

# **Fittleworth Dispensing Appliance Contractor Customer Feedback Report**

Overall Report - Based on 35 Care Centres in England

March - June 2017



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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	1892	86%
Someone else	156	7%
Both	10	<1%
Blank / Spoilt	151	7%

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

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

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	1652	75%
Fax	11	<1%
Post	291	13%
Email	29	1%
Face to face	8	<1%
Internet	23	1%
Blank / Spoilt	195	9%

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

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

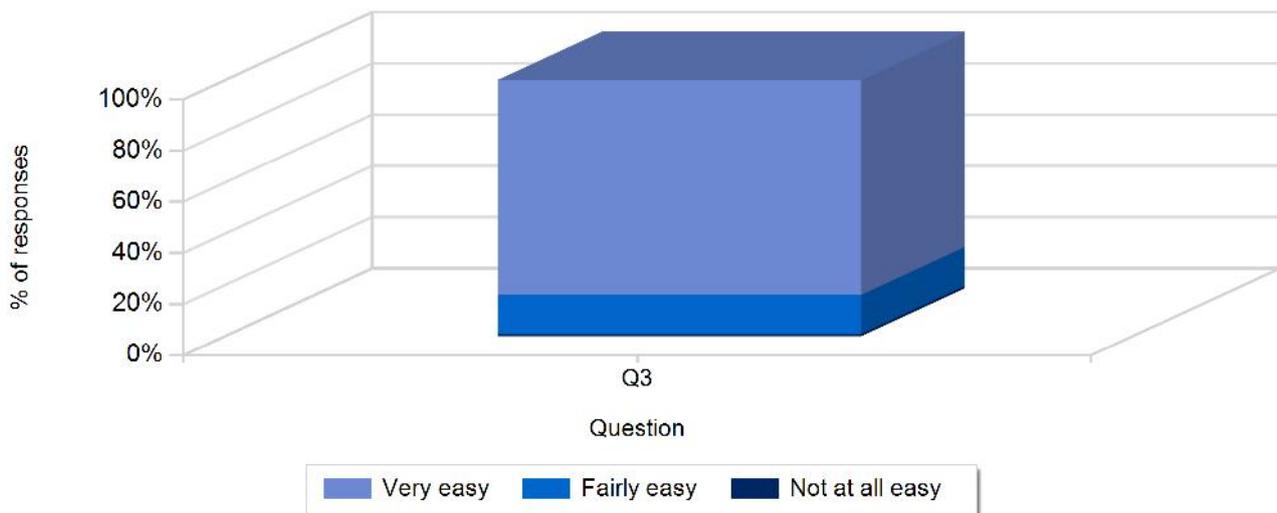
### Q3: How easy did you find it to contact them?

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?	19	318	1756	116

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?	91	84	89	92	94	97

\*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 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 (May 2016)	Previous score (May 2015)
Q3 How easy did you find it to contact them?	91	92	93

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

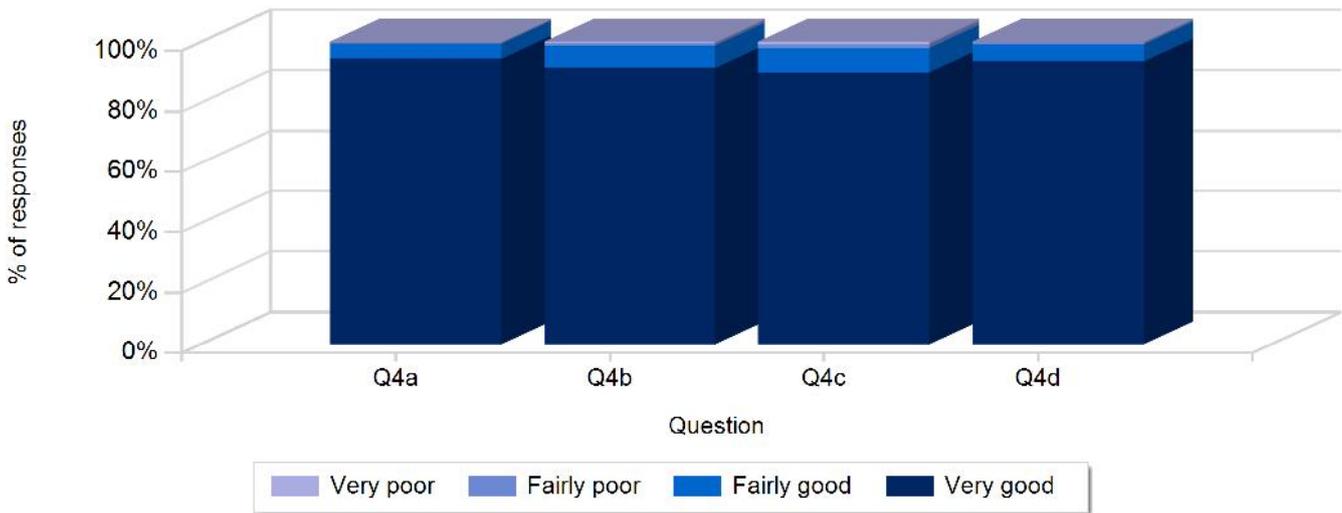
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	2012	106	9	2	3	77
Q4b Answering any queries you had	1871	151	17	7	25	138
Q4c Passing you on to someone who could help	1417	127	20	10	218	417
Q4d How would you describe their service?	1968	118	14	2	4	103

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

\*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.

