

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Derby

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	117	81%
Someone else	19	13%
Both	2	1%
Blank / Spoilt	6	4%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	115	80%
Fax	0	0%
Post	0	0%
Email	15	10%
Face to face	0	0%
Internet	5	3%
Blank / Spoilt	9	6%

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

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

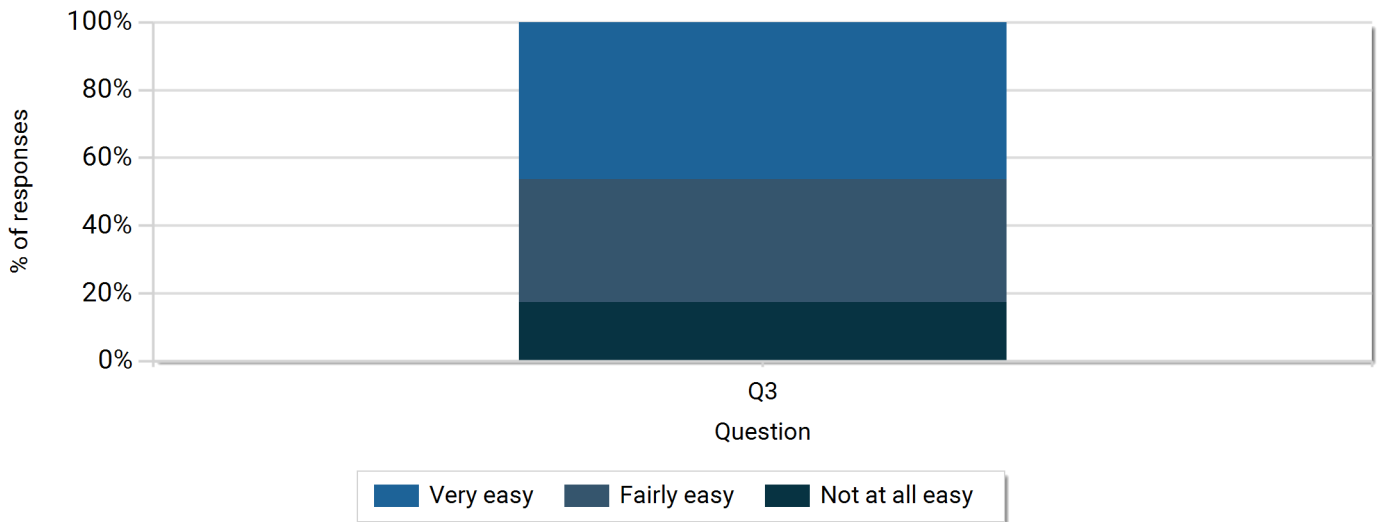
Q3: How easy did you find it to contact them?

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?	24	50	64	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?	64	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?	64	87	94	95

