

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Plymouth

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

190 patient questionnaires were sent out and 78 completed questionnaires were returned giving a response rate of 41%.

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	78
Questionnaire blank	1
Questionnaire returned to office undelivered	1
Patient deceased	1
Unreturned questionnaires	
Unreturned questionnaires	109
Total number of questionnaires	190

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	69	88%
Someone else	5	6%
Both	0	0%
Blank / Spoilt	4	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	59	76%
Fax	1	1%
Post	13	17%
Email	0	0%
Face to face	0	0%
Internet	1	1%
Blank / Spoilt	4	5%

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

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

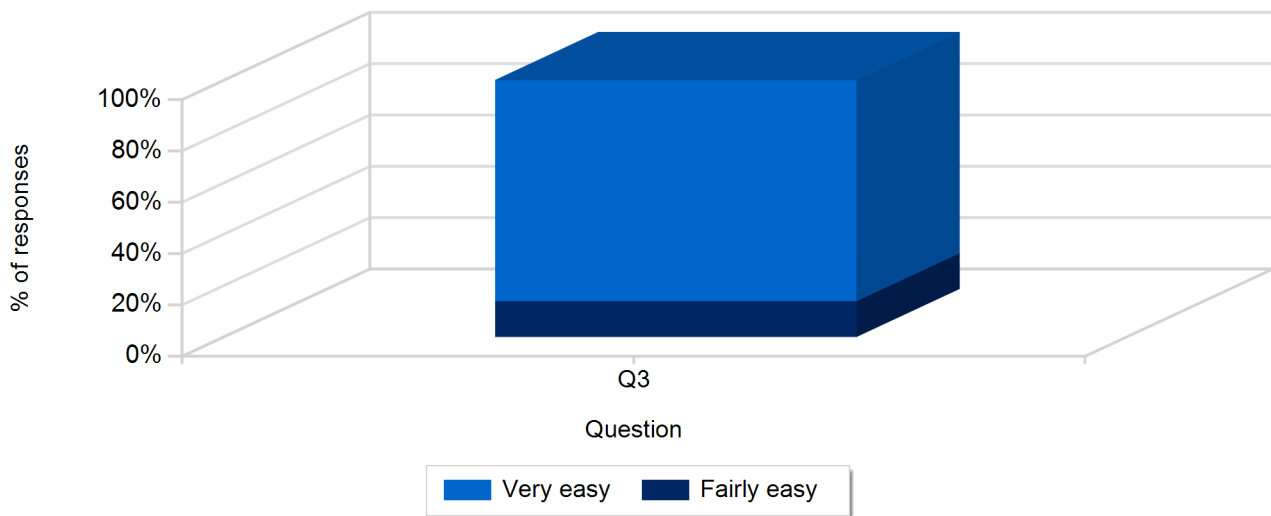
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	0	10	62	6

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	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?	93	90	93	93

