

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Rustington

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

165 patient questionnaires were sent out and 68 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 | 68 |
| Questionnaire blank | 3 |
| Questionnaire returned to office undelivered | 1 |
| Patient deceased | 2 |
| Unreturned questionnaires | |
| Unreturned questionnaires | 91 |
| Total number of questionnaires | 165 |

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 | 59 | 87% |
| Someone else | 6 | 9% |
| Both | 0 | 0% |
| Blank / Spoilt | 3 | 4% |

Please see Appendix 1 for any specified other reasons for contacting the supplier

Q2: How do you normally contact your supplier?

Table 2:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Telephone | 57 | 84% |
| Fax | 1 | 1% |
| Post | 4 | 6% |
| Email | 2 | 3% |
| Face to face | 0 | 0% |
| Internet | 0 | 0% |
| Blank / Spoilt | 4 | 6% |

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

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

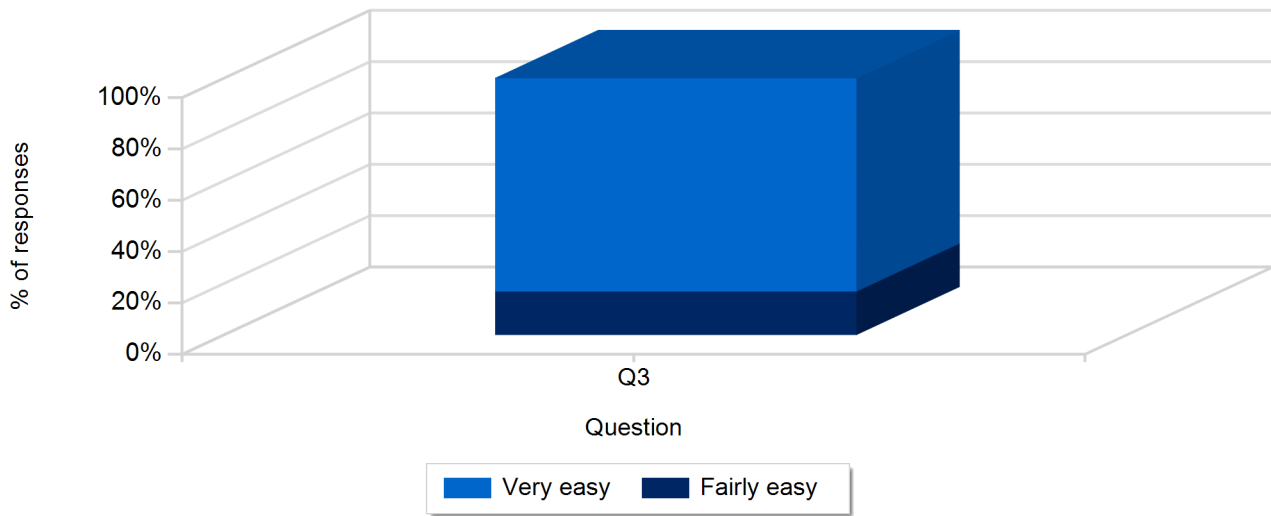
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

| | Not at all easy | Fairly easy | Very easy | Blank / Spoilt |
|--|-----------------|-------------|-----------|----------------|
| Q3 How easy did you find it to contact them? | 0 | 11 | 54 | 3 |

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? | 92 | 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? | 92 | 96 | 92 | 91 |

