

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Rustington

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	100	85%
Someone else	10	9%
Both	0	0%
Blank / Spoilt	7	6%

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	86	74%
Fax	0	0%
Post	1	1%
Email	17	15%
Face to face	0	0%
Internet	2	2%
Blank / Spoilt	11	9%

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

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

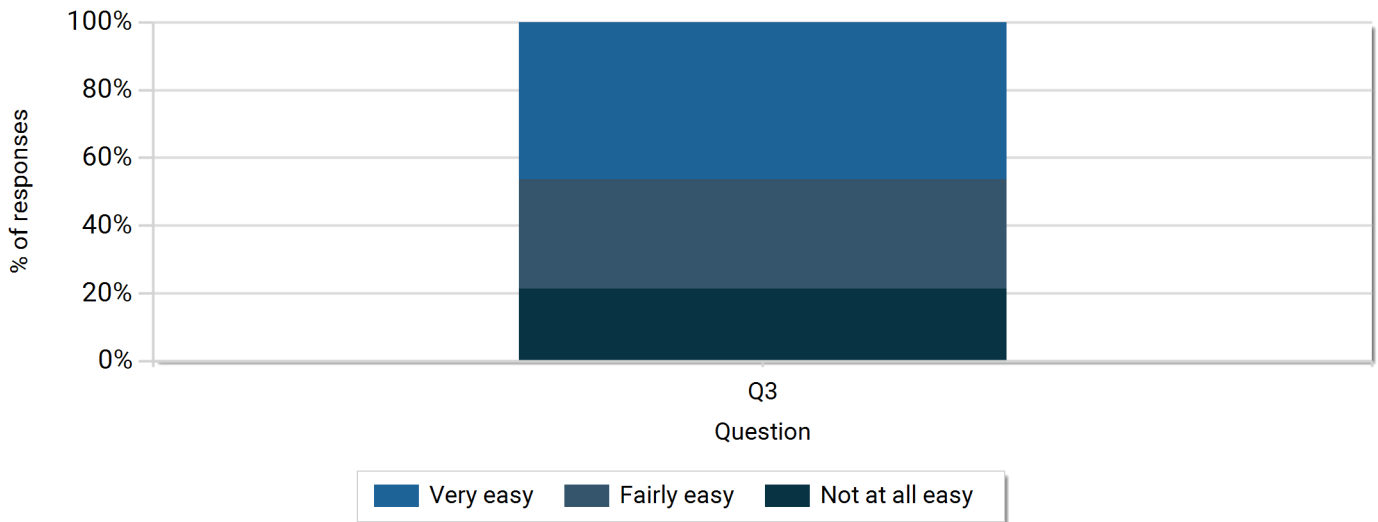
Q3: How easy did you find it to contact them?

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?	24	36	52	5

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?	63	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?	63	90	94	92

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

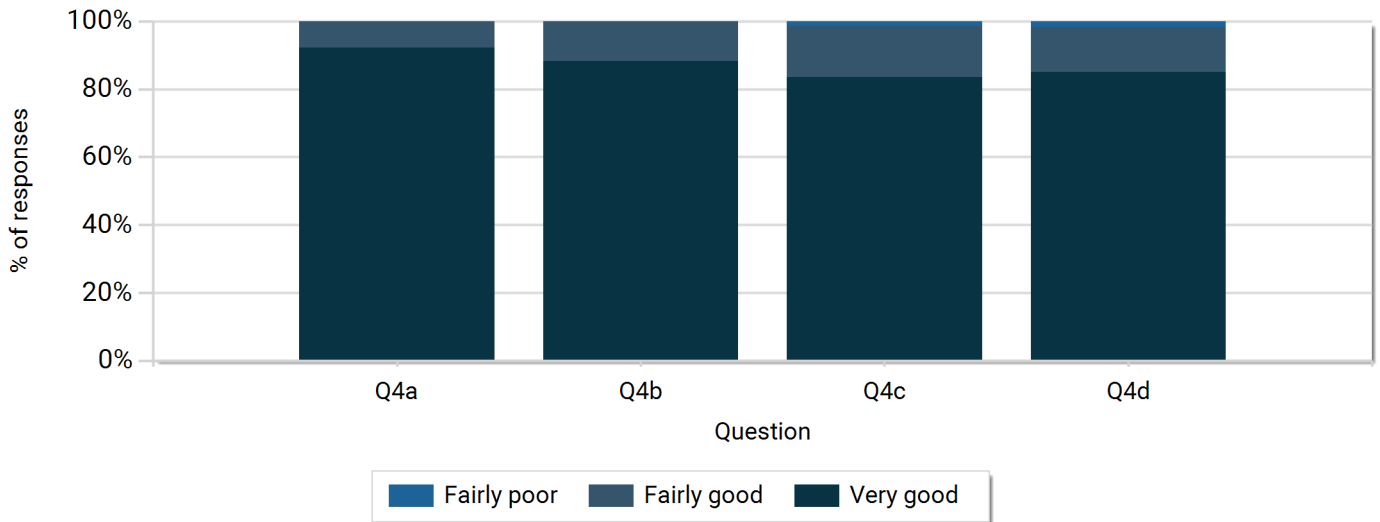
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	106	9	0	0	1	1
Q4b Answering any queries you had	97	13	0	0	1	6
Q4c Passing you on to someone who could help	56	10	1	0	20	30
Q4d How would you describe their service?	97	15	2	0	0	3

