

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Altrincham

November 2021 - February 2022



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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 | 70 | 88% |
| Someone else | 8 | 10% |
| Both | 0 | 0% |
| Blank / Spoilt | 2 | 3% |

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 | 63 | 79% |
| Fax | 0 | 0% |
| Post | 0 | 0% |
| Email | 10 | 13% |
| Face to face | 0 | 0% |
| Internet | 2 | 3% |
| Blank / Spoilt | 5 | 6% |

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

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

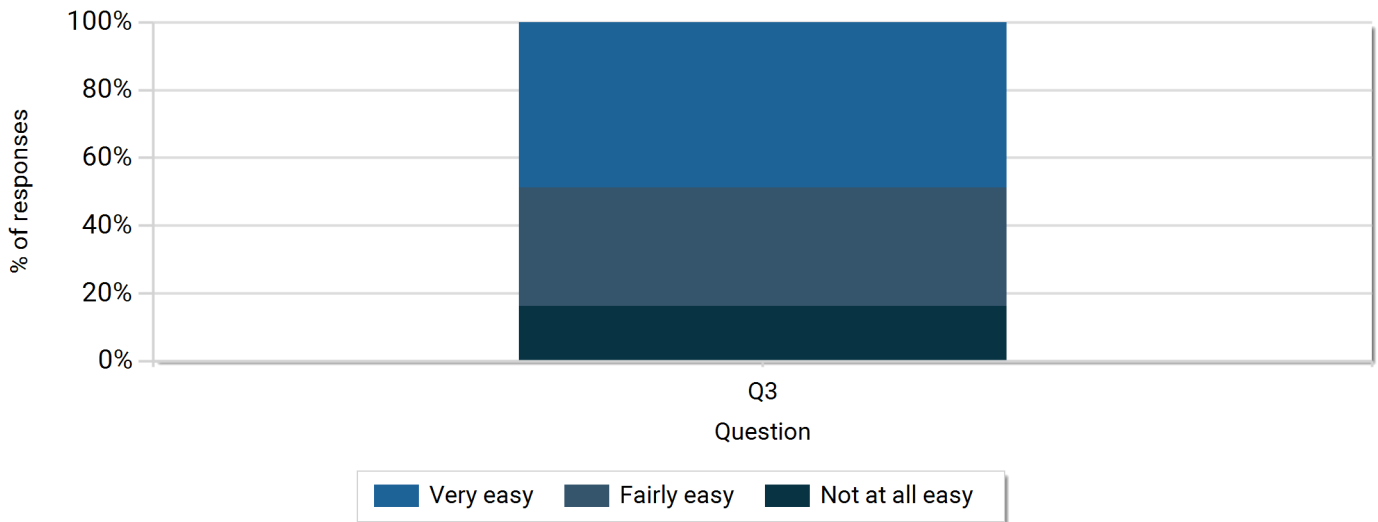
Q3: How easy did you find it to contact them?

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? | 13 | 28 | 39 | 0 |

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? | 66 | 63 | 66 | 69 | 72 | 96 |

*Benchmarks are based on data from 38 dispensing locations surveyed between November 2021 and February 2022 with 40 or more returned questionnaires and a total of 4,086 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 (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|--|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q3 How easy did you find it to contact them? | 66 | 91 | 92 | 93 |