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

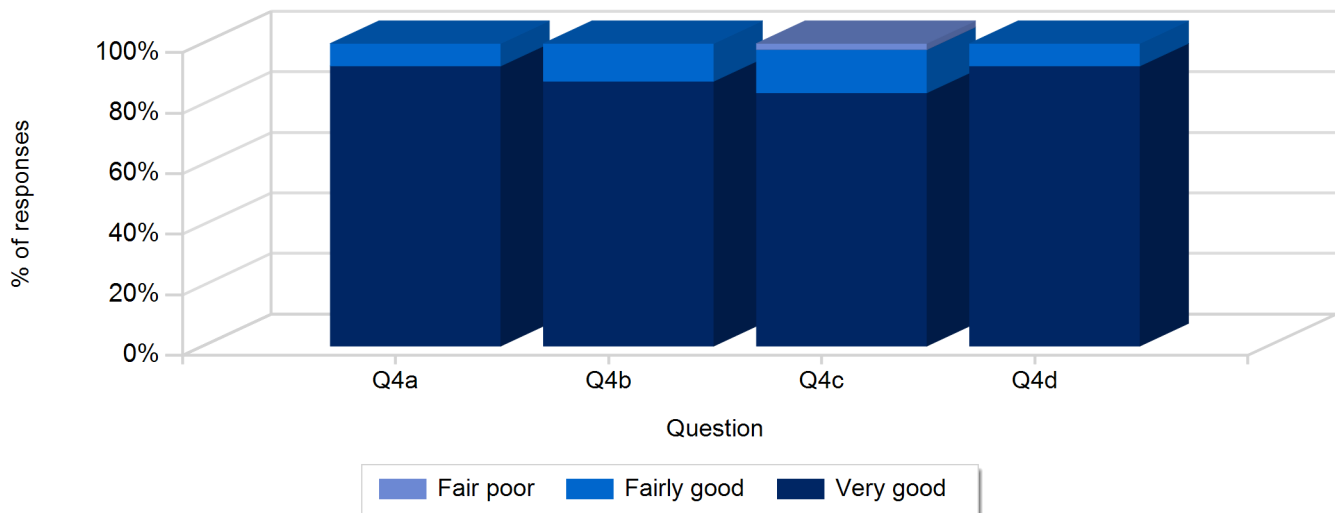
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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? | 62 | 5 | 0 | 0 | 0 | 1 |
| Q4b Answering any queries you had | 56 | 8 | 0 | 0 | 0 | 4 |
| Q4c Passing you on to someone who could help | 41 | 7 | 1 | 0 | 1 | 18 |
| Q4d How would you describe their service? | 62 | 5 | 0 | 0 | 0 | 1 |

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

| | Your mean score (%) | Benchmark data (%)* | | | | |
|---|---------------------|---------------------|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Q4a Polite and took time to understand needs? | 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 | 94 | 93 | 95 | 96 | 97 | 98 |
| Q4d How would you describe their service? | 98 | 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? | 98 | 98 | 99 | 98 |
| Q4b Answering any queries you had | 96 | 98 | 98 | 98 |
| Q4c Passing you on to someone who could help | 94 | 96 | 98 | 96 |
| Q4d How would you describe their service? | 98 | 98 | 98 | 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 | 42 | 62% |
| No | 10 | 15% |
| Don't know | 13 | 19% |
| Blank / Spoilt | 3 | 4% |

*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 | 16 | 24% |
| No | 8 | 12% |
| Don't know | 8 | 12% |
| Blank / Spoilt | 36 | 53% |

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

Table 6b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 14 | 88% |
| No | 1 | 6% |
| Don't know | 1 | 6% |
| Blank / Spoilt | 0 | 0% |

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 | 2 | 3% |
| No | 11 | 16% |
| Don't know | 11 | 16% |
| Blank / Spoilt | 44 | 65% |

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

About the services you receive from this supplier

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

Table 7b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 1 | 50% |
| No | 0 | 0% |
| Don't know | 0 | 0% |
| Blank / Spoilt | 1 | 50% |

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 | 28 | 41% |
| No | 12 | 18% |
| Don't know | 11 | 16% |
| Blank / Spoilt | 17 | 25% |

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 | 25 | 37% |
| No | 16 | 24% |
| Don't know | 10 | 15% |
| Blank / Spoilt | 17 | 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 | 18 | 26% |
| No | 23 | 34% |
| Don't know | 9 | 13% |
| Blank / Spoilt | 18 | 26% |

