

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Sunderland

September - January 2019



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Introduction

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

Details of your survey

220 patient questionnaires were sent out and 105 completed questionnaires were returned giving a response rate of 48%.

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	105
Questionnaire blank	3
Patient deceased	1
Unreturned questionnaires	
Unreturned questionnaires	111
Total number of questionnaires	220

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

Q1: Why did you contact the supplier? To submit a NHS prescription for:

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	90	86%
Someone else	6	6%
Both	1	1%
Blank / Spoilt	8	8%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	87	83%
Fax	0	0%
Post	9	9%
Email	1	1%
Face to face	0	0%
Internet	3	3%
Blank / Spoilt	5	5%

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

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

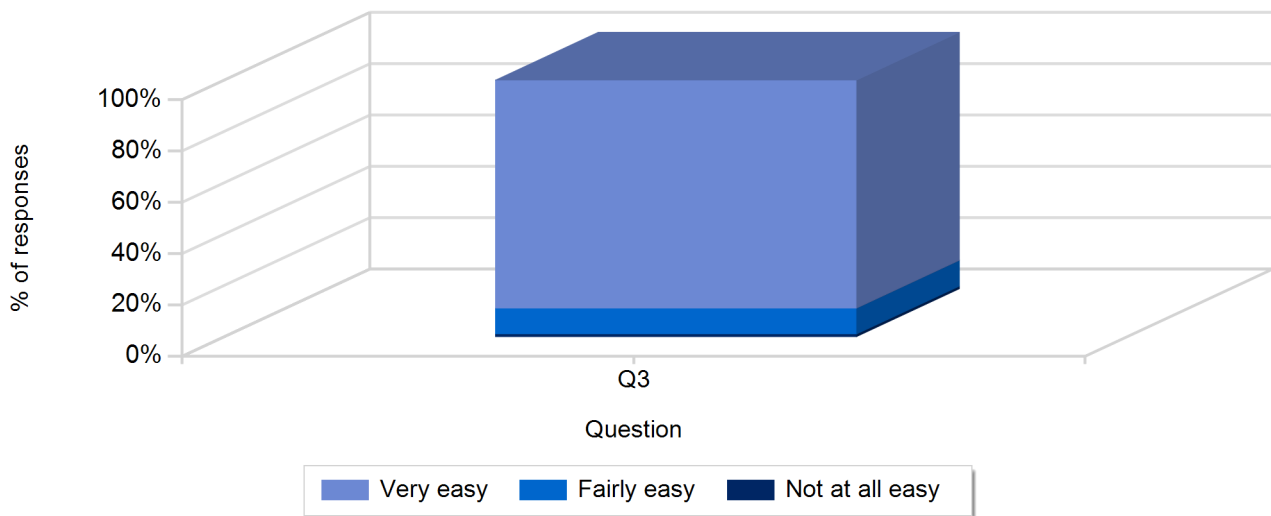
Q3: How easy did you find it to contact them?

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?	1	10	88	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?	94	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?	94	94	89	91

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

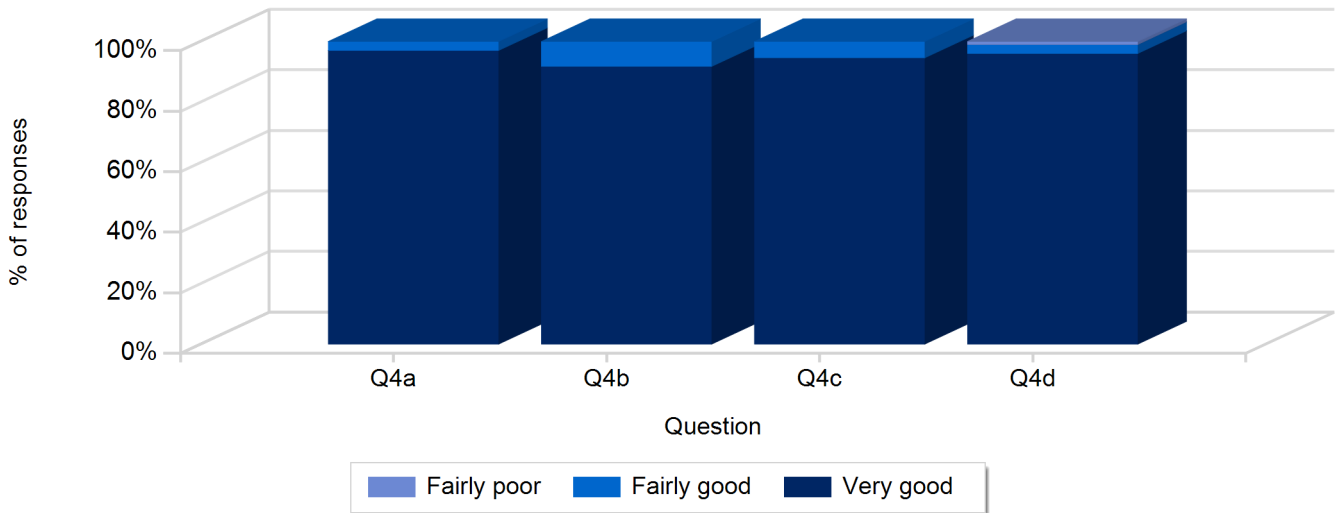
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	98	3	0	0	0	4
Q4b Answering any queries you had	89	8	0	0	0	8
Q4c Passing you on to someone who could help	70	4	0	0	9	22
Q4d How would you describe their service?	97	3	1	0	0	4