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

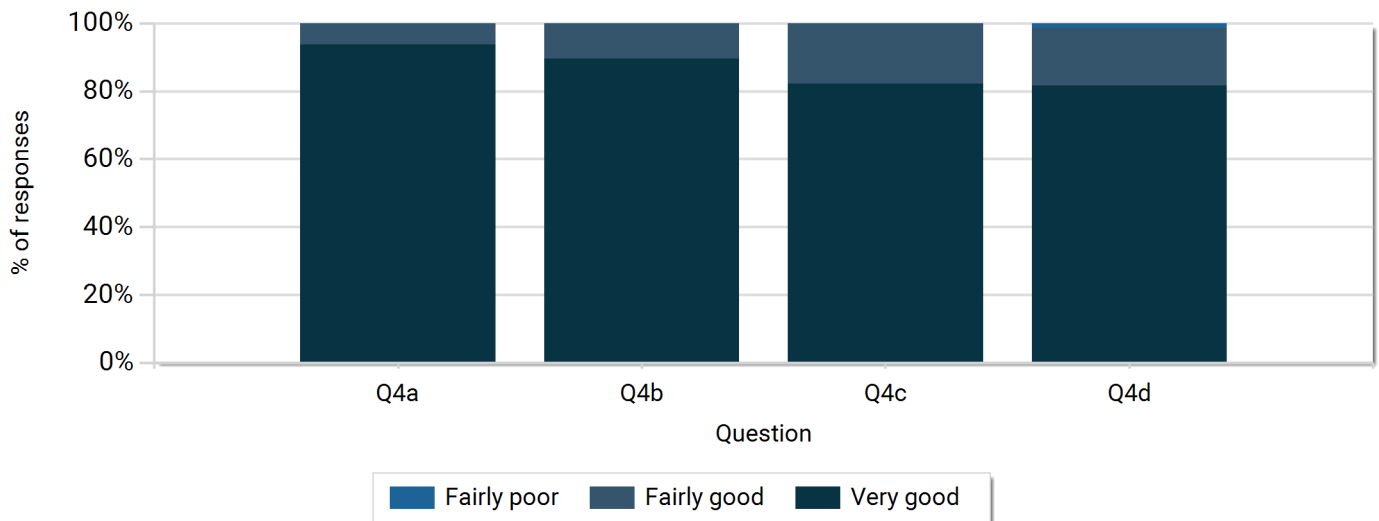
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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? | 74 | 5 | 0 | 0 | 0 | 1 |
| Q4b Answering any queries you had | 68 | 8 | 0 | 0 | 0 | 4 |
| Q4c Passing you on to someone who could help | 37 | 8 | 0 | 0 | 19 | 16 |
| Q4d How would you describe their service? | 62 | 13 | 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? | 98 | 94 | 97 | 97 | 98 | 100 |
| Q4b Answering any queries you had | 96 | 92 | 95 | 95 | 96 | 98 |
| Q4c Passing you on to someone who could help | 94 | 88 | 91 | 94 | 96 | 99 |
| Q4d How would you describe their service? | 93 | 91 | 93 | 95 | 96 | 99 |

*Benchmarks are based on data from 38 dispensing locations surveyed between November 2021 and February 2022 with 40 or more returned questionnaires and a total of 4,086 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.

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

Table 4.3 Current and previous mean percentage scores

| | Current score | Previous score (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|---|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q4a Polite and took time to understand needs? | 98 | 100 | 97 | 97 |
| Q4b Answering any queries you had | 96 | 99 | 98 | 98 |
| Q4c Passing you on to someone who could help | 94 | 98 | 99 | 97 |
| Q4d How would you describe their service? | 93 | 99 | 98 | 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 | 50 | 63% |
| No | 9 | 11% |
| Don't know | 16 | 20% |
| Blank / Spoilt | 5 | 6% |

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

About the services you receive from this supplier

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

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

Table 6a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 16 | 20% |
| No | 12 | 15% |
| Don't know | 6 | 8% |
| Blank / Spoilt | 46 | 57% |

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

Table 6b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 12 | 75% |
| No | 3 | 19% |
| 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 | 3 | 4% |
| No | 18 | 23% |
| Don't know | 12 | 15% |
| Blank / Spoilt | 47 | 59% |

*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 | 33% |
| No | 0 | 0% |
| Don't know | 1 | 33% |
| 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 | 26 | 33% |
| No | 16 | 20% |
| Don't know | 6 | 8% |
| Blank / Spoilt | 32 | 40% |

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 | 20 | 25% |
| No | 20 | 25% |
| Don't know | 4 | 5% |
| Blank / Spoilt | 36 | 45% |

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 | 12 | 15% |
| No | 27 | 34% |
| Don't know | 5 | 6% |
| Blank / Spoilt | 36 | 45% |

