

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

## Ipswich

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
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#### 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	116	85%
Someone else	14	10%
Both	1	1%
Blank / Spoilt	6	4%

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

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

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	95	69%
Fax	0	0%
Post	4	3%
Email	20	15%
Face to face	0	0%
Internet	8	6%
Blank / Spoilt	10	7%

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

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

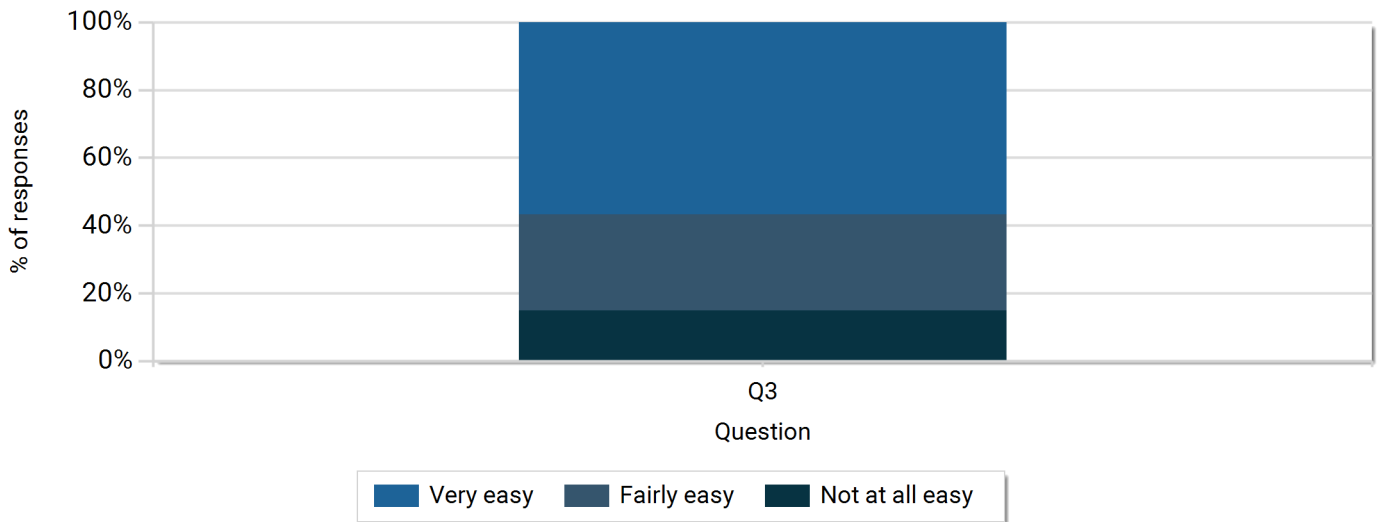
### Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	20	38	76	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?	71	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?	71	88	95	95

