

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

Chester

September - January 2019



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## Introduction

This survey was designed to give you an insight into how your service is viewed by your customers. The report outlines the information that has been collected and analysed from your customers in the form of tables and graphs. Comparative benchmark data is provided where applicable. From the report you will be able to clearly pinpoint areas where you performed well and also those areas where you feel that improvements may be needed.

### Details of your survey

220 patient questionnaires were sent out and 94 completed questionnaires were returned giving a response rate of 43%.

A breakdown of all the questionnaires that were sent out and returned is provided in the following table:

Designation of questionnaires sent out	Number of questionnaires
<b>Returned questionnaires</b>	
Successfully completed by patient	94
Questionnaire blank	3
Questionnaire returned to office undelivered	1
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	122
Total number of questionnaires	220

## 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	79	84%
Someone else	8	9%
Both	0	0%
Blank / Spoilt	7	7%

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	88	94%
Fax	1	1%
Post	1	1%
Email	1	1%
Face to face	0	0%
Internet	1	1%
Blank / Spoilt	2	2%

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

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

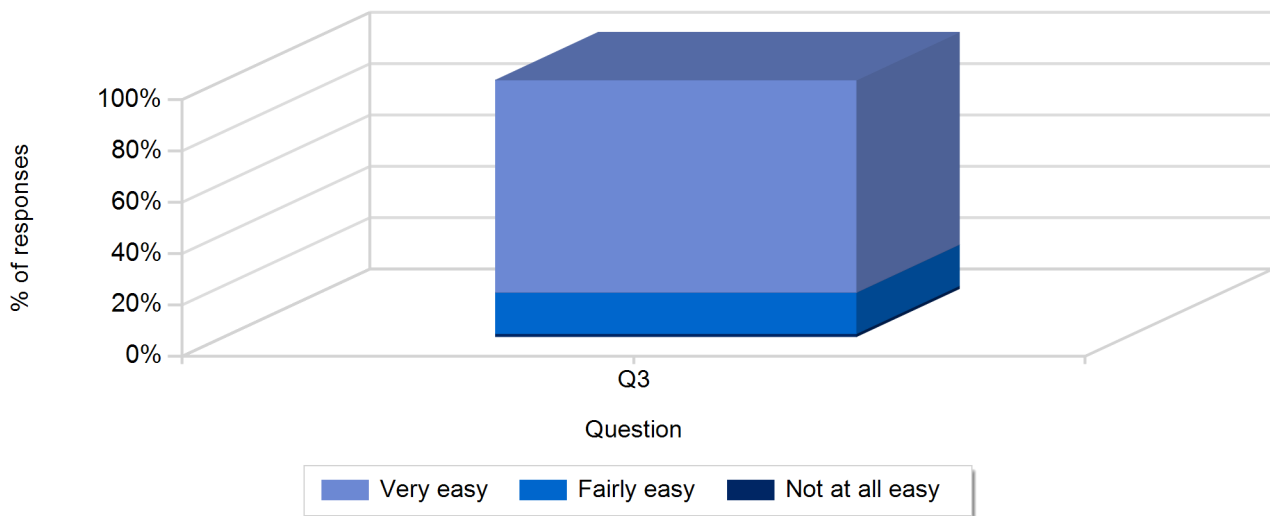
### Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	1	14	72	7

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

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



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	91	86	90	93	94	96

\*Benchmarks are based on data from 35 dispensing locations surveyed between September 2018 and January 2019 with 40 or more responses and a total of 2,704 returned customer questionnaires.

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

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

Table 3.3 Current and previous mean percentage scores

	Current score	Previous score (June 2017)	Previous score (June 2016)	Previous score (May 2015)
Q3 How easy did you find it to contact them?	91	93	97	92

