctors say so.
- The service I receive is excellent and I have had no problem with it.
- I made a call to Fittleworth and the person I spoke to would not let me speak when I was trying to explain something to her, which was only recently. The other comment I would say when I first needed the appliances it was easier to order as I did not have to go to my doctors and collect a prescription first, it was done by Fittleworth. Now I have to do it and then send it off to them. It still takes two weeks from start to finish. Overall I have had good service and everyone of the people I have spoken to at Littlehampton are very friendly.
- I only have catheters from Fittleworth and rate them first class.
- I found that Fittleworth have been very helpful but my GP surgery was most unhelpful!
- Very satisfied.
- I have hernias in my gut and I keep changing shape under and around the stoma, so I could do with more wipes with my monthly orders please.
- To Q17 - I have attended a local hotel where I met staff - very impressive. I was told by a representative he would obtain for me any item from another firm.
- Excellent service, refused to use my local chemist for they do not stock my requirements and I had to wait over two weeks once when my GP told me to use them. I will continue with Fittleworth. Well done to all the staff.
- My husband (who is your client) and I cannot fault Fittleworth's service and treatment of callers. If only our surgery would go back to the original process of the client ordering direct from you!
- Excellent service. The telephone operators are always charming.
- Are these silly surveys really necessary? If users had a problem they would complain. Still, keeps excess people employed, I suppose. Bottom line, the people at Fittleworth are outstanding!
- In the past I rang Fittleworth and supplies were delivered within a few days - very convenient. Now, owing to changes with the NHS procedure, I have to ring Fittleworth so they can send me a prescription to be signed by the doctor before they can send supplies. This is much more long winded (can take up to 2/3 weeks) so I have to look much further ahead (e.g. any holidays coming up) and this leads me to having to order further ahead and holding higher stocks at home. Not so convenient or efficient.
- No problems.
- Have no complaint whatsoever. The Fittleworth team have always been polite and very helpful.
- Very good service and very good staff.
- A reliable and excellent service is provided by this supplier. We have never been let down (12 year period to date) Top marks for Fittleworth.
- Have always found contacts very helpful.
- A lot of this doesn't apply in the sense that Fittleworth provide me with an excellent reminder service by calling me to ask if I need to renew and they take care of contacting my GP etc. I've had changes in the size of the adaptations needed and they have instantly changed these.
- Have complained on 3 occasions that the appliance were faulty but still receive faulty appliances.
- Used to be able to supply item in advance if I ran out, now they cannot do this. Does make things a little more difficult as they quote 2 weeks delivery, before it was a better service but I understand they have to work like this now.
- Cannot fault it.
- I am very old and been with Fittleworth a long time and they have always been nice with me.
- I have been with this service since 1995 and it has always been reliable! If on two occasions I have had to telephone the staff have been very helpful!
- Very satisfied with Fittleworths. They are lovely staff when they phone me up.

## Customer comments

- I couldn't do without the service Fittleworth provides, as I not only need the specific products but I need their calling service.
- On occasions it is difficult to get through on the phone - frustrating. However when answered service and team very good.
- There have been more than one occasion where it has taken over one week to return my prescription on such occasions, they talk about, for example "only one working day delay" they do not take into account that Saturday and Sunday are full days for people needing these prescriptions. Being told to "Go to a hospital for help" when the supplier has delayed my prescriptions is totally unacceptable. I would like some financial recompense for those times when the turn around time is far too long and causes me severe problems.
- Some of the questions are not applicable to me.
- If I have any problems with the service it has been the prescription service from the GP to the suppliers.
- Could not answer all questions directly. However having had appliances for many years from Fittleworth I am happy with the service I receive because it suits me.
- Recently the supplies take longer to be delivered. The company will send 1 box before prescription is received in emergency but I had to plead for this now, it's very frightening, prospect of life without stoma bags. This happens very rarely and I would like not to have to please so long.
- Usual service is excellent, usual waiting time for delivery is 2 weeks approx. Not a problem if order early enough. After years of dealing with Fittleworth, still very, very impressed and pleased.
- In the 10 years I have been having supplies from Fittleworths I have never had anything but excellent treatment.
- I think it is an excellent service. I have no complaints at all.
- Post Office have left prescriptions on door step on a few occasions - in view of road. It does say on label to leave next door if resident is out.
- I have been happy with the service, sometimes need help with stoma, i.e. talking to someone etc. Would be helpful if sometimes you could.
- I have used Fittleworth as a supplier for 23 years and think their staff and service are amazing. However they can no longer despatch my goods until they receive my prescription. There have been over 30 times in the last 23 years that I had an urgent need to have the goods the next day. I was told there was a new rule for this change, this causes me stress when I unexpectedly run out of the items, I can't live without them. Please allow them to send items prior to receipt of prescription, especially as it is a guaranteed prescription. Even though Fittleworth cannot provide dispatch without a prescription I will still continue to use them as my supplier. They are wonderful.
- No complaints. A reliable and helpful company - pleased with the delivery etc they provide.
- I am very pleased and thankful for the service. Thank you.
- I have been with them for 10 years and never had any problems.
- Fittleworth gets my prescription from the surgery.
- When I first used Fittleworth the delivery was 2 - 3 days which was excellent service. Now it has been extended to 14 days which is excessive. Surely you could improve this service.
- I order my items in bulk so that I know I have enough supplies and also due to changes in ordering where Fittleworth have to get a prescription before dispensing items - but the amount of wipes I receive maintain the same as it's based on 4 per box - is it not possible to go on the size of the order as the wipes are an essential part of the equipment used. However Fittleworth are very reliable.
- Most of these questions appear to apply to persons submitting their own prescriptions. As mine are sent by post by my GP, my only contact with the supplier is in the form of a query. A rare event. I have answered the questions from this viewpoint.
- Always arrive when say it will. Very happy with service. Thank you.
- I hope Fittleworth continue to supply Dansac Unique Ref 317-15 with clip. I cannot use bags that have Velcro opening.
- We have been with Fittleworth for many years for the patient aged 83 years. Our doctors new received receptionist sent signed prescription to Boots, whereas it should have been sent to Fittleworth. Boots got the goods but they still needed to be cut to size - colostomy pouches. Fittleworth refused to take the uncut boxes back and left me, the patient's carer, an MS sufferer, with blood problems, daughter-in-law, to do them myself. Was very disappointed with Fittleworth attitude.
- No improvements necessary.

## Customer comments

- Last thing I ordered was stoma stopper. Was told they had been taken over and product no longer available! How can stoma supplier stop stocking stoppers? What is my son (13 yrs) meant to do for the next few years. Please help me!!
- I'm very happy with Fittleworths - I think our GP surgery holds things up sometimes, but Fittleworths are very good at keeping me informed. A very big thank you to them.
- Just to say a big thank you for the service I get and also to the staff when I phone my orders through are so, so nice and also to the drivers who delivers my package and then offers to put it in the hall for me. Thank you.
- Very happy with service.
- You used to supply items that were very useful but no longer do them for some reason, i.e. mini caps (useful for bathing etc.) to fit my particular item.
- No problem with Fittleworth but due to problems leaking etc, I have now changed to a supplier that supplies wet wipes and bed sheets as it was costing a lot to buy these items.
- It ok. Keep it up. Many thanks!
- I am very happy with the service you provide for me and I find the staff I speak to when ordering my prescription are all excellent and are very polite and helpful. Thank you all very much.
- Service very good.
- I am very pleased with the service I receive.
- In 1999 I was found to have prostate cancer after which I had a prostaterectomy. Unfortunately during the operation the surgery damaged my sphincter muscle controlling my bladder and in consequence I've had to endure 16 years of incontinence and thankfully Fittleworth have been there for me.
- I have always found Fittleworth a very reliable service.
- Good service.
- I always receive an excellent service from Fittleworth.
- More helpful operator, better trained staff. Despite receiving great service from Coventry and the fact I was collecting order I was told by phone operator this service was not possible. If you want to discuss please call me.
- I am very grateful and appreciate very much the service that I am receiving from Fittleworth and NHS.
- No improvement required. Service is always excellent.
- My husband has had fifteen years excellent service, he would not go to anyone else.
- I have been supplied with Urology bags , rubbish bags and dry wipes and night bags for the past 4 years from Fittleworth. Their products and service are first class and could not be bettered. I couldn't praise them highly enough.
- Superb customer services. Prompt friendly delivery.
- Fittleworth have been fantastic over many years. They have offered help after each of my operations. If I have excessive use of bags/wipes etc they will always help out. They have always had someone available on the rare occasions that I have needed advice. Wonderful cannot speak highly enough.
- I am extremely happy with the service I receive. They keep in touch with to see if I need anything.
- Service and team are excellent. Thank you.
- Talk about other products that are available. Provide samples on new products. Provide wet wipes for cleaning stoma.
- Great service. Very friendly young people answering the phones. Always helpful.
- In some cases the wrong items have been supplied. Once only 2 of the 11 items ordered were correct. They corrected the issue by return post. They don't inform me if the doctor has only signed off part of the order.
- Telephone call is 0800 but sometimes the wait for available person to take your call while music is playing can be some time.
- Find the staff helpful and good service.
- Can honestly say have been very pleased with the service I have received through the years I have been using them.
- When you get new things on the market I would like to have some samples sent to me. That would be nice. Over than that went you phone for supplies now it has changed from two - three days now it is two weeks. That I don't like.