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

About the services you receive from this supplier

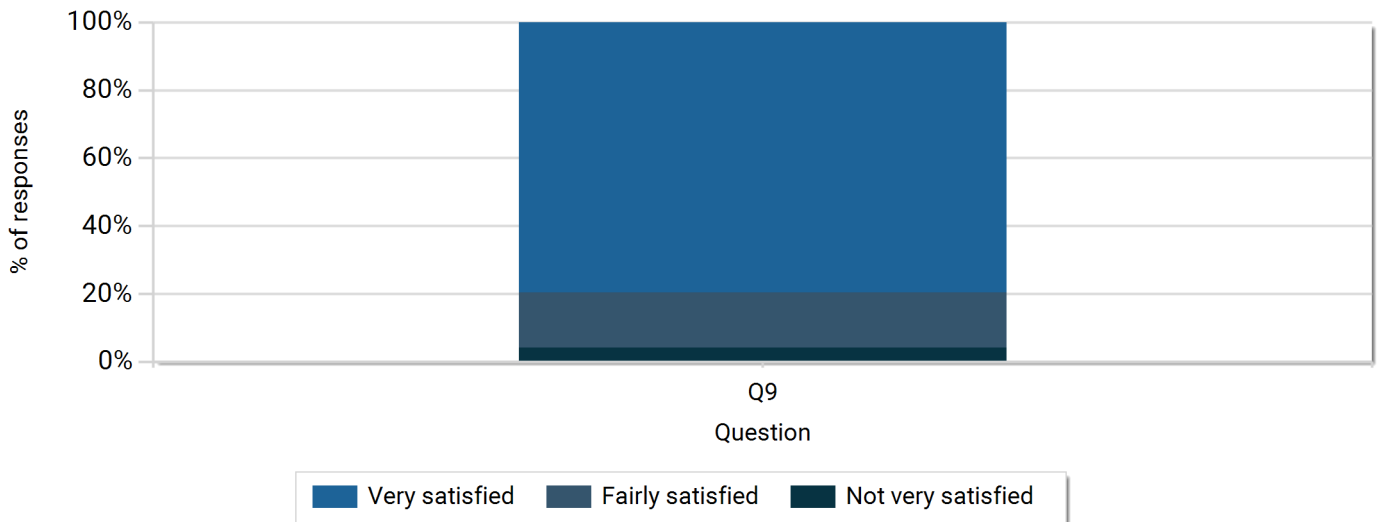
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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 | 2 | 8 | 39 | 31 |

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 | 92 | 90 | 92 | 94 | 96 | 98 |

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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 (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|---|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q9 Overall quality of customisation service | 92 | 96 | 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 | 50 | 63% |
| No | 3 | 4% |
| Don't know | 4 | 5% |
| Blank / Spoilt | 23 | 29% |

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 | 74 | 93% |
| 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 | 12 | 15% |
| No | 62 | 78% |
| Blank / Spoilt | 6 | 8% |

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 | 7 | 9% |
| No | 68 | 85% |
| Blank / Spoilt | 5 | 6% |

*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 | 71 | 89% |
| No | 5 | 6% |
| Blank / Spoilt | 4 | 5% |

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 | 3% |
| No | 71 | 89% |
| Blank / Spoilt | 7 | 9% |

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

Table 12b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 0 | 0% |
| No | 73 | 91% |
| Blank / Spoilt | 7 | 9% |

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 | 10 | 13% |
| No | 34 | 43% |
| Don't know | 19 | 24% |
| Blank / Spoilt | 17 | 21% |

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

Table 13b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 3 | 9% |
| No | 15 | 44% |
| Don't know | 7 | 21% |
| Blank / Spoilt | 9 | 26% |

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 | 33 | 41% |
| No | 17 | 21% |
| Don't know | 22 | 28% |
| Blank / Spoilt | 8 | 10% |

Q14b: Does the supplier provide a practice leaflet containing information about the NHS services that they provide?