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

About the services you receive from this supplier

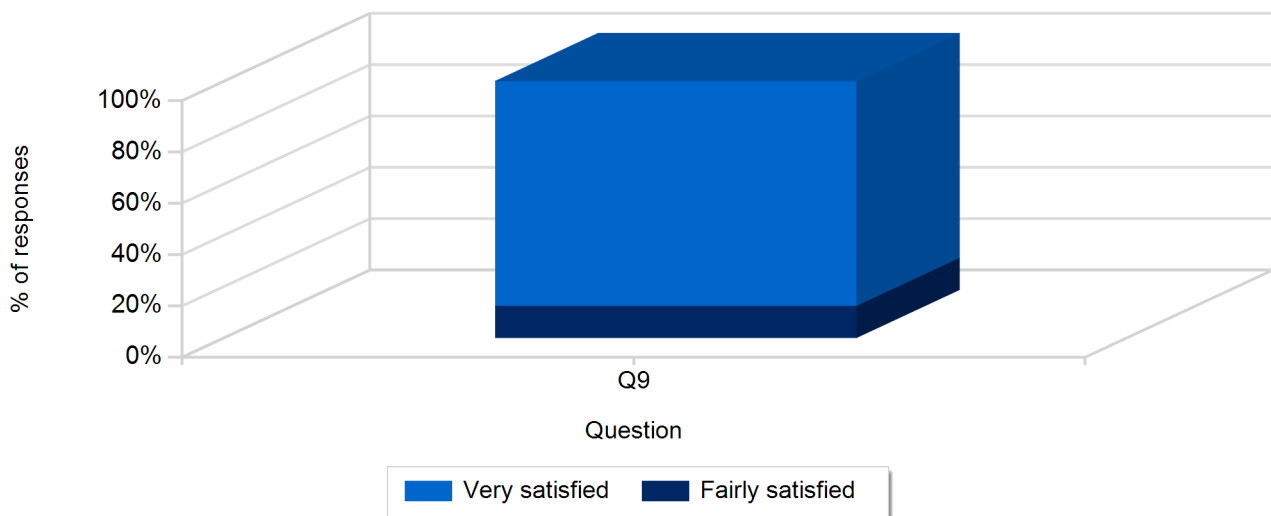
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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 | 5 | 35 | 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 | 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) | Previous score (May 2015) |
|---|---------------|----------------------------|----------------------------|---------------------------|
| Q9 Overall quality of customisation service | 96 | 98 | 95 | 96 |

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 | 53 | 78% |
| No | 1 | 1% |
| Don't know | 7 | 10% |
| Blank / Spoilt | 7 | 10% |

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 | 63 | 93% |
| No | 1 | 1% |
| Blank / Spoilt | 4 | 6% |

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

Table 11b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 9 | 13% |
| No | 54 | 79% |
| Blank / Spoilt | 5 | 7% |

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 | 6 | 9% |
| No | 56 | 82% |
| Blank / Spoilt | 6 | 9% |

*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 | 60 | 88% |
| No | 3 | 4% |
| Blank / Spoilt | 5 | 7% |

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 | 5 | 7% |
| No | 59 | 87% |
| Blank / Spoilt | 4 | 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 | 1 | 1% |
| No | 62 | 91% |
| Blank / Spoilt | 5 | 7% |

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 | 8 | 12% |
| No | 11 | 16% |
| Don't know | 13 | 19% |
| Blank / Spoilt | 36 | 53% |

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

Table 13b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 1 | 9% |
| No | 4 | 36% |
| Don't know | 0 | 0% |
| Blank / Spoilt | 6 | 55% |

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 | 21 | 31% |
| No | 22 | 32% |
| Don't know | 16 | 24% |
| Blank / Spoilt | 9 | 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 | 19 | 28% |
| No | 22 | 32% |
| Don't know | 17 | 25% |
| Blank / Spoilt | 10 | 15% |

