

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

## Doncaster

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
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#### 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	74	81%
Someone else	10	11%
Both	1	1%
Blank / Spoilt	6	7%

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	74	81%
Fax	1	1%
Post	0	0%
Email	7	8%
Face to face	0	0%
Internet	4	4%
Blank / Spoilt	5	5%

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

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

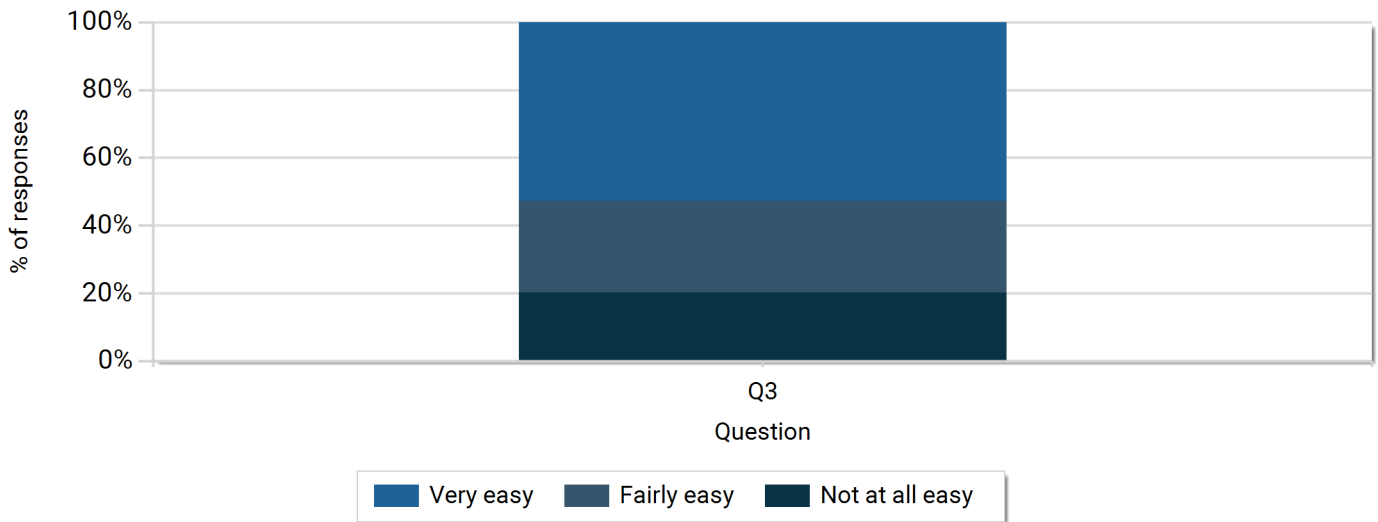
### Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	18	24	47	2

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	94	93

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

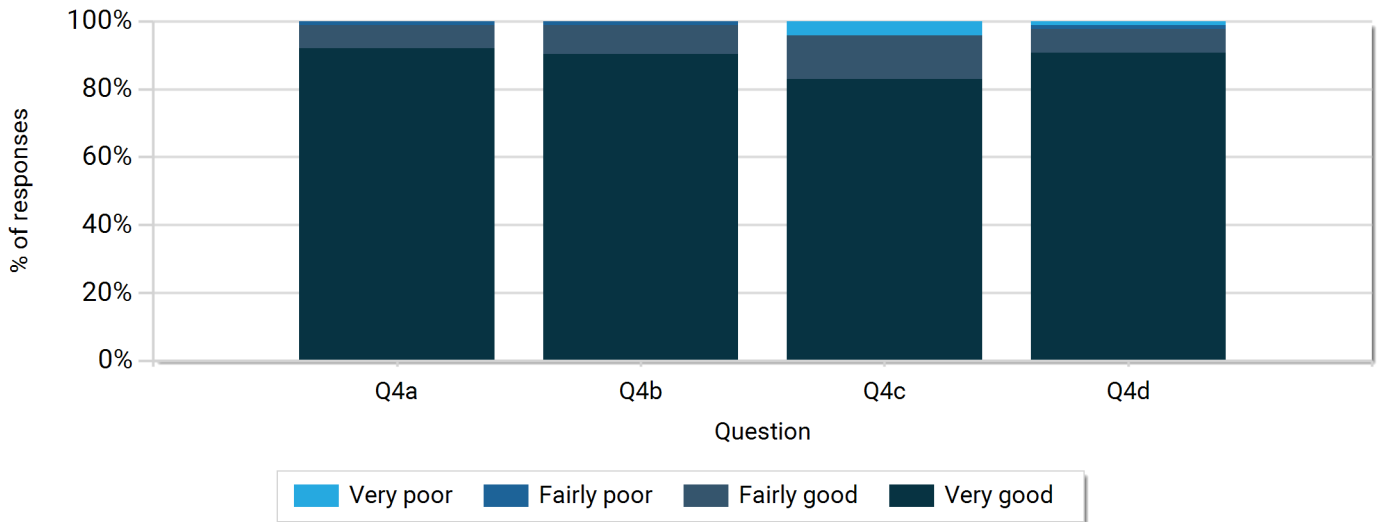
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	81	6	1	0	1	2
Q4b Answering any queries you had	75	7	1	0	4	4
Q4c Passing you on to someone who could help	39	6	0	2	20	24
Q4d How would you describe their service?	78	6	1	1	1	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?	97	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	91	88	91	94	96	99
Q4d How would you describe their service?	96	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 respectively.