Table 14b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 25 | 31% |
| No | 15 | 19% |
| Don't know | 31 | 39% |
| Blank / Spoilt | 9 | 11% |

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

About the services you receive from this supplier

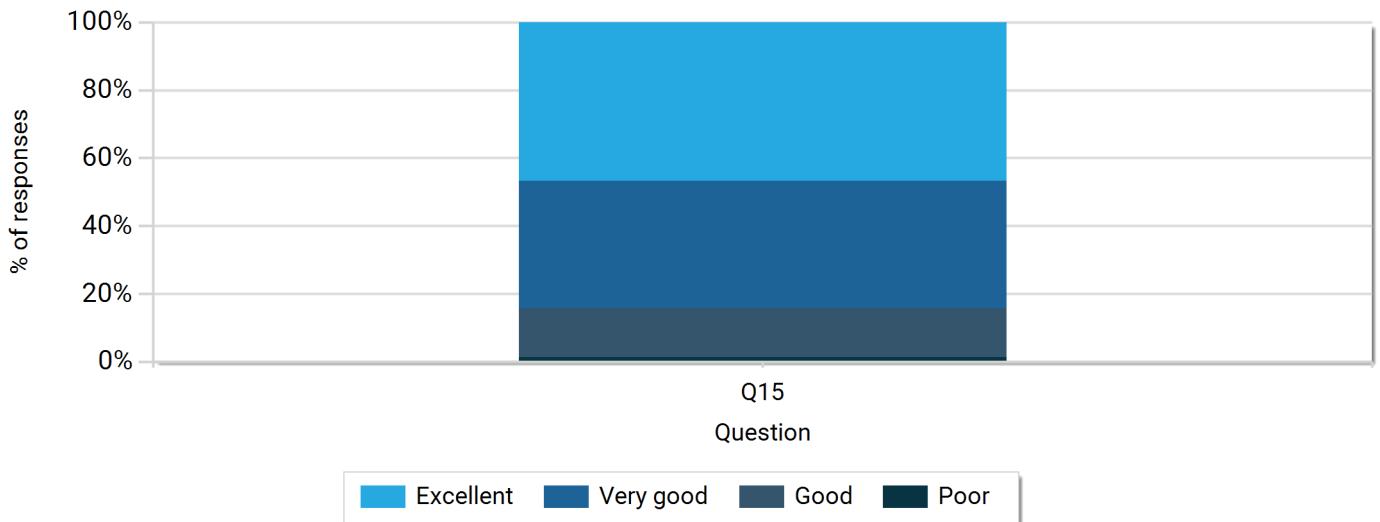
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

| | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 1 | 0 | 11 | 29 | 36 | 3 |

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 | 82 | 80 | 82 | 83 | 86 | 93 |

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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 (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|--------------------|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q15 Overall rating | 82 | 92 | 87 | 88 |

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 | 79 | 99% |
| Blank / Spoilt | 1 | 1% |

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

Table 17b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Very good | 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 | 2 | 3% |
| 35 - 44 | 2 | 3% |
| 45 - 54 | 3 | 4% |
| 55 - 64 | 14 | 18% |
| 65+ | 58 | 73% |
| Blank / Spoilt | 1 | 1% |

Q19: Gender

Table 19:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male | 48 | 60% |
| Female | 31 | 39% |
| Blank / Spoilt | 1 | 1% |

*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 | 2 | 3% |
| Carer for someone with a longstanding illness | 9 | 11% |
| Neither | 69 | 86% |

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:

- To purchase non-woven swabs.
- Availability of stoma pouches.

