

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

## NDC Dispensing

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	128	79%
Someone else	22	13%
Both	1	1%
Blank / Spoilt	12	7%

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

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

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	133	82%
Fax	1	1%
Post	4	2%
Email	6	4%
Face to face	0	0%
Internet	5	3%
Blank / Spoilt	14	9%

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

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

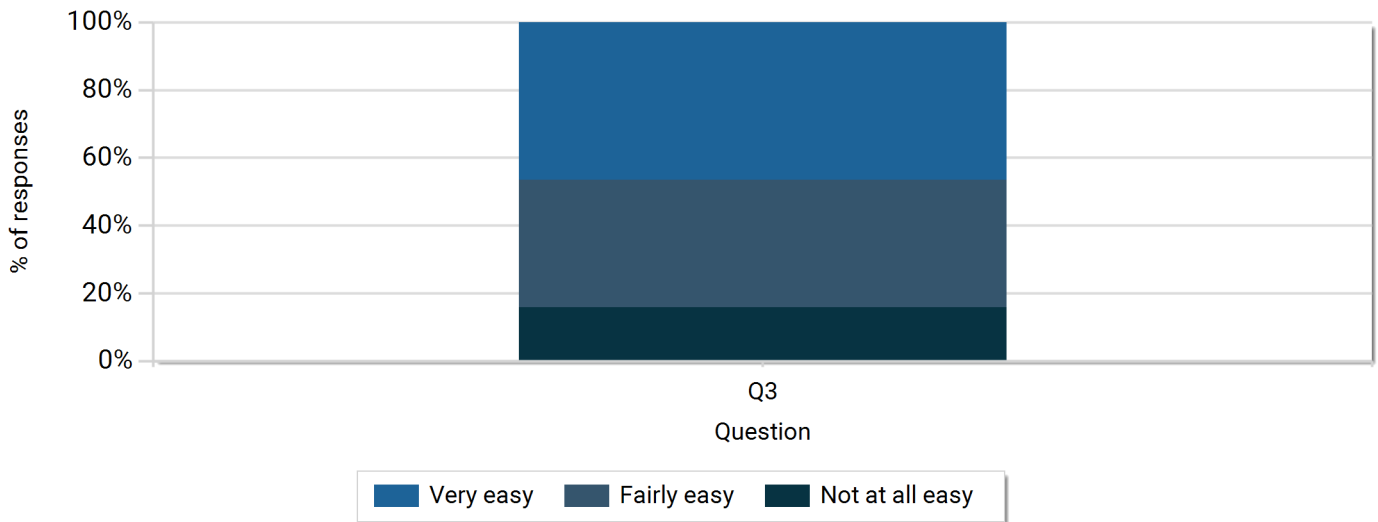
### Q3: How easy did you find it to contact them?

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?	25	59	73	6

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

Graph 1: Percentage distribution and frequency of ratings (Q3)



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	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	84	90	89