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

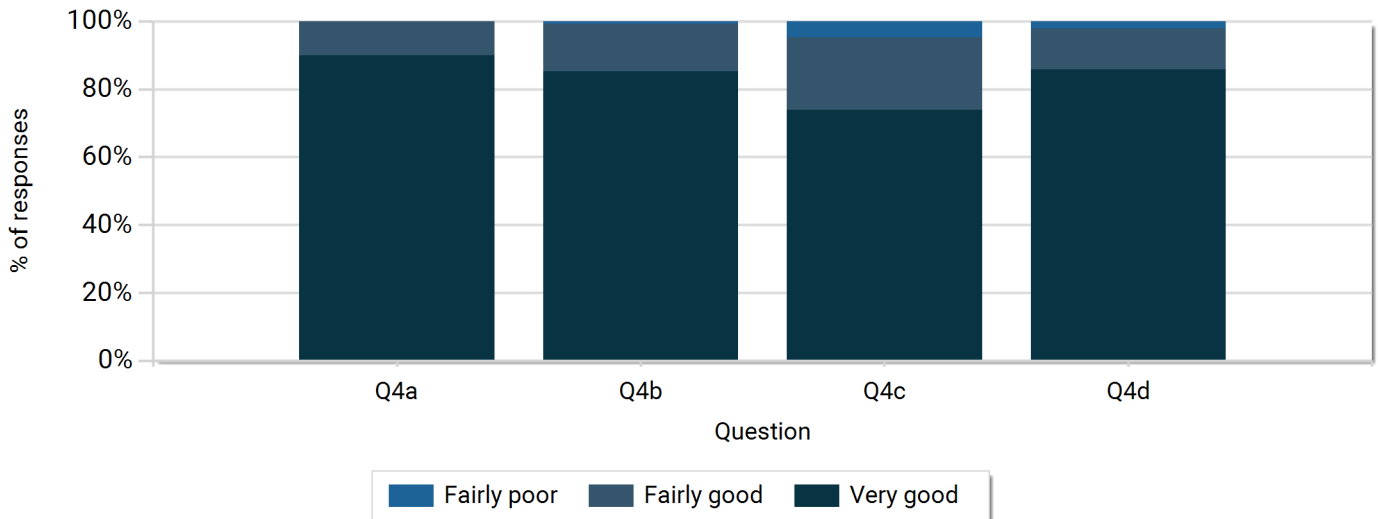
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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	14	0	0	0	4
Q4b Answering any queries you had	116	19	1	0	0	8
Q4c Passing you on to someone who could help	62	18	4	0	16	44
Q4d How would you describe their service?	120	17	3	0	1	3

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?	97	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	90	88	91	94	96	99
Q4d How would you describe their service?	95	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?	97	99	96	98
Q4b Answering any queries you had	95	98	95	97
Q4c Passing you on to someone who could help	90	97	95	97
Q4d How would you describe their service?	95	97	98	97

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	91	63%
No	10	7%
Don't know	31	22%
Blank / Spoilt	12	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	22	15%
No	25	17%
Don't know	15	10%
Blank / Spoilt	82	57%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	19	86%
No	1	5%
Don't know	1	5%
Blank / Spoilt	1	5%

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	8	6%
No	21	15%
Don't know	21	15%
Blank / Spoilt	94	65%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	3	38%
No	3	38%
Don't know	1	13%
Blank / Spoilt	1	13%

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	35%
No	31	22%
Don't know	12	8%
Blank / Spoilt	50	35%

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	47	33%
No	32	22%
Don't know	7	5%
Blank / Spoilt	58	40%

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	33	23%
No	41	28%
Don't know	11	8%
Blank / Spoilt	59	41%

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

About the services you receive from this supplier

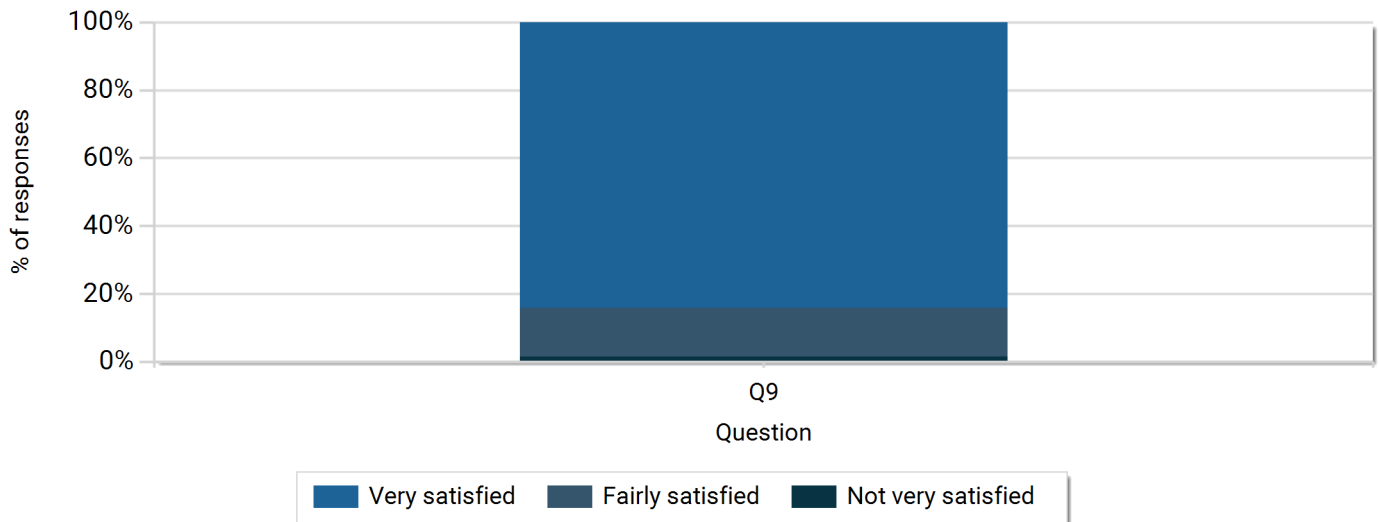
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	10	58	75

