Fittleworth Dispensing Appliance Contractor Customer Feedback Report

NDC Dispensing

September - January 2019

cfep UK Surveys

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Fittleworth Customer Feedback Report

Number of customers providing feedback: 134

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

385 patient questionnaires were sent out and 134 completed questionnaires were returned giving a response rate of 35%.

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
Returned questionnaires	
Successfully completed by patient	134
Questionnaire blank	6
Questionnaire returned to office undelivered	3
Patient deceased	2
Unreturned questionnaires	
Unreturned questionnaires	240
Total number of questionnaires	385

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	113	84%
Someone else	13	10%
Both	1	1%
Blank / Spoilt	7	5%

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	109	81%
Fax	2	1%
Post	10	7%
Email	4	3%
Face to face	0	0%
Internet	2	1%
Blank / Spoilt	7	5%

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

Fittleworth Customer Feedback Report

Number of customers providing feedback: 134

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

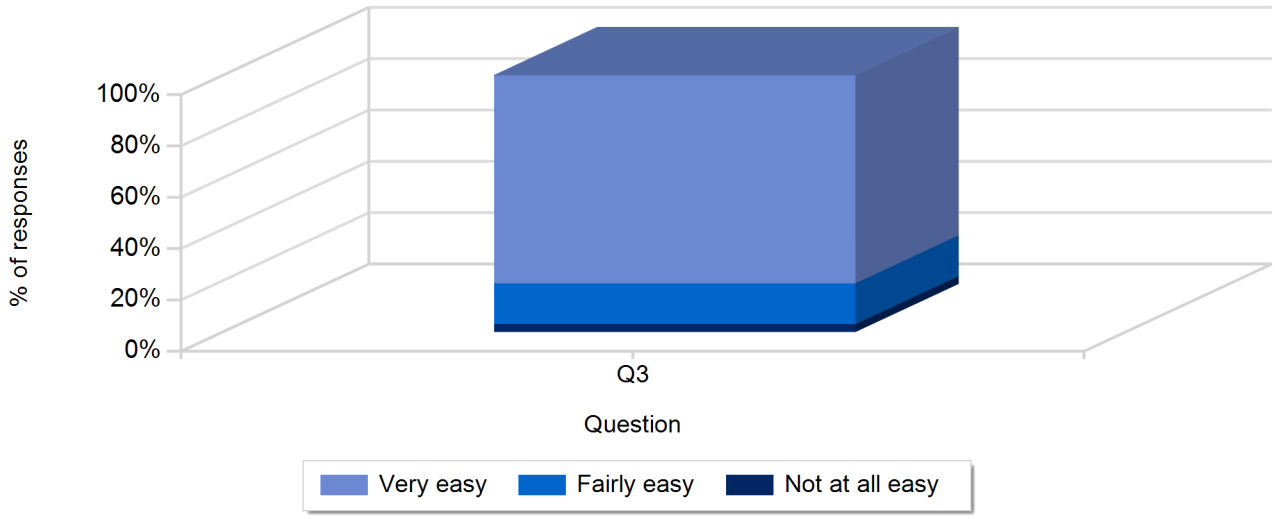
Q3: How easy did you find it to contact them?

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?	4	21	107	2

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

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



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	89	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)
Q3 How easy did you find it to contact them?	89	92	96

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

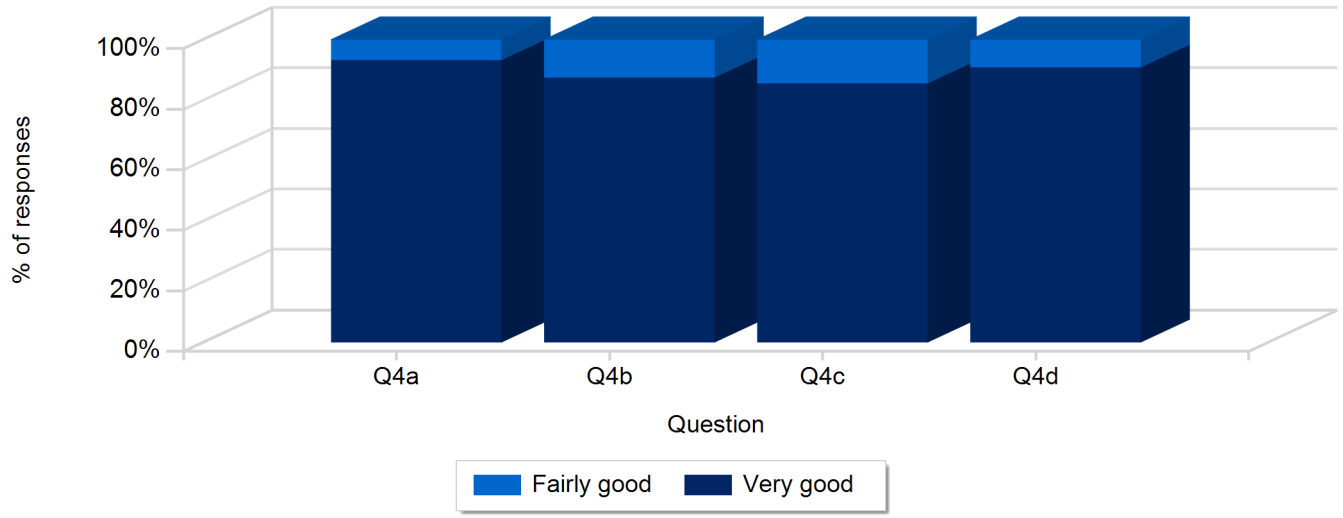
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	125	9	0	0	0	0
Q4b Answering any queries you had	112	16	0	0	1	5
Q4c Passing you on to someone who could help	83	14	0	0	11	26
Q4d How would you describe their service?	119	12	0	0	0	3

