

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

York

November 2021 - February 2022



Contents

Introduction

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

Q1-Q2 Number and percentage of responses (table 1 and 2)	1
Q3 Distribution and frequency of ratings (table 3.1 and graph 1)	2
Q3 Your mean percentage scores and benchmarks (table 3.2)	2
Q3 Comparison of current and previous scores (table 3.3)	3
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	3
Q4 Your mean percentage scores and benchmarks (table 4.2)	3
Q4 Comparison of current and previous scores (table 4.3)	5
Q5 Number and percentage of responses (table 5)	4

About the services you receive from this supplier

Q6 Number and percentage of responses (table 6a and 6b)	5
Q7 Number and percentage of responses (table 7a and 7b)	5
Q8 Number and percentage of responses (table 8a, 8b and 8c)	7
Q9 Distribution and frequency of ratings (table 9.1 and graph 3)	7
Q9 Your mean percentage scores and benchmarks (table 9.2)	7
Q9 Comparison of current and previous scores (table 9.3)	8
Q10 Number and percentage of responses (table 10)	8
Q11 Number and percentage of responses (table 11a, 11b, 11c and 11d)	8
Q12 Number and percentage of responses (table 12a, 12b and 12c)	9
Q13 Number and percentage of responses (table 13a and 13b)	10
Q14 Number and percentage of responses (table 14a and 14b)	10
Q15 Distribution and frequency of ratings (table 15.1 and graph 4)	11
Q15 Your mean percentage scores and benchmarks (table 15.2)	11
Q15 Comparison of current and previous scores (table 15.3)	12

The supplier's premises

Q17 Number and percentage of responses (table 17a, 17b and 17c)	12
---	----

Customer demographics

Q18-20 Number and percentage of responses (table 18, 19 and 20)	13
---	----

Customer comments

Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2

Supporting documents

Details of score calculation
Explanation of quartiles
Sample questionnaire

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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	80	80%
Someone else	11	11%
Both	1	1%
Blank / Spoilt	8	8%

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	77	77%
Fax	1	1%
Post	1	1%
Email	7	7%
Face to face	1	1%
Internet	8	8%
Blank / Spoilt	5	5%

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

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

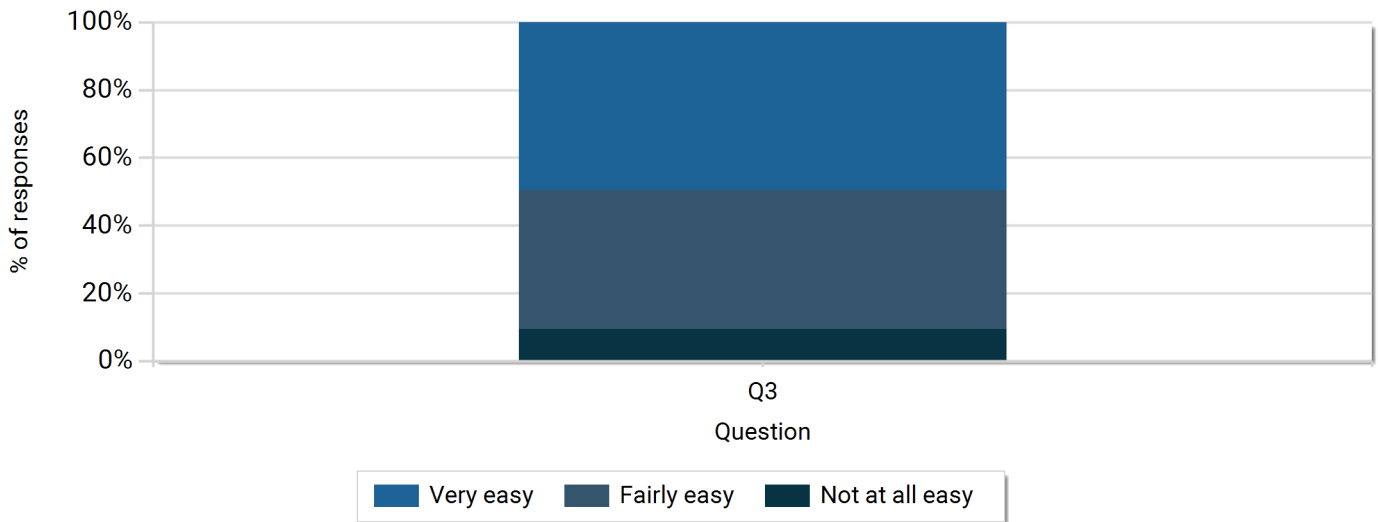
Q3: How easy did you find it to contact them?