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

- I have had excellent service. Very competent staff on the phone.
- They need to be selective about issuing feedback forms as in some instances the questions asked are irrelevant.
- Often my items are fragmented which causes confusion with GP.
- Outstanding reliability, service and courtesy. Throughout the years they have supplied me with their vital product. The consistency has been remarkable.
- Happy with the overall service provided.
- After order request passed to supplier, communication link supplier to GP practice seems confused/tardy. 11 days from order to delivery of standard product seems too long.
- Our supplier has been having difficulty obtaining the requested total amount of boxes from our medical practice. Therefore we have to await delivery on two separate occasions.
- Takes quite a while to contact by phone as lines engaged. I have recently moved to online ordering and find the website not the easiest to use. I am older but shop online all the time and therefore am familiar with websites.
- There is an issue with communication from GP practice to supplier. I have received one box of 10 stoma bags in 14 days, where I ordered >30! I use three per day on some days - and have made do by not changing the stoma bag until bursting full. When I call the supplier, I am on the phone for 20 minutes on average before speaking with someone, last time referred me back to supplier.
- Used to find it easy to get through by phone, now it is much harder so occasionally email. But find the same email can be responded to by multiple people causing more time for employees and me.
- I am very satisfied with the service that I get.
- Always short of pre-paid envelopes.
- Let people know if they don't get prescription on time, a bit earlier. Also doctors surgery need to have this checked. Because people have big problem with getting prescription done from doctor. Fittleworth have to chase up doctors all the time.
- Not sure why the orders take two weeks to fulfil.
- Long waiting times on the phone so had to email which seemed to take longer to deliver.
- Seems to be difficulties acquiring prescription from GP practice.
- I am very satisfied with the service.
- No problems whatsoever.
- An answering service out of hours. More staff/telephone lines.
- I find Fittleworth to be excellent and really put themselves out.
- I sometimes have to explain that I must have my products every four weeks otherwise I have the problem of not having enough and running out.
- Noticed longer than usual waiting times on the telephone system, so have also reverted to the online ordering system which is working well.

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 = 80

| Questionnaire rating scale | Very good | Fairly good | Fairly poor | Very poor | Non rated responses |
|-------------------------------|-----------|-------------|-------------|-----------|---------------------|
| Number of ratings | 74 | 5 | 0 | 0 | 1 |
| Value assigned to each rating | 100 | 66.6666 | 33.3333 | 0.00 | n/a |

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(74 \times 100.00) + (5 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(80 - 1)}$$

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

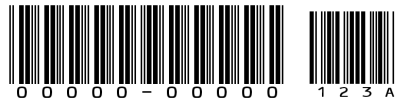
The median, cuts the data set in half

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 | 94 | 97 | 97 | 98 | 100 |

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*Benchmarks are based on data from 38 dispensing locations surveyed between November 2021 and February 2022 with 40 or more returned questionnaires and a total of 4,086 returned customer questionnaires.



Dispensing Appliance Contractor Customer Questionnaire

At Fittleworth we are always looking to improve our service. We have decided to take a moment to collect the views of our customers. We will ask about your experience and the services you receive from Fittleworth. We have partnered with CFEP UK Surveys to do this. All responses are anonymous.

To complete the survey, please mark the boxes like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice. If you are unable to answer a question, or a question doesn't apply to you, please leave it blank. Once the survey is complete, please post it using the pre-paid envelope provided.

Alternatively, if you wish to complete the questionnaire online, a web version can be found at:

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 an NHS prescription for:

Yourself Someone else Both

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

Q2 How do you normally contact your supplier? (Please tick one box only)

Telephone Fax Post
 Email Face to face Internet

Q3 How easy did you find it to contact them?

Not at all easy Fairly easy Very easy

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 each of the following? (Please tick one box only)

| | 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"/> |

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

Yes No Don't know

Providing NHS Services



This section is about the services you receive from this supplier

Q6 & Q7 are about occasions when the appliance was not available at the time requested.

If this does not apply to you, please move to Q8.

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), 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

Q7 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

The next questions are about repeat prescriptions, if this does not apply to you, please move to Q9.

Q8 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

The next question is about customisation, if your appliance is not customised, please move to Q10.

Q9 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

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?

Yes No Don't know



The next questions are about appliances which are delivered. If this does not apply to you, please move to Q12

Q11 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

Q12 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

Q13 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

Q14 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



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?

Poor Fair Good Very good Excellent

Q16 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:

Q17 Have you ever visited the supplier's premises?

Yes No

If you answered yes to Q17, 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"/> |

The following questions provide us with general information about the range of people who have responded to this survey. If you would prefer not to answer any of these questions just leave them blank.

Q18 How old are you?

16-19 20-24 25-34 35-44
 45-54 55-64 65+

Q19 Are you:

Male Female

Q20 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 your time and assistance – Please return this questionnaire in the pre-paid envelope provided.

This survey is anonymous and confidential. We do not intend to use the information for any other purpose than reviewing our service.

Care Centre: Example

