

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

## Farnham

November 2021 - February 2022



## Contents

<b>Introduction</b>	
<b>Why you contacted your appliance supplier recently and the response you received</b>	
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
<b>About the services you receive from this supplier</b>	
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
<b>The supplier's premises</b>	
Q17 Number and percentage of responses (table 17a, 17b and 17c)	12
<b>Customer demographics</b>	
Q18-20 Number and percentage of responses (table 18, 19 and 20)	13
<b>Customer comments</b>	
Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2
<b>Supporting documents</b>	
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	92	85%
Someone else	13	12%
Both	1	1%
Blank / Spoilt	2	2%

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

### Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	87	81%
Fax	0	0%
Post	0	0%
Email	13	12%
Face to face	0	0%
Internet	5	5%
Blank / Spoilt	3	3%

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

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

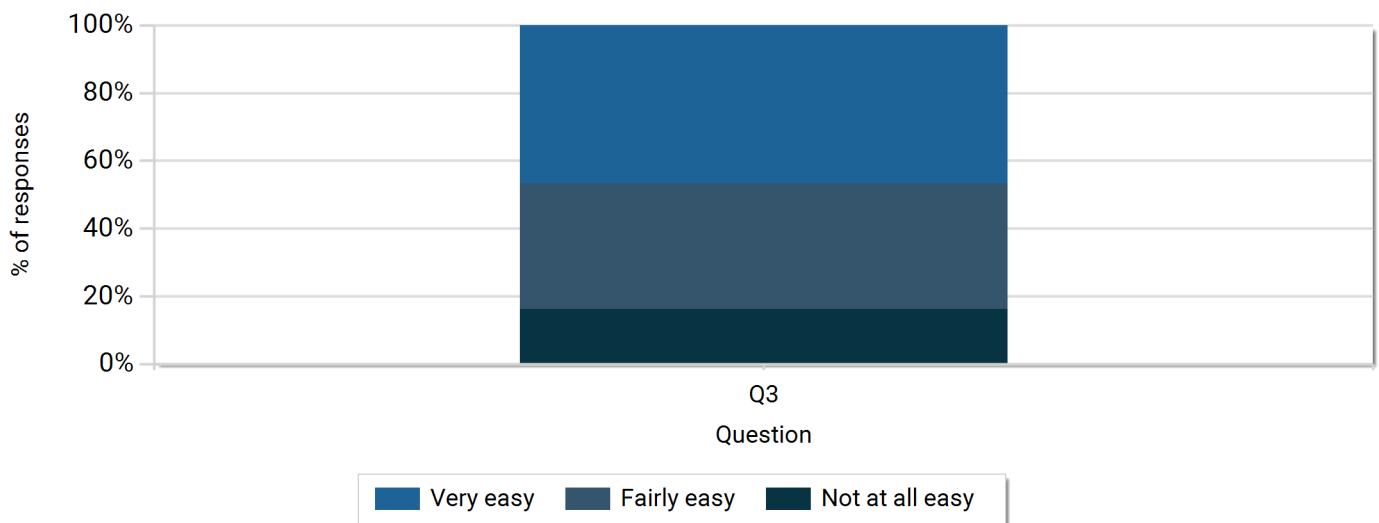
### Q3: How easy did you find it to contact them?

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?	17	39	49	3

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?	65	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?	65	89	94	87