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	94	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	94	97	94	95

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	85	59%
No	2	1%
Don't know	13	9%
Blank / Spoilt	44	31%

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	125	87%
No	8	6%
Blank / Spoilt	11	8%

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	13	9%
No	121	84%
Blank / Spoilt	10	7%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	6	4%
No	119	83%
Blank / Spoilt	19	13%

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

About the services you receive from this supplier

Q11d: If your product was delivered, did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	129	90%
No	6	4%
Blank / Spoilt	9	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	5	3%
No	126	88%
Blank / Spoilt	13	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	1	1%
No	127	88%
Blank / Spoilt	16	11%

Q12c: If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	1	100%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q12b.

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

About the services you receive from this supplier

Q13a: If you have ever contacted the supplier's telephone care line out of hours, were they able to provide advice at the time you called?

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	10	7%
No	42	29%
Don't know	29	20%
Blank / Spoilt	63	44%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	7%
No	11	26%
Don't know	1	2%
Blank / Spoilt	27	64%

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	59	41%
No	26	18%
Don't know	40	28%
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	53	37%
No	29	20%
Don't know	41	28%
Blank / Spoilt	21	15%

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

About the services you receive from this supplier

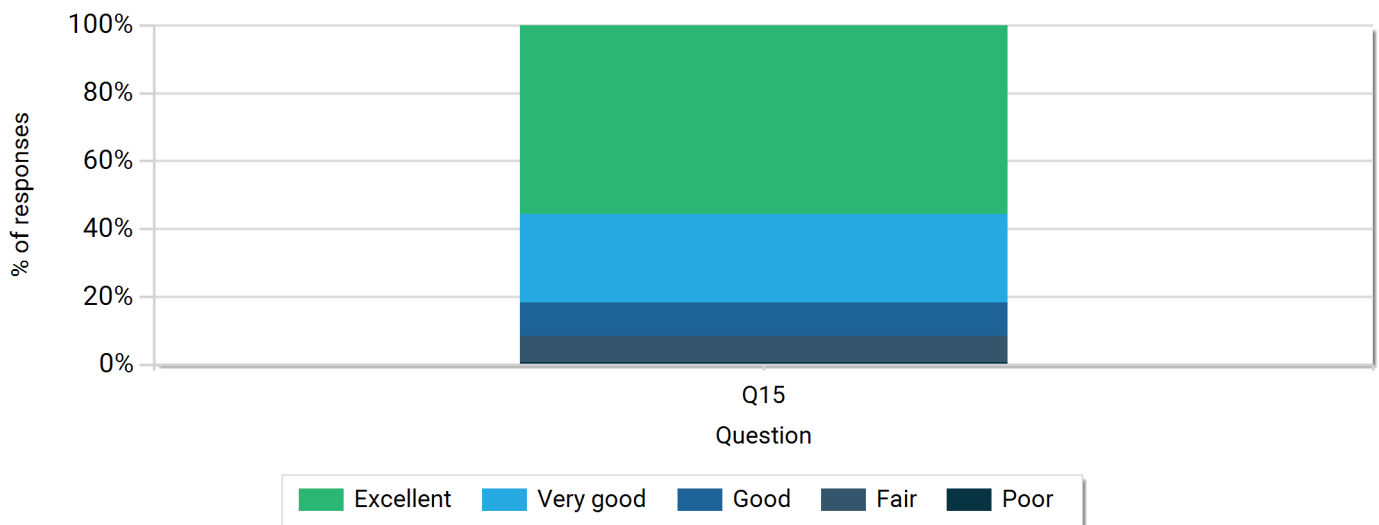
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	11	14	37	79	2