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	97	94	97	97	98	100
Q4b Answering any queries you had	96	92	95	95	96	98
Q4c Passing you on to someone who could help	94	88	91	94	96	99
Q4d How would you describe their service?	94	91	93	95	96	99

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

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

Table 5:

Response	Number of responses	Percentage of responses*
Yes	63	54%
No	17	15%
Don't know	24	21%
Blank / Spoilt	13	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	25	21%
No	14	12%
Don't know	10	9%
Blank / Spoilt	68	58%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	20	80%
No	5	20%
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	5	4%
No	18	15%
Don't know	13	11%
Blank / Spoilt	81	69%

*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	4	80%
No	1	20%
Don't know	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q7a.

Q8a: If you presented a repeat prescription, did the supplier check to see if you still needed the appliance?

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	30	26%
No	28	24%
Don't know	6	5%
Blank / Spoilt	53	45%

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	26	22%
No	31	26%
Don't know	4	3%
Blank / Spoilt	56	48%

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	15	13%
No	40	34%
Don't know	6	5%
Blank / Spoilt	56	48%

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

About the services you receive from this supplier

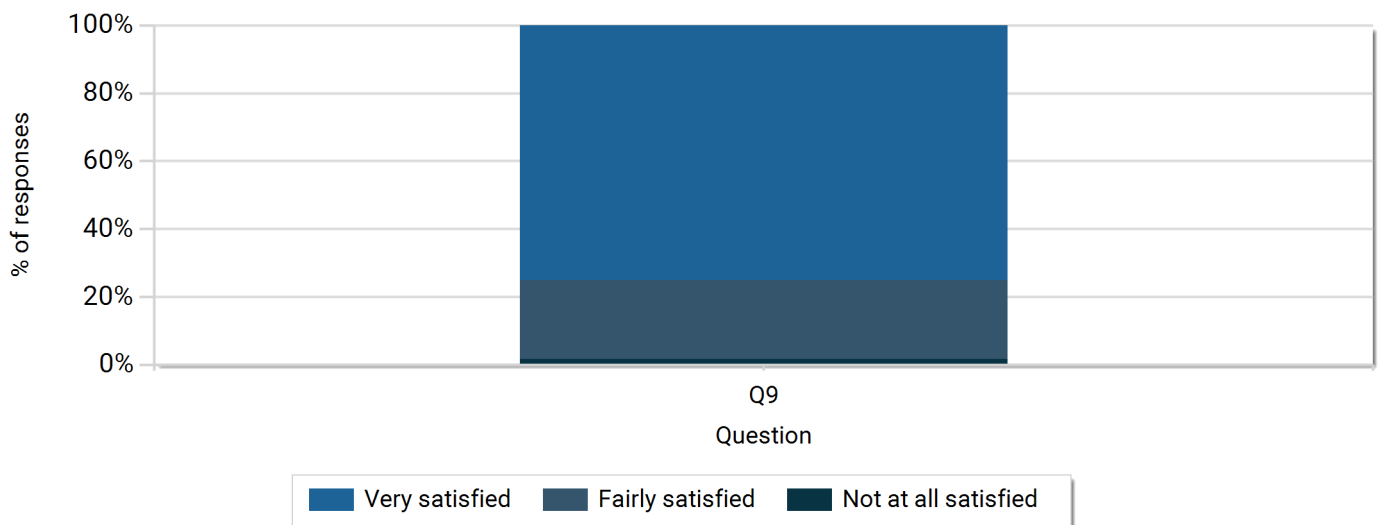
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	0	14	45	57