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

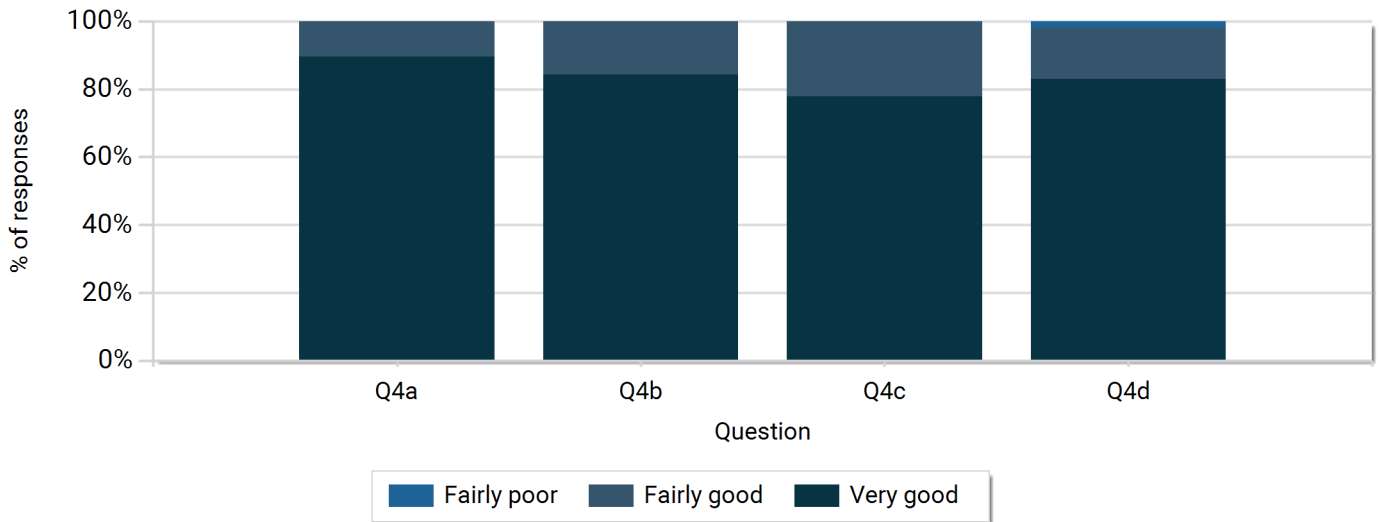
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	95	11	0	0	0	2
Q4b Answering any queries you had	86	16	0	0	2	4
Q4c Passing you on to someone who could help	42	12	0	0	23	31
Q4d How would you describe their service?	87	16	2	0	0	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	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?	97	99	99	98
Q4b Answering any queries you had	95	99	97	96
Q4c Passing you on to someone who could help	93	99	95	93
Q4d How would you describe their service?	94	98	98	98

### 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	52	48%
No	18	17%
Don't know	30	28%
Blank / Spoilt	8	7%

\*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	17%
No	21	19%
Don't know	8	7%
Blank / Spoilt	61	56%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	16	89%
No	1	6%
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	2	2%
No	23	21%
Don't know	14	13%
Blank / Spoilt	69	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	1	50%
Don't know	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to 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	47	44%
No	23	21%
Don't know	7	6%
Blank / Spoilt	31	29%

**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	42	39%
No	24	22%
Don't know	8	7%
Blank / Spoilt	34	31%

**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	27	25%
No	34	31%
Don't know	12	11%
Blank / Spoilt	35	32%

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



About the services you receive from this supplier

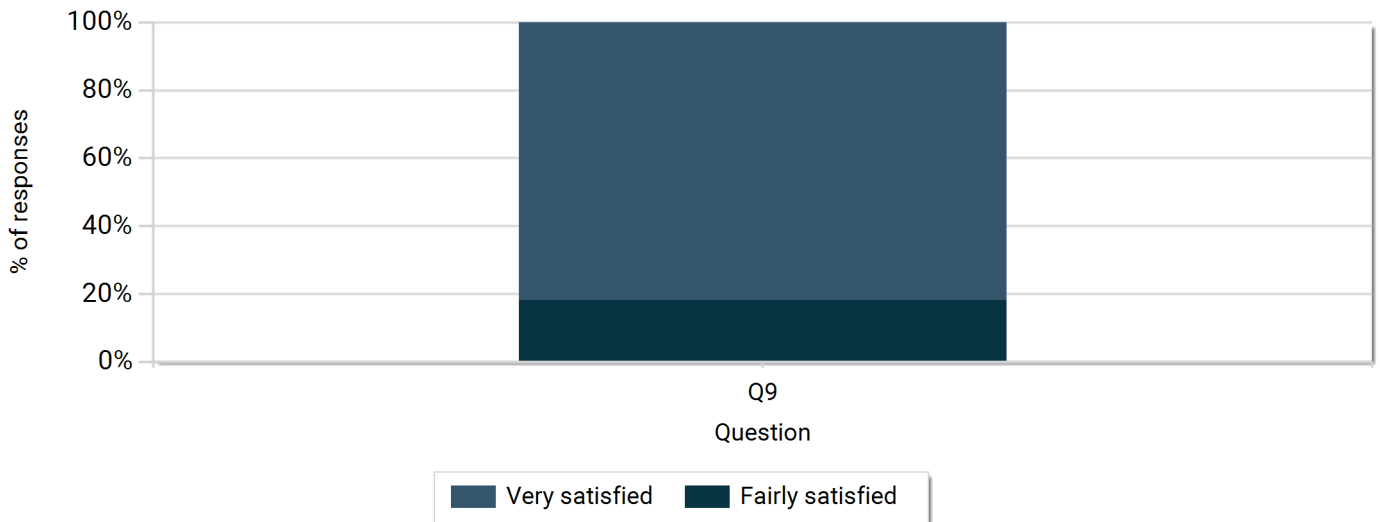
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	6	27	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	96	97	94