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	96	93	96	96	97	99
Q4c Passing you on to someone who could help	95	93	95	96	97	98
Q4d How would you describe their service?	97	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)
Q4a Polite and took time to understand needs?	98	95	99
Q4b Answering any queries you had	96	94	97
Q4c Passing you on to someone who could help	95	91	95
Q4d How would you describe their service?	97	97	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	93	69%
No	13	10%
Don't know	20	15%
Blank / Spoilt	8	6%

*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	42	31%
No	24	18%
Don't know	8	6%
Blank / Spoilt	60	45%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	38	90%
No	1	2%
Don't know	1	2%
Blank / Spoilt	2	5%

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	14	10%
No	31	23%
Don't know	24	18%
Blank / Spoilt	65	49%

*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	5	36%
No	4	29%
Don't know	5	36%
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	60	45%
No	28	21%
Don't know	14	10%
Blank / Spoilt	32	24%

Q8b: If you presented a repeat prescription, did the supplier check that you were satisfied in using the appliance?

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	50	37%
No	37	28%
Don't know	14	10%
Blank / Spoilt	33	25%

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	36	27%
No	47	35%
Don't know	13	10%
Blank / Spoilt	38	28%

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

About the services you receive from this supplier

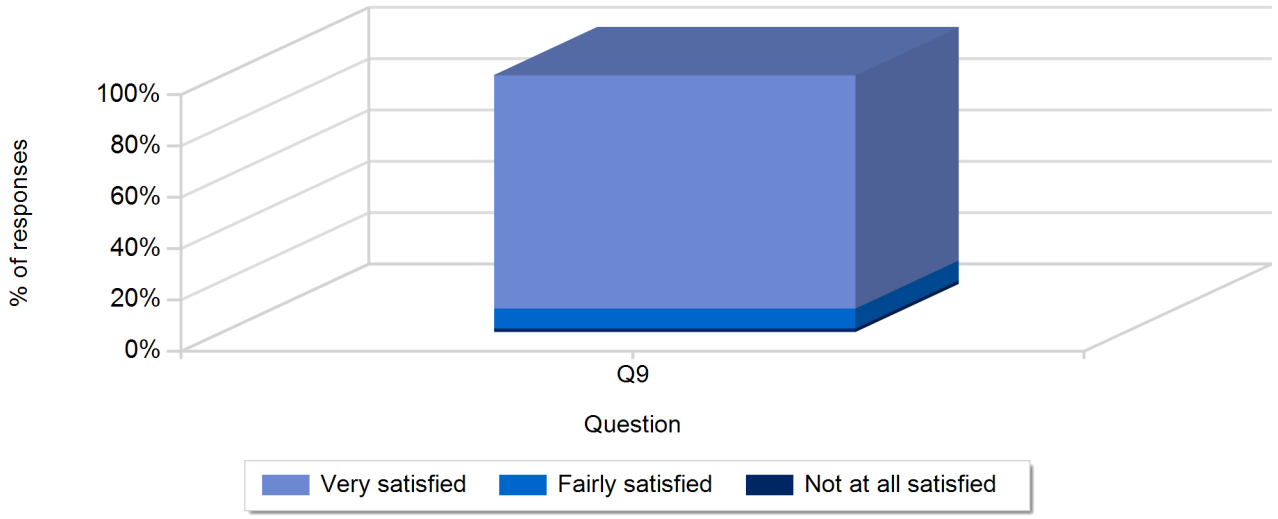
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	1	0	6	70	57

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	96	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)
Q9 Overall quality of customisation service	96	97	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	106	79%
No	3	2%
Don't know	8	6%
Blank / Spoilt	17	13%

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	121	90%
No	4	3%
Blank / Spoilt	9	7%

Q11b: If your product was delivered, did the package display any writing or other markings which could indicate its content?

