

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Harrogate

November 2021 - February 2022



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

Q1: Why did you contact the supplier? To submit a NHS prescription for:

Table 1:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yourself | 78 | 88% |
| Someone else | 8 | 9% |
| 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 | 73 | 82% |
| Fax | 0 | 0% |
| Post | 0 | 0% |
| Email | 6 | 7% |
| Face to face | 0 | 0% |
| Internet | 6 | 7% |
| Blank / Spoilt | 4 | 4% |

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

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

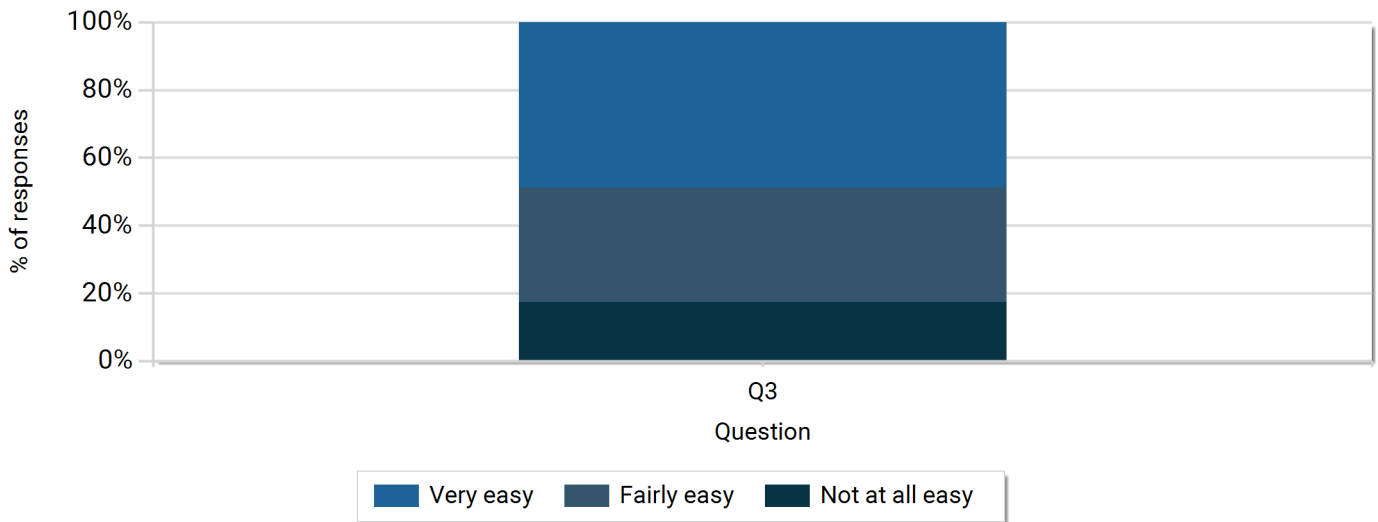
Q3: How easy did you find it to contact them?

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? | 15 | 29 | 42 | 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? | 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 | 89 | 94 | 90 |

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

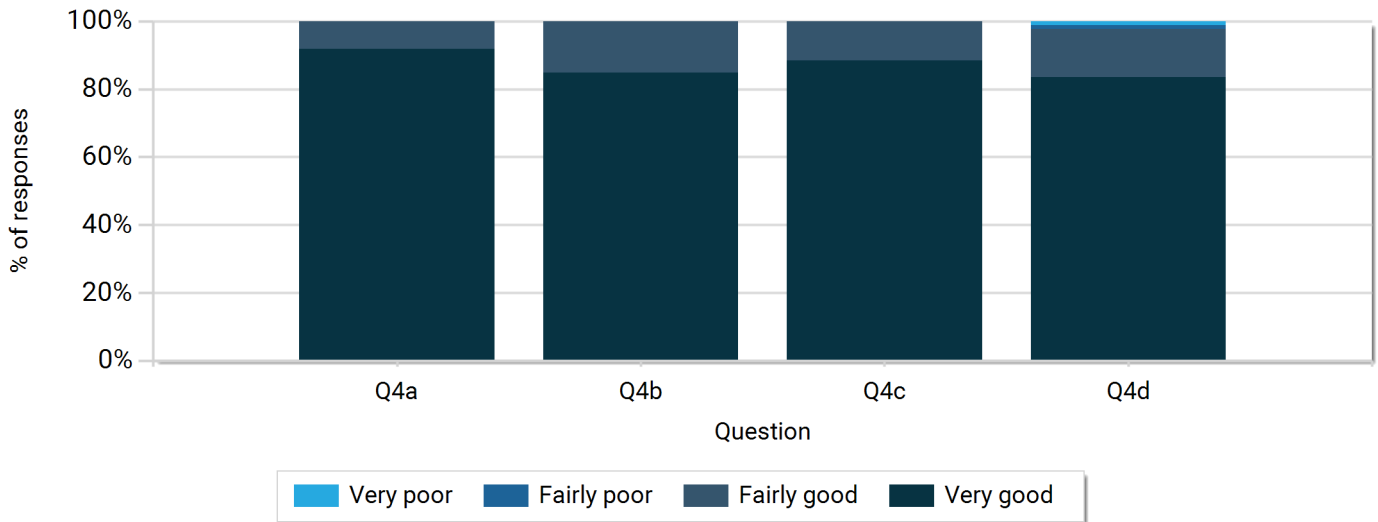
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Table 4.1: Distribution and frequency of ratings (Q4)