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

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

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	61	58%
No	12	11%
Don't know	24	23%
Blank / Spoilt	8	8%

*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	23	22%
No	18	17%
Don't know	11	10%
Blank / Spoilt	53	50%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	22	96%
No	1	4%
Don't know	0	0%
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	6	6%
No	21	20%
Don't know	15	14%
Blank / Spoilt	63	60%

*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	33%
No	2	33%
Don't know	1	17%
Blank / Spoilt	1	17%

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	44	42%
No	25	24%
Don't know	9	9%
Blank / Spoilt	27	26%

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

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	40	38%
No	30	29%
Don't know	6	6%
Blank / Spoilt	29	28%

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	29	28%
No	35	33%
Don't know	11	10%
Blank / Spoilt	30	29%

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

About the services you receive from this supplier

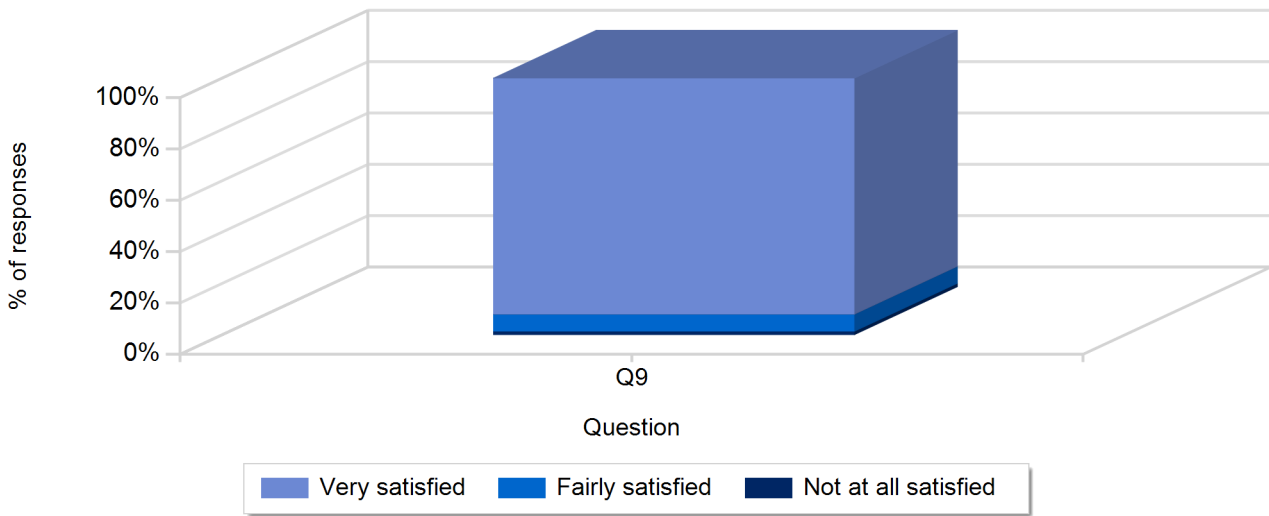
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	5	69	30

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	96	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	76	72%
No	2	2%
Don't know	5	5%
Blank / Spoilt	22	21%

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	94	90%
No	2	2%
Blank / Spoilt	9	9%

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	16	15%
No	83	79%
Blank / Spoilt	6	6%