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	20	15%
No	102	76%
Blank / Spoilt	12	9%

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	15	11%
No	102	76%
Blank / Spoilt	17	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	122	91%
No	1	1%
Blank / Spoilt	11	8%

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	10	7%
No	112	84%
Blank / Spoilt	12	9%

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	1	1%
No	117	87%
Blank / Spoilt	16	12%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	1	100%
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	13%
No	41	31%
Don't know	28	21%
Blank / Spoilt	47	35%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	2%
No	21	51%
Don't know	4	10%
Blank / Spoilt	15	37%

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	53	40%
No	30	22%
Don't know	32	24%
Blank / Spoilt	19	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	47	35%
No	31	23%
Don't know	33	25%
Blank / Spoilt	23	17%

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

About the services you receive from this supplier

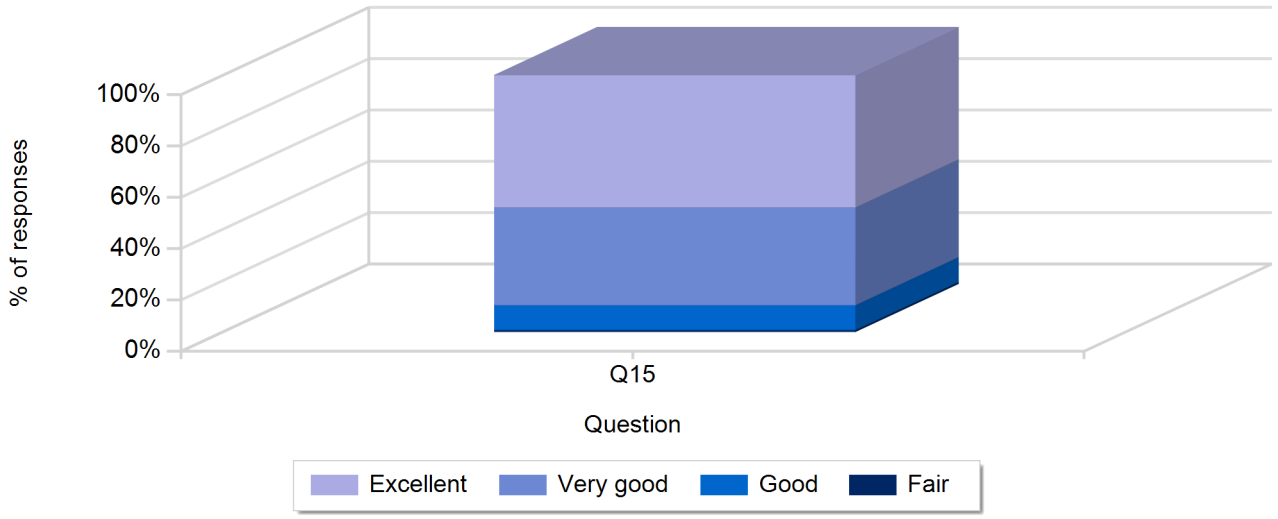
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	13	51	69	0

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

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

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	1%
No	126	94%
Blank / Spoilt	6	4%

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 suitablility 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	0	0%
20 - 24	0	0%
25 - 34	0	0%
35 - 44	2	1%
45 - 54	11	8%
55 - 64	18	13%
65+	102	76%
Blank / Spoilt	1	1%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	67	50%
Female	58	43%
Blank / Spoilt	9	7%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	6	4%
Carer for someone with a longstanding illness	20	15%
Neither	89	66%

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:

- Previous supplier stopped service.
- I received a letter from them saying they had tried to contact me on the phone without success although that is very unusual, and even so they also have my doctor's number and address so don't quite understand, anyway that was sorted out.
- Check delivery date of supplies.
- Placed an order for father who suffers from dementia.
- Passed on from previous supplier.
- Go through the GP, just checking when I would received the order.
- To put in an order.
- I did not contact supplier personally, surgery arranged prescription and delivery.
- Hospital Hartlands where I had my operation on my colon.
- Orders incomplete.
- To chase an order.
- Did not receive my order on time.
- Hospital contacted Fittleworth after cancer operation.
- To dispense my prescription.
- Hospital contacted them.
- To place an order for a repeat prescription from my GP.
- To see whether they have received order.
- NHS contact Fittleworth for me.
- Organised by nurse when came out of hospital.