## Customer comments

- Some of the questions are unanswerable because the situation described has not happened to me (age 91).
- My supplier phones me once a month about the products I need then requests a prescription from my doctor who sends it direct to the supplier.
- Very happy with this service.
- I collect my appliances directly from local depot. Everyone there has been very helpful and caring to the extent of, at one time I was, shall I say, somewhat frustrated with concern that had arisen due to my condition. The lady manager saw this and came up with the telephone number of the company's practice nurse, which was very helpful. I phoned the nurse and her specialist knowledge and "bedside manner" helped me no end. I am currently waiting/hoping for "treatment" to solve this extra problem at the hospital. Cannot thank all at Fittleworth, nurses, you enough!
- Would appreciate a time slot for delivery.
- The service received has always been good since taking over from Hollister - giving good warnings when offices would be closed (i.e. bank holiday). Whereas the local electronically delivered prescriptions are most unreliable.
- I have been with Fittleworths for about 6 years and find them great to deal with. Hope to be going this year with club.
- I have been with Fittleworth a long time and cannot fault anything. They are always ready to help if needed. I am well happy with Fittleworth. 10/10.
- I am so very happy that everything is excellent with Fittleworth, I can't find anything wrong at all. So polite on the phone, I have never had anything go wrong. Thank you all very much for what you do for me.
- Very good, always follow my prescription up by telephone me.
- Fully satisfied.
- Currently having problems with my orders due to lack of communication between Fittleworth and surgery the cause of a lot of frustration please advise.
- My only enhancement I can think of is if you order via their website you cannot state a requested date of delivery. Ideally you should be able to state a date and Fittleworth would then email you to confirm the delivery date.
- Q13 I have never needed to make contact out of hours.
- I have phoned up sometimes for my bags to be delivered, they have gave me a date, for them to come, then on the date they have phoned to say they can't deliver on that day and said when they receive the prescription from the doctor they will send them on.
- I find the service provided excellent.
- Fittleworth are an excellent service, so friendly and happy to help with any questions. They have brilliant telephone manners and I have spoken to a lot of people over a long period of time.
- Very happy with the services.
- As I am 92 years of age, I do not wish to fill in this survey form. I would state that I have had your services for 6.5 years and have been entirely satisfied.
- The service from this supplier is perfect for me. No complaints, never has been. Thank you.
- I completed this survey on behalf of my husband, who suffers from dementia. Nonetheless, he appreciates the service we have had from Fittleworth over the years. Helpful, prompt and courteous.
- I have been with you for some years, around 11 years now. Never had a problem, always been on time. I am very happy with the service I am getting.
- No comments. Thank you. Please with the service.
- I am satisfied with the service.
- More than happy with the service. Everyone is pleasant and understanding, polite and efficient.
- The delivery period is now much longer than previous. I assume this is due to tighter NHS prescription requirements, and not due to any deficiency of the supplier.
- I have established an excellent rapport with Fittleworth staff, always finding them polite and efficient. Deliveries are always when advised and placed over our electric gate if we are not in sight. I find it more efficient to contact Fittleworth direct by post or telephone. Going via my doctor's surgery holds up orders and they have been known to alter items. I know exactly when I need the next delivery and what it should contain - going direct ensures success. Fittleworth normally telephone me anticipating my needs accurately.
- I have been using Fittleworth for over 22 years. They are excellent.

## Customer comments

- An excellent service since 1997. No complaints only compliments.
- Fine service - could not be improved. Having dealt with them for many years.
- Very satisfied overall with service. A big thank you to all at Fittleworth.
- Can't fault Fittleworth in any way. Phone orders are dealt with in a very professional way. Delivery service is also excellent.
- Sometimes when I request an order I always ask to be informed by phone when my prescription has been received by your office, unfortunately this always isn't carried out which means I have no guarantee that my order will be delivered at the time I arranged with whoever took my phone order. PS. Just a minor complaint.
- First class service and all staff no problems.
- The service for 14.5 years that I have been with Fittleworth has been most excellent. 10 out of 10.
- Very good service from Fittleworth. Thank you.
- Fittleworth service used to be excellent ++++. In the past few years this has dropped to "very good" because phone not answered as quickly as before, they now wait to receive repeat prescription from GP before making up order, pouch of 30 disposal bags used to automatically be included. Now these are packed in only 10 to a bag, but still automatically get 1 bag of 10 - not enough for a months' order! Have to remember to ask for 3 packs of disposal bags every time I order. Service is still "very good". But a few years ago was "excellent plus".
- I have always been very well served by Fittleworth and would recommend them highly.
- I don't know how I would cope without this suppliers services.
- Service brilliant has been for 17 years.
- Excellent service - recommend this company to anybody.
- I order my prescription via my surgery website. Pick it up 2 days later and post it to Fittleworth in one of their postage paid envelopes (first class). If I want a delivery on a specific date I ring Fittleworth to arrange it. Normally my supplies are delivered 2 or 3 days after I send my prescription. This system works well and suits me.
- I have been a customer of Fittleworth for many years and my contact with them has always been by telephone (free phone) or by directing prescriptions by post (freepost). Without exception their operators have been friendly and efficient and sensitive to my requirements. Any hiccups regarding prescriptions have immediately been brought to my attention. My requirements vary and therefore get prescriptions as and when needed. I have had occasions when my surgery have not correctly specified the number of devices required but Fittleworth have always notified me and ensured that I had sufficient to meet immediate requirements. Their service is excellent.
- Fittleworth's service is very good and very friendly and helpful. It is a shame that service has been changed to waiting for a prescription to be received from doctor before providing goods. My surgery sometimes does not send prescription and I have to query with the supplier to see if they have received it and then contact doctor to remind them to send. This has delayed supplies twice and I have come close to running out of supplies.
- In the thirteen years I have used Fittleworth I have always been able to rely on the efficient way any medical needs were achieved. The staff are always polite and helpful whenever I have found it necessary to contact them.
- No complaints whatsoever with the service they provide. Excellent.
- I have not received SAE in my last delivery - I used to!
- Delivery time seems to take two weeks, as in the past being two to three days. But very efficient.
- Excellent service.
- I am very happy with all the people who I have dealt with over the last five years since I have needed you all. Thank you.
- I have got my repeat prescription sorted with my doctor to send to you if you could please make sure I get a repeat prescription sent back. Many thanks.
- This form, I did not understand some of it, I wished it was for plain English, I hoped I helped you.
- I am happy with the service I receive. Sometimes the colostomy bags don't stick but apart from that, I am happy with the service.
- Questions 6, 7 and 13 - The problems have never arisen.
- Excellent service, I wish every company I dealt with in life were as efficient and competent as Fittleworth. Always lovely to deal with on telephone, whilst making my order.
- The service from Fittleworths has been excellent. All staff members are helpful and friendly. I have a good relationship with them.

## Customer comments

- Most of these questions do not apply to me. I request stoma appliances through the GP who sends a prescription to be filled. I normally receive it at my address for Fittleworths in 3 to 4 days - I am very satisfied so far with this arrangement.
- No comments other than the service has been excellent over the last twelve years.
- For us none.
- Fittleworth provide an excellent service. I have never had any problems.
- Not receiving appliances. Mine is colostomy related.
- Have used them for my husband (until his death in 2007) and myself for over 10 years. They (personnel) are 110 per cent.
- My doctor checks at my annual review if I still need the appliances I receive. I just order what I need every eight weeks and the supplies are delivered on the agreed date. Everything goes like clockwork.
- Excellent company, always take time to discuss my needs and new products when asked. If only all companies took the time with clients as this company does, what a better experience buying would be!
- I have been using Fittleworth for 16 years and requested I keep them as my supplier when moving counties as I was happy and confident with their service and support. Well done and thank you.
- Very satisfied, excellent service.
- I find the service very good, if I haven't placed an order for a while they will ring me to check if I have enough supplies to keep me going which is a great part of the service.
- When I rang around Christmas time (a few weeks before) I was on hold for 15 minutes. I know its a freephone telephone number but that's not the point. I ended up putting the phone down as I was busy. When I phoned again I waited at least another 10 minutes before someone answered the call.
- Fittleworth have looked after me for more than 20 years. No complaints. Thank you.
- 100% over many years service. Do prefer the softer, kindly touch of the female operators! No disrespect to the males.
- Very happy with service provided.
- My mother does not use an "appliance". She just has a stoma bag which is changed daily or twice daily and replaced with a new bag. The soiled bag is disposed of.
- The service we are given is excellent.
- Had a problem with a set of ileostomy bags from Dansac that caused an allergic reaction to my skin. First time in over 20 years. Did not know who to contact within Dansac about this. Luckily I had some other bags that did not affect me and disposed of the 'affected' bags. Not had a problem since that happened a year ago.
- Q8 - The supplier knows that my condition is permanent. I would say if I had problems with the appliance or treatment of my stoma. Q11 - I wouldn't expect a time for a delivery it usually does arrive on the day they say it will, which is marvellous.
- I did have a problem with the fabric used to cover the ileostomy bags. They shed fabric into my toilet which goes into a septic tank. However this was changed shortly after but no one locally was able to give me any advice or information. I believe everything is sent to the USA where I think the goods are manufactured. I didn't hear back although I did send samples of the faulty fabric. I would like to stress that the quality of the goods and service makes my life normal and I can't tell you how grateful I am for this.
- There are no pouches that are good for use when swimming, surfing, watersports etc, because they all have the material cover on top of the plastic which absorbs water, air, making it bulky and unable to dry it so I can put dry clothes without a large damp patch showing. Please contact me. Thanks.
- Time delay from ordering to receipt of supplies is too long. You have to order when you still have at least three weeks supply left to be sure of continuity.
- None, an excellent service is provided.
- It's good as long as they get the repeat prescription from GP as soon as possible.
- Used them for many years, the policy of a repeat prescription has changed. It was in my hands to telephone what was needed on my order. They now telephone me at regular intervals asking me what I need supplying which I find very useful. Everyone is always polite and are very competent.
- I don't need this space only to say the service I get and the quality of supplies are excellent and the people that work there are so polite, thoughtful and helpful.
- More than satisfied with the service.