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

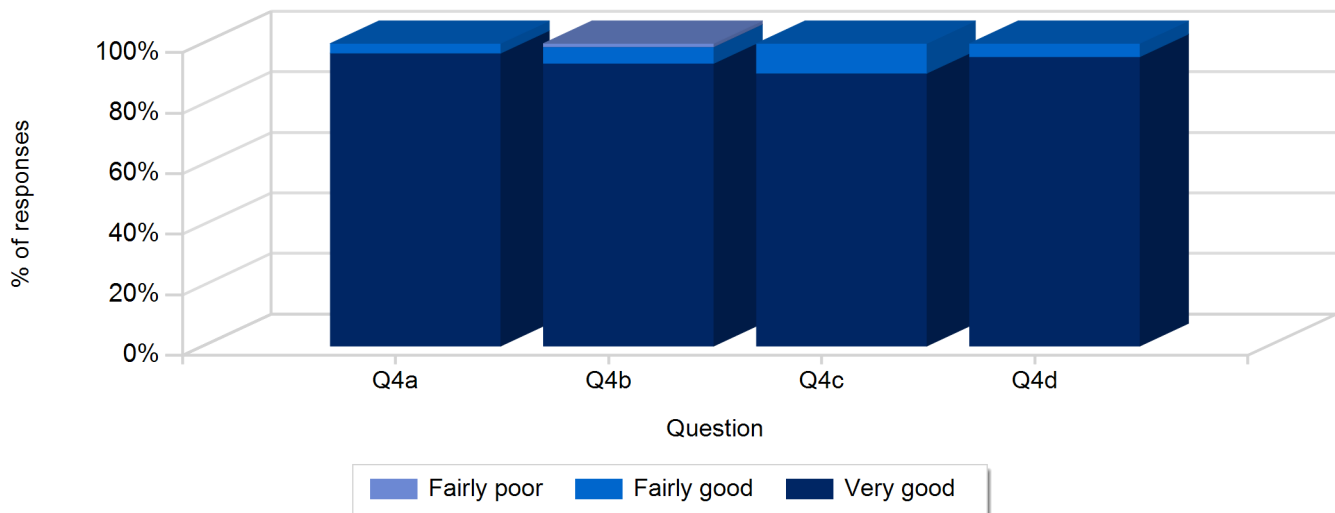
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	90	3	0	0	1	0
Q4b Answering any queries you had	85	5	1	0	1	2
Q4c Passing you on to someone who could help	64	7	0	0	8	15
Q4d How would you describe their service?	87	4	0	0	1	2

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	99	95	97	98	99	100
Q4b Answering any queries you had	97	93	96	96	97	99
Q4c Passing you on to someone who could help	97	93	95	96	97	98
Q4d How would you describe their service?	99	94	96	98	98	99

\*Benchmarks are based on data from 35 dispensing locations surveyed between September 2018 and January 2019 with 40 or more responses and a total of 2,704 returned customer questionnaires.

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

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

## About the services you receive from this supplier

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (June 2017)	Previous score (June 2016)	Previous score (May 2015)
Q4a Polite and took time to understand needs?	99	99	99	97
Q4b Answering any queries you had	97	98	96	95
Q4c Passing you on to someone who could help	97	99	91	96
Q4d How would you describe their service?	99	99	98	99

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

Table 5:

Response	Number of responses	Percentage of responses*
Yes	53	56%
No	9	10%
Don't know	27	29%
Blank / Spoilt	5	5%

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

About the services you receive from this supplier

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

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

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	29	31%
No	12	13%
Don't know	6	6%
Blank / Spoilt	47	50%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	24	83%
No	4	14%
Don't know	0	0%
Blank / Spoilt	1	3%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	5	5%
No	21	22%
Don't know	14	15%
Blank / Spoilt	54	57%

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



About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	2	40%
No	1	20%
Don't know	2	40%
Blank / Spoilt	0	0%

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

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

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	45	48%
No	15	16%
Don't know	10	11%
Blank / Spoilt	24	26%