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

About the services you receive from this supplier

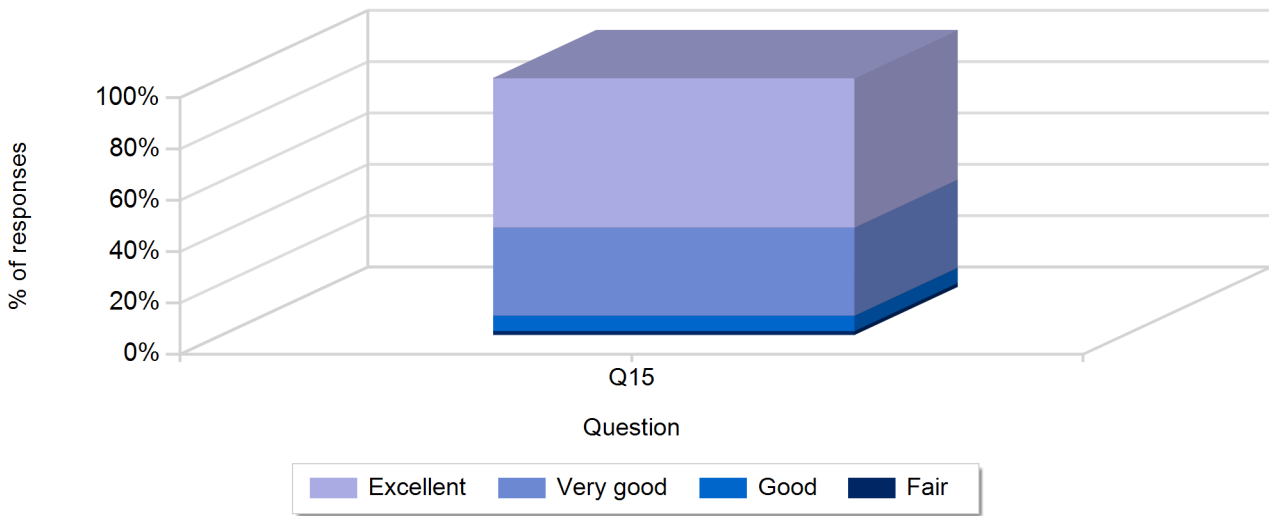
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

| | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 0 | 1 | 4 | 23 | 39 | 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 | 87 | 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 | 87 | 85 | 89 | 87 |

The supplier's premises

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

Table 17a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 5 | 7% |
| No | 63 | 93% |
| Blank / Spoilt | 0 | 0% |

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

Table 17b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Very good | 5 | 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 | 5 | 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 | 1 | 1% |
| 20 - 24 | 0 | 0% |
| 25 - 34 | 1 | 1% |
| 35 - 44 | 3 | 4% |
| 45 - 54 | 5 | 7% |
| 55 - 64 | 9 | 13% |
| 65+ | 48 | 71% |
| Blank / Spoilt | 1 | 1% |

Q19: Gender

Table 19:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male | 38 | 56% |
| Female | 27 | 40% |
| Blank / Spoilt | 3 | 4% |

*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 | 1 | 1% |
| Carer for someone with a longstanding illness | 4 | 6% |
| Neither | 52 | 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:

- Repeat prescription.
- Via my GP and email.
- To discuss a replacement for the ileostomy appliance I'd been happily using for many years and which has recently been discontinued.
- I contact you on behalf of my husband.