## Customer comments

- No, everything has been excellent.
- Some of the questions do not take into account the info on the website.
- After using these for a long time they have always been efficient. At the start there used to be a meeting showing new items and give samples of new things. These meetings were in the local hospital.
- The service I receive from Fittleworth is excellent thank you.
- I have had problems with my doctor not supplying the prescription for appliances requested but Fittleworth have been marvellous.
- The service from this supplier has always been helpful and excellent.
- I have used Fittleworth as my supplier of stoma appliances and relevant items and have always received prompt and reliable service. Having a stoma is not the easiest to deal with but with discreet and friendly service, it is a pleasure to telephone for the repeat orders. I have had my stoma for 33 years and used the Fittleworth for 23 of those years for which I am very grateful.
- The service provided by Fittleworths is excellent. I have previously used Boots, who's service was appalling!
- Always prompt delivery to home. Any phone call answered promptly and person with appropriate knowledge reached.
- I have used Fittleworths services for almost 15 years, and am very pleased with service provided.
- They do their best and it is excellent.
- I have always had excellent service. The bags are delivered very quickly and if by some chance my supplies run low, they will always send me bags and I then post them a prescription when I get it. Very satisfied.
- Keep up the good service you provide. Thank you.
- This supplier has given me a first class service since I first met up with them and I find their staff most helpful.
- It needs to be a much shorter time between ordering and receiving goods. I presume this is because an actual prescription has to be asked for and received from GP. Now, I get a request for an order within days of receiving last order which makes it difficult to predict needs! I'll get used to it but it's taking time. Would be glad of knowing how long it takes for "turn around" re prescription.
- Everything I have needed has been supplied in a first class manner, if urgent delivered asap. This firm is first class, very good order system. They ring me once a month for my order. I do not know how they could improve.
- The supplier does sometimes have difficulty in obtaining the prescription from the doctors surgery. The supplier always keeps me informed of any possible delays so that I can contact the doctors surgery to enquire about the delay.
- If possible a more specific delivery date/time would be appreciated as they don't specify to within a few days and it is easy to miss delivery.
- Fittleworths give a good and prompt service, and are always kind on the phone.
- Service is first class. Never had any problems in the 14 years I have been dealing with the company.
- Fittleworth ring me and ask do I need an order (yes). They are very good with the service.
- I would like to see my bags sent to me straight away. I always have to wait until they receive my prescription from my doctor! That could be two weeks.
- I have had an Ileostomy since 2012 and reliant on a stoma bag that closes with velcro. With constant opening to empty the faecal contents throughout the days the velcro tends to open randomly at times, thus expelling faecal materials on to my clothing. A more secure type of velcro may help with this problem. I am reluctant to go out socially for fear of this happening. I also have a double hernia below the stoma site and wondered if a different stoma back would help the problem. Another idea regarding the band surrounding the inner part of the adhesive band would be to extend the width.
- I have always found Fittleworth a very excellent company in every way, i.e. helping with problems. Covering an urgent need for stoma bags and always being on time.
- Recently catheters have been delivered in a plastic bag instead of a box. I would prefer the box as the catheters are supposed to be stored "flat" which was not the case in a plastic bag where some boxes have dents in them when unpacked. I find the staff on the telephone always courteous and efficient.
- I am very happy with Fittleworth, always helpful.
- As an early user of your service I have found everyone I have contacted very helpful. Deliveries have been prompt and accurate. Some parts of questionnaire a bit confusing!

## Customer comments

- A lot of the questions are not relevant to the service I used.
- For some years I could order my appliance without sending a subscription first. Now I have to send a prescription with the order? This does cause some delay in the delivery of the order.
- I cannot fault the staff as they are always very helpful and pleasant. The boxes I've ticked as "don't know" simply don't apply to me.
- I would like to know if supplier has not received prescription from the doctors surgery as this could delay delivery. Thank you.
- I have had no problems with this supplier, their service is excellent. However I have had some problems with our doctors surgery regarding amounts of items ordered which has occasionally left me short of supplies. The surgery's communication with me is poor and should be improved. As I am the one who uses the supplies I know how much I need to keep me supplied, not the doctor.
- The service I receive is first class. I couldn't cope without it. They do a fantastic job.
- I send my prescription in by post, therefore don't really have any contact with the supplier. It would be good to have some kind of warning when I am going to have a delivery (text or phone call!). I never know when it's going to arrive which is a bit haphazard.
- Q13. All my contact has been in normal working hours. Notification of product changes or availability of new products would be helpful.
- My nurse contacted my supplier in the first instance. Since then my supplier contacts me re my next order, they also deal with my prescription. I am very pleased with the service I get.
- I am very satisfied with my supplier.
- For some unknown reason, my prescription now goes straight to my local pharmacy and not to Fittleworth.
- If it's not broke, don't fix it.
- Some of these questions are not appropriate to the supplier, who merely supply the goods recommended by the Stoma Care clinic at the Luton and Dunstable Hospital. These folk are also thoroughly excellent and have dealt with problems promptly and with great courtesy.
- After speaking to Fittleworth to order I was told that I had to now go to my doctors to order and not Fittleworths. This now means I have to go to my surgery to order and not a simple phone call.
- I cannot fault the service I receive from Fittleworth. It is excellent. Thank you all.
- Always helpful.
- I have filled in this form best I could as I am 87 years old. Thank you.
- I am completely satisfied with Fittleworths they are brilliant.
- I send a repeat prescription for ileostomy bags and other supplies. There is no question of not receiving them and b and c are for me to sort out with my doctor if necessary. Stoma care nurse.
- I have answered the questions but my supplier always rings me for my order. This is a very good service and saves me worrying about the date. Thank you.
- I always receive an invoice from Fittleworth and can check off my items. I can decide what I need and this would be discussed with SP or stoma nurse rather than supplier. Staff are always courteous and helpful and provide excellent service. I have used Fittleworth for 14 years and have never had a problem they could not sort out. Staff and service is excellent. I find their reminder call that my supplies need to be ordered immensely helpful as due to NHS ruling the time of receipt of script and dispatch is longer now.
- I find the problem when ordering always causes a problem with the doctors surgery. I have to put my prescription into them and then wait 3 days then go and collect it and either they send it over to the chemist and they have been told on numerous occasions that the chemist does not deal with it or they lose the prescription. Also there was a delivery made to the chemist for me to collect. I don't know how this happened.
- I now apply for my repeat prescription online to surgery. A box then arrives from Fittleworth a few days later. Excellent service!
- The service provided by the supplier is excellent in every aspect and I cannot think of anything that can be improved in my experience. The timely reminders from the suppliers regarding repeat prescriptions for the required products is an excellent addition to their service and I find this very helpful.
- Always had an excellent service from you.
- Very satisfied thank you.

## Customer comments

- I have had Fittleworth deliver my ostomy supplies since 2002 and had no complaints about the service I have had so far.
- In all the years I have always found telephone staff very helpful and pleasant.
- Not advised if a product is withdrawn, i.e. my stoma bags were unknown and I was not advised in advance by Fittleworth so that I could try an alternative. I had to contact my stoma nurse immediately for help with another type pouch.
- I should like to put on record, I have been a client of Fittleworths for over thirty years and have always received excellent service. On a number of occasions - while hospitalised - I found myself unable to obtain suitable appliances - one phone call to Fittleworth invariably, promptly solves the problem. Additionally, Fittleworth have effectively liaised with my GP's surgery to smooth the recent transition to - what seems to me - an overly bureaucratic system.
- I do not contact them for repeat, they contact me every month to see if I need a repeat prescription.
- Being female I would rather talk to a female advisor as it is such a personal product, you would probably find males prefer talking to males perhaps you should do a survey in this matter.
- My only problems have been with the carrier company who in the past have not read the instructions on the package and not left the supplies where they have been instructed to. Also once they went up the close and left it with a neighbour (this is not acceptable).
- Some Q's are geared to/suggestive of collecting/visiting supplier but all our dealings are by phone as we are in Suffolk and they deliver by Parcelforce from West Sussex.
- On occasions my box has been left on the doorstep not sealed up very well. If it had rained the box would have got very wet. I have previously told them to leave box in side shed if no one at home.
- I have been very pleased with Fittleworth over the last fifteen years and have no complaints.
- None, very good service.
- Your services are always very good and helpful - when I have contacted them by phone. However, it was very useful to have pre-paid envelopes provided, have you stopped providing them because of expenses? I don't mind paying for postage but envelope with your address is very useful as I don't need to write and find your address, is very useful.
- I have used Fittleworth for 18 years and am very satisfied with their service, they are very helpful and polite.
- Very good service, but last two deliveries no freepost envelope to send prescription.
- I had notice from Fittleworth that the appliance I use was not going to be available any longer. I phoned Fittleworth and the young lady who answered my call realised that I was upset by this, she was very helpful and went to a lot of running about and trying to find what I needed - and she did. I will never forget that. I am 84 years of age and live alone and it is good to know that Fittleworth is there and will help me if needed. Thank you.
- Overall I cannot fault Fittleworth and I have been with them for 20 years on and off.
- As my mother's carer I have no problems with Fittleworth. In fact quite the opposite, they are always providing a very high standard. They also try to help in any way they can with any difficulties that occur.
- I use colostomy pouches, a recent supply had the precut aperture had moved position on the attachment plate. I have contacted by phone and was attended to very well, I was asked to write and send a template if possible. This I have done but expect to have the readjustment at the next delivery.
- They give a valued, excellent service, which I am very glad of.
- I do not have any contact with supplier, all orders etc. are dealt with by my GP practice.
- Sometimes I have to chase deliveries up as my surgery don't seem to do electronic prescriptions. I wish this could be sorted.
- Since the new scheme started re waiting for prescriptions from doctors, I have to wait weeks now for my delivery as opposed to two days, on the old system. The old system was much better.
- These services of these items are a lifeline for me and make life easier. A life long problem.
- Whilst I understand that a prescription must be raised, I find the length of time that one has to wait for supplies to be delivered far too long. A wait of approx. two weeks (or more!) means that supplies of stoma bags etc. have to be over ordered in case one runs out. This results in boxes proving to be a trip hazard and a waste of resources. Quicker turn round please!
- Would prefer to order repeat prescriptions online.