| | Very good | Fairly good | Fairly poor | Very poor | Don't know | Blank / Spoilt |
|---|-----------|-------------|-------------|-----------|------------|----------------|
| Q4a Polite and took time to understand needs? | 79 | 7 | 0 | 0 | 0 | 3 |
| Q4b Answering any queries you had | 67 | 12 | 0 | 0 | 2 | 8 |
| Q4c Passing you on to someone who could help | 46 | 6 | 0 | 0 | 16 | 21 |
| Q4d How would you describe their service? | 71 | 12 | 1 | 1 | 0 | 4 |

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

| | Your mean score (%) | Benchmark data (%)* | | | | |
|---|---------------------|---------------------|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Q4a Polite and took time to understand needs? | 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 | 96 | 88 | 91 | 94 | 96 | 99 |
| Q4d How would you describe their service? | 93 | 91 | 93 | 95 | 96 | 99 |

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

See score explanation in the supporting documents section for score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

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

Table 4.3 Current and previous mean percentage scores

| | Current score | Previous score (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|---|---------------|--------------------------------------|----------------------------------|--------------------------------------|
| Q4a Polite and took time to understand needs? | 97 | 99 | 97 | 96 |
| Q4b Answering any queries you had | 95 | 98 | 96 | 96 |
| Q4c Passing you on to someone who could help | 96 | 99 | 95 | 98 |
| Q4d How would you describe their service? | 93 | 99 | 97 | 95 |

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 | 44 | 49% |
| No | 10 | 11% |
| Don't know | 25 | 28% |
| Blank / Spoilt | 10 | 11% |

*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 | 9 | 10% |
| No | 16 | 18% |
| Don't know | 7 | 8% |
| Blank / Spoilt | 57 | 64% |

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

Table 6b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 7 | 78% |
| No | 0 | 0% |
| Don't know | 2 | 22% |
| Blank / Spoilt | 0 | 0% |

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

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

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

Table 7a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 3 | 3% |
| No | 12 | 13% |
| Don't know | 14 | 16% |
| Blank / Spoilt | 60 | 67% |

*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 | 1 | 33% |
| Don't know | 0 | 0% |
| 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 | 36% |
| No | 23 | 26% |
| Don't know | 11 | 12% |
| Blank / Spoilt | 23 | 26% |

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 | 28 | 31% |
| No | 26 | 29% |
| Don't know | 7 | 8% |
| Blank / Spoilt | 28 | 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 | 25 | 28% |
| No | 28 | 31% |
| Don't know | 9 | 10% |
| Blank / Spoilt | 27 | 30% |

