

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Sutton

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	77	81%
Someone else	13	14%
Both	3	3%
Blank / Spoilt	2	2%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	75	79%
Fax	0	0%
Post	1	1%
Email	7	7%
Face to face	0	0%
Internet	4	4%
Blank / Spoilt	8	8%

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

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

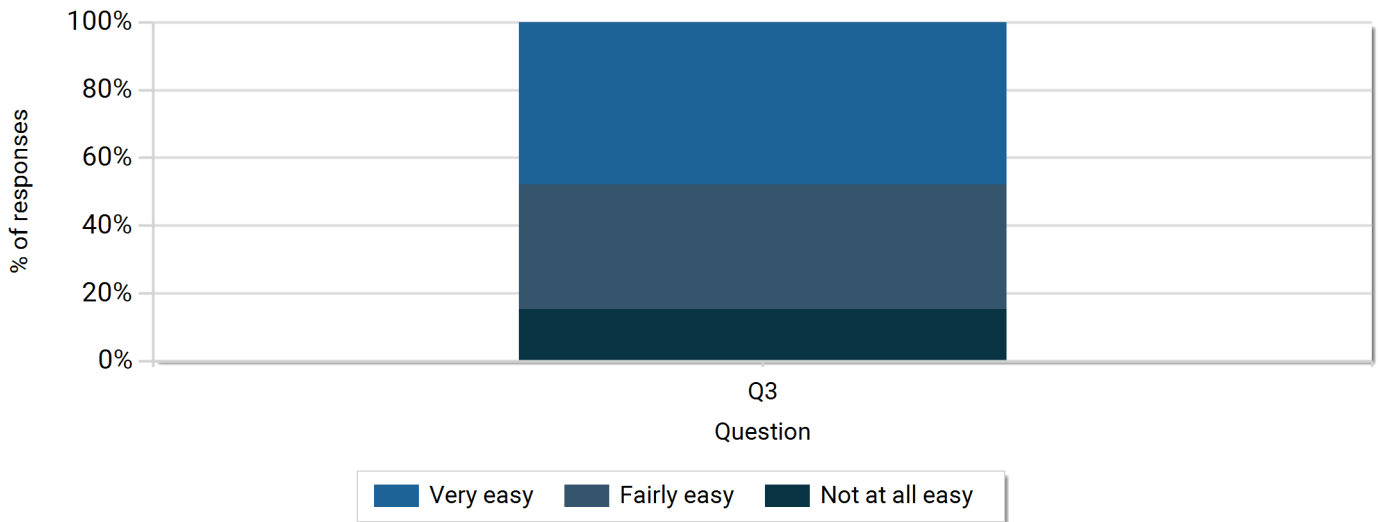
Q3: How easy did you find it to contact them?

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?	14	34	44	3

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

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



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	66	63	66	69	72	96

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

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

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

Table 3.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)	Previous score (February 2019)
Q3 How easy did you find it to contact them?	66	92	97	94

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

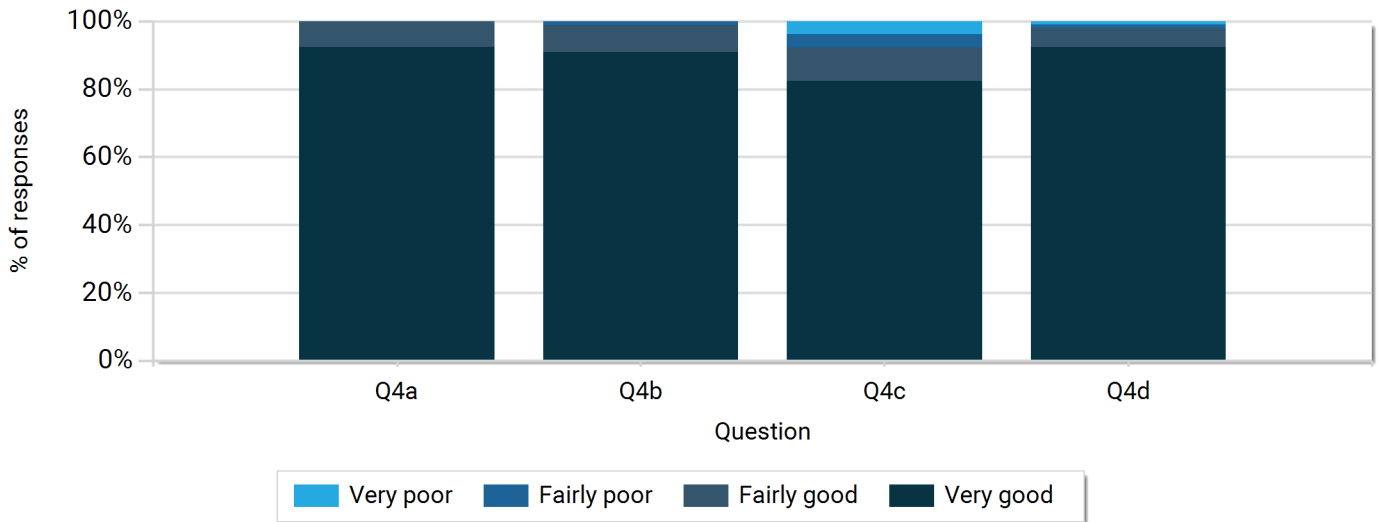
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	86	7	0	0	0	2
Q4b Answering any queries you had	80	7	1	0	0	7
Q4c Passing you on to someone who could help	42	5	2	2	8	36
Q4d How would you describe their service?	84	5	1	1	0	4