## Customer comments

- Do not use Fittleworth now as I found sometimes difficult to make contact, phone not answered or busy. I found certain telephone staff patronising and dictating delivery times and dates. I have now returned to local chemist as I have full control over ordering and delivery.
- Fittleworth has dispensed my medical appliance prescription every month for the past 9 years and every time my goods have been dispatched to me immediately. Excellent service.
- I have been having my bags from your company for a few years. Originally the service was brilliant but since recent changes things are less satisfactory. Recently you rang to ask if I needed more supplies and I said yes. They never arrived so I rang to say they hadn't been delivered. The lady said they were waiting for a prescription but as I was nearly out of bags she said she would send a box on 23rd March. These never came and when I rang to complain the lady was not helpful and actually put the phone down on me. My wife rang on 24th March and was assured the bags were on their way. As yet (25th) we have still not received them. I am now considering getting a new supplier.
- Amazing service!
- Very thankful for last year and beginning of this and to continue with your good services.
- Delivery times and telephone answering times much slower in past 18 months. Would use internet to order but the website is dreadful - and I am a younger customer who is very computer literate!
- I use supplies for colostomy and not appliances.
- I have ignored questions where answers would not be clear - e.g. where 2 questions are asked with only 1 set of boxes.
- No, I am satisfied and it meets my needs.
- If I get a phone (and they have my details in front of them) I get called 'Mrs' and I have put my details as 'Ms' if asked for my title! I think it is rude!
- While I have answered "don't know" to some questions overall I have been more than happy with the service provided. All the members of staff have been able to help with any concerns/problems I have had. They have been able to resolve these issues without fuss. Keep up the good work!
- Fittleworth are just simply excellent in every way - very friendly staff and at all times do the very best to please and help. I never have any problems at all and rate them! All their staff are just so nice and friendly! Very many thanks.
- I understand it is difficult to coordinate with courier services and the supplier. But I would like a text please to say that delivery is on its way - sometimes I happen to be at home by chance, although the supplier has a note on the computer for someone to text me before delivering it has not even happened.
- Would be nice if the supplier could acknowledge receipt of the prescription and advise on delivery date by phone.
- They are very prompt.
- Fittleworth are one of the most efficient, polite service anybody could do with. All the staff are first class.
- This company has always provided an excellent service and I am unable to see how it would be improved.
- I am very pleased with the service they are very helpful and pleasant.
- The supplier is excellent, reliable and efficient. My only comment would be the packaging used in delivery could be stronger as the box is often damaged upon receipt.
- I order on behalf of my husband as I am his carer.
- I find the service overall very satisfactory. I have a number of colostomy/stoma products delivered on a regular basis to my home. It is discreet. Ideally I would prefer a more specific delivery time but this is a problem with all deliveries. I do not have a cause for complaint.
- Generally excellent, efficient, helpful, considerate.
- I would like parcels to arrive with a 2 hour slot on a stated date. I currently have to wait in all day.
- On some occasions have found the telephone manner a little bit abrupt.
- Some of the questions I don't think affect me so left blank. Nothing needs to be improved. I am happy with everything as it is right now. "On the ball".
- I wish to say that I have used this supplier for 30 years. I have had few problems. The problems that I have had have always been dealt with promptly.
- I am very happy with this service I get. I have been with Fittleworth for 15 years with no problems with them. Keep up the good work.

## Customer comments

- I have been with Fittleworth (Dansac) for 15 years now and I don't think I would want to go with anyone else. I have been to 2 suppliers shows, but I know I will remain with Fittleworth.
- I have no complaints whatsoever with the service provided. It is on time and if I am not at home, the product is left in a location accessible to both of us. It is delivered by a very personable person.
- We are very pleased with the service provided, very polite and understanding whenever we ring.
- It could be helpful when getting a delivery date if we could be told if it was morning or afternoon.
- Next delivery repeat from surgery and now delivered by pharmacy. I am no longer using the postal service and I do not know where the pharmacy gets their supplies.
- Nothing but praise! Efficient, quick and very courteous.
- Q7a, specific type/size body belt from named manufacturer only, i.e. possible 7 day delay in manufacture. Q8a, Checks made by local doctors clinic/surgery. Q8b, checks made by local stoma nurse and/or hospital stoma staff. Q9a, refer to Q7a. Note - all dressings/pouches/cleaners/creams etc are standard stock items. Once a years perhaps - a made to fit body belt is the only customised item.
- I am highly satisfied with the service I receive. The staff who answer the phone when I ring are very helpful, very polite. I am 97 and could not wish for a better service.
- I have been a client of Hollister/ Fittleworth for 18 years (since 1997). I have never had any cause for concern. Their backup is absolutely fantastic. All personnel are very helpful and cheerful even including the delivery driver and products first class. (Terrific organisation - long may they prosper!).
- Very happy with my supplier.
- I have found Fittleworth to be an excellent supplier of my needs.
- The supplier always deals with requesting each prescription after I give them my quantity order and always deliver on time.
- It would be helpful if they could send me information on new products as the pouches I have, well are fine but have been using them for 17 years and I know that there are better ones, but no one lets me know about them.
- I have always been very lucky each time I ring. Everything I have ever needed has always been available and the staff are always very kind and helpful. Thank you Fittleworth.
- I have found Fittleworth a good and reliable company supplier.
- The main problems I have had is my GP not sending my prescription as soon as they receive my order which can cause delays - therefore I have had to phone for an emergency supply.
- Would like the doctors surgery to be able to post my prescription straight to Fittleworths. Doctors won't because they don't have any prepaid envelopes from Fittleworth, maybe this could be arranged. I have to send to doctors for prescription and then post said prescription to Fittleworth.
- Concerns arose a while ago when we were required to wait for the supplier to have sight of our prescriptions. This caused several problems as stoma bags had to be ordered maybe up to another week earlier. The system seems to have improved slightly but we are still unable to ring the supplier and ask for our order to be prepared as our prescriptions are on the way. This provides an element of distrust.
- I am very happy with the service I receive. Thank you.
- The supplier telephones me about my order requirements and gives me a date when I can receive the order. They take care of getting my prescription from my GP.
- Regarding Q11, service is prompt and at an agreed day but not time. Until quite recently an estimated time slot was available and a restoration of this service would be very welcome. However I cannot praise highly enough the driver who delivers to me and tries to arrange mutually acceptable times.
- We have been with Fittleworths for many years and the service has always been good!
- I cannot remember Fittleworths being out of stock of my requirements.
- Most of these questions do not apply. We have always found your service excellent.
- Overall very polite, kind and helpful. I am pleased with the service provided.
- My problem get worse, so probably need more sent in future, sorting out with doctor 26/3/2015, as I had boxtox seems to worked off.
- It would be useful if they had someone who could advise on simple issues such as adverse affect on skin of adhesive. How could broken skin under bag be avoided.
- Fittleworth have always been helpful and have served me well for over 60 years. Always willing to help and efficient.