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	9	9%
No	87	83%
Blank / Spoilt	9	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	96	91%
No	3	3%
Blank / Spoilt	6	6%

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	2	2%
No	93	89%
Blank / Spoilt	10	10%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	94	90%
Blank / Spoilt	11	10%

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	0	0%
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	13	12%
No	19	18%
Don't know	32	30%
Blank / Spoilt	41	39%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	11%
No	5	26%
Don't know	4	21%
Blank / Spoilt	8	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	48	46%
No	20	19%
Don't know	25	24%
Blank / Spoilt	12	11%

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	30	29%
No	25	24%
Don't know	31	30%
Blank / Spoilt	19	18%

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

About the services you receive from this supplier

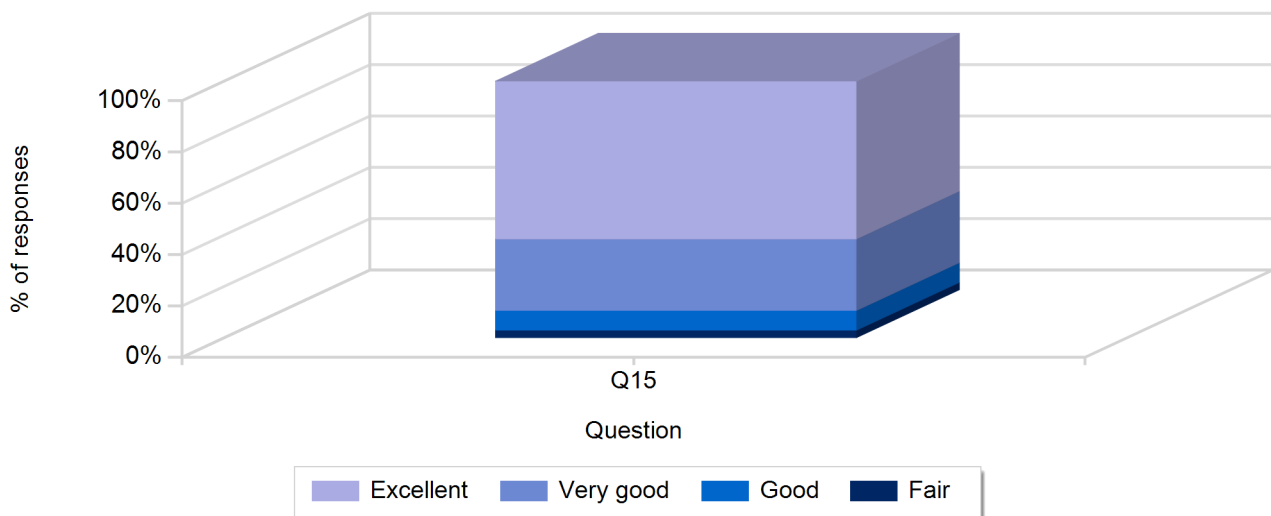
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	3	8	29	64	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	86	90

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	3	3%
No	100	95%
Blank / Spoilt	2	2%

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	3	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	1	33%
Fairly good	1	33%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	1	33%

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	2%
45 - 54	7	7%
55 - 64	10	10%
65+	85	81%
Blank / Spoilt	1	1%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	57	54%
Female	43	41%
Blank / Spoilt	5	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	5	5%
Carer for someone with a longstanding illness	11	10%
Neither	77	73%

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:

- The hospital day unit contacted you for myself.
- Additional complementary wipes.
- I was getting low, my fault, I was into my last box and concerned that I would run out of supplies.
- Actually they contacted me to check on supplies.
- Recommended by stoma nurse at hospital. She ordered the first supplies and we just continued with Fittleworth.
- To order an item I pay for.
- On advice from RSC Hospital - Guildford.
- Because my diabetic prescription had been sent at the same time as my ileostomy bags etc as far as I know sent by electronic prescription by mistake.
- Changed size of catheter.
- When the order has not been correct.
- I have always rang the supplier to put my order in for my medical appliances; then they contact my GP for the prescription to be fulfilled.
- I rang because I have had really bad problems with getting supplies there last two times. Only a fellow colostomate can appreciate how desperate it is to only have one or two bags left.
- You are sent my request via my doctors as and when I require stoma bags.
- On behalf of my brother who had just been discharged from hospital. I needed to know the procedure for ordering supplies, staff very helpful.