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

### 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	41	45%
No	14	15%
Don't know	22	24%
Blank / Spoilt	14	15%

\*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	18	20%
No	20	22%
Don't know	5	5%
Blank / Spoilt	48	53%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	15	83%
No	2	11%
Don't know	0	0%
Blank / Spoilt	1	6%

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	3%
No	18	20%
Don't know	12	13%
Blank / Spoilt	58	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	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	32	35%
No	21	23%
Don't know	4	4%
Blank / Spoilt	34	37%

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

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	25	27%
No	27	30%
Don't know	2	2%
Blank / Spoilt	37	41%

**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	22	24%
No	28	31%
Don't know	3	3%
Blank / Spoilt	38	42%

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



About the services you receive from this supplier

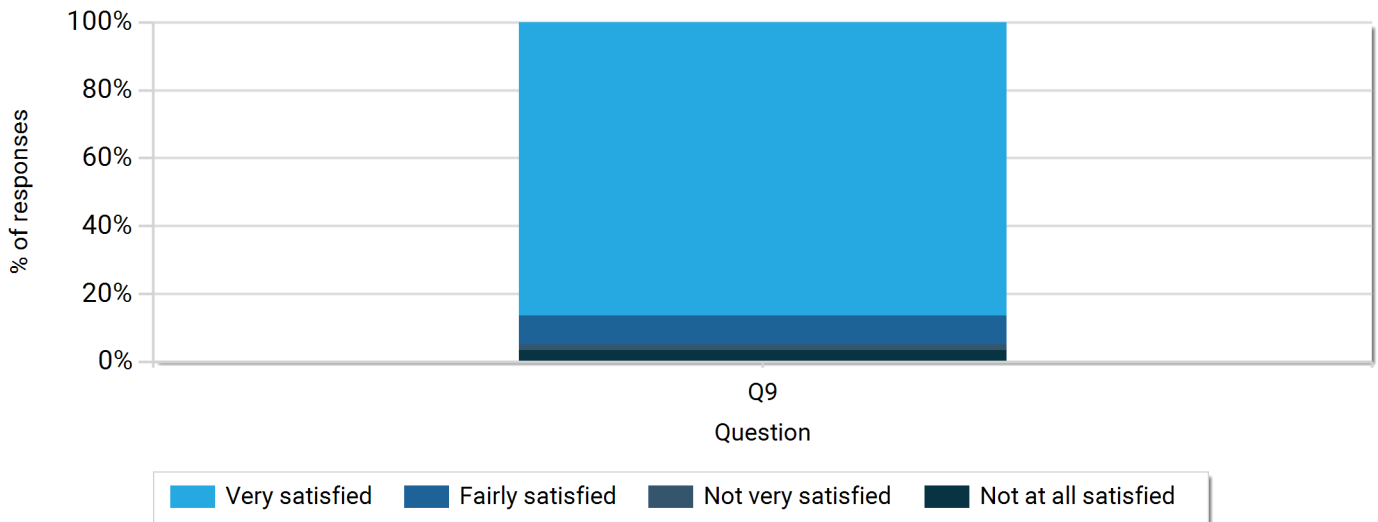
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	2	1	5	51	32