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

About the services you receive from this supplier

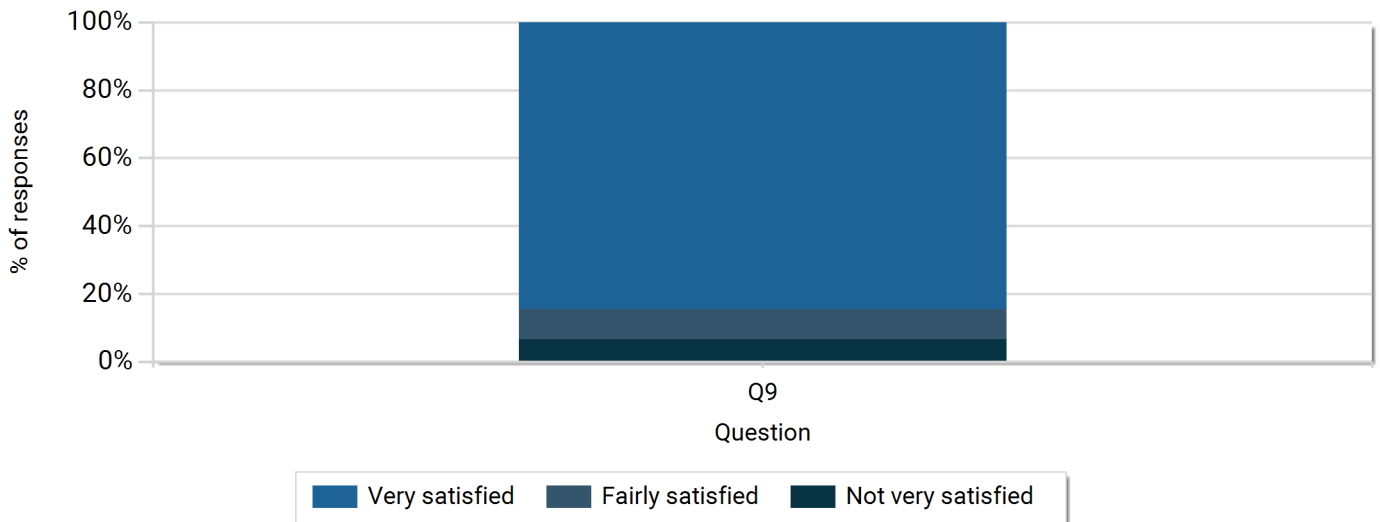
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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 | 3 | 4 | 38 | 44 |

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 | 95 | 94 | 98 |

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 | 44 | 49% |
| No | 1 | 1% |
| Don't know | 5 | 6% |
| Blank / Spoilt | 39 | 44% |

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 | 81 | 91% |
| No | 5 | 6% |
| Blank / Spoilt | 3 | 3% |

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 | 7 | 8% |
| No | 77 | 87% |
| Blank / Spoilt | 5 | 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 | 75 | 84% |
| Blank / Spoilt | 11 | 12% |

*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 | 80 | 90% |
| No | 4 | 4% |
| Blank / Spoilt | 5 | 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 | 1 | 1% |
| No | 77 | 87% |
| Blank / Spoilt | 11 | 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 | 0 | 0% |
| No | 78 | 88% |
| Blank / Spoilt | 11 | 12% |

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

Table 12c:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 0 | 0% |
| No | 0 | 0% |
| Blank / Spoilt | 0 | 0% |

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

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

About the services you receive from this supplier

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

Table 13a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 4 | 4% |
| No | 35 | 39% |
| Don't know | 16 | 18% |
| Blank / Spoilt | 34 | 38% |

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 | 10 | 29% |
| Don't know | 5 | 14% |
| Blank / Spoilt | 18 | 51% |

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 | 45% |
| No | 18 | 20% |
| Don't know | 17 | 19% |
| Blank / Spoilt | 14 | 16% |

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 | 33 | 37% |
| No | 20 | 22% |
| Don't know | 18 | 20% |
| Blank / Spoilt | 18 | 20% |