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	91	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	91	97	96	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	70	60%
No	1	1%
Don't know	8	7%
Blank / Spoilt	38	32%

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	101	86%
No	5	4%
Blank / Spoilt	11	9%

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	11	9%
No	95	81%
Blank / Spoilt	11	9%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	6	5%
No	94	80%
Blank / Spoilt	17	15%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	104	89%
No	5	4%
Blank / Spoilt	8	7%

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	4	3%
No	103	88%
Blank / Spoilt	10	9%

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	3	3%
No	105	90%
Blank / Spoilt	9	8%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	1	33%
No	2	67%
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	11	9%
No	35	30%
Don't know	18	15%
Blank / Spoilt	53	45%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	3%
No	8	23%
Don't know	2	6%
Blank / Spoilt	24	69%

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	57	49%
No	22	19%
Don't know	23	20%
Blank / Spoilt	15	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	42	36%
No	25	21%
Don't know	28	24%
Blank / Spoilt	22	19%

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

About the services you receive from this supplier

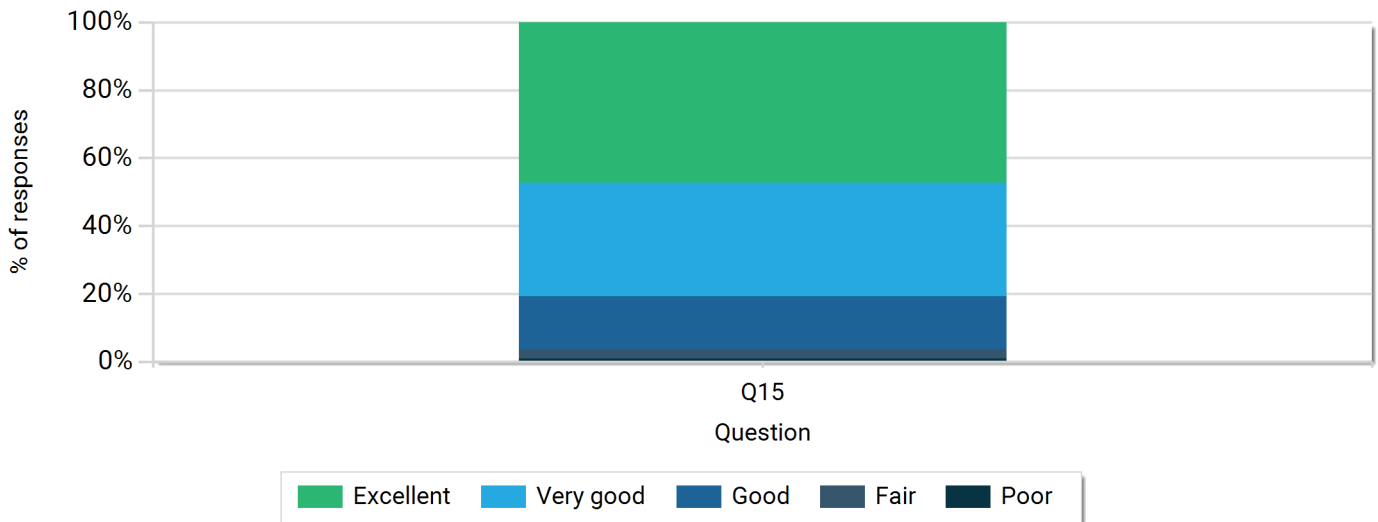
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	3	18	38	54	3

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	81	80	82	83	86	93

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

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

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

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)	Previous score (February 2019)
Q15 Overall rating	81	92	91	87

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	116	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	1	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	2	2%
35 - 44	3	3%
45 - 54	7	6%
55 - 64	12	10%
65+	90	77%
Blank / Spoilt	3	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	59	50%
Female	54	46%
Blank / Spoilt	4	3%

*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	7	6%
Carer for someone with a longstanding illness	7	6%
Neither	98	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:

- The stoma nurses from Hastings Conquest Hospital.
- To order from repeat prescription.
- To find out status of a current request made through my GP's online ordering system.
- It's for my partner.
- To obtain medical adhesive remover.
- Staff ring me for which I am very grateful, I am now 90 years old, and disabled and cannot get to post orders, I don't have a computer so no online so hope team will continue to ring me each month.
- My stoma nurse contacted Fittleworth on my behalf.
- To ensure that the "repeat dispensing tokens" arrangement was properly in place, as it had been ignored on three recent occasions.