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?	9	39	47	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?	70	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?	70	88	95	94

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

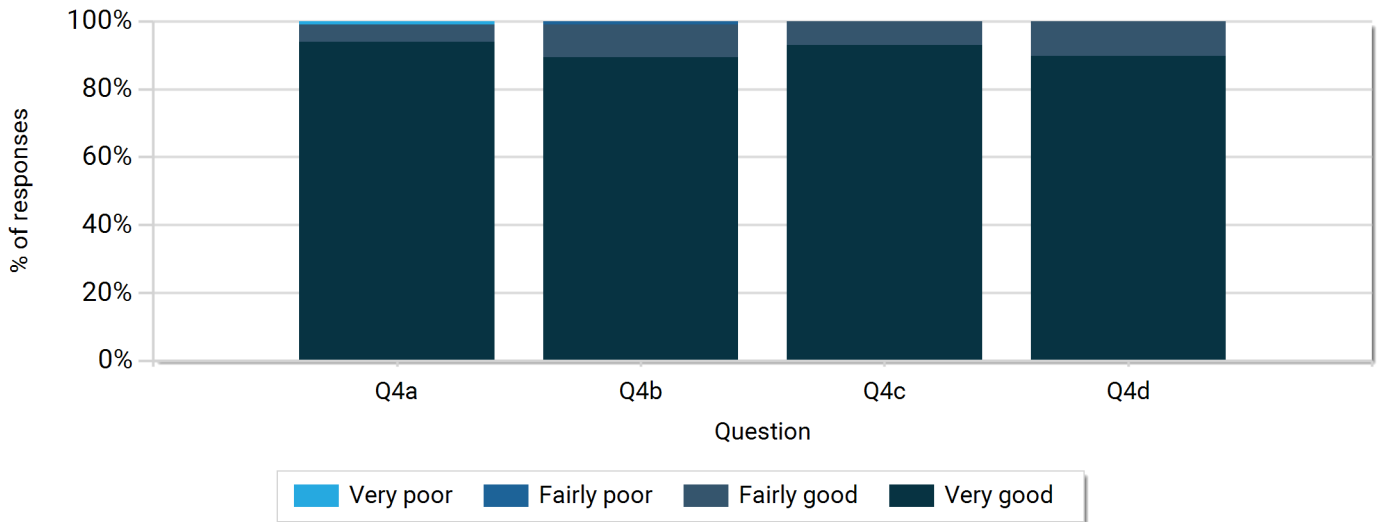
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	91	5	0	1	1	2
Q4b Answering any queries you had	84	9	1	0	0	6
Q4c Passing you on to someone who could help	52	4	0	0	21	23
Q4d How would you describe their service?	87	10	0	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	98	88	91	94	96	99
Q4d How would you describe their service?	97	91	93	95	96	99

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

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

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

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

Table 4.3 Current and previous mean percentage scores

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

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	63%
No	9	9%
Don't know	16	16%
Blank / Spoilt	12	12%

*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	16	16%
No	25	25%
Don't know	8	8%
Blank / Spoilt	51	51%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	14	88%
No	1	6%
Don't know	1	6%
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	1	1%
No	19	19%
Don't know	15	15%
Blank / Spoilt	65	65%

*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	0	0%
No	1	100%
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	33	33%
No	23	23%
Don't know	15	15%
Blank / Spoilt	29	29%

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	32	32%
No	26	26%
Don't know	12	12%
Blank / Spoilt	30	30%

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	21	21%
No	34	34%
Don't know	10	10%
Blank / Spoilt	35	35%