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

- Your service cannot be improved. Your service over the years has been brilliant.
- Several years of service have been excellent.
- My stoma bags have literally just been discontinued and I received an email explaining I was to receive a different type of bag. I was also given the stoma nurse's name should I have any issues with it which was brilliant. It turned out the new stoma bags are so much better than the old, so happy days all round.
- Q6, Q7, Q13 are not applicable, also applies to Q4(c) and Q12(c).
- I used Fittleworth while living in my old home and then to my new home. The service has been excellent.
- One of my packages was delivered to the wrong address. Delivery times when you work full time are always a problem.
- Fittleworth are nationwide delivery service questions regarding premise and disabled access are irrelevant. I have always found their service to be excellent and when I have had to contact them with a problem or query they have acted quickly to correct or expedite the service required. They go over and above the level or service that would usually be acceptable.
- It is the fault of my GP surgery but often prescriptions for products not supplied by Fittleworth are sent to them. I am unaware of this until I visit the pharmacy who inform me that they do not have my prescriptions - when I call Fittleworth they advise me that they have had it and have sent it to the NHS "spine". I or my pharmacy have to retrieve it, then order the goods = long delays. On such occasions it would be helpful if I could be advised of any prescriptions that Fittleworth cannot dispense so that I can take the appropriate action earlier. It is not Fittleworth's fault - but I need to know what has happened to my prescription.
- For repeat prescriptions I follow a link from my GP's website to another website (system online) where I am able to place a request for a prescription. I subsequently receive the prescription by carrier to my house without seeing the prescription. An excellent, efficient service.
- Invaluable service.
- Overall I am delighted with the service provided by Fittleworth. However there was a blip earlier this summer when I was surprised to learn that my ileostomy bag was no longer available, so I had to spend weeks trying alternative appliances as the replacement one was not suitable. I have severe rheumatic arthritis and find the Velcro closure of most alternatives (so much for improvement!) difficult. I need to feel secure as my life is an active, busy one. Lucky me. So it would have been very helpful if my lovely supplies advisor had been allowed to suggest and recommend suitable appliances but apparently this is not allowed.
- I have only been using Fittleworth for a year and have found their service excellent. However I am not so sure about their use of Parcelforce as a delivery service. My last order was on a specific date and although I received it on this day it was delivered to a wrong address and left on the doorstep without being signed for. It ended up being delivered by the person at the house in their own car. Hopefully this will be just a one-off occurrence.
- I have used Dansac/Fittleworth for many years and have only good things to say - carry on the good work.
- I always receive great service. If a product is going to be late, I am informed and will send supplies if I am close to running out.
- Brilliant, reliable service. Friendly telephone communication.
- For myself no improvement needed I have always had excellent service and would recommend Fittleworth to anybody that needs stoma supplies.
- Always helpful and caring.
- I have always been more than satisfied with their service, thank you.
- Excellent service provided, staff are always so helpful, would recommend this service.

Customer comments

- We rarely have problems with Fittleworth. If there is a problem they always contact us by phone. They are always polite. We have never had any real problem.
- A few times, items have been requested and confirmed over telephone but did not arrive when date confirmed so had to order again.
- It is quite frustrating at times that regardless of when the prescription is received by Fittleworth it is always a 2 week wait to get the products. If a prescription is received within 2 days of a telephone order why can't Fittleworth send the products out. Other than that, good service.
- Speed of delivery from request to receiving goods could be improved. Sometimes it can be getting on for 3 weeks.
- Keep having to call Fittleworth and my GP to get the prescription correct. Only send one item at time sometimes very frustrating.
- Since the large wipes were removed from availability, I have struggled with the tiny ones, there is never enough of them as I have to use a lot. Please bring back the large wipes!
- I cannot fault the services offered by Fittleworth. Thank you for everything.

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 = 68

| Questionnaire rating scale | Very good | Fairly good | Fairly poor | Very poor | Non rated responses |
|-------------------------------|-----------|-------------|-------------|-----------|---------------------|
| Number of ratings | 62 | 5 | 0 | 0 | 1 |
| Value assigned to each rating | 100 | 66.6666 | 33.3333 | 0.00 | n/a |

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(62 \times 100.00) + (5 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(68 - 1)}$$

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.



fittleworth



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