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

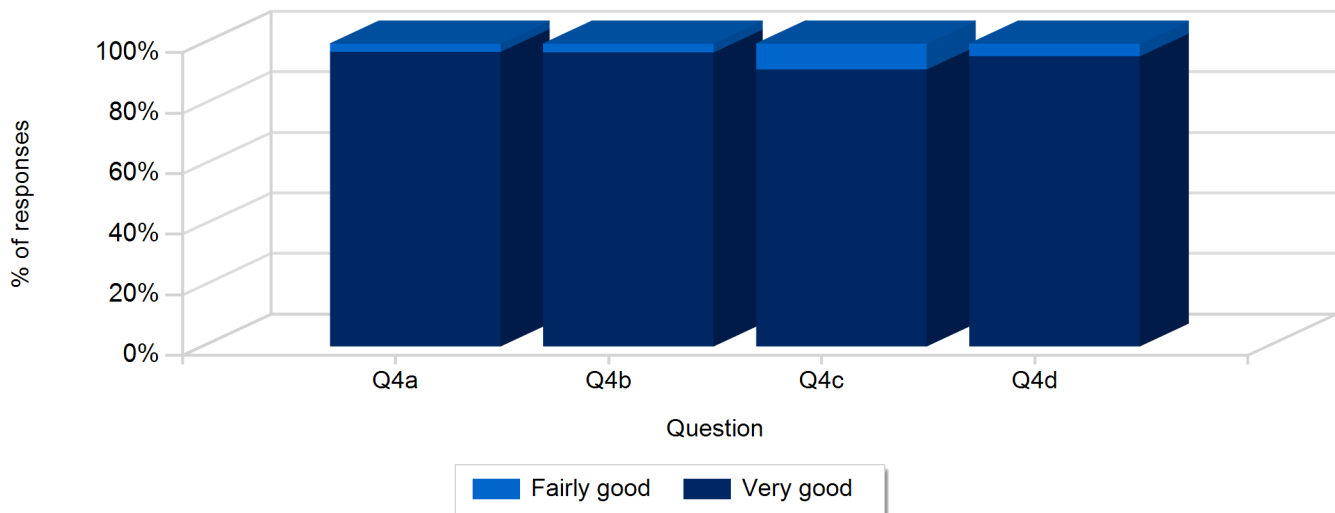
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	72	2	0	0	0	4
Q4b Answering any queries you had	68	2	0	0	1	7
Q4c Passing you on to someone who could help	43	4	0	0	10	21
Q4d How would you describe their service?	69	3	0	0	1	5

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

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	33	42%
No	12	15%
Don't know	26	33%
Blank / Spoilt	7	9%

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

About the services you receive from this supplier

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

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

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	14	18%
No	9	12%
Don't know	10	13%
Blank / Spoilt	45	58%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	13	93%
No	0	0%
Don't know	0	0%
Blank / Spoilt	1	7%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	3	4%
No	8	10%
Don't know	14	18%
Blank / Spoilt	53	68%

*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	67%
No	0	0%
Don't know	0	0%
Blank / Spoilt	1	33%

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	35	45%
No	12	15%
Don't know	14	18%
Blank / Spoilt	17	22%

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	36	46%
No	14	18%
Don't know	9	12%
Blank / Spoilt	19	24%

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	18	23%
No	23	29%
Don't know	13	17%
Blank / Spoilt	24	31%

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

About the services you receive from this supplier

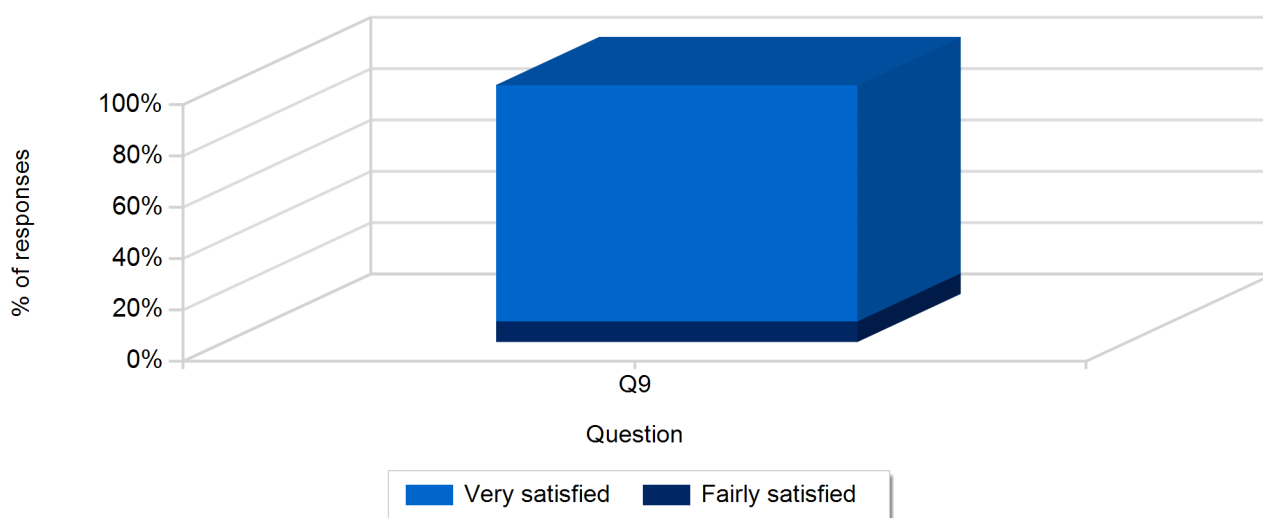
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	4	46	28