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

About the services you receive from this supplier

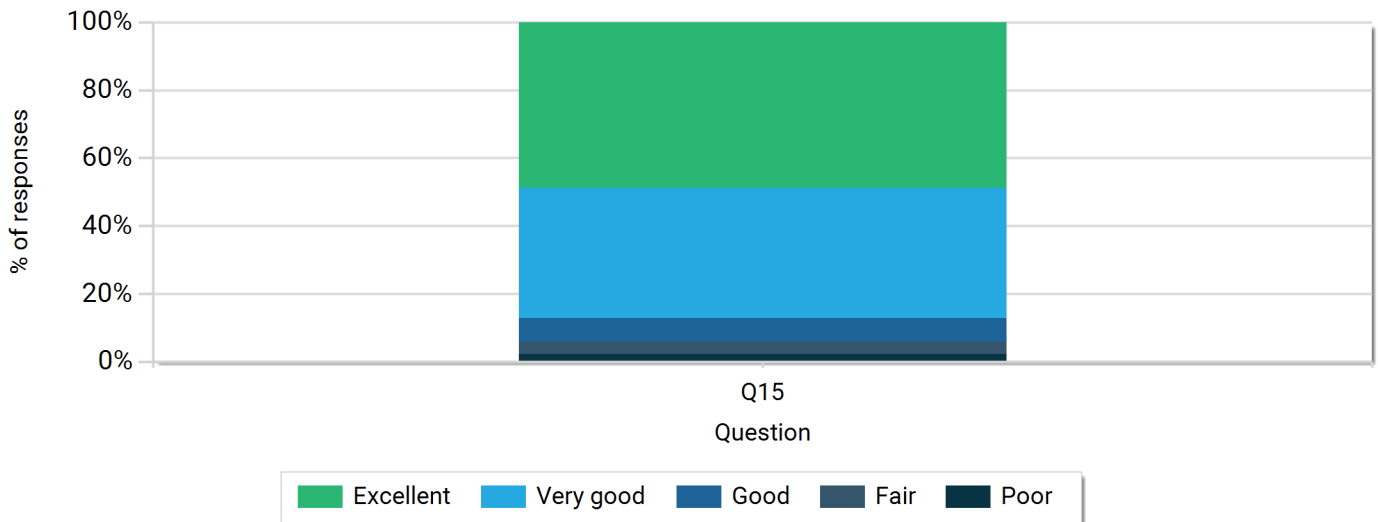
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

| | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 2 | 3 | 6 | 33 | 42 | 3 |

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

| | Your mean score (%) | Benchmark data (%)* | | | | |
|--------------------|---------------------|---------------------|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Q15 Overall rating | 82 | 80 | 82 | 83 | 86 | 93 |

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See score explanation in the supporting documents section for score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

Table 15.3 Current and previous mean percentage scores

| | Current score | Previous score (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|--------------------|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q15 Overall rating | 82 | 91 | 88 | 85 |

The supplier's premises

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

Table 17a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 0 | 0% |
| No | 89 | 100% |
| 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 | 0 | 0% |
| Fairly good | 0 | 0% |
| Don't know | 0 | 0% |
| Fairly poor | 0 | 0% |
| Very poor | 0 | 0% |
| Blank / Spoilt | 0 | 0% |

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

Q17c: If you have attended the premises of the supplier, how do you rate the suitability for purpose?

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| 16 - 19 | 0 | 0% |
| 20 - 24 | 1 | 1% |
| 25 - 34 | 1 | 1% |
| 35 - 44 | 0 | 0% |
| 45 - 54 | 4 | 4% |
| 55 - 64 | 10 | 11% |
| 65+ | 73 | 82% |
| Blank / Spoilt | 0 | 0% |

Q19: Gender

Table 19:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male | 48 | 54% |
| Female | 41 | 46% |
| 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 | 1 | 1% |
| Carer for someone with a longstanding illness | 10 | 11% |
| Neither | 75 | 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:

- Non-arrival of order.
- Recommended company from my stoma nurse.
- At the time I was in St James Hospital with bowel cancer and they sorted it all out with Fittleworth just before my discharge in March 2020. They contact me monthly by telephone.
- Via my GP's surgery.
- Through stoma nurse.
- Because I missed the phone message.
- I was recommended by St James Leeds Hospital after my stoma operation.
- Nurse recommended - GP - pharmacist.
- Items ordered by doctors surgery.

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

- Q8 - I have a repeat prescription for catheters, not an appliance, so it's not really relevant. I will always need them. Fittleworth Medical have always been excellent. I have never had any complaints in all the years they have been my supplier. Their staff are always polite and most helpful and it is a joy to call them. They deliver to my house and supply me with supplementary items which help to make my life easier.
- Always been good with me, so no complaints.
- Excellent service, no complaint.
- A lot of the questions don't really relate to my situation. I used to contact Fittleworth directly myself and they were always polite, discreet and helpful. Now I order the product online via my GP's repeat prescription service. Fittleworth are extremely efficient.
- I had my latest delivery parcel by a private delivery firm who rang my doorbell and by the time I opened my door he left and did not check to see if I was in the delivery label had instruction on it leave it in my greenhouse.
- I am 92 and do not have internet. I use the telephone to place an order, but I am hard of hearing. I find I am waiting on the line for quite a long time before staff pick up. I have in the past given up, and tried again. I have tried numerous times, which is a little frustrating.
- Telephone response time has been exceptionally long in recent times (over 20 minutes).
- The last two parcels we have had delivered have been left on the doorstep. Delivery driver has not rung doorbell so they are on the step for anyone to pick up. Not sure if you have changed couriers.
- It would be helpful to know what products are available to me.
- Really happy with my supplier. The waiting times for delivery could be shorter, currently takes around 10 days.
- If something is missing from my order, I have to ring up to see what went wrong. The personal touch has been lost with the delivery now that Fittleworth drivers have been replaced with DHL transport they gave you time to make sure your order was complete and they were very helpful in giving advice. I have asked if Fittleworth drivers could deliver but they just fob me off they say that they will make a note about it. And never do. Most of telephone staff are very good and polite.
- We have always found Fittleworth excellent to deal with, they are always helpful and if we have a query they always have the time to help solve it. We are very satisfied. Thank you.
- Every order I require is not correct when delivered. When you contact them they blame GPs and GP says them. When I give order they repeat the order and I don't get it right. I have been left a few times (desperate) run out of things then have to contact them for emergency supplies which takes 3-4 days to come.
- Getting through on the telephone can be very difficult at times.
- The last two deliveries were DHL. Their text and app delivery details were wrong and misleading. Very poor compared to previously.
- If you're running low of one item you cannot order just that, you must order everything.