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

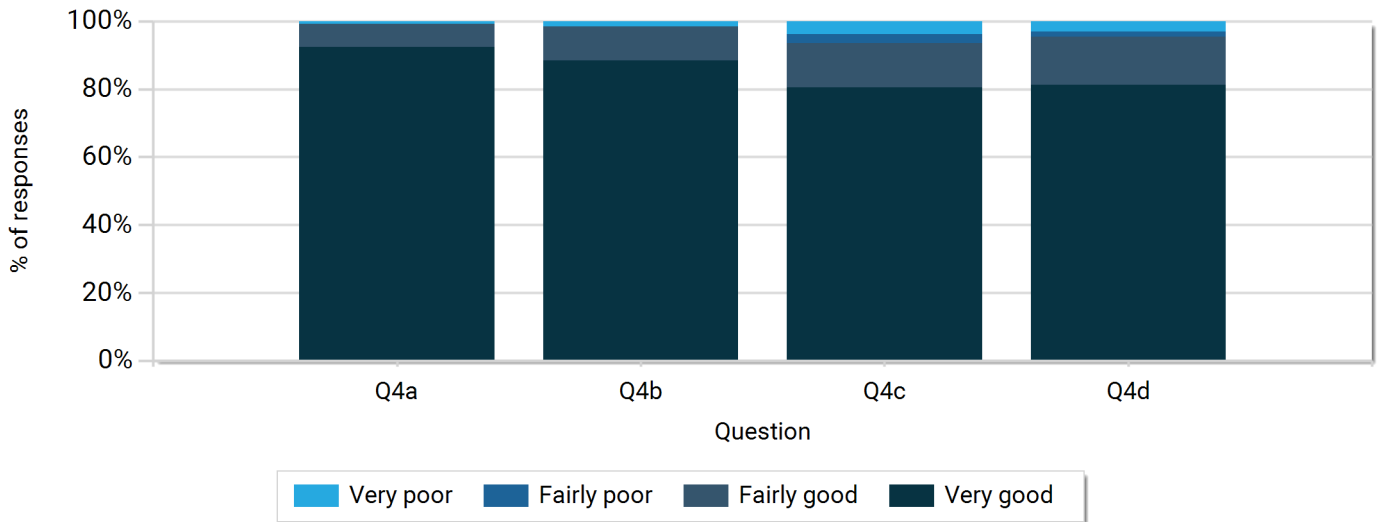
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	120	9	0	1	1	6
Q4b Answering any queries you had	115	13	0	2	1	6
Q4c Passing you on to someone who could help	62	10	2	3	20	40
Q4d How would you describe their service?	104	18	2	4	0	9

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	97	94	97	97	98	100
Q4b Answering any queries you had	95	92	95	95	96	98
Q4c Passing you on to someone who could help	90	88	91	94	96	99
Q4d How would you describe their service?	91	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.

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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	100	98	95
Q4b Answering any queries you had	95	98	97	93
Q4c Passing you on to someone who could help	90	99	96	94
Q4d How would you describe their service?	91	99	98	94

### Q5: If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Table 5:

Response	Number of responses	Percentage of responses*
Yes	80	58%
No	12	9%
Don't know	25	18%
Blank / Spoilt	20	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	22	16%
No	14	10%
Don't know	12	9%
Blank / Spoilt	89	65%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	20	91%
No	1	5%
Don't know	1	5%
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	7	5%
No	19	14%
Don't know	20	15%
Blank / Spoilt	91	66%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	3	43%
No	0	0%
Don't know	1	14%
Blank / Spoilt	3	43%

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	54	39%
No	18	13%
Don't know	15	11%
Blank / Spoilt	50	36%

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

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	47	34%
No	28	20%
Don't know	8	6%
Blank / Spoilt	54	39%

**Q8c: If you presented a repeat prescription, did the supplier check that you were not suffering from problems with the appliance or your stoma treatment?**

Table 8c:

Response	Number of responses	Percentage of responses*
Yes	33	24%
No	39	28%
Don't know	11	8%
Blank / Spoilt	54	39%