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	98	98	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	59	76%
No	1	1%
Don't know	7	9%
Blank / Spoilt	11	14%

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	72	92%
No	3	4%
Blank / Spoilt	3	4%

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

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	5	6%
No	70	90%
Blank / Spoilt	3	4%

Q11c: If your product was delivered, did the vehicle in which the package was delivered convey the nature of the contents?

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	3	4%
No	65	83%
Blank / Spoilt	10	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	74	95%
No	1	1%
Blank / Spoilt	3	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	6	8%
No	67	86%
Blank / Spoilt	5	6%

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	3	4%
No	71	91%
Blank / Spoilt	4	5%

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	2	67%
No	1	33%
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	12	15%
No	12	15%
Don't know	16	21%
Blank / Spoilt	38	49%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	7	58%
Don't know	0	0%
Blank / Spoilt	5	42%

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	34	44%
No	8	10%
Don't know	26	33%
Blank / Spoilt	10	13%

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	22	28%
No	13	17%
Don't know	27	35%
Blank / Spoilt	16	21%

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

About the services you receive from this supplier

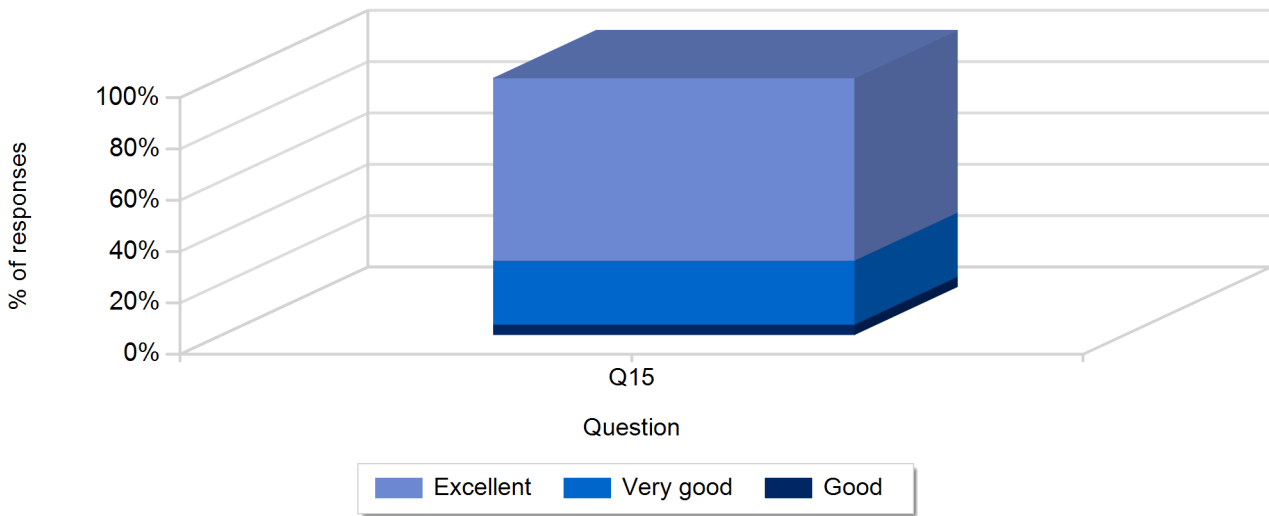
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	3	19	54	2

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	92	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	92	86	93	89