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	97	94	97	97	98	100
Q4b Answering any queries you had	97	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?	96	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	97	98	98	96
Q4c Passing you on to someone who could help	90	98	96	98
Q4d How would you describe their service?	96	99	98	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	53	56%
No	6	6%
Don't know	23	24%
Blank / Spoilt	13	14%

*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	15	16%
No	22	23%
Don't know	5	5%
Blank / Spoilt	53	56%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	10	67%
No	3	20%
Don't know	1	7%
Blank / Spoilt	1	7%

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	4	4%
No	21	22%
Don't know	7	7%
Blank / Spoilt	63	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	2	50%
No	1	25%
Don't know	1	25%
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	32	34%
No	18	19%
Don't know	8	8%
Blank / Spoilt	37	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	25	26%
No	28	29%
Don't know	4	4%
Blank / Spoilt	38	40%

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	14	15%
No	34	36%
Don't know	10	11%
Blank / Spoilt	37	39%

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

About the services you receive from this supplier

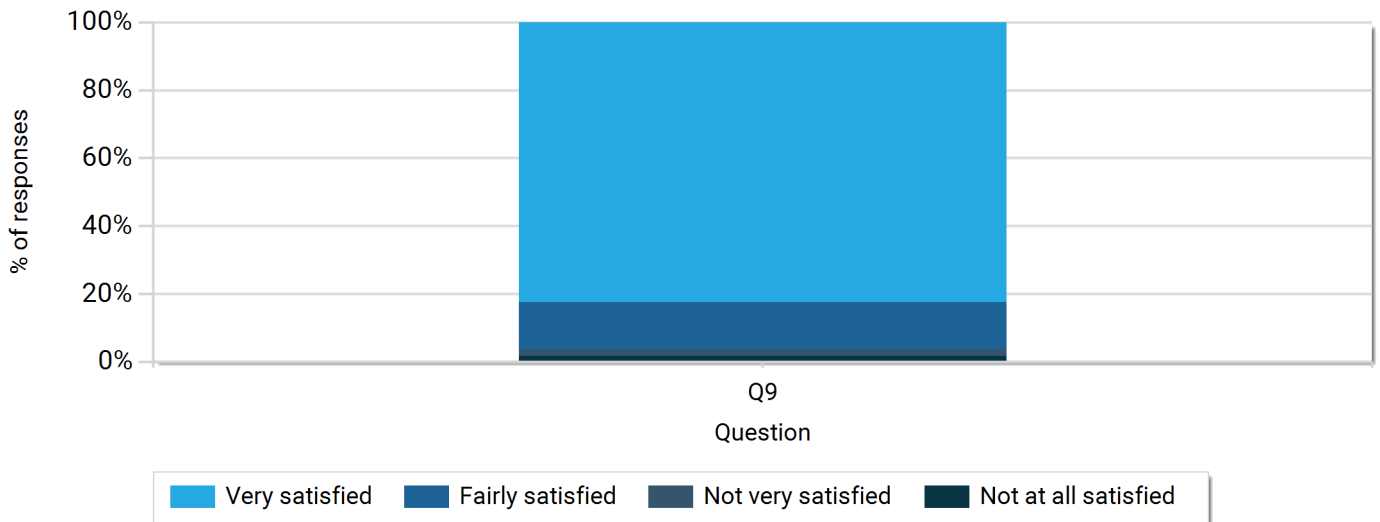
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	1	8	47	38

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	92	90	92	94	96	98

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

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

Table 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	92	96	98	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	54	57%
No	3	3%
Don't know	10	11%
Blank / Spoilt	28	29%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	81	85%
No	4	4%
Blank / Spoilt	10	11%

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	18	19%
No	68	72%
Blank / Spoilt	9	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	5	5%
No	75	79%
Blank / Spoilt	15	16%

*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	86	91%
No	2	2%
Blank / Spoilt	7	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	3	3%
No	81	85%
Blank / Spoilt	11	12%

Q12b: Have you ever been advised by your supplier that they cannot provide this service?