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

- I would have said excellent but recently it has taken them a long time to pick up the phone when placing an order, no matter what time of day I phoned I'm always told there's a high volume of calls and to call back later. I tried to order online but gave up.
- I have been with Fittleworth for many years. I have always received what I have asked for plus the wipes wet and dry and black bags. These are complimentary. I would never change from Fittleworth. I always know roughly when I received them. The people on the phones are always polite and helpful.
- I have been ordering my husband's urostomy supplies every two months for six years and up until recently had no problems via telephone. Latterly it takes up to 30 minutes to get through I have tried using internet, which has not been very successful for the last two months. Having spoken to supplier, hopefully I have resolved this and they will contact me via email every two months.
- If an online app was available so you could click what items you need and how many it would make life a lot easier so you could see it has been approved by the GP rather than at the last minute when the delivery arrives.
- Staff very supportive and polite. Service slow, but this may be the fault of the surgery.
- Absolutely first class service. Very helpful staff.
- The weak link in the service is communication between the provider and my doctors surgery often results in errors.
- On receiving my latest order the adhesive remover was not included. Rang suppliers, they told me doctor did not prescribe it. After six months of receiving it, I was supplied. Phone call to doctor did resolve issue, but supplier could have said box did not include it.
- Wonderful company. Great staff.
- Very good.
- Very difficult to contact you via telephone as long waiting time in queue. Unable to order by internet as system will not accept login details.
- Staff are very polite and helpful. The wait times being on hold on the telephone are truly appalling. I recently had cause to phone the company several times - wait times always over 10 minutes and on one occasion nearly 30 minutes. This needs to be addressed urgently by the company's management.
- Re: Q8 - I have to ask doctor to provide repeat prescription so this question does not really apply to me, as I obviously would not request items if they were not suitable or needed.
- To try to order by phone is a nightmare! I've now turned to email which works perfectly. Delivery is another story, sometimes the date supplied is three weeks ahead, so care must be taken to order well in advance, other times it turns up out of the blue! I think this needs looking at.
- This company provides excellent customer service and all staff are extremely friendly and helpful. The only minor problem I sometimes experience is busy telephone lines resulting in having to hold on for up to 20 minutes or so on occasion.
- We should not have to wait for a prescription before the much needed products are sent out!

Customer comments

- The last two months nobody has called me regarding my new order. The telephone waiting time is about 30 minutes before it is answered. The delivery dates have not been met the last two months.
- Used to make a regular order by telephone, but found it extremely difficult to get any answer and constantly on hold. Resorted to placing order by the internet. Being advised, what number on hold, would be helpful.
- Excellent service all round. Thank you.
- I have always found Fittleworth a very friendly and efficient company.
- Can't get through on phone. Impossible order my stuff online. This needs sorting out. These are nice folk. Thank you.
- Everyone I have ever dealt with have always offered excellent service.
- Significant improvement needed for phone contact. Overhaul of online ordering website so as to include greater range of products.
- Very good service but slow to answer the phone (obviously need more staff manning phones).
- The only thing that I would like them to improve is waiting time on the phone as it can sometimes be 20 or 30 minutes.
- I used to be connected to you within a few minutes and up to 6-9 months ago this was still the case in spite of COVID disruption. Recently (last 6-9 months) it has taken 25-30 minutes! Forcing me on to ordering online which I do not like.
- When I had a life changing operation five years ago through Crohn's disease I had to have an ileostomy. It made me frightened and apprehensive. Fittleworth are such a lovely understanding people making it that I never feel odd speaking to any of them.
- Always satisfied with this service!
- All very good and prompt service.
- Thank you Fittleworth for your utterly reliable and excellent service. What would I do without you.
- Only ever had one employee that was rude on the phone.
- I'm pleased with the service I get mainly. The only thing I can mention is about notes on delivery box. The note where it says "if out leave in outer cupboard!" this could be more noticeable as on the odd occasion it's not been left where stated but left with a neighbour! The note is not adhered to.
- Cannot fault Fittleworth. Am extremely happy with their service kind approach - also their efficiency.
- I have used the same supplier for years and am entirely satisfied.
- As my prescription is generated at the local pharmacy there is no direct contact between me and the supplier unless I need to phone in which case they are very helpful.
- Receive a phone call when out can they say Fittleworth called.
- Sometimes have to call three or four times before you can get through to them, need more people answering the phones.
- Do not supply the requested amount of medical adhesive remover.
- I have found you very good with everything. Thank you.
- Waiting for the phone to be answered can take over 20 minutes - I have now moved to email which isn't as good but gets the job done. The catheter I use isn't listed so I have to write an additional note to each order which is inconvenient. The non-listed catheter is item number 28912.
- Re prescriptions, member of staff rings me, to see if I need anything, then they send to my GP practice, and I am given a date for delivery. Excellent service cannot fault you, 100% service all the time. The staff are all friendly and very helpful, I cannot thank you enough for everything you do for me.
- No improvement needed.
- Did experience one slip when appliance supplied was incorrect diameter! I reported fault which was rectified and replaced with due urgency. Fittleworth proved to be very responsive fixed the problem with due haste and apologised for the slip up. Overall, Fittleworth maintained their excellent service and efficiency.
- Regarding phone calls. When answered such as "We will be with you as soon as we can" would it not be helpful to say "You are number three or whatever" instead of just waiting for a reply.