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

About the services you receive from this supplier

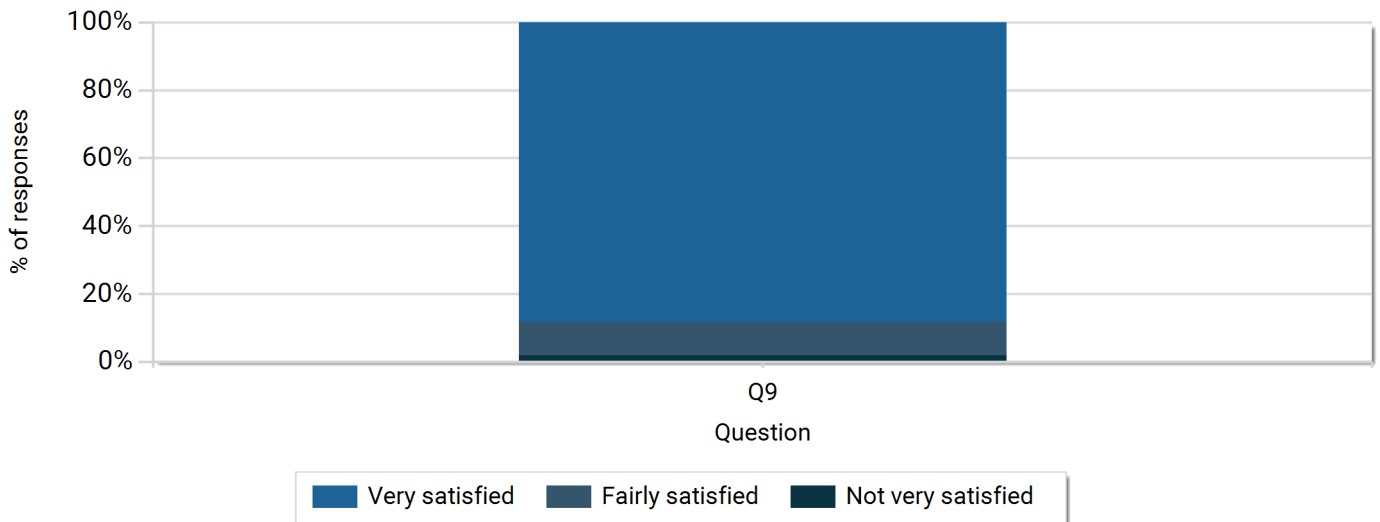
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	1	5	45	49

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

Graph 3: Percentage distribution and frequency of ratings (Q9)



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	95	90	92	94	96	98

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

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

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

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)	Previous score (February 2019)
Q9 Overall quality of customisation service	95	98	95	95

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	60	60%
No	0	0%
Don't know	11	11%
Blank / Spoilt	29	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	87	87%
No	6	6%
Blank / Spoilt	7	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	14	14%
No	78	78%
Blank / Spoilt	8	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	6	6%
No	82	82%
Blank / Spoilt	12	12%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	87	87%
No	4	4%
Blank / Spoilt	9	9%

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	2	2%
No	88	88%
Blank / Spoilt	10	10%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	89	89%
Blank / Spoilt	10	10%

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	1	100%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	9	9%
No	26	26%
Don't know	25	25%
Blank / Spoilt	40	40%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	7	27%
Don't know	4	15%
Blank / Spoilt	15	58%

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	51	51%
No	13	13%
Don't know	25	25%
Blank / Spoilt	11	11%

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	43	43%
No	19	19%
Don't know	26	26%
Blank / Spoilt	12	12%

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

About the services you receive from this supplier

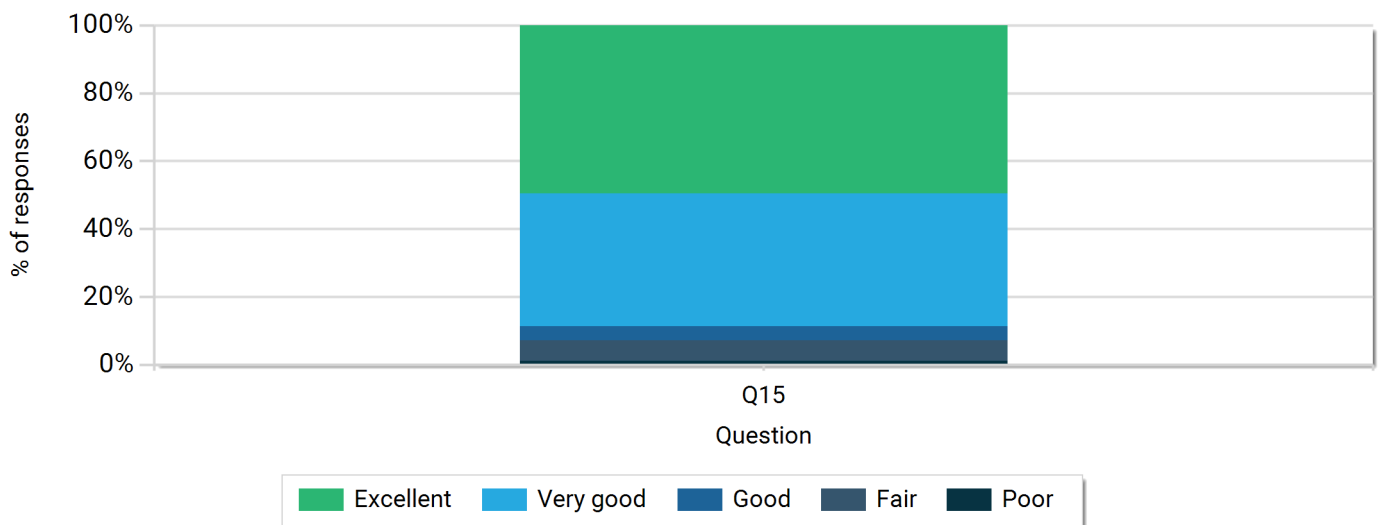
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	6	4	38	48	3