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	76	97%
Blank / Spoilt	2	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	0	0%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	0	0%
35 - 44	1	1%
45 - 54	4	5%
55 - 64	11	14%
65+	56	72%
Blank / Spoilt	6	8%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	42	54%
Female	32	41%
Blank / Spoilt	4	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	3	4%
Carer for someone with a longstanding illness	7	9%
Neither	59	76%

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:

- Doctors surgery Newtown on prescription.
- I email my doctor and they send the prescription to my supplier, I get it by home delivery.
- First arranged by my local health following my surgery.
- When I first had stoma, hospital staff organised supplier and told me what to do after discharge.
- The appliances are for my wife: I am completing the questionnaire on her behalf.
- Renewal of supplies.
- To send my order when I need them.
- To find out if I could route my repeat scripts through my surgery directly e.g. electronically.
- Was to have had reversal operation but was cancelled.

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

- Excellent service. Very happy with Fittleworth.
- On the delivery note stating the items enclosed, it would help if the note was dated and that the items which are cut to specification are noted on the dispatch note i.e. "cut to size i.e. 31mm as customer requested." Please do this.
- Fittleworth is clearly an outstanding and well managed and organised company. Congratulations you are amongst the very best of companies I have dealt with.
- I am very pleased with the service provided (but perplexed by NHS England as I live in Wales) I am always contacted by phone monthly by very pleasant operators and the delivery is always on the day arranged.
- When I need a supply of items I phone Fittleworth, place an order, they are always very kind, quick to help and very polite. Prescription sent via St Mary's, Stoma clerk (ex-stoma nurse). No doctor or chemist involved, much quicker and private.
- I email the prescription to my doctor and receive my parcel about a week later. I do not know which day or time. It is a great service and have never had any problems with Fittleworth, but perhaps a text message to tell me which day it will be delivered would help.
- I have been very impressed by the support I have received from the suppliers to help me in my new sort of life.
- Regarding question 13: I am not aware of an out of hours care line, having said this I have not had the need to use it in the last 12 months. If I ever have had problems my supplier goes out of their way to make sure my appliances are delivered on time. Have phoned my GP - when my GP clinic changed the process. Fittleworth have made sure, despite the errors my GP clinic has made - that I have supplies. I cannot commend Fittleworth enough, they're brilliant.
- My only concern was on the last order whereby I was asked if it was OK for me to accept a supply of late-date shelf-life product - I did agree as I didn't want to be months with no product. Thank you.
- It would be very helpful if I was informed of day of delivery of my order, as I like to be at home to take it in.
- In the several years that I've been using this service I have found the staff to be very helpful, polite and friendly.
- On two occasions I was let down by Fittleworth. Supplies were due on Monday they phoned on Friday afternoon to inform me that the flanges were unavailable and on back order! No alternative was offered, my daughter phoned them back it was only then did they organise for their nurse to phone me to discuss other products after they told my daughter to phone the producer to ask why there was a delay in producing the product. They said the machine was old and so they were having problems! Bearing in mind the order was put in 3 weeks prior it's not acceptable to leave anyone without any products! Also stoma nurses were unavailable.
- I can't quite see the point of your questions since there is no explanation on nomenclature e.g. "supplier" - is the chemists shop, doctors surgery or manufacturer? I only contacted Fittleworth to find out if there is a "direct" route for obtaining supplies. I have been supplied by Fittleworth to a previous address since previous supplier ceased supplying directly themselves.
- We have used Fittleworth for a few years now and the service we receive is more than excellent. Staff are very courteous and the person who delivers package is also very courteous.
- Not you but if a repeat why do you have to order every month.

Customer comments

- Your staff are the most efficient and pleasant I have ever dealt with, family members who have taken phone calls have also expressed the same opinion. Re: Q20 - Although a carer for my mother the products are for myself.
- The service I receive is first class. They know what I need and I have always got my Fittleworth goods on time. A big thank you.
- Re: Q13 - I have never contacted Fittleworth out of hours so the question is not valid.

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 = 78

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	72	2	0	0	4
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(72 \times 100.00) + (2 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(78 - 4)}$$

(total number of customer responses - number of Non rated responses)

(78 - 4)

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