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	77	71%
No	1	1%
Don't know	6	6%
Blank / Spoilt	24	22%

**Q11a: If your product was delivered, was the delivery prompt and at a time agreed with you?**

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	94	87%
No	6	6%
Blank / Spoilt	8	7%

**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	8	7%
No	93	86%
Blank / Spoilt	7	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	3	3%
No	100	93%
Blank / Spoilt	5	5%

\*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	100	93%
No	5	5%
Blank / Spoilt	3	3%

**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	3	3%
No	92	85%
Blank / Spoilt	13	12%

**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	98	91%
Blank / Spoilt	9	8%

**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	9%
No	33	31%
Don't know	20	19%
Blank / Spoilt	45	42%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	6%
No	14	42%
Don't know	3	9%
Blank / Spoilt	14	42%

Please note: The data provided in this table is only from those respondents who selected 'No' to Q13a.

**Q14a: Does the supplier provide a practice leaflet containing information about their premises i.e. opening hours and access for disabled customers?**

Table 14a:

Response	Number of responses	Percentage of responses*
Yes	48	44%
No	28	26%
Don't know	16	15%
Blank / Spoilt	16	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	38	35%
No	34	31%
Don't know	19	18%
Blank / Spoilt	17	16%

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

About the services you receive from this supplier

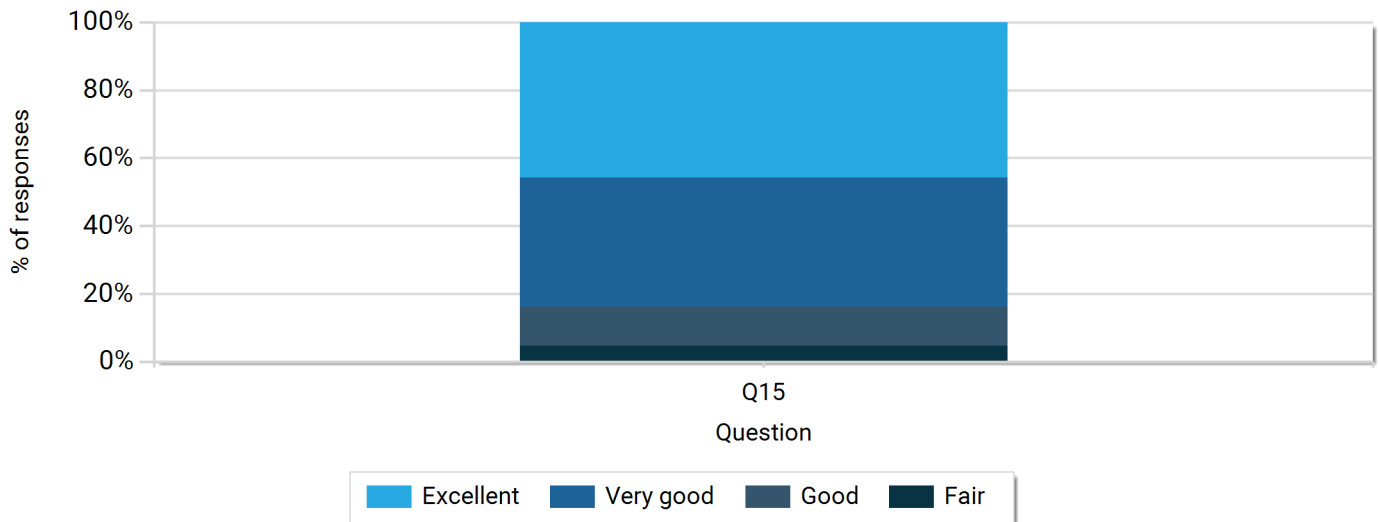
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	5	12	40	48	3

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	81	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	81	90	91	89

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	106	98%
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	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.