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	85	89%
Blank / Spoilt	10	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	11	12%
No	25	26%
Don't know	12	13%
Blank / Spoilt	47	49%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	4%
No	6	24%
Don't know	5	20%
Blank / Spoilt	13	52%

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	49	52%
No	16	17%
Don't know	18	19%
Blank / Spoilt	12	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	39	41%
No	22	23%
Don't know	19	20%
Blank / Spoilt	15	16%

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

About the services you receive from this supplier

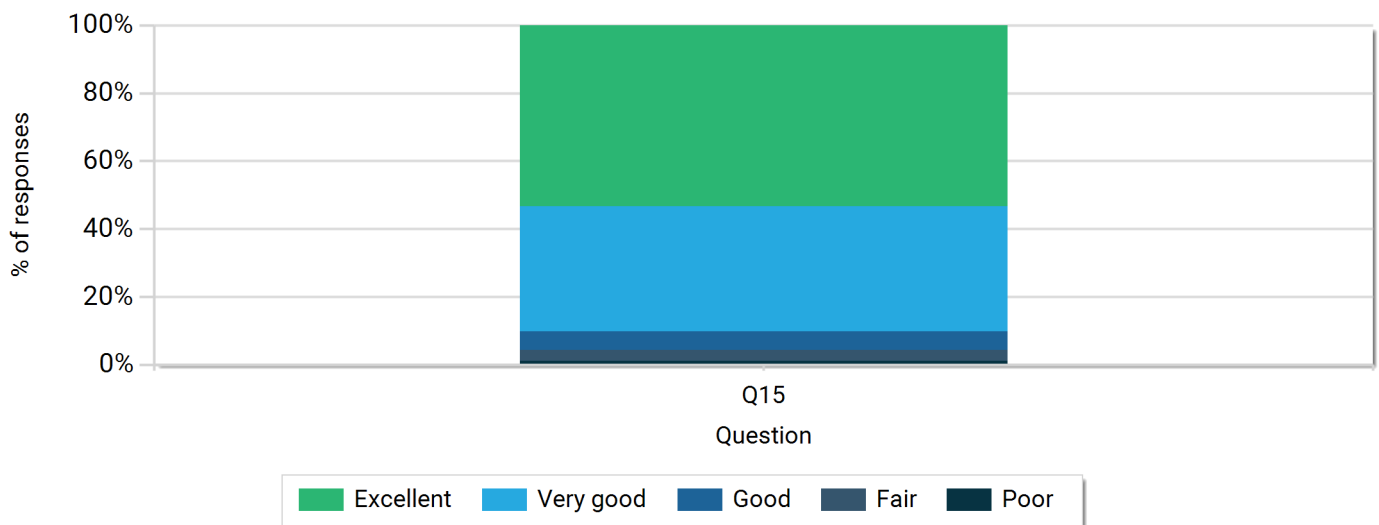
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	3	5	34	49	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	85	80	82	83	86	93

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

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

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)	Previous score (February 2019)
Q15 Overall rating	85	93	90	89

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	94	99%
Blank / Spoilt	1	1%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	1	1%
35 - 44	1	1%
45 - 54	4	4%
55 - 64	15	16%
65+	69	73%
Blank / Spoilt	5	5%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	45	47%
Female	46	48%
Blank / Spoilt	4	4%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	3	3%
Carer for someone with a longstanding illness	6	6%
Neither	76	80%

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:

- I had a major operation and now I have a colostomy bag.
- My husband.
- Hospital originally contacted you.
- The nurse at my hospital contacted Fittleworth on my behalf.
- I was going to be on a cruise when the normal delivery was due to take place. I asked for an earlier delivery date to ensure that I had enough supplies whilst I was away.
- To check if they received the prescription from my doctor.