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

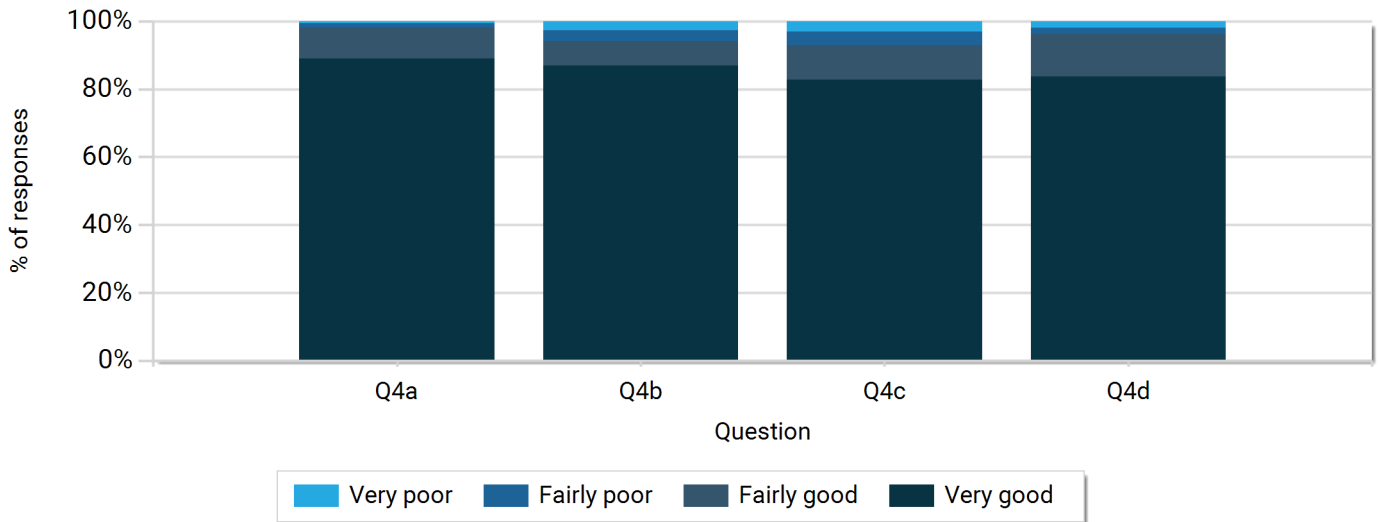
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	138	14	2	1	3	5
Q4b Answering any queries you had	132	11	5	4	4	7
Q4c Passing you on to someone who could help	82	10	4	3	27	37
Q4d How would you describe their service?	129	19	3	3	2	7

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?	95	94	97	97	98	100
Q4b Answering any queries you had	93	92	95	95	96	98
Q4c Passing you on to someone who could help	91	88	91	94	96	99
Q4d How would you describe their service?	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?	95	98	96	98
Q4b Answering any queries you had	93	97	94	96
Q4c Passing you on to someone who could help	91	96	94	95
Q4d How would you describe their service?	93	98	97	97

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

Table 5:

Response	Number of responses	Percentage of responses*
Yes	95	58%
No	21	13%
Don't know	33	20%
Blank / Spoilt	14	9%

\*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	32	20%
No	29	18%
Don't know	22	13%
Blank / Spoilt	80	49%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	29	91%
No	3	9%
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 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	12	7%
No	28	17%
Don't know	33	20%
Blank / Spoilt	90	55%

\*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	7	58%
No	3	25%
Don't know	2	17%
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	57	35%
No	26	16%
Don't know	16	10%
Blank / Spoilt	64	39%

**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	55	34%
No	26	16%
Don't know	15	9%
Blank / Spoilt	67	41%

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

Table 8c:

Response	Number of responses	Percentage of responses*
Yes	41	25%
No	38	23%
Don't know	13	8%
Blank / Spoilt	71	44%

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



About the services you receive from this supplier

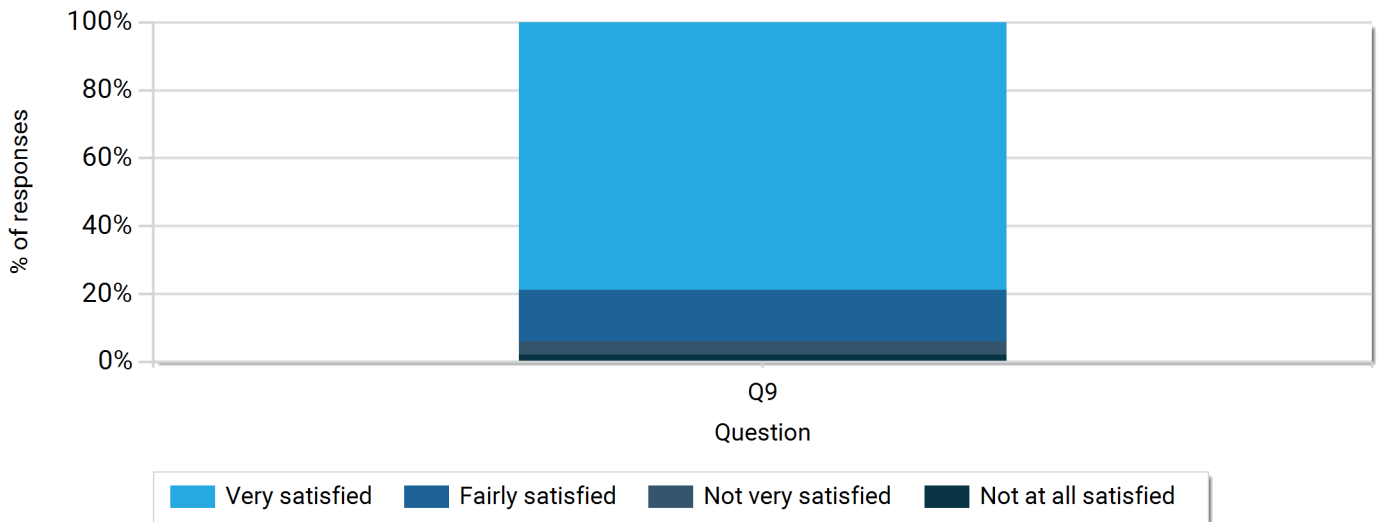
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	2	4	15	78	64