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

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

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

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

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

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)	Previous score (February 2019)
Q15 Overall rating	82	92	89	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	99	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	0	0%
35 - 44	0	0%
45 - 54	5	5%
55 - 64	17	17%
65+	74	74%
Blank / Spoilt	4	4%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	54	54%
Female	45	45%
Blank / Spoilt	1	1%

*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	5	5%
Carer for someone with a longstanding illness	9	9%
Neither	85	85%

The number of responses for this question may not add up to the total number of customers surveyed as more than one response option can be selected or the question can be left blank. Percentages are of the total number surveyed.

Customer comments

Appendix 1 - Specified other reasons for contacting supplier from question 1:

- To enquire about a prescription I sent off weeks ago.
- GP's system has changed. I no longer ring you - I have to make my requests via the GP prescription service. I have made contact occasionally to check if prescription received.
- Stoma nurse Scarborough Hospital did the ordering.
- To confirm that my colostomy bags are routinely ordered by my GP.
- Have been with Fittleworth since the company took over from Wilkinson.
- I now send a request to doctors and they request the items from Fittleworth.
- For more stoma equipment.
- Down to last four appliances. Supplier not received order from pharmacy.
- Hospital the operation to form stoma, made the contact with Fittleworth.
- A stoma nurse advised me.
- Via my health centre who prefer to handle prescription requests.
- Hospital referred.
- Ongoing prescription for my husband.
- Poor organisation from local surgery.
- They sent on wrong item to us.
- Stoma nurses at the hospital passed the information to Fittleworth with my prescription.

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

- To improve the service they could send everything I asked for. My stoma nurse tells me I can order stickers to block the air vent and envelopes but they did not send them, without explanation.
- Fantastic firm!
- I generally order stoma bags, and on some occasions the wet wipes, dry wipes and refuse bags have not been sent at the same time. I cannot understand how or why this happens. Obviously, if I am using a new bag, I will need the wipes and refuse bags at the same time.
- They are fantastic!
- Posting time a little too long usually two weeks so always need to guess how much supply I need.
- Re Q15 this would have been excellent but just lately the last two or three deliveries they have always been a day later than what has been agreed. With Parcelforce it was always same time roughly, had priority on the package and very reliable service. Just lately have felt a bit anxious and worried that we won't get them on time with this new delivery service.
- With COVID-19 Fittleworth experienced very difficult circumstances. Monthly orders requested by me are now via email. Previously orders were conducted by phone. Fittleworth's reminder calls were very much appreciated. Email order requests receive immediate acknowledgement.
- Delays sometimes as prescription not received from GP. Do not know if delay is with GP or supplier.
- On one occasion only when I needed extra supplies, because I had run out of them due to bag/output/leakage management during chemotherapy treatments, getting the message across via email was challenging. Phone calls take too long, waiting for response.
- Hope to get back to the pre-COVID workings soon. Often takes time getting through on telephone!
- Could the supplier confirm order received from pharmacy by text or email?
- I get my supplies via repeat prescription at my GP surgery. Delivery is prompt and after three plus years have never had a problem with Fittleworth. Thus far (and despite all the problems in NHS this year) Fittleworth has been first rate. Thank you.