**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	34	36%
No	19	20%
Don't know	11	12%
Blank / Spoilt	30	32%

**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	25	27%
No	30	32%
Don't know	9	10%
Blank / Spoilt	30	32%

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

## About the services you receive from this supplier

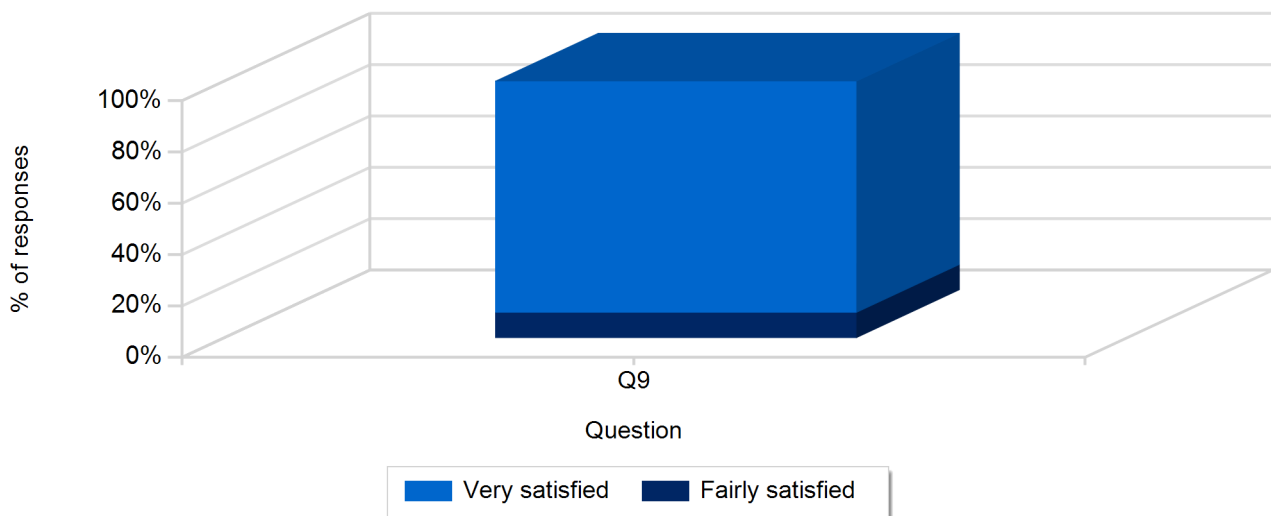
### Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	0	6	55	33

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	97	92	94	96	97	98

\*Benchmarks are based on data from 35 dispensing locations surveyed between September 2018 and January 2019 with 40 or more responses and a total of 2,704 returned customer questionnaires.

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

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

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (June 2017)	Previous score (June 2016)	Previous score (May 2015)
Q9 Overall quality of customisation service	97	97	95	97

About the services you receive from this supplier

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

Table 10:

Response	Number of responses	Percentage of responses*
Yes	71	76%
No	2	2%
Don't know	10	11%
Blank / Spoilt	11	12%

**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	88	94%
No	3	3%
Blank / Spoilt	3	3%

**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	21	22%
No	68	72%
Blank / Spoilt	5	5%

**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	13	14%
No	74	79%
Blank / Spoilt	7	7%

\*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	88	94%
No	2	2%
Blank / Spoilt	4	4%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	12	13%
No	73	78%
Blank / Spoilt	9	10%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	82	87%
Blank / Spoilt	10	11%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	1	50%
No	1	50%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	18	19%
No	25	27%
Don't know	19	20%
Blank / Spoilt	32	34%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	4%
No	7	28%
Don't know	3	12%
Blank / Spoilt	14	56%

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

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

Table 14a:

Response	Number of responses	Percentage of responses*
Yes	41	44%
No	17	18%
Don't know	27	29%
Blank / Spoilt	9	10%

**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	31	33%
No	20	21%
Don't know	30	32%
Blank / Spoilt	13	14%

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

## About the services you receive from this supplier

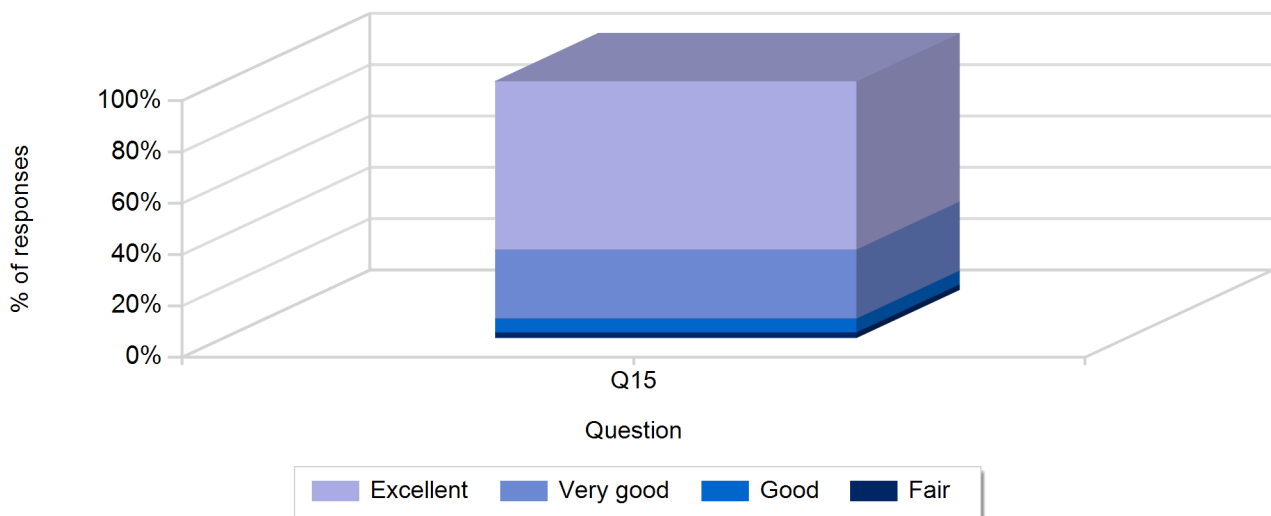
### Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	5	25	61	1