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	90	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	90	94	94	96

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	99	61%
No	0	0%
Don't know	15	9%
Blank / Spoilt	49	30%

**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	133	82%
No	18	11%
Blank / Spoilt	12	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	23	14%
No	127	78%
Blank / Spoilt	13	8%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	11	7%
No	130	80%
Blank / Spoilt	22	13%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	145	89%
No	8	5%
Blank / Spoilt	10	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	15	9%
No	128	79%
Blank / Spoilt	20	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	145	89%
Blank / Spoilt	18	11%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	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	14	9%
No	64	39%
Don't know	25	15%
Blank / Spoilt	60	37%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	5	8%
No	24	38%
Don't know	8	13%
Blank / Spoilt	27	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	73	45%
No	29	18%
Don't know	39	24%
Blank / Spoilt	22	13%

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

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	55	34%
No	38	23%
Don't know	41	25%
Blank / Spoilt	29	18%

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

About the services you receive from this supplier

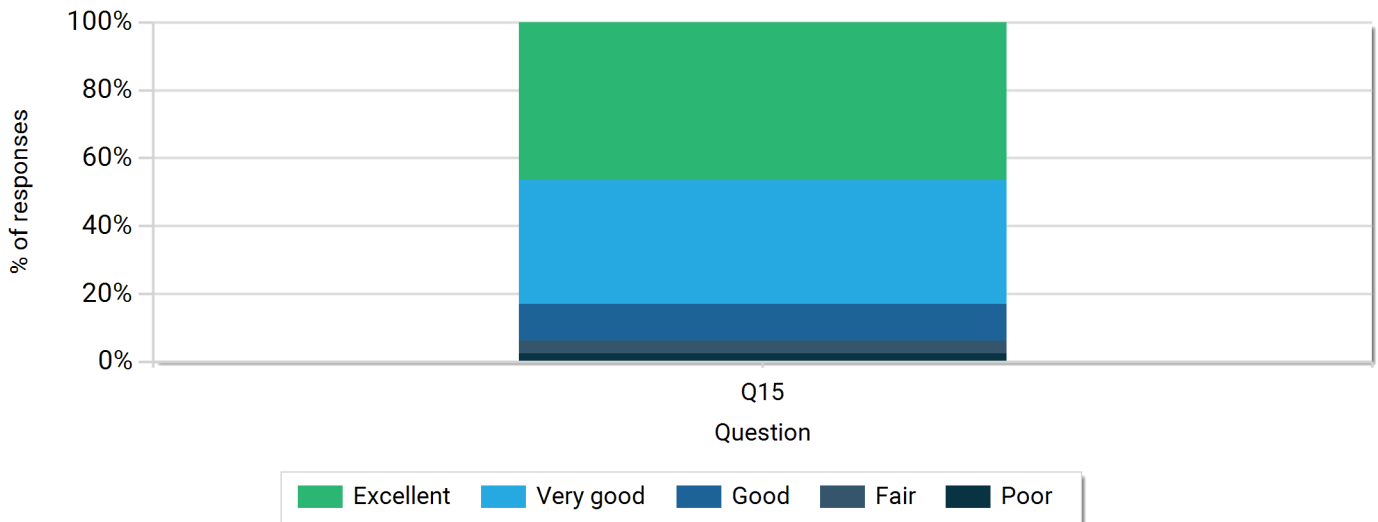
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	4	6	17	58	74	4