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	93	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	93	97	96	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	45	49%
No	0	0%
Don't know	7	8%
Blank / Spoilt	39	43%

**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	81%
No	8	9%
Blank / Spoilt	9	10%

**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	14%
No	71	78%
Blank / Spoilt	7	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	6	7%
No	71	78%
Blank / Spoilt	14	15%

\*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	83	91%
No	4	4%
Blank / Spoilt	4	4%

**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	5%
No	70	77%
Blank / Spoilt	16	18%

**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	78	86%
Blank / Spoilt	12	13%

**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	1	100%
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	11%
No	29	32%
Don't know	20	22%
Blank / Spoilt	32	35%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	3%
No	14	48%
Don't know	2	7%
Blank / Spoilt	12	41%

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	40	44%
No	16	18%
Don't know	21	23%
Blank / Spoilt	14	15%

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

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	30	33%
No	16	18%
Don't know	26	29%
Blank / Spoilt	19	21%

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

About the services you receive from this supplier

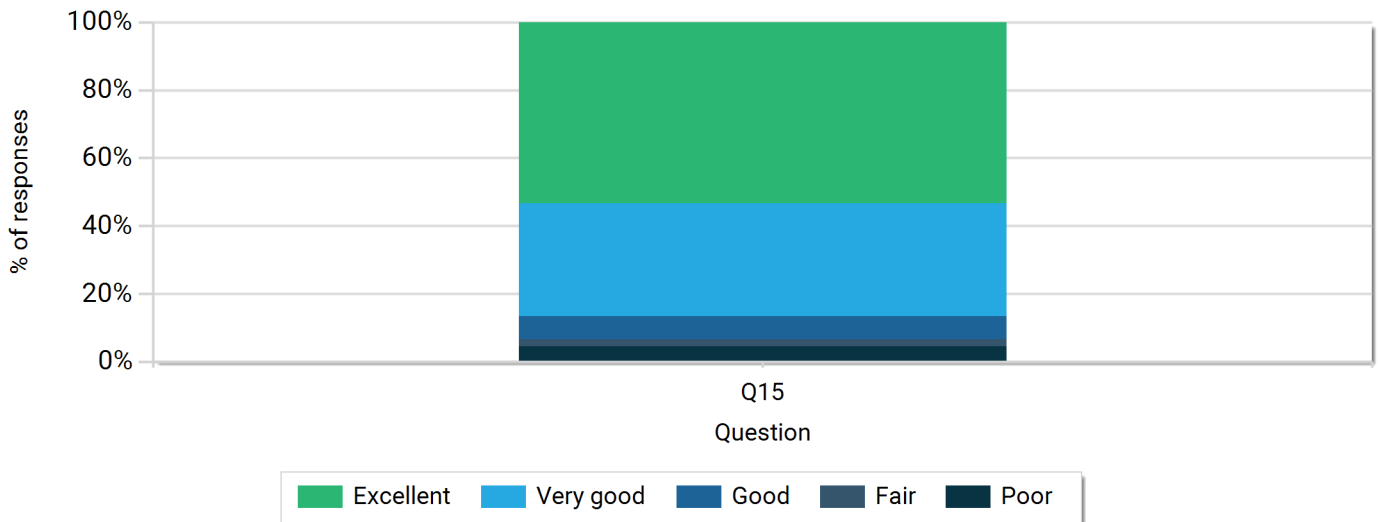
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	4	2	6	30	48	1

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	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	91	90	92

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	88	97%
Blank / Spoilt	2	2%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	1	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	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q17a.

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

## Customer demographics

### Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	1	1%
35 - 44	1	1%
45 - 54	3	3%
55 - 64	14	15%
65+	70	77%
Blank / Spoilt	2	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	45	49%
Female	46	51%
Blank / Spoilt	0	0%

\*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	3%
Carer for someone with a longstanding illness	11	12%
Neither	76	84%

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:

- Rang Fittleworth to say my order had not been delivered they said 26/11/2021 had to ring again and told it would come 29/11/2021 ordered 11/11/2021.
- I verbally request goods from my supplier by phone and they obtain script from my doctor.
- Contacted from hospital for me.
- Supplier gives me monthly phone reminders.
- Had complete extenuation due to cancer. Have one colostomy. One urostomy.
- If I can remember correctly it was previously Wilkinson's so I just carried on with the above.

