

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Carnforth

November 2021 - February 2022



Contents

Introduction

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

Q1-Q2 Number and percentage of responses (table 1 and 2)	1
Q3 Distribution and frequency of ratings (table 3.1 and graph 1)	2
Q3 Your mean percentage scores and benchmarks (table 3.2)	2
Q3 Comparison of current and previous scores (table 3.3)	2
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	3
Q4 Your mean percentage scores and benchmarks (table 4.2)	3
Q4 Comparison of current and previous scores (table 4.3)	4
Q5 Number and percentage of responses (table 5)	4

About the services you receive from this supplier

Q6 Number and percentage of responses (table 6a and 6b)	5
Q7 Number and percentage of responses (table 7a and 7b)	5
Q8 Number and percentage of responses (table 8a, 8b and 8c)	6
Q9 Distribution and frequency of ratings (table 9.1 and graph 3)	7
Q9 Your mean percentage scores and benchmarks (table 9.2)	7
Q9 Comparison of current and previous scores (table 9.3)	7
Q10 Number and percentage of responses (table 10)	8
Q11 Number and percentage of responses (table 11a, 11b, 11c and 11d)	8
Q12 Number and percentage of responses (table 12a, 12b and 12c)	9
Q13 Number and percentage of responses (table 13a and 13b)	10
Q14 Number and percentage of responses (table 14a and 14b)	10
Q15 Distribution and frequency of ratings (table 15.1 and graph 4)	11
Q15 Your mean percentage scores and benchmarks (table 15.2)	11
Q15 Comparison of current and previous scores (table 15.3)	11

The supplier's premises

Q17 Number and percentage of responses (table 17a, 17b and 17c)	12
---	----

Customer demographics

Q18-20 Number and percentage of responses (table 18, 19 and 20)	13
---	----

Customer comments

Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2

Supporting documents

Details of score calculation

Explanation of quartiles

Sample questionnaire

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	124	87%
Someone else	12	8%
Both	0	0%
Blank / Spoilt	7	5%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	102	71%
Fax	0	0%
Post	1	1%
Email	20	14%
Face to face	1	1%
Internet	9	6%
Blank / Spoilt	10	7%

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

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

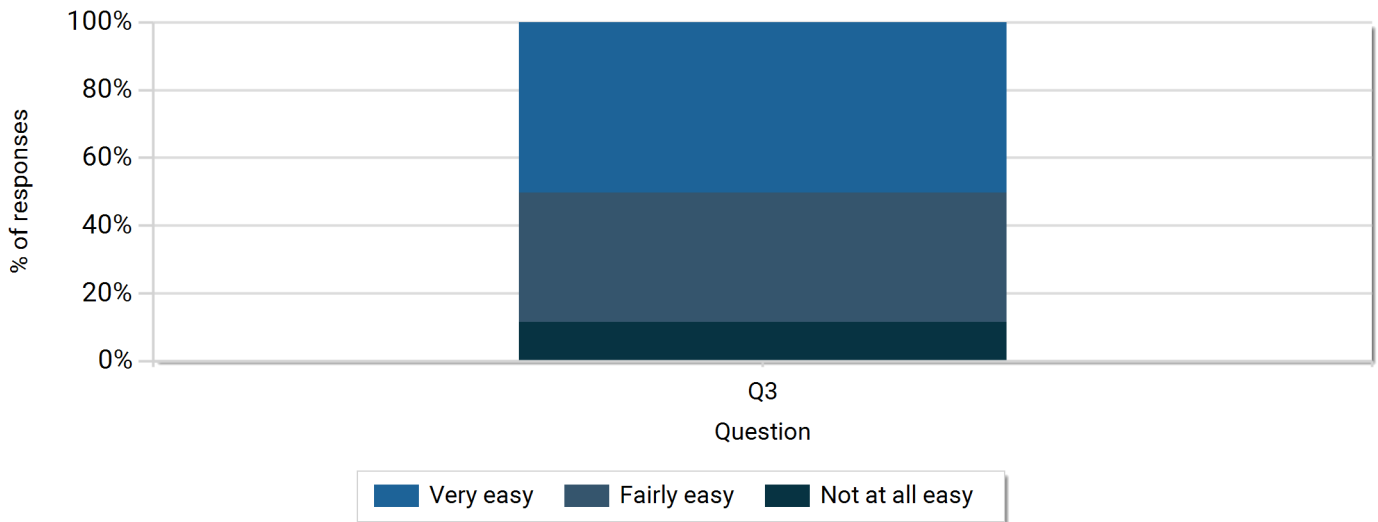
Q3: How easy did you find it to contact them?