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



About the services you receive from this supplier

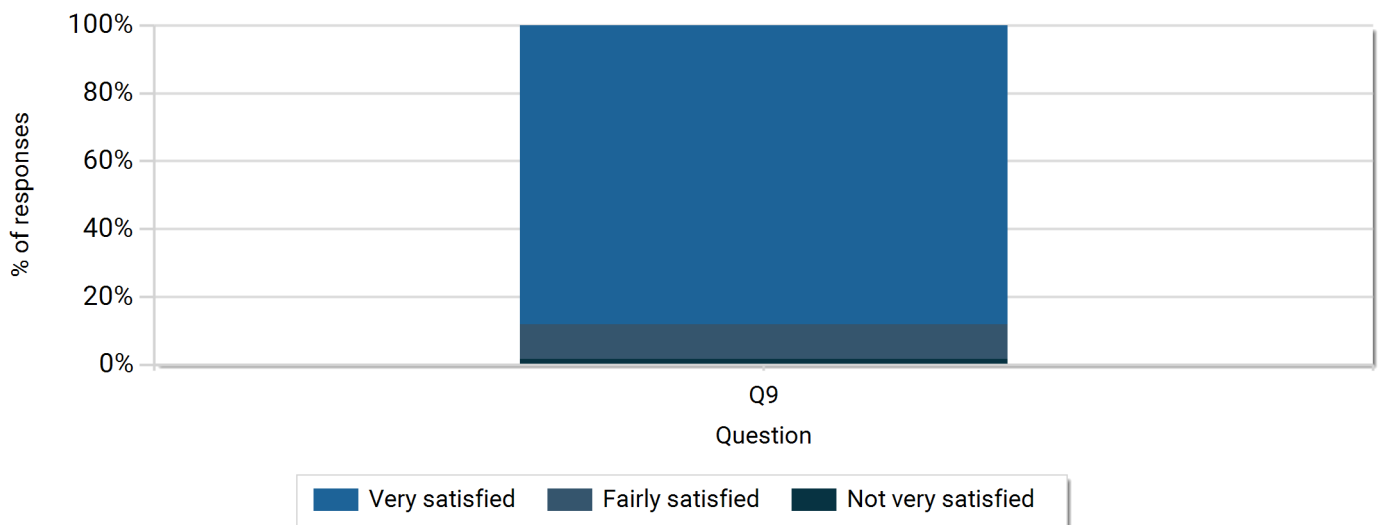
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	1	6	52	78

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	95	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	95	96	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	73	53%
No	2	1%
Don't know	9	7%
Blank / Spoilt	53	39%

**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	118	86%
No	8	6%
Blank / Spoilt	11	8%

**Q11b: If your product was delivered, did the package display any writing or other markings which could indicate its content?**

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	10	7%
No	119	87%
Blank / Spoilt	8	6%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	3	2%
No	119	87%
Blank / Spoilt	15	11%

\*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	128	93%
No	1	1%
Blank / Spoilt	8	6%

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

**Q12a: Have you ever been offered a review (AUR) by your supplier?**

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	5	4%
No	114	83%
Blank / Spoilt	18	13%

**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	119	87%
Blank / Spoilt	17	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	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	9	7%
No	43	31%
Don't know	25	18%
Blank / Spoilt	60	44%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	4	9%
No	15	35%
Don't know	7	16%
Blank / Spoilt	17	40%

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	58	42%
No	24	18%
Don't know	35	26%
Blank / Spoilt	20	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	51	37%
No	29	21%
Don't know	36	26%
Blank / Spoilt	21	15%

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

About the services you receive from this supplier

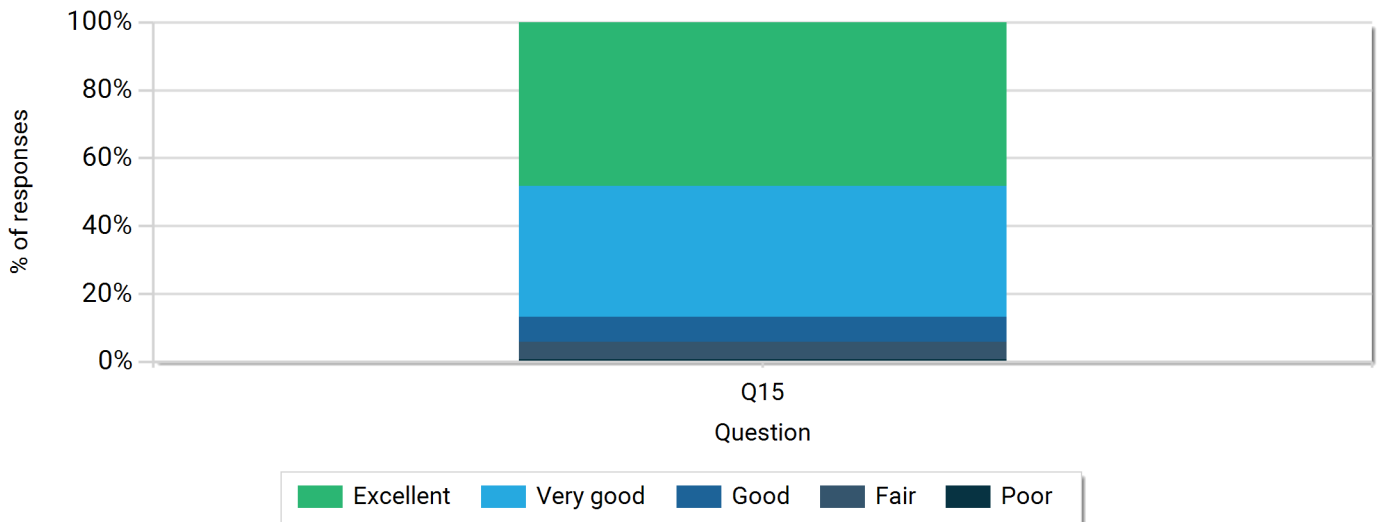
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	7	10	53	66	0