## Customer comments

- The service I receive from Fittleworth could not be improved. They go out of their way to help me whatever the situation. I can't fault them and have been with them for about 10 years now. I am a disabled lady and really appreciate all the help they give me consistently.
- Satisfied very much with the service which is excellent.
- The service is extremely efficient and most reliable.
- I always post a prescription to the supplier. However there have been a few occasions over the years where I have not realised I have run short of some items. I have always rung the supplier and they have sent me out the items in lieu of a prescription. I have always received this the next day. Excellent service.
- Fittleworth's service is superb in all aspects - it is most gratifying to deal with an organisation these days which is so efficient and caring.
- Fittleworth do a great service! Thank you.
- Fittleworth do not tell/say why a product, i.e. 3608 is taken off the supply list. I was told that 3608 is not available at all. They say 3668 is it's replacement. The 3668 is an inferior product. I do not understand why the superior 3608 is taken off the supply list?
- The service is excellent, the order reminders are excellent and the level of reliability gives great peace of mind.
- Always receive excellent service - on phone when ordering and delivery service. Hopefully in the future everything can be done online, which should cut down the 2 week wait from ordering to deliver (as it is at present).
- Fittleworth have always provided an excellent service - sympathetic and prompt. No complaints whatsoever.
- I have been getting my appliances from Fittleworth for fifteen years and found them excellent, and when I phone the staff are very helpful if I have any problems, they work it out.
- The micropore tape is not as good quality as before.
- Excellent service, quick, knowledgeable and efficient response. Cannot fault Fittleworth in over 14 years of contact.
- I have had a problem with Fittleworth not being able to provide appliances which were out of stock. They didn't inform me and offer an alternative. Just left me stranded. I had to keep phoning when they promised to phone me but failed to do so. Left me panicking because I was extremely low on supplies. Thinking of changing my supplier unless there's a completely better service. Take too long getting supplies out. It's Friday emergency supplies supposed to be here but not turned up as yet!
- I have no complaint about the supplier. I find them very helpful and are able to completely answer any problems that might arise.
- Fittleworth very good staff on phone very nice. Thank you.
- I have found it very good and I have been with Fittleworth for 8 years.
- I am very satisfied with my delivery and the quality of the pouches and accessories and always turn up on the day and the drivers are always pleasant.
- The phone staff are very good and helpful to me when I have to phone etc.
- Fittleworth has been looking after me for the past 12 years and I thank all staff each time I place an order. They are excellent, the order arrives promptly and correctly. We always enjoy a cheery chat and the order arrives promptly. They are excellent.
- For the first 12 years of using your products, the delivery and condition was very good. Starting from the beginning of 2014 the service deteriorates. With ordering by telephone and posting the prescriptions, several occasions the receptionist denied an order had been placed and she got quite abusive. The packaging was also not as good as previously. I have now found alternative sources.
- Why it takes 2 weeks to get a prescription.
- I once through illness was late getting repeat prescription. I really needed stoma bags urgently. Fittleworth sent out at once, without the prescription, (am a regular customer) and then got prescriptions and sent it on. That is real service, excellent firm!
- I think I've already wrote everything down before getting here.
- I have always been very happy with the service I have received from Fittleworth from day one. When I have had to call I found the ladies on the switchboard to be very helpful and caring and nothing is too much trouble. Thank you.
- I only answered questions that apply to me.
- I have been receiving medical supplies from Fittleworth for a number of years, the staff there are always helpful and the delivery to my home of the items runs really smoothly. The help I get is much appreciated.

## Customer comments

- So far as my personal requirements are concerned the service could not be improved.
- Fittleworth rated excellent all round.
- As a nurse with a stoma, would love the opportunity to see how products are made. Would appreciate the opportunity to voice ideas for any improvements to ileostomy bags for the younger person like myself. The home delivery service is faultless for me - have not had any problems since using it.
- Very satisfied with the service given, always helpful when contacted.
- Q7 Anything that goes wrong is with the GP practice not Fittleworth.
- I am very satisfied with the service provided and the helpful staff.
- I have not answered any of the preceding questions because I do not feel that they apply to me. I send you a prescription, you send me the items by return. For me that's all there is to it.
- Difficult to get a straight answer to telephone queries.
- The questions are largely irrelevant. I assume total care and management of my stoma and my supplier is happy to comply. It is damnably annoying, however, that because of changes in NHS regulations I now have to wait until they receive my prescription before they can start preparing. Before I could phone and receive the next day. Why don't you contact me about this? I have much more to say on this topic!
- I am very grateful for your service. It saves me and my husband a lot of running about and the people that deliver my things are always very nice and friendly. Thank you once again.
- Get to grips with the staff who cut the bags to stoma size. They require changing and quality control system put into practice with strong supervision.
- Last time I had to wait was a long time for my repeat prescription from my GP surgery. It did not arrive in time for you to make a delivery - then I had to wait again for an available time. I feel it would be best (for me) if I sent you my prescription first to make sure you got it! But it worked out in the end - thank you.
- Cannot be improved - I have always found the staff friendly and very helpful and the products excellent. Complimentary wipes and disposal bags very much appreciated.
- We are very happy and do not think it can be improved for us. Often they ring us to see if we need anything.
- The suppliers (i.e. Fittleworth) contact me by telephone each month and give me a date in which my colostomy products will be delivered. This works very well and I am satisfied. I have had the same suppliers and products for 21 years and see no reason to change anything.
- Excellent, helpful and caring company.
- It does not seem a relevant questionnaire for delivery via doctor.
- I am pleased with the service. All people on the phone are very helpful. They also ring me early near all holiday time so I am never without.
- Always excellent service and very helpful.
- The service that's provided by Fittleworth has been very good with no complaints at all and staff has also been good. I have been a customer for 25 years.
- The service is excellent and the staff are very, very good.
- Sometimes on odd occasions the pouches I use Novalire OP Mid 92310 opaque can leak soon after being fitted. I do take very special care to make sure the skin is perfectly clean and so I do wonder if the odd pouch can be faulty in any way. Could this be redesigned to stop it happening?
- I have no complaints whatsoever regarding Fittleworth and their service provided. Regarding this form, a serious review is required, many of the questions cannot be answered as they do not apply.
- I've used Fittleworth for my supplies since 1993 and have no concerns at all about the service. Understanding, knowledgeable, caring, prompt. When my prescription changed in 1998 they contacted me to ensure my health and prescription was correct. Thank you all at Fittleworth.
- I am very satisfied with the service and have no complaints. I have been with Fittleworth for nearly 12 years and in all that time the service has been very good.
- I would like to know where I can get nice underwear from because no one can help me with having a colostomy bag.
- Since my mother has had to use your services I have been extremely impressed with your courtesy, efficiency and overall quality of service. Thank you.
- Delivery dates could be notified to the patient because in my case I have to order a prescription from the doctors surgery. It means I have no idea when my delivery will be coming.

## Customer comments

- Q14 - I am always provided with opening hours etc, for holiday periods when the supplier would be closed, e.g. Christmas, but I do not visit their premises.
- Fittleworth are an excellent organisation, if everything worked as efficiently as Fittleworth the country would be a better place.
- No complaints at all.
- Would prefer black disposable bags to the orange ones provided.
- Supplementary items have been cut in half since I first needed to use stoma bags.
- Some questions don't apply. I have no reason to visit their premises. There would never be any reason for them to offer a review of the appliances I use.
- The service from you is excellent and I do not think could be improved.
- I am very happy with the service.
- No complaints. Excellent service.
- I have put several "na" because this is how I see the system working. I telephone them, or they telephone me, I give them my requirements, they arrive approx 20 days later. (I never see a prescription). If I need anything new then my stoma nurse arranges that with my supplier.
- I think the service I receive is excellent and staff very helpful and friendly in a professional manner.
- I have been with Fittleworth for 12 years and I am more than satisfied.
- Quite satisfy.
- Reviews of my service are managed by NHS professionals. The service from Fittleworth is excellent.
- Q8 - I do not present a prescription just telephone. Fittleworth who contact doctors surgery and send my order promptly to me. In all the years I have received their service they have been wonderful to me and I have no complaints whatsoever.
- Quite happy with service provided.
- Q7 - Always in stock. Q8 - These questions not relevant as the doctor issues the repeat prescription. I have dealt with Fittleworth for a number of years and I have always received an excellent service from them, I always have my prescription delivered within two days of posting. Well done Fittleworth.
- This company is very efficient and is a credit to their staff. I have never experienced any problems in 14 years.
- I have the use of stoma nurses (Q8) at my local hospital (5 mins bus/20 mins walk) who also do community. I have also had the use of stoma nurses at St Marks, Harrow in 2011/2 and 2014. I've had a stoma for 20 years and have never had a problem with Fittleworth. I would recommend them to anyone.
- Excellent service at all times.
- I find the supplier to be excellent in every respect. If there are any problems or hiccups it is at the doctors end, not the supplier.
- If it isn't broke, don't mend it.
- I am very happy with the service received from Fittleworth.
- Do not always receive the pre-paid envelope for return repeat prescriptions, otherwise very satisfied.
- Some very poor questions on this survey - not enough scope to answer accurately. Also do not include online ordering so many questions are not relevant. Do test questions out on a few willing customers before sending out. This survey will not provide an objective result!
- Always an excellent service - never ever had any reason to complain. I have had my stoma appliances from this company for over 10 years. Always pleasant, helpful and willing to assist.
- Q11. I post my prescription to Fittleworth and depending on the day that they receive it (i.e. on a Friday say with the weekend to come), I will usually receive the supplies within 3 - 4 days. I try to avoid Bank Holidays and the longer holidays (i.e. Christmas, Easter). Q 13. I have never contacted the supplier out of hours. Q14. My supplies have always arrived by parcel post - I would not be able to get to their premises - many miles away.
- When hand delivered the person delivering is polite and waits for the door to be answered, and offers help putting parcel inside. When delivered by parcel carrier it is just left on the door step in full view of passers by.
- Some of the questions weren't relevant. I use Fittleworth's stoma nurse who advises me on new products and assesses that I am using the correct items. She is available whenever I need her.
- None, happy.