Customer comments

- Fittleworth, overall, have been excellent, however the delivery company they use has changed recently and there have been small issues, which hopefully over time will cease. Fittleworth have been very good when the doctors surgery has mistakenly sent them the wrong prescription to my local pharmacy.
- Excellent care and service over many years. Highly recommend with thanks.
- The only trouble I have been having is the doctors not reading the prescription correctly, so this supply not correct.
- I now rarely telephone, but when I do it can be a long wait. I purchase online which is easy. However a delivery date is rarely quoted unlike when a telephone order is made.
- I found several questions difficult to answer because I have to place all my prescription requests with my health centre. I have on occasions spoken to Fittleworth directly and they are always so efficient. I would much prefer to deal with Fittleworth rather than via the health centre.
- Always excellent service. With a very polite, pleasant and clear manner from all the staff I encounter.
- They only missed one delivery and it was the surgery at fault not Fittleworth.
- The box with my order was earlier than stated on my email it was left at the front door even though instructed by myself to leave it in the greenhouse as agreed by Fittleworth and box was open top and bottom a disgrace.
- Excellent service.
- We were told nothing helpful to an item sent wrong to us. It is shame that we can't do anything about the item we don't need which just sits at home even though the item costs NHS to purchase them as they refused to collect from us saying no use as it was already dispensed by my husband's home.
- Still waiting for stoma bags to be cut to smaller size have asked each time.
- My script is sent by EPS then delivered so some questions really don't apply.
- DHL delivery drivers do not read comments to ring and wait until we answer door. They just leave on doorstep and it could be stolen. Can be two days getting answers on phone to put order in with Fittleworth.
- Still supplying non-flushable wipes, these should be discontinued for the sake of our planet.
- The only issue I have is the long wait on the phone. Cannot always use computer unless my daughter is here. All in all though, 10 out of 10.
- I have to email them every time I need my prescription, even though they get it from my surgery, and they don't respond back same day when I ask delivery date.
- Doctors send my order direct. Have been with Fittleworth for many years no complaints.
- The district stoma service is operated by a local NHS office who I contact as required. They contact Fittleworth on my behalf who then provide my requirements directly. Should I have a problem, which is very rare, my first contact is the NHS office. It is worth noting however that I have used Fittleworth for over ten years, with complete satisfaction over this period. It is a very important service. They are an excellent and caring company.

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 = 100

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	91	5	0	1	3
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(91 \times 100.00) + (5 \times 66.67) + (0 \times 33.33) + (1 \times 0.00) + (1 \times 0)}{(100 - 3)}$$

Your mean percentage score for Q4a = 97%

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

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

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

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

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

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

Explanation of quartiles

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

Quartiles comprise:

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

The median, cuts the data set in half

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

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

16684

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



Dispensing Appliance Contractor Customer Questionnaire

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

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

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

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

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

Yourself Someone else Both

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

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

Telephone Fax Post
 Email Face to face Internet

Q3 How easy did you find it to contact them?

Not at all easy Fairly easy Very easy

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

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

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

Yes No Don't know

This section is about the services you receive from this supplier

Q6 & Q7 are about occasions when the appliance was not available at the time requested.

If this does not apply to you, please move to Q8.

Q6 If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier), please answer the following:

a) Did you receive a written note of the appliance which was owed?

Yes No Don't know

b) If yes, were you informed when it was expected to become available?

Yes No Don't know

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

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

Yes No Don't know

b) If yes, and where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes No Don't know

The next questions are about repeat prescriptions, if this does not apply to you, please move to Q9.

Q8 If you presented a repeat prescription, did the supplier...

a) Check to see if you still needed the appliance?

Yes No Don't know

b) Check that you were satisfied in using the appliance?

Yes No Don't know

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes No Don't know

The next question is about customisation, if your appliance is not customised, please move to Q10.

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

Not at all satisfied Not very satisfied Fairly satisfied Very satisfied

Q10 Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes No Don't know



The next questions are about appliances which are delivered. If this does not apply to you, please move to Q12

Q11 If your product was delivered...

a) Was the delivery prompt and at a time agreed with you?

Yes No

b) Did the package display any writing or other markings which could indicate its content?

Yes No

c) Did the vehicle in which the package was delivered convey the nature of the contents?

Yes No

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes No

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

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

Yes No

b) Have you ever been advised by your supplier that they cannot provide this service?

Yes No

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

Yes No

Q13 If you have ever contacted the supplier's telephone care line out of hours....

a) Were they able to provide advice at the time you called?

Yes No Don't know

b) If no, did they provide the telephone number of NHS 111?

Yes No Don't know

Q14 Does the supplier provide a practice leaflet containing....

a) Information about their premises, i.e. opening hours and access for disabled customers?

Yes No Don't know

b) Information about the NHS services that they provide?

Yes No Don't know



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

Poor Fair Good Very good Excellent

Q16 If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

Q17 Have you ever visited the supplier's premises?

Yes No

If you answered yes to Q17, how do you rate the:

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following questions provide us with general information about the range of people who have responded to this survey. If you would prefer not to answer any of these questions just leave them blank.

Q18 How old are you?

16-19 20-24 25-34 35-44
 45-54 55-64 65+

Q19 Are you:

Male Female

Q20 Which of the following apply to you?

You have, or care for, children under 16
 You are a carer for someone with a longstanding illness or infirmity
 Neither

Thank you for your time and assistance – Please return this questionnaire in the pre-paid envelope provided.

This survey is anonymous and confidential. We do not intend to use the information for any other purpose than reviewing our service.

Care Centre: Example