\*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	3	3%
35 - 44	3	3%
45 - 54	4	4%
55 - 64	15	14%
65+	80	74%
Blank / Spoilt	3	3%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	61	56%
Female	45	42%
Blank / Spoilt	2	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	3	3%
Carer for someone with a longstanding illness	10	9%
Neither	89	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:

- 10 days delivery. Needed sometimes quicker.
- Epsom Hospital.
- Initial referral was made by Frimley Park Hospital.
- Done by helper not necessary age 93.
- Needed to change stoma bag type.

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

- There have been occasions where miscommunication/misunderstandings have occurred between the supplier and the medical practice over prescriptions supplied or needed to cover previously supplied items. Occasionally this has led to delays. I have sometimes been in the position of "go between" to try and sort things out.
- To make sure a reliable delivery firm is used. I have had to trace my delivery, which is at the wrong address.
- I do not have a repeat prescription. I just phone yourselves when I am getting low or plan ahead to ensure I have enough stock. You then contact practice to authorise. Your service has been great in helping me due to delays/processing by the practice.
- Supplier does not check that the prescription matches the order. Often items are missing and I have to contact them again to reorder.
- Sometimes delivery dates are too long. I often have to wait two weeks for my delivery from when I placed the order.
- After placing an order by email, the service is fairly good but can be frustrating. They place a request for a prescription to my GP who returns the request probably on the same day (or next) they then sit on the request for about 10 days and then send the order. Surely as soon as the prescription is issued the goods should be dispatched. Their system seems too inefficient!
- Long wait for telephone to be answered (40 minutes normally). Website is difficult to access.
- One delivery I received the box was broken open and contents were on display, also they had not been cut to size. In fairness this is the first time this has happened.
- The only comment I can make is their telephone is at present highly used by others and the waiting time is sometimes over half an hour. But being 96 years old it is difficult. They need more answer phones and operators.
- Sometimes can take over 30 minutes or longer to get through to place order.
- The wait time on the phone is appalling. The system is unnecessarily complicated - ordering from Fittleworth for them to contact the surgery or contacting the surgery for them to contact Fittleworth. I still don't know what I'm meant to do!
- They always have long hold times. Emails should be replied to within 24 hours.
- I'm very happy with the service. I always get my items on time. I'm very happy.
- Always have to wait a long time on the phone when ordering. Sometimes have had to wait 20 minutes.
- Long wait when trying to contact by telephone.
- Always found Fittleworth to be friendly, understanding and very helpful. Always professional and polite.
- The amount of time between placing an order and receiving the delivery varies greatly and it is difficult to assess how early to request a reorder for it to arrive in time before running out.
- Very difficult to contact supplier on the phone. Have waited up to 30 minutes plus to get through.
- The service from Fittleworth has always been first class and was very reassuring when I first had my stoma. Well done and keep up the good work!
- Just want to commend this service - staff are friendly, knowledgeable and responsive at all times. Staff convey an interest and care for the patient, and a commitment to best serving the patient. Very well done!
- An item ileostomy catheter has been discontinued with no replacement available. Disappointing!