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

- Never had any problems with Fittleworth, their service is excellent.
- Always a first class service.
- I have found the staff extremely helpful. Over and above average customer care centres or distribution centres. I would have no hesitation in approaching any of the advisors should I have any problem or preference about products - I find it a consolation their staff are so approachable and understanding regarding my condition requirements. Thank you.
- Can find no fault with supplies received or the delivery of the same.
- Everyone is very helpful on the phone, cannot fault anything, lovely. And the delivery person is very good, could not fault anything. Wonderful.
- I would have to say I am very pleased with the service that they give me 100%. I will never go to any other supplier. They are very polite, helpful, nothing is too much problem for them to help me, they offer me a good service, always willing to offer good advice.
- I have found Fittleworth to be a very helpful company. On the very few occasions that I have had to contact Fittleworth, they have been very helpful and professional.
- On behalf of my husband, who has been supplied with catheters for many years. My practice is to ring Fittleworth when he needs supplies, their service has been excellent.
- Excellent service over the years.
- Service excellent.
- I find their service very good.
- Have always had very good service. Found staff to be very helpful whatever I asked them. Since using a stoma bag they have tried to keep me as much as possible because of my skin until we got one that my skin could tolerate.
- Regarding question 13: never contacted after hours.
- I have been dealing with Fittleworth for several years now and I can honestly say that I have no complaints at all. Contact is always by telephone and whether a male or female answers they are polite and helpful at all times. The service they provide for me I find is faultless - I cannot think of any way to improve on this.

Customer comments

- Why can you not supply filter caps? Had none for 6 months. Please answer my complaint.
- It could help if I didn't have to order things 3 weeks in advance?
- I have complete faith in them.
- I am always informed by either telephone or email if there is an issue with my repeat prescription. This is normally due to the electronic prescription not being sent by my GP surgery.
- It takes too long from phone call to receiving the letter to pass on to doctors. Waiting sometimes up to 3 to 4 weeks which can result in running out of items required.
- I have been very happy with the service. I do all the ordering on behalf of my husband and have found the staff sensitive and helpful. On two occasions (in 12 years) the doctors surgery has not got the prescription back quickly. The staff at Fittleworth helped making sure I had enough supplies. This ease is reassuring. I appreciate the phone reminder but have got used to ordering 2 weeks ahead of delivery now.
- A polite, reliable service. Friendly and efficient.
- Long delay at times answering telephone have to try for quite a long time to get through.
- I have found the supplier very good and all contact with me has been excellent.
- Answered to the best of my knowledge. Very good service.
- Keep up the good work. Thank you. The black bags are great. Sometimes I run out of wipes! Sometimes my order is early, not the date given.
- None. Fittleworth are excellent and have been for years.
- I have been with this firm for several years and never found any fault in putting an order in or receiving order. Everyone is very helpful and polite. Some questions I haven't answered because I didn't think they applied to me with being this long with the firm. Hope you understand.
- The service is excellent, when I know I require more I ring up and just repeat my order. It takes 2 weeks for delivery, sometimes it can come before the 2 weeks. I always make sure I have enough to cover me. Thank you. I hope I've answered all for you.
- Normally all deliveries are as the CSA said they would be however my last order was delayed twice. I am not sure if this was due to Fittleworth or my GP. On all other occasions the service is excellent.
- The order before last was my surgery's fault - the lady did not send my prescription in until I made enquiries. I received an "emergency" pack. The second time, according to the reception people (again after I made enquiries) they rang you to be told (according to them) as I had had a recent "emergency" pack I would not need another so soon! I found this difficult to comprehend, but as the "lay person" I just had to accept it. I had one or two more bags left this second time and was not quite as desperate. The delivery people are really great and always appreciate my needs.
- Very satisfied indeed.
- Better quality wipes.
- I have found the supplier to be very good and on two occasions they have phoned me asking if all was well and if I required any stoma bags as it was a certain length of time since my last delivery. When I told them I only used one per day they understood and noted my remarks.
- The supplier usually contacts me by telephone about my appliances so some of the questions are not applicable to me. I only contact them if I have missed the call or they send a letter.
- The service until several months ago was excellent. Things have changed and I am unsure if I will receive my supply on time. I do not like complaining and I feel sad to be writing this after years of wonderful attention.
- Their service has always been excellent.
- Have no problems at all.
- Carry on giving this service. Thank you.

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 = 105

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	98	3	0	0	4
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(98 \times 100.00) + (3 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(105 - 4)}$$

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