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	92	94	83

## 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	136	99%
Blank / Spoilt	0	0%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	0	0%
Fairly good	1	100%
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	1	100%
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	2	1%
45 - 54	7	5%
55 - 64	19	14%
65+	105	77%
Blank / Spoilt	3	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	66	48%
Female	68	50%
Blank / Spoilt	3	2%

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

### Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	1	1%
Carer for someone with a longstanding illness	14	10%
Neither	117	85%

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:

- Addenbrooke's Hospital following surgery.
- Stoma nurse passed prescription to surgery - surgery late sending prescription to Fittleworth! I needed the prescription - hence reason why contacted supplier.
- The continence nurse at my doctors.
- Recommend on leaving hospital 2008.
- Questionnaire received after second delivery of stoma bags from Fittleworth. Please note: I contacted (as required) the stoma care nursing service at the hospital (I am being treated in) to order my stoma bags. The nursing service contacted Fittleworth on my behalf.
- Supplier contacted me to find out what I needed.
- To place an order.
- To order products.
- The supplier always contacts me.

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

- I have only been using Fittleworth appliances for 11 months. I am delighted to say I'm so lucky to have the service that I received each and every time when I contact you to order what I need. I'm always treated with patience, kindness and efficiently and have always received my order on the day you say you will deliver. Thank you so much.
- I have a repeat prescription. I get email reminders each month listing the items on my standard order and to confirm them. The items in the email are not updated to reflect the changes to the prescription, I need to correct it each month (it even still lists the welcome pack). It would be nice if the confirmation email could be updated.
- Unable to answer survey at the start, as I have to inform my doctors surgery with my requirements and I believe they contact my supplier by email.
- Have to wait at least 30 minutes for someone to answer the phone every time.
- Have used Fittleworth suppliers for 40 years now and received excellent services. I send my prescriptions to you when needed and have had great service from your company.
- Recently I did not get any phone calls or supplies for over two months. I had to contact my stoma nurse for help, as I seem to have been overlooked. However, it seems to have been sorted out now. Thank you.
- The only thing I would like to see improved is the length of time you are kept on hold on the phone when trying to place an order, I have frequently waited for over thirty minutes! This is really not acceptable.
- The pandemic will be blamed, the telephone waiting time can easily be three minutes or more. Pre-COVID this was not the case. It is too long! Other than that the service has been amazing.
- None. Always polite and good service.
- I really can't say anything bad as they are always helpful, polite and cheer me up! Lovely young people on the phones.
- Could have more people on phones sometimes have to wait a while.
- The only thing I could say is that twice I rang them to order my repeat but it takes me about 30 minutes to wait before I was accommodate but since then start calling me about the state of my stocks it's much easier and convenient for one as on the time they call I could place my order right away. Much appreciated the effort you've been doing for your customers.
- The length of time experienced whilst waiting to talk/order supplies is not really acceptable. It has definitely got worse. Also why does it take two weeks for my order to arrive - again it never use to! I check (after placing my order) with my GP surgery to make sure they have done the prescription request from you and it is always done by them within two days. So why do I have to wait another 12 days to get the order from you? I note that some suppliers (like Charter) are fulfilling customer orders within five days of getting the telephone order. Now that is a good service!