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?	16	53	70	4

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?	69	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?	69	89	94	90

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

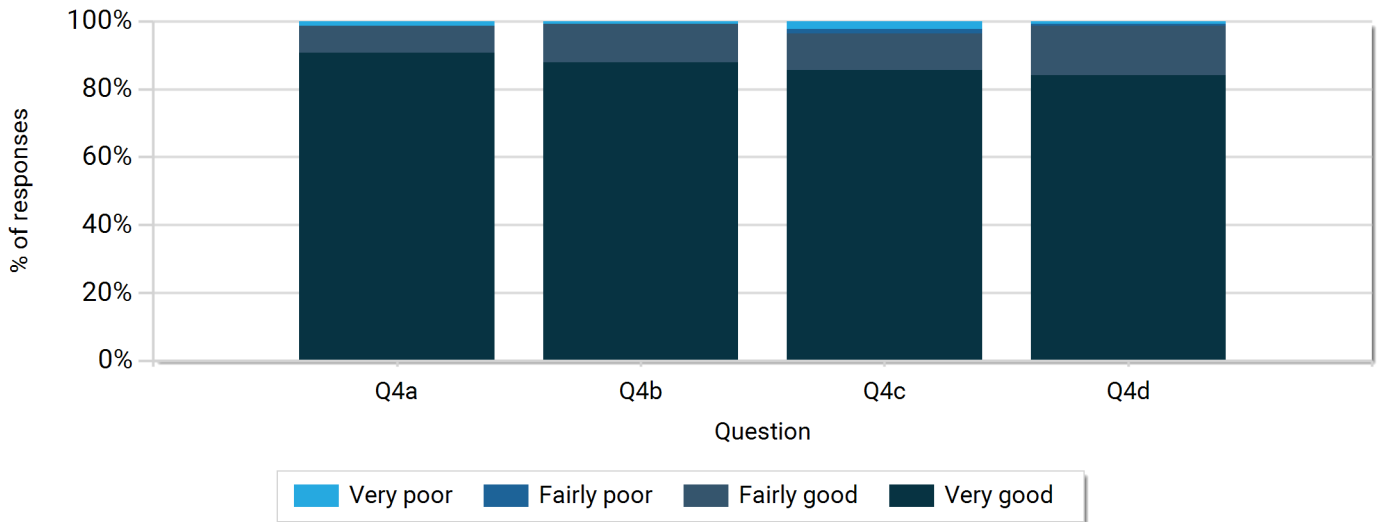
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	126	11	0	2	1	3
Q4b Answering any queries you had	115	15	0	1	1	11
Q4c Passing you on to someone who could help	71	9	1	2	22	38
Q4d How would you describe their service?	116	20	1	1	0	5

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	96	94	97	97	98	100
Q4b Answering any queries you had	95	92	95	95	96	98
Q4c Passing you on to someone who could help	93	88	91	94	96	99
Q4d How would you describe their service?	94	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?	96	98	99	95
Q4b Answering any queries you had	95	97	97	95
Q4c Passing you on to someone who could help	93	97	98	96
Q4d How would you describe their service?	94	98	99	94

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	89	62%
No	12	8%
Don't know	33	23%
Blank / Spoilt	9	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	28	20%
No	20	14%
Don't know	17	12%
Blank / Spoilt	78	55%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	23	82%
No	3	11%
Don't know	0	0%
Blank / Spoilt	2	7%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	2	1%
No	28	20%
Don't know	22	15%
Blank / Spoilt	91	64%

*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	51	36%
No	31	22%
Don't know	12	8%
Blank / Spoilt	49	34%

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	49	34%
No	29	20%
Don't know	15	10%
Blank / Spoilt	50	35%

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	35	24%
No	38	27%
Don't know	17	12%
Blank / Spoilt	53	37%