## Customer comments

- I've used Fittleworth since 1999 and I'm very happy with them.
- The service from the girls at our local depot are very good. The only problems I have had is when an independent carrier has tried to deliver my Fittleworth supplies.
- I have always found Fittleworth to be reliable and always willing to give advice and help when required both on the phone and when personally delivered by their representative.
- Fittleworth have been delivering my equipment for so long I can't remember and they have always provided a prompt and efficient service.
- I have been using Fittleworth from 1981 - 2015. I have always been very happy with all their kindness and help. But I would like more caps in the Hollister 1488 products. I need these as I have lots of infections and the two supplied in the box are not enough to keep infection free.
- Excellent and caring service for the last 20 years. Special thanks to one person for all her care.
- When I had a mental breakdown I was in the ward at Grantham. I was about to run out of stoma bags. I informed the nurses and gave them your address and telephone number and supplies were delivered to the hospital within 4 hours.
- Most of the time service was really good, I have dealt with one person for 12+ years and she was very good. Using telephone if she was not there, some of the experiences I had were not good, or helpful and sometimes I was made to feel a nuisance. The wipes provided are very poor quality and do not want to use them!
- Service was much better about 2 years ago.
- I have used Fittleworth as a supplier of medical goods for many years. Their service has always been excellent and I am a very satisfied customer!
- Improved service could be achieved by a shorter delivery time. They quote 2 weeks which I find surprising as an electronic prescription system is now available. They insist on using the postal system. Although the service has been generally good I no longer use Fittleworth as my local pharmacy can supply my requirements within 3 days. I was using their service during the period July 07 to June 14.
- It would be useful for me to be supplied with fairly precise date and time of the parcel's arrival.
- I have been with Fittleworth for about 15/20 years. (I joined them after having problems with the dispensing chemist I was using at the time). Since using Fittleworth I have never looked back. The service is excellent, prompt and friendly, one phone call and my order is with me on the stated date. I would recommend this company to anyone.
- Information off things, because I have a condition called short term memory and cannot remember things for a long time.
- It would be great to have a once a year courtesy call.
- These replies all relate to deliveries made by Fittleworth to my home address in Wales, not England.
- Very satisfied with the service - excellent.
- I have always found the service to be first class for my needs and hope this would continue in the future.
- Very satisfied.
- Excellent service.
- Need to look at products that are more accessible to people with dexterity issues and those registered blind who struggle to empty stoma bags and struggle to put new ones on. Sometimes pouches not cut to size as needed.
- It would be very difficult to improve the service I receive.
- From the outset requiring catheters, I cannot find any faults with the service I have, every person I have had contact with to be excellent and I am sure if at any time I needed any information it would be first class. What more do you want when at xmas a card wishing me a happy xmas.
- I would like to receive information about updated products - alternative products, make and manufacturer changes. I feel I have been using the same product for many years not really knowing what alternatives or new products are out in the market. They may make my life more comfortable. Note: there is no problem with my currently used product but some choice would be good.
- Q13 - I have never contacted the out of hours care line. Was not aware of it. Although I cannot say I have ever had need of it. On occasion my GP clinic have not returned the correct items on my prescription as requested. My supplier has always alerted me to this fact and kept me up to date if there would be any delays. I cannot fault their customer service.

## Customer comments

- Excellent service in all departments and delivery - I have been dealing with you for about 14 years and all services are very good.
- The service and staff from Fittleworth is first class.
- Excellent at all times.
- I have always found the service very good, and the personnel polite and helpful. I, however, am at a loss to understand why a monthly prescription has to be provided by my doctor when I have a permanent stoma, so nothing is about to change and I will always need the appliance provided. Previously the service was 2 or 3 days lapse, now it is 14 days at least.
- I am always very satisfied with this service.
- Very happy.
- Completely satisfied with the service they provide.
- Some questions are not applicable as I use the telephone service to contact Fittleworth and they remind me each month regarding placing my order. They contact my GP practice, keep me informed of delivery and are excellent with the supplies of my appliances.
- Any contact I have has always been excellent, they usually contact me when my prescription is due which I find very helpful, their service is always excellent. I cannot fault them in any way.
- Staff always helpful and very polite. Delivery very good. Fittleworth get the prescriptions from doctors who don't always get it right, staff at Fittleworth manage to sort things out.
- My last supply was delivered to my old address on the 10th March. Although I had informed them in November that I had moved to Lancashire and also informed them of my new doctors health centre. They still deliver an item to my new address in December. But they chose to send my last order 309 miles away. I am not impressed.
- I have received my supplies from the same supplier for the last 13 years and have always been satisfied with their service. There have been no major problems with my supplies and the odd occasion when I have had to phone and ask for a quick delivery has been due to my own oversight and not the supplier. On each occasion, they have sent an immediate delivery to help me out.
- The service I receive is first class, or as they say 'second to none' and over the past 12 years, I cannot fault them!
- Occasionally my prescription arrives by "third party" courier. On those occasions the items arrive in a large box which I cannot pick up instead of the large, manageable bag. Perhaps this is an issue that can be addressed by Fittleworth on the rare occasion that a "third party" courier is used.
- Thank you for including me in your survey. I need one box a week of catheters which is £50 to the NHS for a box of thirty. I have enclosed 4 catheters, three faulty and one correct (returned to Fittleworth by CFEP) and help direct rang Fittleworth on my behalf about one year ago, and spoke to a manager. This lady sent me a padded envelope to put the faulty catheters in which I did including the batch numbers. I didn't get any sort of reply or acknowledgment. I believe the company supply the whole of the British Isles, and apparently there's seven million people with various bladder problems, so perhaps their quality control could be improved.
- My prescriptions are done by EPS service. Question 8 needs to be reworded as I will be using my appliances for the rest of my life.
- Can never fault the service. Kindness itself. Fully satisfied.
- I have used this supplier for over ten years and always had excellent service.
- None - very good service, polite staff.
- When I order by phone, I find the operator very helpful and polite. The man who delivers is very nice and friendly.
- I don't think you need to change anything, everything is excellent. My doctor sent my prescription to my chemist, I got it back and have posted it to you. Please could you do my order as soon as possible.
- In the ten years I have dealt with Fittleworth I have always found them very efficient and professional at all times.
- No complaints.
- I am very satisfied with your service. Thank you.
- Always found you a very good service and very helpful on the phone.
- Just found the use of the term 'supplier' confusing as not always sure if this meant Fittleworth or the supplier of the products. The Fittleworth service is always excellent - be great if Fittleworth would train other services in customer relations and providing a super efficient service.
- I am very happy with the service.

## Customer comments

- I have been a customer of Fittleworth seven years. All the staff have been very kind, thoughtful, helpful. I only have to say I am glad I am with Fittleworth. The delivery service is excellent. I have no complaints.
- The only thing I would say is that they do not accept a phone request of repeat items in the case of an emergency (e.g. running low on stoma items), which is a shame.
- Due to the cost to the NHS I do not think it necessary to supply wipes. Most people I have spoken to don't use them. When I order my supplies I always state - without wipes.
- I have nothing but excellent, cheerful, helpful service from Fittleworth.
- I receive excellent service from Fittleworth and I have used them for 11 years. If there is a difficulty in obtaining a product they do their utmost to sort it. On one occasion when I was having trouble with my surgery, concerning the NHS Electronic Prescription Service when it started, Fittleworth stepped in and sorted it out. Thank goodness they did because I was getting frustrated and upset with my surgery.
- I have always been very satisfied with the service.
- I am a long standing user of Fittleworth and have always been impressed by their customer service. My only query is whether Fittleworth have leaflets detailing other continency products which they supply, which could be mailed to their customers for us to see if their aids could be of use to us.
- Have answered these the best I can. Q12. I've answered no because I've never heard of AUR. Q13. Have never contacted supplier out of hours. Q14. I can't honestly say that I've received leaflet, so have left blank. I will say this though, all the time I have used Fittleworth, the staff and delivery drivers are always so friendly and polite.
- Very good.
- Excellent all round service.
- Questions not 100% relevant. Previously I ordered prescription from GP and sent to Fittleworth in pre-paid envelope provided. Last occasion I requested online to GP and then GP to electronically send to Fittleworth. Also I didn't want to receive reminder phone calls for supplies.
- Excellent service. Never had any problems. Thank you to all concerned.
- Supplier used to supply items and then we would send a prescription. I sometimes find it very annoying and time consuming having to get prescription before goods are supplied. This adds about 7 days to a delivery time.
- I am completely satisfied with the service I receive from Fittleworth - it could not be better. Thank you.
- Very happy with service.
- Question 5 name and address details are on product boxes/containers.
- I am completely satisfied with the excellent, reliable service I have always received.
- My stoma nurse also keeps me up to date - but my supplier of the product has always been so very kind and caring and nothing is ever too much for them to do for me - they are always so polite, kind and understanding and I am treated as a person and not a number. Their products and delivery are excellent and I shall remain with Fittleworth for as long as I live. As my husband says - they do very well for me.
- For myself I am very happy with all aspects of this service. Everyone I have spoken to are very friendly and polite, cheerful people. If everyone I spoke to was like them, the world would be a better place. I was more than happy to fill in this survey.
- Very good company, very helpful and friendly.
- Very good service.
- I would like a quicker system from the time I order to the time of delivery which is currently around 10 days. If the supplier was able to fax the request for prescription from my doctor and my doctor then fax prescription back instead of posting second class, this would help. Fittleworth will request a fax from my doctor for urgent situations.
- I haven't had problems in 5 years with them. Always helpful. They ring me to remind me to place my order.
- Prior to changes in the prescription requirements of Fittleworth having to have a signed prescription from my surgery I was receiving appliances in about 3 days from ordering. Since the change in requirements the lead time from requesting appliances to receipt has extended to 2 weeks. This extended period is extremely difficult to manage as the numbers of washers used varies between 2 per day to 2 per week. Having to schedule repeat prescriptions on this basis means I have to allow a 3 week supply on maximum use to be safe. This is, in my opinion, unacceptable.