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	80	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	80	87	85	85

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	3	2%
No	155	95%
Blank / Spoilt	5	3%

### 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	3	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	3	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	0	0%
35 - 44	3	2%
45 - 54	7	4%
55 - 64	23	14%
65+	122	75%
Blank / Spoilt	8	5%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	77	47%
Female	75	46%
Blank / Spoilt	11	7%

\*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	2%
Carer for someone with a longstanding illness	10	6%
Neither	144	88%

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:

- No choice. Done through hospital.
- Lymington Hospital contacted Fittleworth.
- My friend is vision impaired and unable to use her phone or read properly.
- You were contacted by the stoma nurse.
- Fittleworth are being contacted by nursing staff.
- I was unable to get through on the phone, I tried on different days and times.
- The hospital referred me to you, as I was having so many problems with the other provider.
- To place my order. Fittleworth then contacts my surgery to obtain a prescription.
- Because couldn't get any sense for receptionists at surgery of where to get them.
- Stoma care nurse, general hospital/NHS.
- I contact the prescription service in Rotherham.
- I have a stoma. I use stoma bags all the time.
- Run out of bags (stoma).
- City Hospital did the first ordering as I had kidney failure.

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

- A very satisfactory service. They offered a trial of an alternative ileostomy pouch which I tried, found it satisfactory and changed to the new pouch. Their service is excellent.
- Will not answer phone, we all have not got computers etc. Delivery turn up any time of month. I need Fittleworth first week of every month please.
- I have had excellent service from you the only problem that crops up is that my GP does not always make some prescriptions on time.
- I am having a lot of difficulty the last few times I have rung to make an order in getting through. This last time my daughter did it online which was a matter of waiting for her to visit before I could order. I never had a problem getting through to make an order before.
- Parcel delivered as informed today. This is first time I have had to phone back regarding no "easy spray" sent.
- Quicker telephone answering. Have often waited an hour for a response to a call.
- Very difficult to contact by phone. Whatever time of day (in my experience), recorded answer of "We are experiencing a high call volume" etc., with no answer after many minutes.
- Changed delivery service. It was better before the change.
- Everything seems to be fine.
- Initially was calling to renew prescription/delivery of product but then no one would pick up on freephone number provided so switched to ordering on internet which although eventually successful seems to create a communication breakdown between pharmacy and supplier.
- Fittleworth have been very good for many years. Thank you. The last time I tried to contact them by phone I had no reply, twice. This is the only occasion it has happened.
- I am fairly new to having a stoma and a catheter after my open panproctocolectomy and end ileostomy and have in the last month had to change my catheter size and stoma bag size and hole cut. So I rely on my stoma nurse and catheter nurse at the moment to liaise and order my requirements.
- Whomever I get on the telephone always ask if I need anything other or any questions I have. They are always courteous and polite very friendly. Well done.