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	89	83	85	88	89	92

\*Benchmarks are based on data from 35 dispensing locations surveyed between September 2018 and January 2019 with 40 or more responses and a total of 2,704 returned customer questionnaires.

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

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

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (June 2017)	Previous score (June 2016)	Previous score (May 2015)
Q15 Overall rating	89	90	92	87

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	91	97%
Blank / Spoilt	1	1%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	2	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	2	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

## Customer demographics

### Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	2	2%
20 - 24	0	0%
25 - 34	0	0%
35 - 44	0	0%
45 - 54	10	11%
55 - 64	10	11%
65+	71	76%
Blank / Spoilt	1	1%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	58	62%
Female	34	36%
Blank / Spoilt	2	2%

\*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	7	7%
Carer for someone with a longstanding illness	6	6%
Neither	75	80%

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:**

- My GP surgery had not submitted the full prescription and I needed to check what they had omitted.
- Delivery of a support for hernia.
- Wigan Hospital.
- Sandwell Hospital after operation.
- Was recommended by my stoma nurse.
- The stoma nurse contacted the supplier for me. When I first had the operation.
- To see what day my supply was being delivered.
- Some person at surgery misplaced my script making me wear last bag 9 days (painful).
- About changing the size of the stoma from 25mm to 30 mm.
- I always go through my GP and have had no problems, service is always good.

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

- Never had a problem with the supplier - 10 out of 10 for top notch attention to detail.
- The overall quality of service is very good.
- My stoma supplies have been provided by Fittleworth for some years and I have been satisfied with the service apart from one incident. This was when I unexpectedly ran short of supplies because of abdominal upset. I rang and asked, because this was an emergency, if some supplies could be sent to me before my prescription was received by them. I was told this was not possible and I felt badly let down. I ordered supplies from Fittleworth and I was given a date that I could expect to receive them. I was contacted by Fittleworth a few days later and informed that my prescription had not been received from my doctor. However, on this occasion I was informed that the company would be willing to send me emergency supplies pending the receipt of my prescription. I was greatly relieved at this change of practice and my confidence in the company was renewed. Fortunately, Fittleworth and I were both able to contact the doctors surgery resulting in the prescription being sent quickly to the company and my order was subsequently received only one day later than was planned.
- I have had supplies since 2005 and I have had very good, courteous service.
- I have used Fittleworth for many years and have overall found the service good. I do have my ileostomy bags customised and sometimes where the area has been cut very rough/jagged which can be uncomfortable. I have noticed as well complementary wipes have decreased when I have my order.
- The service supplied - Fittleworth is second to none (excellent).
- Lack of communication when certain product requested not in stock. Delivery times vary a lot.
- Prompt, friendly and reliable service from people at Fittleworth and the delivery driver.
- I have used Fittleworth for my needs from 2011 to present and have been very satisfied with the service they provide. Very good in fact.
- I am satisfied with the supplier who delivers my stuff. I have always got my stuff what I have asked for and the people who work for Fittleworth are very nice when they ring you up for your order, and the person that delivers it is very nice.
- The service could not improve any more it is excellent! Even down to the driver who delivers my products.
- No improvement needed, 10 out of 10. Very, very good.
- Very good service.
- I have always had goods from this firm for the many years. I have always been very pleased with them, had no problems with them. Nice to talk to on the phone.
- An excellent service I have come to rely on.
- The supplier was recommended by the hospital and I have had no problems with them.
- Nothing to improve. Excellent service.