## Customer comments

- I have had 2 occasions where the delivery quantity was not what I requested. It seems this was an error by my doctors surgery in the description they used although I don't think it was entirely down to them. The fact that these prescriptions were clearly different from all my others should have triggered someone at Fittleworth to check it out rather than just sending through the wrong order. This means I am left short and having to quickly get more items ordered.
- The answer to questions are limited insofar as, while I used to order repeats myself, since moving to a care home, the staff here order on my behalf.
- I really cannot find anything negative to say about this company. The staff telephone every month to agree a delivery date and goods are always prompt. They call and advise of any delivery issues, but this is rare. Excellent service.
- There are a number of boxes/questions that are inapplicable. An inapplicable box should be provided.
- Would just like to say that I am always treated with respect and staff are very friendly and helpful. Excellent service! 10/10.
- Satisfied in every way with your service.
- No, all ok.
- Cannot fully complete the survey as my prescription and order is organised via my doctor/surgery. Have no reason to contact Fittleworth.
- No complaints at all. Extremely good service.
- Didn't really understand Q10. All my supplies arrive in a box, but you seem to be after another answer to this question! Fittleworth have always supplied me with an excellent service for over 2 years and I hope they continue to do so.
- Usually I apply for fresh supplies via my doctors surgery. I submit a repeat prescription and they sort out that from my local chemist and forward the request for stoma supplies to Fittleworth (how they do it I have no idea) and Fittleworth dispatch the required items to me. There has been the occasional hiccup but this is always quickly rectified to my complete satisfaction.
- Fittleworth are a very friendly company to deal with and always help.
- On a number of occasion the doctors surgery have changed my prescription - less products, different. The prescription has taken a long time to reach the supplier and hasn't been delivered. I've rung the supplier to find out what the problem is. The supplier rings my home number when I'm at work and not my mobile number which they have. I don't have an answering machine. The last delivery was particularly bad between the supplier and doctor's surgery. I had to chase/contact both. I ordered my items on 5th March, part arrived on the 23rd. I re contacted Fittleworth, the remainder arrived 31st March. I mainly order the same prescription each time. I've had an ileostomy for many years.
- It takes much longer for the prescription (i.e. stoma supplies) to be processed and delivered than when I first used their services 2 years ago. Now I have to allow 2 weeks for supplies to arrive. No other complaints.
- The questions I said no to do not apply to my needs.
- Difficult to contact by telephone some days.
- Disposable wipes is always a problem by never having enough of them supplied as I have to deal with my bag at least 5 times a day. Also it would be nice to know if there are any improved products coming on the market. Thank you.
- I have needed to use Fittleworth for many years. The service provided has always been first class.
- The only thing that has changed since I started using Fittleworth is that I have to wait for 2 weeks before my goods are delivered. That is because they have to wait for the prescription to come back from the GP before they can deliver my goods. I usually make sure I have enough of everything as I don't like to over order and so far it works well.
- Bad system waiting for prescription first. Takes far too long. Old system better.
- For me the service has always been excellent.
- Very pleased with the service. Very prompt. Very polite.
- I use a lot of appliances and have never been offered a review. Suppliers out of hours care line? There isn't one as far as I am aware.

## Customer comments

- Far, far better than Script Easy! Fittleworth have been reliable and consistent. It can take a long time from ordering to delivery, but I am aware that this is due to prescriptions being authorised and the time this takes. Fittleworth were excellent when we were on holiday and had miscounted the amount we needed and arranged delivery to our holiday address.
- Fittleworth medical a few years ago were exceptionally helpful, however, probably due to costs they are unable to be so helpful.
- I have been a 'customer' of Fittleworth for about 23 years - they are fantastic, understanding - and always helpful to the extent - I had a bad batch of bags when in Scotland - rang at 8am and received new appliances at 11am next day - no fuss. This goes all through the staff.
- Not answered No's 6&7 as have always received items I've needed. No idea what an AUR is. My suppliers Fittleworth are excellent. Prefer to get items from them as they cut my flange for me, a chemist can't do that. Packages now delivered by Royal Mail, so have to wait longer to arrive, but try to make sure I do not run out of products needed.
- Staff I found helpful. Quite satisfied.
- When I phone to order, the team are jolly, polite and helpful. Very pleased with the service. Q13 - Have never phoned out of hours.
- I have always found Fittleworth very efficient, punctual with deliveries and very polite and professional in their manner.
- This supplier has always been good in the 17 years I have used them.
- My reordering is always done by telephone - 1. I ask for items. 2. They get prescription from my doctor. 3. Items delivered. Periodically a stoma goods exhibition is arranged and they send me an invitation. In all my answers I've read 'supplier' as Fittleworth. Questionnaire should be clearer on this.
- How can you change perfection.
- I had been using Fittleworth for some years for my osteomy products after the pharmacy at the surgery stated that these resources were no longer available. This proved not to be the case and Fittleworth obtained them within two days for me. My husband also had need of other resources and when these also could not be sourced easily by the GP's surgery pharmacy Fittleworth obtained them for us promptly. They are always so helpful and respond promptly to requests and whilst I appreciate that our surgery now has a more up dated pharmacy I would not like to see a decline in the service offered by Fittleworth because it is most helpful to have the items delivered and promptly. Fittleworth also offer useful advice and support if it is required and have a good knowledge of the products we need to use.
- Always delivered in reasonable time.
- Have used them from the word go, never had any problems or concerns.
- Delivery times are sometimes not very prompt. In general they are ok. I find that the provision of disposal wipes insufficient. I have made this point before and I was assured that my supply would be increased. It was, for a short period, but now seems to have returned to the previous position.
- Fittleworth's great!
- Fittleworth and their employees are excellent and if there are ever problems, they are very efficient in following up with either the delivery company or the surgery. No complaints!
- Fantastic service, everyone is polite and friendly on the phone, no problems whatsoever. Thank you for a good service.
- I have no complaints whatsoever. I was given their telephone number by the Royal Surrey Hospital, and have used it for repeat prescriptions. I am more than satisfied with the service provided.
- I have had issues over the years with the cutting service and also deliveries to wrong address.
- None, very good supplier.
- Very happy with the prompt service.
- I have the need to be provided with medical appliances for the rest of my life. My operation was 17 years ago and during that time I have always found Fittleworth very helpful and competent on the few occasions I have had cause to contact them. My only real problem in the past has been, on occasions, with the delivery firm. It used to be with a firm who had a depot locally, so there was no problem picking up my package when not delivered. The delivery firm used now does not have a local depot, so occasionally it is a problem arranging redelivery. However, there hasn't been an issue for some time as I arranged for the package to be delivered without requiring a signature. As long as those rules remain in place, I am content with this situation.

## Customer comments

- I have no complaints of Fittleworth. It's the time it takes to get a prescription out of surgery to post to Fittleworth. 48 hours. Would like to Fittleworth. Don't drive any more. Been using urostomy bags since 1997.
- Always been totally satisfied with the service. Staff always very helpful in arranging dates for delivery. They also check if I need a supply.
- I order for my 15 year old daughter and I find Fittleworth very helpful.
- I have written to you as some of the questions I have not answered, I have very bad arthritis, so writing is not good. Just to say I have dealt with your firm ever since I have had my stoma (15 years) and I am very satisfied with the attention I received, I can't fault anything, even to the delivery. Carry on the good work and thanks for the attention.
- The service was excellent and fast delivery before they had to wait for doctor practice to agree prescription. Now I usually have to wait at least two weeks.
- The service I receive from Fittleworth is excellent. They usually call me well before I run out of supplies, we agree the exact date of delivery, the supplies are always delivered on time. Staff are always polite and efficient. Thank you.
- The staff responding to queries are unfailingly courteous and helpful. Our main difficulties have been with the GP surgery providing your company with the correct prescription in a timely way.
- Quite satisfied thank you.
- All aspects very good no complaints at all.
- Weekend deliveries or evening deliveries. I work full time. I have to take leave from work to be in for delivery. I can't do without the products. Why are evening and weekend deliveries not an option?
- Q4 - Would have had a better response if I didn't have an argument with one of your reps about the length of time I waited for a delivery. I also complained about the constant telephone calls to my home reminding about repeat orders. I work full time and the calls were taken by my husband who then kept telephoning me at work. I finally managed to get the calls to stop but now I am pestered with emails! I know when to order my repeat prescriptions without having pushy sales calls.
- Since having my operation and needing to use your products I have always been treated with the utmost respect and I find all the staff to be extremely kind and helpful at all times.
- Q11c - Never seen the vehicle so can't answer. Q11d - this can actually vary - sometimes not enough.
- I always have great service from the staff at Fittleworth.
- Very good service, knowledgeable staff. Never had any problems.
- To be told about new products would be good. I've been using the same product for years but there could be something better - I'm not given any detail about new products.
- I am completely satisfied with Fittleworth.
- I have used your firm for years. They have always helped me, when I was on holiday they even said if I was stuck abroad they would get my item to me if needed - I think you are great!
- I have been with Fittleworth for close on 5 years and in this time I have never had reason to complain. The delivery of my equipment is prompt, and when I have had reason to contact them by phone, they are always helpful and courteous. I find this company very helpful and professional.
- I would like some better details of the stoma and associated products that they can supply and any details of the advice that they can provide on available products.
- Service is erratic but this may be caused by the doctors not issuing prescriptions on time, one seems to blame the other!
- I would like my prescriptions to go straight from my GP to Fittleworth, instead of having to collect it from my GP and sending it myself. It would be more convenient and quicker.
- In 12 years I have never had any reason to complain about the service from Fittleworth. Each time I phone the person on the other end of the line is very pleasant.
- Delays in receiving products which cause problems. The delays appear to be related to problems in obtaining the prescription from the GP.
- Have had no problems.
- Service always prompt and reliable.
- No complaints in any shape or form. Fittleworth provide an excellent service and all their staff show a great deal of empathy.