## Customer comments

- Not yet received a complete order of goods requested.
- I have requested pre-cut ostomy bags as my stoma has now settled down. I would like to receive one pack with my regular order in order to trial them but did not receive any. I have made a second request.
- Telephone answering is terrible.
- Lovely and helpful staff.
- Delivery twice delayed but "emergency" deliveries supplied - thank you! Delay could have been due to my miscalculating day of ordering, GP delay, your lack of drivers/staff/etc., due to COVID-19.
- Over a period of many years, Fittleworth has provided faultless service and very reliable products on my preferred quarterly basis (every three months), which also helps reduce admin time for the supplier and GP improved to monthly orders. In the past year or so I have received excellent service from Fittleworth advisors. Thanks to all.
- It would be helpful if an idea of delivery day was given.
- Service wonderful. Delivery long time sometimes.
- Take too long to answer phone and internet not very simple to do.
- Unless I telephone 8:00am on the dot - waiting time on the phone when calling later was up to 30 minutes!
- I often have difficulty getting through to them on the phone. The online system is very difficult to use and there is no follow up confirmation of the order. Emails take days to be answered. Deliveries are often late and it is obviously quite stressful to be waiting for supplies when you have almost run out! It is difficult to get emergency supplies as unable to contact them (see above). It would be useful to have a good online ordering service with follow-up confirmation email and tracking of deliveries. It is good to speak to someone and make an order, but not when it means waiting 20-40 minutes to get through.
- More phone lines maybe, as takes a long time on occasions to get through. However, when speaking to someone at Fittleworth they have only ever been very polite, helpful, and friendly, while staying professional, when dealing with what can be a slightly embarrassing subject.
- The call time is so bad recently. 30 minutes waiting on average!
- Fittleworth have supplied my stoma equipment since 2004 and I have only had to complain once, when my recommended pouches were unavailable, even though they were made by Fittleworth parent company Hollister. The problem was resolved very quickly. Otherwise I cannot fault them for their care and attention over the years. Well done.
- I have always found the staff at Fittleworth exceedingly friendly and helpful. Very, very occasionally has the delivery company let them down but they themselves have done everything to rectify this! Very friendly customer service.
- Bit difficult to improve on excellence. Wonderful service.
- There have been one or two occasions when the proposed delivery date would leave me without catheters for a day or two, but after a phone call this has always been changed and delivery on the day I needed them was made.
- Would be nice to have a repeat prescription once a month, as I have a stoma bag for life, save me telephoning each time for the repeat prescription as sometimes have a job to get through.
- More wipes needed use three each time so enough for a month at a time need please. I don't like using toilet paper when the wipes run out. Thank you.
- Supplier has been hard to contact by phone sometimes waiting 20-30 minutes! In this last box of items there was a letter saying they have now increased their staffing levels hopefully this problem will be solved soon!

## 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 = 108

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	95	11	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(95 \times 100.00) + (11 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(108 - 2)}$$

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

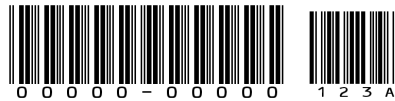
The median, cuts the data set in half

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

Providing NHS Services



**This section is about the services you receive from this supplier**

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

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

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

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

Yes                       No                       Don't know

b) If yes, were you informed when it was expected to become available?

Yes                       No                       Don't know

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

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

Yes                       No                       Don't know

b) If yes, and where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes                       No                       Don't know

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

**Q8** If you presented a repeat prescription, did the supplier...

a) Check to see if you still needed the appliance?

Yes                       No                       Don't know

b) Check that you were satisfied in using the appliance?

Yes                       No                       Don't know

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes                       No                       Don't know

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

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

Not at all satisfied     Not very satisfied     Fairly satisfied     Very satisfied

**Q10** Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes                       No                       Don't know



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

**Q11 If your product was delivered...**

a) Was the delivery prompt and at a time agreed with you?

Yes  No

b) Did the package display any writing or other markings which could indicate its content?

Yes  No

c) Did the vehicle in which the package was delivered convey the nature of the contents?

Yes  No

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes  No

**Q12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)**

a) Have you ever been offered a review (AUR) by your supplier?

Yes  No

b) Have you ever been advised by your supplier that they cannot provide this service?

Yes  No

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

Yes  No

**Q13 If you have ever contacted the supplier's telephone care line out of hours....**

a) Were they able to provide advice at the time you called?

Yes  No  Don't know

b) If no, did they provide the telephone number of NHS 111?

Yes  No  Don't know

**Q14 Does the supplier provide a practice leaflet containing....**

a) Information about their premises, i.e. opening hours and access for disabled customers?

Yes  No  Don't know

b) Information about the NHS services that they provide?

Yes  No  Don't know



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

Poor       Fair       Good       Very good       Excellent

**Q16** If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

**Q17** Have you ever visited the supplier's premises?

Yes       No

If you answered yes to Q17, how do you rate the:

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**Q18** How old are you?

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

**Q19** Are you:

Male       Female

**Q20** Which of the following apply to you?

You have, or care for, children under 16  
 You are a carer for someone with a longstanding illness or infirmity  
 Neither

**Thank you for your time and assistance – Please return this questionnaire in the pre-paid envelope provided.**

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

Care Centre: Example