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

About the services you receive from this supplier

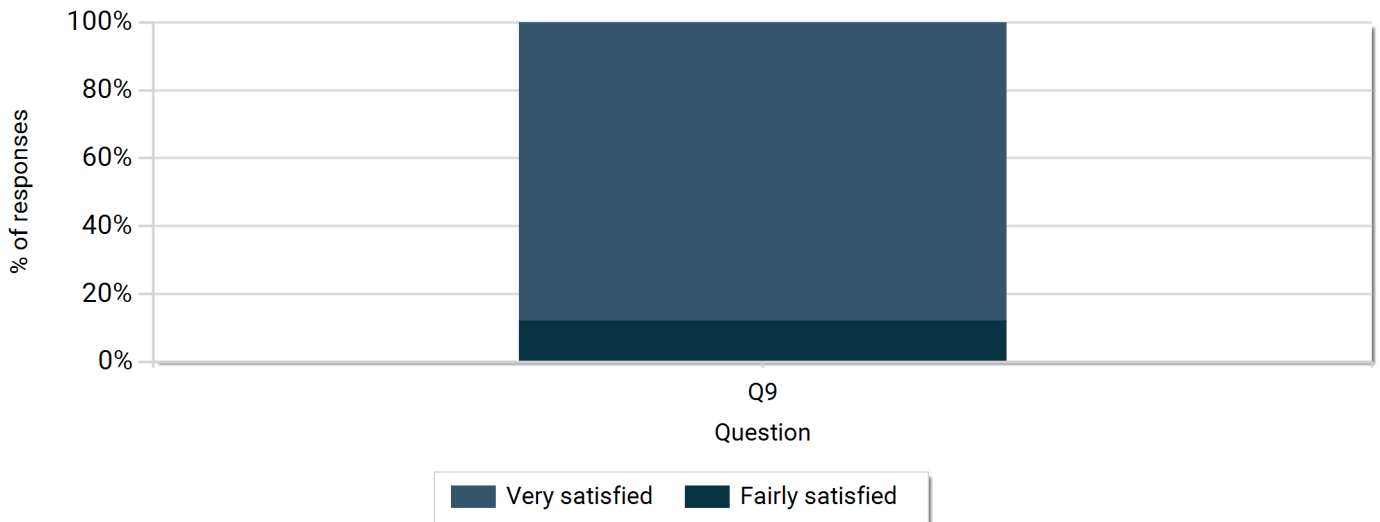
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	9	65	69

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	90	92	94	96	98

*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 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	96	97	97	92

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	81	57%
No	1	1%
Don't know	11	8%
Blank / Spoilt	50	35%

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	129	90%
No	7	5%
Blank / Spoilt	7	5%

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	18	13%
No	117	82%
Blank / Spoilt	8	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	7	5%
No	125	87%
Blank / Spoilt	11	8%

*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	131	92%
No	5	3%
Blank / Spoilt	7	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	11	8%
No	117	82%
Blank / Spoilt	15	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	129	90%
Blank / Spoilt	14	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	16	11%
No	47	33%
Don't know	26	18%
Blank / Spoilt	54	38%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	6%
No	12	26%
Don't know	6	13%
Blank / Spoilt	26	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	72	50%
No	24	17%
Don't know	28	20%
Blank / Spoilt	19	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	51	36%
No	30	21%
Don't know	38	27%
Blank / Spoilt	24	17%