Customer comments

- I have been told that complimentary item such as dry wipes can only be sent with a prescription order. So when I have been sent additional supplies due to shortages I was not allowed any more complimentary wipes and had to resort to kitchen roll when one of my regular items was out of stock. I had to get my prescription changed to accommodate this which took ages when a substitute brand could have been used as a temporary measure. Complimentary items should be able to be requested any time due to the nature of the need.
- I have had to ring up over the last few months. On one occasion nobody answered until 12:50pm.
- I have used this supplier for four years. For the first two and a half years, the service was impeccable, I was entirely satisfied. In the past 18 months, it has deteriorated significantly. Telephone contact is very difficult (usually a wait close to 30 minutes), but when eventually answered the agents are polite and efficient. The standard "repeat prescription tokens" have been ignored on three recent occasions, resulting in unsatisfactory delays.
- Since lockdown telephone contact has been very difficult with very long waiting times for the phone to be answered and this problem needs to be addressed.

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 = 117

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	106	9	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(106 \times 100.00) + (9 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(117 - 2)}$$

Your mean percentage score for Q4a = 97%

The same basic calculation method is used for all the questions where a mean percentage score has been provided, but the values assigned to the ratings will differ depending on the number of rated responses available.

For ease of understanding, below are the details of the values assigned to the ratings in each question where we have provided a mean percentage score:

Q3 - Not at all easy = 0, Fairly easy = 50, Very easy = 100

Q4 - Very good = 100, Fairly good = 66.6666, Fairly poor = 33.3333, Very poor = 0

Q9 - Not at all satisfied = 0, Not very satisfied = 33.3333, Fairly satisfied = 66.6666, Very satisfied = 100

Q15 - Poor = 0, Fair = 25, Good = 50, Very good = 75, Excellent = 100

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	97	94	97	97	98	100

16684

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



Dispensing Appliance Contractor Customer Questionnaire

At Fittleworth we are always looking to improve our service. We have decided to take a moment to collect the views of our customers. We will ask about your experience and the services you receive from Fittleworth. We have partnered with CFEP UK Surveys to do this. All responses are anonymous.

To complete the survey, please mark the boxes like this with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice. If you are unable to answer a question, or a question doesn't apply to you, please leave it blank. Once the survey is complete, please post it using the pre-paid envelope provided.

Alternatively, if you wish to complete the questionnaire online, a web version can be found at:

This section is about why you contacted your appliance supplier recently and the response you received

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

Yourself Someone else Both

For some other reason (please write in the reason for contacting the supplier):

Q2 How do you normally contact your supplier? (Please tick one box only)

Telephone Fax Post
 Email Face to face Internet

Q3 How easy did you find it to contact them?

Not at all easy Fairly easy Very easy

Q4 If you have dealt with the supplier either by telephone, email, or in person, based on your experience of this and other occasions, how would you rate each of the following? (Please tick one box only)

	Very good	Fairly good	Fairly poor	Very poor	Don't know
a) Were they polite and did they take the time to understand your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Passing you on to someone who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How would you describe their service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Yes No Don't know

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