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

- I contact you on behalf of my elderly mum. The telephone service is appalling lately as no one ever answers, waited over 30 minutes before I gave up. I'm happy to use email but wonder how many old people like my mum will be stuck with this unsatisfactory part of your service.
- I have had nothing but excellent services from Fittleworth and would like to say thank you to them all.
- I rely on the telephone for my orders as I am not computer savvy. It has taken over half an hour before someone answered my call every time I try to place an order. Could this be speeded up please?
- Phoning Fittleworth is a right nightmare, took 47 minutes on Tuesday. Doncaster depot is excellent, they are always so very helpful and pleasant, also, two people are the best flange cutters in the business.
- I have been using Fittleworth for two years and I find them to be polite, efficient and helpful at all times.
- Send them out on time and not lose prescription.
- Rang Fittleworth 8:00am number on Friday, could not get through. Rang Saturday, was told factory not open. Rang Monday morning got it sorted, delivered teatime, no docket to say what I got, no papers to say barrier spray would follow when I don't know.
- It took me two and a half days just to contact the supplier and then was told to contact my GP.
- On occasion I've received the incorrect quantity, e.g. ordering 10 boxes (10 in a box) = 100. I've received 10 items - 90 short. Had to chase this with Fittleworth and my mum's doctor, which is inconvenient.
- Could not be any happier with the service I receive from Fittleworth.
- It has been just the last couple of times when phoning the order in that I couldn't get through, I went through our doctors. When they were out of stock of something they rang and told me and said they were trying other places and they got what we needed and let us know. They are very good.
- Fittleworth suppliers are very efficient, courteous, and confidential. I'm very happy with customer service.
- Catalogue would be nice. Poor website does not show products.
- The service provided has been excellent, they have gone the extra mile to sort out any problems which have arisen over the years. Brilliant. Keep up the good work.
- Lately it seems harder to contact supplier probably due to COVID-19 and people working from home. Hanging on phone a lot longer.
- Excellent service.
- First three months - excellent service, after that it just got worse and worse. 20 minutes on hold, then moved to 'customer satisfaction survey' then hung up. Operator can't understand why I run out of items when they don't deliver. No information about delivery being late. Website doesn't have my items for ordering. Blame put on COVID, but I've only used them during COVID and all was great to begin. I end up in tears nearly every time I try to contact them.
- As my regular order is delivered monthly following a reminder from Fittleworth and an email from me I have had no problems with the many years I have used this service.



## Customer comments

- I am very satisfied with Fittleworth. When they or myself ring to place an order the response from Fittleworth is excellent, very professional. Also, the driver who delivers mostly he is very nice - professional - and takes time to say hello before leaving.
- Caring and most consistent.
- It often takes very long for a telephone call to be connected but if email orders are placed then the delivery date is not immediately advised.
- In the last 12 months there have been problems with the telephone response times. They were working to improve this. My main problem is that pouches and irrigation sleeves are supplied in different numbers. This means order 1) may be one box of sleeves and one box of pouches or order 2) is then two boxes of sleeves and box of pouches. My local practice cannot cope with this they expect every order to be the same.
- My last delivery was four days late, I contacted by phone after one day to be told it would arrive that day. It didn't come. Have difficulty getting through on phone. Sometimes trying four times a day and being on hold 30 minutes. Must praise your own delivery man. Always very pleasant and helpful (a credit to Fittleworth).
- Re Q2 - The supplier telephones me monthly asking if I need to place an order. My order varies depending on my needs. My requests have always been met, with the exception of some complimentary items during lockdown when such things as rubber gloves were in short supply, understandable. Delivery dates given have always been met.
- The time it takes to get "new" possible "trial" products to customer, i.e. struggling with frequent leaks and need urgent trial of new product.
- Website - to remember what your previous order was.

## 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 = 91

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	81	6	1	0	3
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(81 \times 100.00) + (6 \times 66.67) + (1 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(91 - 3)}$$

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

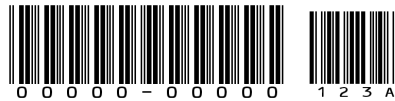
The median, cuts the data set in half

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