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

About the services you receive from this supplier

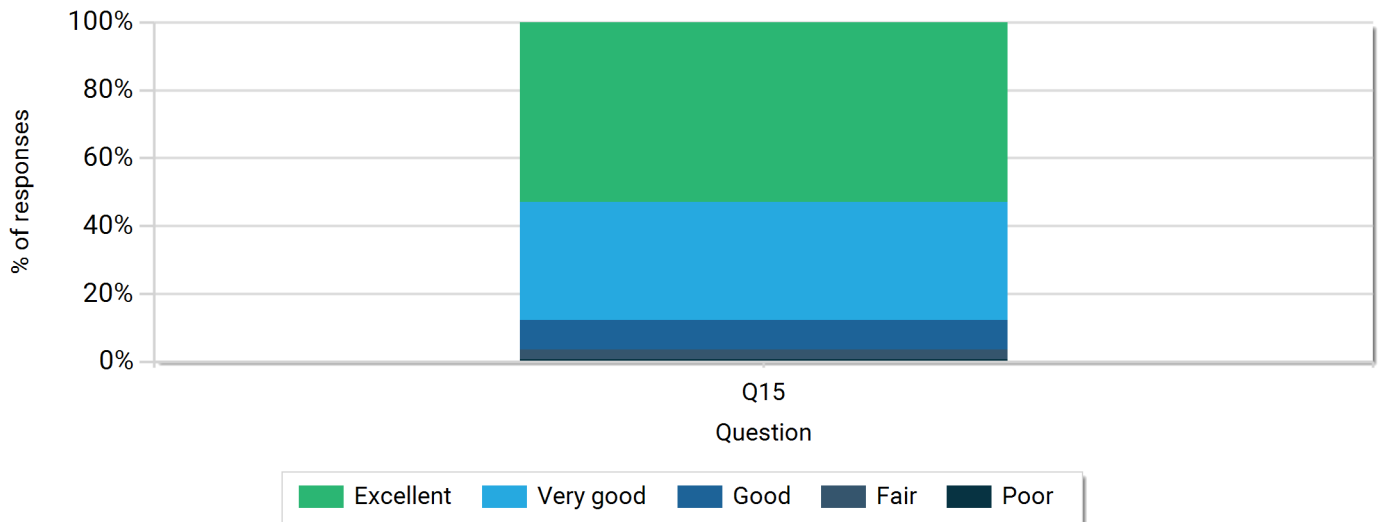
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	4	12	48	73	5

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	84	80	82	83	86	93

*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 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	84	90	90	83

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	140	98%
Blank / Spoilt	3	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	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	1	1%
25 - 34	0	0%
35 - 44	1	1%
45 - 54	11	8%
55 - 64	13	9%
65+	114	80%
Blank / Spoilt	3	2%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	80	56%
Female	59	41%
Blank / Spoilt	4	3%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	3	2%
Carer for someone with a longstanding illness	7	5%
Neither	129	90%

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:

- Telephone query about order, communication etc.
- The hospital recommended you.
- Missing part of prescription.
- Stoma nurse contacted for me after operation.
- Quantity of dry wipes falls short of urostomy pouches supplied, although complimentary, I cannot purchase these anywhere. After surgery for cancer, my stoma nurse instructed me on fitting of flange and bag, three dry wipes required each time the bag/flange is fitted, advised not to use anything else!
- Think sorted by Hexham Hospital.
- Local chemist couldn't supply the items need anymore.
- I was going to run out, because of a water infection.
- Advice from specialist NHS nurse. My contact with Fittleworth is through local GP practice. I can contact Fittleworth separately. I assumed the "supplier" is Fittleworth here.
- To arrange a delivery.
- To confirm my subscription, which is sent to Fittleworth by my GP. I arrange a delivery date to suit.
- I contact my GP surgery who then send my prescription to yourselves. I contacted the supplier to ask how the orders are done, which differs from surgery to surgery. They explained it very well.
- Was recommended to me by a district nurse.

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

- Prescriptions are issued (my online request) to the supplier by my GP surgery. I only contact the supplier to vary the complimentary items if necessary and to find out the delivery date. Q6, 7 & 8 are not relevant. Can't fault the supplier's service. Excellent.
- Over the seven years of involvement standards have been very high with less than a handful of delays. Occasional issues between Fittleworth and GP. No alternative provision or supply has ever been offered to me.
- It takes a long time to get through to the operator, phone lines engaged.
- Lockdown is finished can't you go back to having more people on the phone? It is tedious emailing my requirements and I have yet to wait for my call to be answered in under 20 minutes! I wish to speak to someone and have questions to be answered.
- Over ten years I have had no problems.
- On occasion the wait time between request and delivery can be prolonged.
- Re Q11a - No morning or afternoon time given. It would be a great help to me, for afternoon delivery. They always give a date of delivery, and it's delivered on that day. In the years I've been a customer, several times, delays have been the fault of local medical centre, not releasing my prescription.
- I'm very happy with the service provided by Fittleworth. Every element of their delivery and service to me has been of a very high standard!
- The process of obtaining a repeat prescription at my GP is easy, as long I keep reminding them to electronically send to Fittleworth. I have asked Fittleworth to advise me 24 hours prior to delivery (a date that I am not aware of) so that I can arrange an alternative. It is difficult to receive a text message, on the day of delivery, advising of a time slot that day (via DHL) if I am away on holiday. 24 hours notice would enable me to arrange an alternative delivery address.
- Always provides good quality customer service and always receive the correct items at the correct time. My only problem with the service is the recent steep rise in the waiting time for a customer service advisor to answer the phone. There have been times when it has been close to an hour so that can be slightly frustrating at times especially due to the fact that the opening and closing times for the phone lines match my working hours, so I have to sit on hold for long periods of time while at work.