Customer comments

- Due to being not very good at email I have to phone you and I understand you're busy but the wait time is not very good, but thank you for excellent service. Merry Christmas.
- The deliveries seem to come from different carriers and from very early in the mornings, i.e. 7:00am to afternoon on various days. It would be much better if the parcel could be tracked and notified to my email or text to my mobile phone so that we knew what day and approximate time of delivery as some deliveries arrive unexpectedly three days early. The best carriers for this are Royal Mail and DPD.
- All excellent!
- In the early days of having my stoma, I called the helpline out of hours. The line was terrible and the customer care lady did not offer to phone me back. I never received the desperate information I so needed at the time. Very disappointed.
- In the past I have never had any problems but understand from Fittleworth there have recently changed delivery firm and this last order caused me to be very anxious and upset because the delivery was late I had to go to the local hospital.
- I have been with the supplier for 13 years. They have always provided an excellent service until the last six months. For the last six months I have had great difficulty in contacting by phone, taking several days to place an order which is very frustrating. I appreciate that this may be due to COVID-19.
- Service is very good. Staff are very helpful, whatever you require.
- There is a problem with my surgery sending the repeat prescription. Currently my supplier simply sends another email requesting the repeat prescription. This process does not work. A different approach is needed as a delay in the provision of supplies cannot be accepted.
- It is very difficult to get through to this service. The staff are very polite when I do get through, but prescription mistakes are often made and number of products are always lagging behind need, so I am in a constant stress that the product will come before I run out.
- Sadly the time of waiting to get through was 25-30 minutes wait on three occasions. One member of staff gave me an exceptional service, very caring and went to a high level of trying to achieve my request.
- Always had excellent service via the phone. Occasionally got a bit confusing via email but never a major problem.
- Recently the GP surgery asked me to ring Fittleworth regarding two doctors doing prescriptions, with my illness and what I have to do regarding my stoma, I felt the doctors and Fittleworth should sort it out. Stoma bags received in November, I found three bags that leaked, spoke to Fittleworth on 5th January, receptionist very helpful, but unsure what to do asked for help. We have always been pleased with your service, concerned that leaking bags was not important, receptionists did ask if I needed bags urgently.
- Fittleworth will not send items until a doctor has signed them off. My doctor implied that his signature was not required because Fittleworth is a chemist and did not need a doctor's signature. I just about ran out of stoma products, it was upsetting for me, not understanding why items were not delivered.
- Please answer the telephone more quickly as I have been waiting 35 minutes sometimes, which makes me feel like changing my supplier.
- This company is so well organised and run. I've never ever had any problems with ordering any of my items plus all staff are very helpful.

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 = 89

| Questionnaire rating scale | Very good | Fairly good | Fairly poor | Very poor | Non rated responses |
|-------------------------------|-----------|-------------|-------------|-----------|---------------------|
| Number of ratings | 79 | 7 | 0 | 0 | 3 |
| Value assigned to each rating | 100 | 66.6666 | 33.3333 | 0.00 | n/a |

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(79 \times 100.00) + (7 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(89 - 3)}$$

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

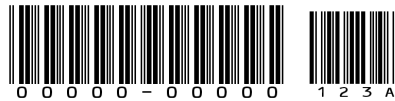
The median, cuts the data set in half

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