## Customer comments

- If I could pass my requirements direct to the GP it could save time awaiting the prescription before delivery can take place.
- The only items she receives - stoma bags, wipes, disposal bags.
- Morning deliveries sometimes too early. Mostly satisfied.
- I have received excellent service from Fittleworth all the years I have been with them. I would recommend them to anyone that needs these appliances.
- Fittleworth have always given myself 100% security and peace of mind in the service and goods they supply for me on a regular basis. I have never had any problems and I am totally satisfied.
- The only thing that I could do more with is more complimentary wipes.
- I find Fittleworth and all staff I have dealt with excellent, helpful and friendly, polite and very knowledgeable on all products. Delivery people (not carriers) extremely good.
- Could do with more disposal wipes and not having my supplies on the door step while I was out as they should be left in my shed and that is shown on the label.
- I have been extremely satisfied with service, attitude of persons I have spoken to, even the delivery man was very nice.
- Not using self catheters on advice of urology department , St Hellier Hospital.
- Service excellent, as are their periodic enquiries as to whether further appliances are required and/or reminders to make further orders.
- I don't believe the service provided could be improved, the service is excellent.
- I have requested not to have the complimentary bags and wipes on two occasions but they are delivered just the same. If it is not wanted at that time why deliver.
- After I was discharged from Lewisham Hospital in 2009 after cancer of the bowel operation I developed a large hernia and it was difficult to get the pouches to stick to the skin so I am using a micropore surgical tape to put around the edge of the pouch to stop it leaking out.
- I have never had a problem with this supplier.
- They insist that they are supplied with a prescription before delivery. As the surgery are sometimes tardy with this, I think they could send the catheters before the prescription arrives as I am a regular user.
- When this service was set up I was asked if I was out would I like the delivery to be left with a neighbour to which I replied yes. However, this does not happen as although there is an instruction on the address label that the item should be left with a neighbour in the event of my absence, there is also an instruction that says "addressee only" which takes precedence. I then have to wait for the item to be redelivered or collect it from my local post office. I have informed Fittleworth on many occasions but there is no change.
- When I reorder my prescription the phone is answered almost at once by a very friendly pleasant lady who is most helpful and efficient. I am very happy with the service provided and don't see how it can be improved.
- Waiting too long for delivery of order. 2 weeks is far too long. Years ago delivery was 2 days. Why so long?
- I am very satisfied.
- If when they send my catheters by post they arrive on the agreed day as they do when their van driver brings them.
- I only thing I would have liked as I have commented on in the past. The operator does not appear to know how a stoma works and it's difficult to explain. If they went on a 1/2 day course to explain it would make it much easier. They are always polite and helpful.
- They don't put date on delivery note!
- Q8 Why would I present a repeat prescription if I did not require the appliance (stupid question).
- System changed slightly. We have to give 2 weeks notice when ordering but this certainly is not a problem to us. They also know where to deliver parcels if we are out. All round a good service.
- They often send too many wipes and bags.
- Whenever I phone the staff are very helpful and give me the confidence I sometimes need. I would give them a gold medal for caring and I would recommend them to everyone.

## Customer comments

- With reference to questions 6,7 & 8 Fittleworth ring me every month to take my repeat prescription, I do not need to contact them. Everything is carried out efficiently and quickly. Ref Q6 - there was one occasion when I phoned for a specific item. The stock number had changed, I was told straightaway, they said they would research the item I needed and ring me back at a specific time. They found the item and new stock number. I was telephoned and was advised exactly when the items would be delivered.
- Just concerned about the last appliance supplied was reduced from 4 to 3 boxes without any information given to me. I normally used one box of 30 per week and this month supply was just 3 boxes which I have to manage with.
- I have been under the care of Fittleworth since December 06. I would not change to another supplier. I have a good opinion of them. Last year I took 5 boxes of chocolates down for the staff. I shall do the same again this year.
- Fittleworth provide exactly the service I require - my only issue is with the GP and the GPs employees!
- The only problem experienced relates to the GP practice not supplying the appropriate prescription.
- I have used the supplier for 15 years and have never had any reason to complain about the excellent service offered.
- Only that I have had to wait 2 weeks for my order and telephone to find out why. Seems to be ok now.
- I order items for my son since birth to 18 years old. The staff are very helpful, friendly and always help.
- I just want to say thank you very much on behalf of my son.
- There often is a problem with my prescription from the doctor, but Fittleworth are always helpful and try to sort it out for me.
- Q8. It is not the supplier's responsibility for checking. That is the responsibility of my GP and stoma care team. This questionnaire does not recognise that repeat prescriptions are now sent by the GP to the supplier. But the GP does not inform the patient (me) when it has been sent. This is not the supplier's fault.
- I am very satisfied with my supplier.
- Give a very good service.
- The service from initial telephone call to Fittleworth to the delivery has been first rate.
- Superb service since 2000. Well done!
- I have to have my pouch cut to size. Can they please write on each box cut to size and completed. I feel much better to see this on my boxes. I always ask when I ask for my order but they do not do this for me.
- I receive excellent service from all areas. Very satisfied.
- No comments.
- A couple of times I didn't receive enough complimentary wipes and disposal bags. In fact once I had to call to request more as I had run out. I was sent more but I got the feeling the call wasn't well received. There was the one occasion I called to query why my prescriptions were not being delivered straight away. I didn't receive a satisfactory answer. When I explained my stoma care nurse, she called as well to query the delay and we got a different answer. I do now receive my prescriptions items when I request them but I had to ask the nurse to intervene, otherwise I wouldn't have got through.
- I am very happy with the service from the supplier for the past 25 years. They don't need to change. Thank you Fittleworth.
- Order and delivery procedure is very good. Anytime (very occasional) I have had to telephone, the response has always been helpful.
- I am quite happy, where I am.
- I am completely satisfied with cutting and delivery I have received.
- Excellent service always.
- As I explained earlier in the form I have been with Fittleworth since I had my colostomy to which my reckoning is 40 years. I have had excellent service from Fittleworth. I phone one day and then a couple of days they arrive.
- I used to have Gauze and Cotton Tissue in 500g rolls up to 2014, but my surgery has now provided me with the Tena Lady Comfort 7 tear drops. The orange disposal bags are the best in thickness I have seen and used.
- More than satisfied with all aspects of the service provided.
- I have used Fittleworth (formerly TUM) for many years and they have always been courteous and delivered promptly and without problems.



## Customer comments

- Since 2003, I have used Fittleworth, sending prescription by post. I have been pleased with the service they give me for my stoma supplies. This month I have changed to EPS, and my first order worked well.
- There have been occasions when my appliance has caused me a great deal of distress. I would have appreciated and found it very helpful if I could have contacted you and you make enquiries on my behalf from the manufacturer which could have resolved my difficulty.
- I have been more than satisfied with the service provided by Fittleworth. The staff are, without exception, extremely patient, efficient, pleasant and very kind which makes a huge difference when asking questions on sensitive situations.
- Very excellent service by Fittleworth who can supply products from all the various makers. Couldn't be faulted.
- I have returned supplies which have been faulty but never received a reply or explanation for the poor quality of the products. It would be good if Fittleworth could at least acknowledge my complaint and say what they have done about it/or manufacturers quality control section contacted me to discuss the problem.
- Only once in 5 years have I been sent the wrong items, i.e. Dansac Remover instead of Dansac Skin Lotion.
- I am very pleased with the service I have received over the past 13 years. If I've had to phone for some reason, I've been dealt with, politely and efficiently. Thank you.
- Since 'day one' when Fittleworth supplied all the items needed, they have been exemplary. Delays, due to circumstances out of their control, have been handled well and the final outcome satisfactory. A 'safe' and secure delivery place has worked well when I am not at home. Reminders, by phone, for future orders is a bonus, and I have nothing but praise for their service (Coffee mornings with reps are very useful).
- The service from this supplier could not be better 10/10 after 9 years.
- Knowledge of Fittleworth's local office location and opening time would be useful. Normally I contact their Head Office in Worthing. But local knowledge could be useful in the case of some difficulty or shortage of product.
- I have no complaints of the service provided by Fittleworth. I have used them for approx 30 years and have always been highly satisfied.
- I find all staff very helpful and professional. When I ring they are also very pleasant.
- Fully satisfied with their service.
- I'm very happy with the service from this supplier.

## 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 = 2292

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	2088	97	4	6	97
Value assigned to each rating	100	66.6666	33.3333	0	n/a

$$\frac{(\text{number of Very good ratings} \times 100) + (\text{number of Fairly good ratings} \times 66) + (\text{number of Fairly poor ratings} \times 33) + (\text{number of Very poor ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(2088 \times 100) + (97 \times 66.6666) + (4 \times 33.3333) + (6 \times 0)}{(2292 - 97)}$$

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

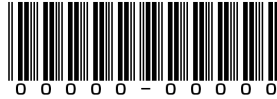
Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	98	95	97	98	99	100

12988

\*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



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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) 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