## Customer comments

- Time taken from order to delivery could possibly be improved. Better communication when something goes wrong regarding delivery of order or insufficient quantity.
- The only comment I would have is the time spent waiting on the phone. I have spent up to 25 minutes for an answer.
- The whole order/delivery process takes about three weeks but is reliable. Since we have a standard order every month it is ridiculous that Fittleworth have to refer every order to the health centre.
- It seems harder to order supplies over the phone as lines are often busy, but now order online which works well.
- When telephoning an order through it takes far too long to talk to a member of staff to take your order. The call is answered promptly but always a recorded message "You have phoned at a very busy time but the call would be answered ASAP". Waiting some 10-20 minutes to be put through is not very efficient! And very frustrating.
- Excellent service from Fittleworth who have always "pulled out all the stops" when I have had a problem.
- I have been putting my orders in by email for the last few months as it seems virtually impossible to get through on the phone.
- Sometimes takes up to 15 minutes for them to answer the phone. Would use email for orders if they replied confirming receipt and delivery date.
- There sometimes seems a problem between the supplier and the doctors regarding the prescription and getting the order correct. Long wait on the phone.
- Always willing to help. Always emails back with order confirmation once I have emailed to say I have placed an order. Need more telephone operators as it takes a long time to get through.
- The only problem I've experienced is the length of time it takes to receive an order. I'm down to my last two items before the new lots received and if there are problems, which there were, there's not a lot of time to sort anything out. Order placed on 11th November, received on 25th, but item missing which then need sorting.
- They send me what I have asked for, promptly. I cannot fault this service.
- Our deliveries always take a few weeks to arrive which makes it quite difficult to ensure continuity of care, it would be ideal if items could be delivered within 10 days. Otherwise the service is great, thank you.
- Telephone contact is increasingly difficult with long wait times. I was apparently "number two" in a queue on my last call for 25 minutes - seems very unlikely. Only answered when nearly 8:00pm and the lines were due to close. Not using Parcelforce for deliveries is disappointing, last packaging was very flimsy and arrived damaged.
- Re Q8c - This should be a nurse or other medical person to check up on. The only time service fails is when the GPs do not return or miss items. Also I have had no contact with the stoma nurse for two years plus.
- Once I placed an order for an item I had ordered before, but which was no longer covered by NHS prescriptions. Unfortunately I was not informed of this by the supplier and only found out once my order was delivered (minus the said item), it would have been better if they had told me up front they could not supply said item so I could have arranged an alternative.
- Have tried several times to order on website but this does not include some items I need.
- At times it can take an age for the phone to be answered.
- No improvement need, no as an excellent service. No complaints.
- It would be helpful if deliveries were no more that 28 days apart. It would, presumably, be cheaper if supplies were delivered quarterly or bimonthly.
- The time it takes to speak to someone on the phone!
- Fittleworth used to be an amazing company. Now I've spent hours upon hours trying to get through to them on the phone. I emailed, takes two days to get a response. When your child needs supplies, two days might as well be a month. They apologised - but they need to answer their phones! Problem solved!
- Telephone answering is a key issue for me, my monthly order varies, the lack of variation on the website ordering is poor for an elderly person like me.
- Very happy with service.
- Many of the questions did not apply to me because my surgeon and nurse arranged everything from day one and I have always been satisfied with the service.
- Sometimes there is a lack of information in when my supplies will come, i.e. doctors information to supplier.

## Customer comments

- It took many months before I realised I was no longer being phoned to renew my prescription and that it was down to me to make contact. This left me dangerously short on two occasions. No one ever told me that I had to make the contact.
- The delivery time could be improved. Typical two week delivery. If needed I can get the same product the next day from my local pharmacist.
- Some of these questions are not applicable to me as Fittleworth always contact me monthly for my requests (always the same). I am perfectly pleased with the service.

## 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 = 137

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	120	9	0	1	7
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(120 \times 100.00) + (9 \times 66.67) + (0 \times 33.33) + (1 \times 0.00) + (1 \times 0)}{(137 - 7)}$$

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