## Customer comments

- Deliveries never came and weren't advised, when contacted supplier they always said it was because they were waiting for prescription (even when I had obtained proof GP had sent). Recently the GP has submitted 12 months worth of repeat prescriptions but it was not sent out automatically like other suppliers. I was told to place an order each month telling them which prescription to use. The order still didn't come with them claiming they "hadn't received the prescription!" Really stressful and unable to get through on phone to sort.
- Unfortunately we seem to have a problem with the supplier not receiving the prescription by post from the surgery. It is not entirely the suppliers fault but my friend has become increasingly upset by recent events.
- Telephone delays of up to 10 minutes before being answered. No information about time of delivery unless I phone them as no mobile phone coverage where I live.
- All good.
- This is the first time I have been introduced to a supplier so, some questions are not answerable yet. Very impressed with the delivery within 24 hours.
- Some catheters (not all) are dry lacking lubricant.
- I have rung and spoke to someone and they advised me on a useful product to use which worked out fine. They were extremely helpful and polite. Thank you.
- I have been a client since 2015 when I had radical bowel and colorectal surgery. If Fittleworth didn't provide the excellent service that they do my life would be very difficult. In recent times (during COVID) it has been not so easy to get through on the telephone to place my order. In fairness they call me every month to check if I need to place an order. If I am not at home to receive the call then I get somewhat frustrated trying to call back.
- Occasionally I have receive less than what I have ordered but received it at a later date. All in all a very good service. Thank you.
- I'm new to this company so a lot of the questions don't apply.
- It takes too long to get through to speak to someone. They used tell you the number you are in the queue, which they don't do now. I found it a stress reliever.
- In 2013 I had my operation for a genital prolapse. Since that time I used a stoma bag and so far I have been pleased with the service until now. I phoned last week but was not able to make contact by phone. I live on my own and I am 90 years old I have no smart phone or email, please can you help?
- I have been a customer for approximately eight years. Usually they call each month to see if I wish to place an order. In the past if I missed the call I could ring back. Now I cannot get through. I live in England but usually have to ring Scotland as they seem to answer. It wasn't like this during lockdown. This is since lockdown ended.
- Yes, surgery. Some to take time for the prescription to be signed and returned to you.
- It often takes a while for my call to be answered.
- Not happy with the condition of box containing my items. Badly damaged and half open. Very concerning.
- Delivery is still unacceptably haphazard. I now ask for a specific day only but even doing that, I got the supply a day late this time. I am concerned about the stoma care being on a vehicle overnight. In summertime hot weather aloe vera rings melt and sprays exceed the limit of 25 degrees and 27 degrees.
- My first order arrived next day with all supplies ordered. My second order did not arrive, with no phone call or prior warning the doctors had not done the prescription. It took 45 minutes to speak to a person about my order. So this has turned into a very stressful service so far.
- Pick up the phone in less than 20 minutes?
- Poor to answer telephones on most occasions, 20+ minutes to speak to someone. No indication when items will be supplied when not in stock - no reason given for being unable to supply unless asked verbally.
- Generally very good service. However telephone answer waiting times can be frustratingly long!
- Never had a problem with Fittleworth or product provided. Five years and counting.
- Almost every delivery wrong for past year. Often items missing or bags not cut/cut properly. Insufficient complimentary items sent, e.g. 60 wipes for 70 bags! So had to purchase myself. Been forced to change supplier this time due to being left with no bags by Fittleworth.
- Our internet service suffered a failure advised we were number five in the telephone queue (probably due to COVID). Have now used email - OK to good response.
- Fittleworth I have found are very helpful go above and beyond.

## Customer comments

- I have only contacted Fittleworth once by telephone and they were extremely helpful.
- I am very satisfied with the service I receive and compliment them on the accuracy of the time given for delivery (via my mobile phone).
- Recently order was not delivered on date expected, when I phoned was told it would be another two weeks. When I explained my dad would be without pouches they said they would send an emergency supply out, this took nearly a week to arrive. Had no pouches for three days!
- I have always been satisfied with your services including prompt delivery.
- The delivery service was excellent with Parcelforce. Not so good when they changed the last few months, boxes were always damaged, and very hit and miss on delivery time. Christmas order was a date later with no notice, supplier changed this week to DHL, which were far better and I hope they continue to deliver.
- To answer the telephone quicker.
- Only issue I have is the problem with disposal bags, but that may also be down to NAMS who I have to request prescription through - don't get to deal direct with company in Nottingham.
- I have to chase for my prescription for supply. Very difficult to contact by phone. Was promised I will get delivery on 24/12/21, but did not get it (very difficult to get through by phone). I am a carer to my child who is disabled need to look after 24/7. It puts a lot of pressure on me with my sickness.
- In the very short time I have needed you, you have provided first rate in fact exemplary service, which comes as no surprise as you have catered for my wife's stoma for many years with a perfect service.
- Happy.
- Long wait for telephone to be answered could be shortened.

## 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 = 163

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	138	14	2	1	8
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(138 \times 100.00) + (14 \times 66.67) + (2 \times 33.33) + (1 \times 0.00) + (3 \times 0)}{(163 - 8)}$$

Your mean percentage score for Q4a = 95%

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?	95	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