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	82	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	82	89	89	88

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	1%
No	142	99%
Blank / Spoilt	0	0%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	2	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	50%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	1	50%

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	1	1%
35 - 44	1	1%
45 - 54	6	4%
55 - 64	17	12%
65+	115	80%
Blank / Spoilt	3	2%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	84	58%
Female	57	40%
Blank / Spoilt	3	2%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	1	1%
Carer for someone with a longstanding illness	18	13%
Neither	118	82%

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:

- I contact my GP to raise prescription and they send it to Fittleworth.
- Northern General Hospital, Sheffield advised me.
- Supply problem.
- Contact made by stoma nurse at Northern General Hospital, Sheffield.
- On this occasion because of a change the stoma nurse contacted the supplier.
- Not happy with delivery company.
- Living in elderly residential care home.
- Hospital and booklet enclosed in parcel.
- Colon operation/Leeds St James hospital. Prostate.
- Didn't receive prescription again on given date. Not Fittleworth's fault it's delivery DHL.

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

- Rather not have to wait two weeks for delivery seems I call then two weeks later received items call two weeks later I'd rather call and have order within a week so three weeks break worry about it.
- Many times the order placed is delivered incorrectly due to a breakdown in communication between my GP practice and Fittleworth. This leaves me in a situation running out of appliances.
- Calls could be answered sooner. Approximately 50% of times I phone, I give up after 10+ minutes and try again later.
- Telephone was very busy and I can't use the online method.
- I have an urostomy and receive prescriptions for items, bags, flanges, etc. I don't know if these are regarded as appliances. I have always found Fittleworth, courteous and friendly and the service has always been extremely efficient. Staff who answer telephone are always extremely helpful and pleasant. I have never had any issue with Fittleworth and am completely satisfied with the service provided.
- My husband has a deep stoma I wish they made more baseplates to fit properly with extra glue so don't keep blowing because this is very annoying/frustrating. It makes him not to be able to speak properly.
- Always brilliant service. My GP has the system where you have to order via them, then they send the prescription to Fittleworth. That part is a bit long winded but once in Fittleworth's hands it is super quick and makes life with a stoma easy. Thank you.
- The biggest "problem" is the waiting time on phone lines.
- Excellent service, nothing is a problem to them always do what they can to help.
- Excellent first class service always from Fittleworth since 2015 to present.
- Since COVID the time from placing the order to receiving it has increased from some reason. It would be good if it went back to 7-8 days, not 10-12 days.
- I found it difficult to contact Fittleworth by phone 40 minutes average time before I spoke to anyone, last order was delivered without disposable wipes and bags. I have to contact Fittleworth when my supply catheters are down to one week supply is left.
- Found great difficulty getting through on the phone - sometimes on the line for 40-50 minutes.
- Need information of all things that can help me in every day.
- Sometimes there is a long wait before my telephone call is answered!
- Do not use DHL as couriers they are unreliable and liars.
- Excellent company to deal with, very happy with service provided. First class.
- I receive a monthly call from Fittleworth asking me if I wish to place an order, which is yes, I do, they contact the surgery to obtain a prescription and my order is received on the day Fittleworth specify. A perfect system.