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

- My wife or I are at home 90% of the time but I have stressed to the supplier there is a cupboard (gas cupboard) to the left of the front door, plenty large enough for the box to be left out of sight if we are out. On two occasions this has happened this was ignored and the box left on the doorstep and on one other time it was placed in the cupboard. One out of three.
- I often wait between five and 20 minutes for a phone call to be answered. Staff are always helpful and polite.
- Telephone service not very good recently, slow to answer phone.
- Re Q3 - I only put "Fairly easy" since COVID, as everywhere, affected staffing. Otherwise in normal times it's "Very easy".
- Would help if Fittleworth had more people answering the telephones. I am a pensioner and do not use email, just the telephone.
- My supplies come directly from Fittleworth. They are excellent.
- The staff are wonderful very helpful. They always check to make sure I have everything I need, and always delivered on set day. Also they always check that I am the person wanting goods. These people who help me are wonderful.
- Sometimes there has been quite a long wait to get through on the phone but I believe this issue has/is being addressed.
- My hands and wrists are rather arthritic so the pre-cut stoma bags are a great help. Unfortunately, the drainable with a thicker adhesive area have twice come with 25mm holes - I requested 28mm last time so am having to get them trimmed. The pre-cut stoma bags arrived in each other's boxes this time - but I have what I need and guess you must be very busy! 824-15 and 9010-10. Thank you.
- Q8 - The supplier contacts the GP for repeat prescriptions when I advise they are needed. Q10 - Didn't understand the question - sorry. We (my husband and I) are very satisfied with the service received by Fittleworth and wish to express our gratitude.
- The service I receive from the supplier is always excellent. The staff are very helpful and polite every time.
- It is difficult to reach the supplier on the telephone - long waiting.
- Have discussed bags at times leaking and asked if the quality had changed in the material of the colostomy bags. I had no problems for the first five months and occasional problems thereafter. The supplier was unable to answer my questions.
- Recent delays in answering telephone. However this has now improved a lot.
- The only problem I have is that, they seem to phone me up to say that my prescription isn't signed by my doctor and near my delivery date, but they do help by if I am ok with stoma bags they are excellent for their help.
- No complaints at all. Very easy to contact and provide information I needed.
- It's very hard to get through to them on the phone. Before COVID it was easy. No matter what time I try to ring up even evening time, you are put on hold and are waiting. There needs to be more staff manning the phones.
- Long wait times on the phone trying to get through. I order repeats now by email.
- Improve the wait time when phoning.

Customer comments

- My partner is having chemo for the last few months I had a order waiting to come. My partner was not good with chemo, I phoned up for emergency box on the Friday because they were using so many stoma bags. They won out on the Sunday and had to put a black bag and tape on because they had no bags left and had to wait for the Monday for the urgent stoma box to come for my partner which was not very good for them and rest of order came on the Wednesday, was not happy for my partner who was uncomfortable all day wearing a black bag and tape on all day.
- Order line in England very hard to get. Keeps ringing but always contactable in Scotland who are very helpful. Also contactable by email.
- My order is always on the day I have been told it would be. It's a shame to ring up all the time to put order in couldn't this be done as a standing order, as in hanging on the phone for such a long time three quarters of an hour, long wait.
- Sometimes there is a long with to get someone to take my order but they always suggest alternative routes, or arrange to call the patient at a regular time each month to take their order.
- Times on the phone waiting for it to be answered, i.e. sometimes 20 minutes.
- I look after my husband's colostomy supplies and Fittleworth have provided an excellent service from the beginning. I cannot rate them highly enough. Thank you everyone.
- Over seven years of using Fittleworth. I have found them to be a very efficiently run company providing a reliable service and keeping me informed of any problems that have occurred. However, over recent months it has been very difficult to place orders over the phone and I have resorted to using email. I understand this contact problem was due to staff shortages which, hopefully, has been resolved.
- Having used Fittleworth for seven years I have always been very impressed by the staff. Always helpful, and they know how important the supplies are to us and care that they arrive on time. Recently it has been harder to get through on the phone and I have used online services. Much prefer to speak to a person, reassuring.
- They provide a first class supply and delivery service and kept me informed throughout pandemic.
- I don't find the website very easy to order from, but I am still fairly new to it all, so this may change.
- I am delighted with the service I receive from Fittleworth. The staff are always polite, helpful, kind and professional. The delivery service is efficient and reliable.
- I thought my supply of daily catheters was an ongoing arrangement between Fittleworth and my GP. I did not realise they wanted to speak directly to me before sending them. Their phone calls ring on my mobile so briefly I sometimes fail to make it in time. When at my beach hut I do not want to phone them back on my mobile with 10-15 minutes delay before they answer. However, now I realise I can place the order myself, I can easily use my landline and their free number, and expect no further problems from this excellent provider.
- I don't find contact by email easy, or ready to use. Am attempt to speak to someone at Fittleworth is too often plagued by too many others also trying. I solved this recently by posting a short, simple letter stating my needs.
- All proceeds quite smoothly. Excellent service. They always read out the alternative delivery addresses in case they have changed.
- Main issues have come from doctor not providing correct prescription.
- Length of time waiting to speak to an advisor could be improved.
- Phone lines are very busy. Excellent customer service.
- Every time I receive my supplies the box it is packed in is always torn open with the box collapsing and all items fall out. Very distressing, needs to be packed a lot better.
- Erratic. Lack of consistency. Finding products on website difficult.
- As indicated in the questions, already answered, if there is an issue with the prescription I have sought advice, usually/always from the medical staff at Guy's Hospital, where I had my operation for bladder cancer. The advisor in how to deal with a product problem is usually the stoma nurse.
- Your service is excellent!

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 = 95

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	86	7	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(86 \times 100.00) + (7 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(95 - 2)}$$

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

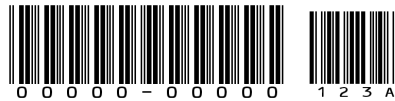
The median, cuts the data set in half

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