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

- I have ordered ileostomy products for many years and never been let down with a delivery. Very well done Fittleworth. 99% of people that I've spoken to on the phone are excellent. Thank you.
- Operatives always very polite, goods are always on time, if not keep you well informed when the product will arrive. Many thanks for your services.
- It would improve things if there was a tracking service for deliveries i.e. similar to when you purchase items online.
- Very good quality of service.
- I usually receive more "wipes" and "disposable bags" than I need. Otherwise, very satisfied.
- I am very happy with this service. I have been using Fittleworth for a number of years now and they provide everything I need to help make my day to day life much better! Excellent service and the staff I speak to via telephone are very helpful.
- Could offer other helpful NHS products.
- The person/people who answer the phone are able to, and do, answer any queries I have.
- I do not think this service can be improved as it is already a very competent and professional organisation. In particular, the delivery person.
- An excellent supplier for me.
- We phone in our request and they deliver excellent service.
- No improvement necessary - excellent service.
- Very good service.
- Very good service.

Customer comments

- A lot of the questions don't seem to apply to me, I don't have any appliances, all I have are colostomy bags and all that goes with them, if I ask for the sports pants I always get them. I have been with Fittleworth since I had my operation many years ago. They are a brilliant firm to be with. On the phone when I ask for anything they are always supportive, kind and polite. Thank you for asking.
- I contact my medical care in Rotherham, they order for me, I get my stoma bags in 2 or 3 days, very grateful to all concerned.
- Fantastic service. Thank you very much.
- Very pleased with all the products I have used! The staff are so helpful, polite and understanding! Thank you!
- The quality of products. A date when delivery of prescription is due.
- I have been happy with the items they send me, but lately some of the catheters are faulty and the complementary black bags are so thin they aren't any good for lacing catheters which have been used.
- I have been using this service for over many years. Throughout this time I have never had reason for complaint. Despite the period of time staff politeness, friendliness and empathy has been exceptional and always professional. Whenever I have unfortunately been in hospital I always recommend this service. I feel lucky it's available.
- I am always given a delivery date in advance, but sometimes will get a call the day before to say it isn't all ready and some products will be late, which can be inconvenient. Which I don't understand, as it was in when ordered.
- Have used this supplier for over many years, always had excellent service. Many thanks to all.
- They have supplied me for many years. Their services have always been excellent. They have always sorted any problems that might occur and are very approachable.
- Re: Q11(a) - It would be a great help is a "time window" could be given - i.e. 8:00am-1:00pm or 1:00pm-6:00pm. Re: Q8 - Repeat prescription obtained from GP, so not necessary for supplier to check with me if items still required - GP decides.
- I find Fittleworth is an excellent company - very efficient in service and delivery.
- Fittleworth are excellent 10/10.
- Supplier's service is excellent. No need for improvement.
- Always very polite on the phone. Supplies always come on time. We are very pleased with the service provided. Thank you.
- Keep up with the good work/service. Thanks!
- While some of the questions did not directly relate to my situation, I have tried to answer as close to a generic reply to attempt to answer your query I hope this was satisfactory?
- Staff on telephone have always been very helpful. I feel they have been understanding if I have not ordered supplies in time. Always getting some to me as soon as possible. I appreciate their kind manner.
- Polite, friendly - courteous. Very happy with service, staff and delivery drivers.

Supporting documents

Fittleworth Customer Feedback Report

Number of customers providing feedback: 134

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 = 134

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	125	9	0	0	0
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{\text{(number of Very good ratings x 100.00) +(number of Fairly good ratings x 66.67) +(number of Fairly poor ratings x 33.33) +(number of Very poor ratings x 0.00) +(number of Don't know ratings x)}}{\text{(total number of customer responses - number of Non rated responses)}} = \frac{(125 \times 100.00) + (9 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(134 - 0)}$$

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

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.

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Dispensing Appliance Contractor Customer Questionnaire

This section is about why you contacted your appliance supplier recently and the response you received

Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

For some other reason (please write in the reason for contacting the supplier):

Q 2. How do you normally contact your supplier? (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?	☐	☐	☐	☐	☐
b) Answering any queries you had	☐	☐	☐	☐	☐
c) Passing you on to someone who could help	☐	☐	☐	☐	☐
d) How would you describe their service?	☐	☐	☐	☐	☐

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	☐	☐	☐	☐	☐
Suitability for the purpose	☐	☐	☐	☐	☐

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+
☐	☐	☐	☐	☐	☐	☐

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