## Customer comments

- When an item is out of stock or the prescription was less than I have asked for, I am not aware until product does not arrive. By this time I am very nearly out of stock of my items and have to get surgery to give a further prescription for local chemist or have to go to local hospital to see stoma nurses. I have asked Fittleworth in the past to let me know in advance, but they don't. My last order had 12 lift plus sprays but I got only 2. When queried I was told the prescription was for 2 but that was an error by the surgery, I could have had it put right if told about it!
- I have been receiving a service from Fittleworth for several years now, and have found them to be always reliable and on time with delivery.
- They are a very good service. The only problems I've ever had is the GP's surgeries, where they don't release the prescriptions on time, this can be very frustrating.
- Supply a brochure of products available.
- It would be beneficial for me as a long-term stoma patient if the supplier could send the same order without having to ring each time.
- I have my stoma bags cut to size. If this service was not available I would probably struggle as I have very little grip in my right hand to use the scissors provided.
- Having my products delivered to my home it is always on time and in a very friendly manner.
- The service is good, but, the delivery service runs from 7:30am to 6pm. It would be better if deliveries could be arranged in slots e.g. 10-4, 12-4, 2 or 4 hour slots. I like the own driver delivery service though in general.
- I have found both the service and staff polite, helpful always. I find no reason for change or improvement.
- I write on behalf of my husband and we find your service excellent.
- All answers to questions apply to my situation. After being discharged from hospital I was made aware of you service by my cancer nurse. Orders for stoma products are placed with yourselves every 2 months when friendliness and politeness continues throughout from your staff. (Also appreciate Christmas cards and hope that they continue also!)
- Been with Fittleworth for many years, this company has always provided a first class service for me. Can't praise them enough.
- They have been very good all the time I have been with them.
- At the time of need I could not acquire a spare bag of any service i.e. local hospitals etc. No one keeps odd bags around just in case. Our doctors keep misplacing or sending off script to some other service who at one time hadn't a clue what to do. I'm still waiting now 2 weeks for bags. About to contact doctors again.
- Good supply and service for 15 and a half years.
- I am more than satisfied with service and product by supplier Fittleworth.
- Excellent service, no problems occurred.
- Have found the service to be extremely good in every way.
- I do not know what to do with old, unused appliances. This is something will hope I get. To know what to do with old, unused appliances.

## 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 = 94

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	90	3	0	0	1
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(90 \times 100.00) + (3 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(94 - 1)}$$

Your mean percentage score for Q4a = 99%

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

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

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

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

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

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

## Explanation of quartiles

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

Quartiles comprise:

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

The median, cuts the data set in half

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

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

16307

\*Benchmarks are based on data from 35 dispensing locations surveyed between September 2018 and January 2019 with 40 or more responses and a total of 2,704 returned customer questionnaires.



fittleworth



0 0 0 0 0 - 0 0 0 0 0



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? (Please tick one box only)**

Telephone  Fax  Post   
Email  Face to face  Internet

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

Not at all easy  Fairly easy  Very easy

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

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

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

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

Yes  No  Don't know

**This Section is about the services you receive from this supplier**

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

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

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

Yes  No  Don't know

b) If yes, were you informed when it was expected to become available?

Yes  No  Don't know

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

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

Yes  No  Don't know

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

Yes  No  Don't know

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

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

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

Yes  No  Don't know

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

Yes  No  Don't know

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

Yes  No  Don't know

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

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

Not at all satisfied      Not very satisfied      Fairly satisfied      Very satisfied

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

Yes  No  Don't know



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

**Q 11. If your product was delivered**

- a) Was the delivery prompt and at a time agreed with you?  
Yes  No
- b) Did the package display any writing or other markings which could indicate its content  
Yes  No
- c) Did the vehicle in which the package was delivered convey the nature of the contents  
Yes  No
- d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)  
Yes  No

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

- a) Have you ever been offered a review (AUR) by your supplier?  
Yes  No
- b) Have you ever been advised by your supplier that they cannot provide this service?  
Yes  No
- c) If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?  
Yes  No

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

- a) Were they able to provide advice at the time you called?  
Yes  No  Don't know
- b) If no, did they provide the telephone number of NHS 111?  
Yes  No  Don't know

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

- a) Information about their premises i.e. opening hours and access for disabled customers?  
Yes  No  Don't know
- b) Information about the NHS services that they provide?  
Yes  No  Don't know

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

- Poor
- Fair
- Good
- Very Good
- Excellent



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

**Q 17. Have you ever visited the supplier's premises?**

Yes

No

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

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

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

**Q 18. How old are you?**

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

**Q 19. Are you**

Male

Female

**Q 20. Which of the following apply to you?**

You have, or care for, children under 16

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

Neither

**Thank you for completing this questionnaire**

Care Centre: Example