Customer comments

- The service from the supplier has been excellent but for some unknown reason, my surgery changed the process which means my repeat prescription was not automatically available at the suppliers request meaning I have to visit the surgery to have the prescription sent.
- My one big problem is trying to get through on the telephone. Left holding for ages and ages. Fortunately I have a computer but terrible for anyone who is not computer literate.
- I truly believe that Fittleworth cannot be improved substantially as they offer an excellent existing service.
- Fittleworth supply what I need efficiently, but it has recently become very difficult to contact them. Phone is impossible and emails are not answered promptly. If my prescription is normal they dispense it accurately and delivery is prompt. I am not willing to swap as I tried the doctor's service and found it extremely haphazard. Once you get on to Fittleworth they are very good and will respond in an emergency.
- The service from the supplier is fantastic. I couldn't wish for better care from them. Really friendly people, a credit to the firm.
- Excellent service. Prompt delivery. Helpful and polite advisors.
- When you try to ring cannot get through you can sit on hold forever, never managed to speak to anyone.
- Waiting time on telephone. Takes a long time to speak to operative.
- I have never had any problems with my supplier (Fittleworth) or their service and staff are excellent!
- Fittleworth Medical Ltd has been excellent from the beginning. Their staff are always polite and helpful each time you contact them.
- The time taken to answer the telephone to place an order has increased substantially over the recent month.
- You could answer phone quicker, and also reply to emails promptly with appropriate answers.
- I can't answer much of this questionnaire because I order by calling my GP surgery dispensing department, so they do the ordering.
- Since the change in systems - old to new system I have experienced uncertainty as to when and if the new catheters will arrive. They seem to be having problems obtaining the new catheters. Many times I have been panicking because I did not have enough left but the staff at Fittleworth are brilliant and try so hard to get supplies to me as soon as possible. In the old system I received 30 catheters per month but with new system they cut it down to 15 per month. Also they stopped the bags and wipes - until this time when some were sent. This has caused me anxiety at times.
- Have been using email to reorder repeat prescription but finding it more difficult awaiting replies - so will be going back to using the phone and waiting in a long queue before being answered.
- Since moving to a different delivery company I sometimes don't receive my supplies on day specified for delivery.
- Really happy with the service, staff are always helpful too.
- If you ring you are on hold for too long. 45 minutes I have been on hold. Emails take too long to answer as well. Services used to be a lot better before.
- The customer support service of Fittleworth is first class. On the few occasions that issues have arisen they have made every effort to sort them to my satisfaction.
- Takes too long to answer the phone 30 minutes or more, chasing a delivery so email no good as 48 hour to get back to you.
- Employ people who understand the needs of the people they are supplying.
- It's over three years ago that Fittleworth started to send monthly supplies - all very good apart from difficulty getting in touch via freephone since the pandemic.
- Queries and requests dealt with promptly by friendly staff, who do their utmost to help.
- Q2 - could refer to either as some customers ring the GP surgery/NHS or Fittleworth directly. I live too far away to visit the supplier's premises, but if I go down there I will try to make an appointment to go.
- Great service. The only question they couldn't answer is which of the catheters is better for the environment, but they were going to look this up.
- I have only recently needed this service (since June) and I have found them to be very polite and helpful whenever I ring to reorder. At first I wasn't sure what to order but the person on the phone was very patient and understanding. They all are (at least the ones I've spoken to).

Customer comments

- Telephone response time could be improved.
- Really good service from Fittleworth at all times. Thank you.
- Parcels don't seem to come as prompt as they used to. Otherwise I think it is a brilliant service.
- Very satisfactory service. Pleasant efficient well spoken staff with clarity of diction - I am hard of hearing - who are friendly courteous and knowledgeable and bright. 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 = 143

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	126	11	0	2	4
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(126 \times 100.00) + (11 \times 66.67) + (0 \times 33.33) + (2 \times 0.00) + (1 \times 0)}{(143 - 4)}$$

Your mean percentage score for Q4a = 96%

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?	96	94	97	97	98	100

16684

*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

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