Customer comments

- Once or twice, items requested have been omitted from my order - e.g. radar key not sent when requested, also adhesive removal spray. Order needs checking against my request before dispatch?
- Communication is a problem. Telephone waiting time can be up to 30 minutes. Email not answered until following day. One of my requirements (stoma bags) does not show when ordering online.
- The only improvement would be to speed up the time taken when ordering by phone. My shortest time waiting on phone is 10 minutes, but normally it is 25-30 minutes.
- I am extremely satisfied with the service I receive.
- Excellent service every time!
- I have asked for the beige colour bags not the transparent but they keep sending the wrong one thanks.
- Service has deteriorated - takes ages to answer phone now in event of queries. 30 minutes plus. Issues with items missing etc. Staff very polite but maybe need more staff? New delivery/courier company not good, just leave at front door at random times.
- Service used to be very good but at the moment is very poor. It is almost impossible to place a telephone order due to the long wait to be put through to an operative who can deal with your order. Emails do not receive a response. My latest internet order placed on October 29th 2021 was delivered on November 19th and 23rd without any reasons given for the delay. I wrote to Fittleworth on November 21st asking why I had only received part of my order but have not had a response from them.
- Please answer the telephone in less than 10 minutes. Indicate position in queue like our doctors do.
- Very satisfied at present.
- None! Everything dealt with very efficiently.
- Trouble getting all items on one delivery due to large prescriptions. Trouble getting dry wipes.
- Excellent service. Will supply emergency appliances if an emergency arises.
- Over the years Fittleworth have provided a very efficient service for me personally. So if there are any delays at all it's due to demand for the products they supply.
- In normal times my local NHS have a stoma "open day", which gives me a good chance to speak to Fittleworth staff and see any new products. The Fittleworth nurse was very helpful and recommended a change of product that has been highly successful. The ordering and delivery of my supplies is very straightforward. Thank you!
- I have to wait for too long for the telephone to be answered. The menus online are far too long.
- Cannot get answered on the telephone very easily.
- It is extremely difficult to contact this company by telephone. I find that my orders are consistently wrong. The service has room for improvement.
- You need more phone lines to avoid clients having to wait for a free line. I waited 15 minutes recently. This never happened before.
- Everything is good, so keep up the good work.
- Only issue is delay in getting through on telephone - otherwise, service is good.
- Not as satisfied with current delivery (DHL) as was with Fittleworth's private delivery - very nice and caring gentleman always waited until I could answer door and asked how I was.
- Fittleworth company has been really polite, helpful, have no problems with them. It's the delivery DHL last month was late. Not when I was told by Fittleworth. October delivery DHL, was horrendous, they lost the delivery, had to have an emergency delivery, then I only received the second part two days before, I had to reorder his prescriptions of catheters, very stressful. Fittleworth was brilliant, it was DHL, I am not amused as I'm not allowed to have extra in case of emergency.
- Not sure if it's the GP practice or the supplier, however, every month there is an issue with the supplier receiving the prescription. The surgery tell me they have a long pick list - can't this be simplified?
- Very hard to contact over phone.
- At first I used to phone the supplier to order a delivery, now the prescription goes from my GP to the supplier.

Customer comments

- The staff I deal with are always very helpful. If an item or items are not in stock, or there will be a delay - they let me know, and they have provided help with getting alternative items when it became necessary. What with COVID-19 and the effects of Brexit, it is obvious suppliers have many difficulties, but the staff I deal with are helpful and friendly - it's nice to talk to them. We have been so grateful for their help.
- Often the phone line is engaged for fairly long periods, prompting me to sometimes make the request by email.
- One year ago it was easy to speak to a supplier by phone, then it became impossible to get through on the phone - very stressful. Now the email works for me once I was able to access it.
- Sometimes the doctor does not validate all contents of the prescription you ask for on my behalf, and the first I hear of any discrepancies is only when I receive the package. It would be more efficient if you could inform me of any shortfalls so that I can take it up with my doctor.

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 = 144

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	126	14	0	0	4
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(126 \times 100.00) + (14 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(144 - 4)}$$

Your mean percentage score for Q4a = 97%

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?	97	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