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About the services you receive from this supplier

## Q4: Continued

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (May 2016)	Previous score (May 2015)
Q4a Polite and took time to understand needs?	98	98	98
Q4b Answering any queries you had	97	97	97
Q4c Passing you on to someone who could help	96	97	97
Q4d How would you describe their service?	98	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	1278	58%
No	214	10%
Don't know	522	24%
Blank / Spoilt	195	9%

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

About the services you receive from this supplier

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

**Q6a: Did you receive a written note of the appliance which was owed?**

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	617	28%
No	299	14%
Don't know	155	7%
Blank / Spoilt	1138	52%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	556	90%
No	33	5%
Don't know	7	1%
Blank / Spoilt	21	3%

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	114	5%
No	430	19%
Don't know	322	15%
Blank / Spoilt	1343	61%

\*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	67	59%
No	13	11%
Don't know	13	11%
Blank / Spoilt	21	18%

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	827	37%
No	458	21%
Don't know	242	11%
Blank / Spoilt	682	31%

**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	778	35%
No	542	25%
Don't know	175	8%
Blank / Spoilt	714	32%

**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	551	25%
No	721	33%
Don't know	210	10%
Blank / Spoilt	727	33%

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

## About the services you receive from this supplier

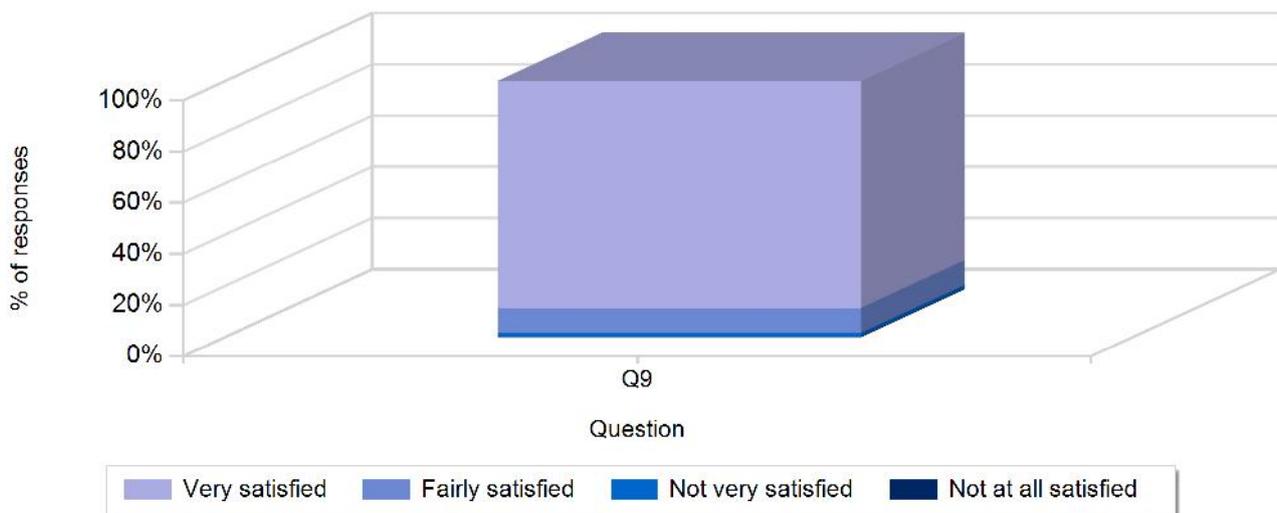
### Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	4	20	139	1270	776

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	96	87	94	96	97	99

\*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 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 (May 2016)	Previous score (May 2015)
Q9 Overall quality of customisation service	96	96	97

About the services you receive from this supplier

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

Table 10:

Response	Number of responses	Percentage of responses*
Yes	1501	68%
No	33	1%
Don't know	187	8%
Blank / Spoilt	488	22%

**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	1987	90%
No	77	3%
Blank / Spoilt	145	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	238	11%
No	1788	81%
Blank / Spoilt	183	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	167	8%
No	1774	80%
Blank / Spoilt	268	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	1984	90%
No	79	4%
Blank / Spoilt	146	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	188	9%
No	1759	80%
Blank / Spoilt	262	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	24	1%
No	1914	87%
Blank / Spoilt	271	12%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	8	33%
No	12	50%
Blank / Spoilt	4	17%

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	280	13%
No	508	23%
Don't know	514	23%
Blank / Spoilt	907	41%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	17	3%
No	199	39%
Don't know	46	9%
Blank / Spoilt	246	48%

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	981	44%
No	432	20%
Don't know	488	22%
Blank / Spoilt	308	14%

**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	619	28%
No	532	24%
Don't know	593	27%
Blank / Spoilt	465	21%

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

About the services you receive from this supplier

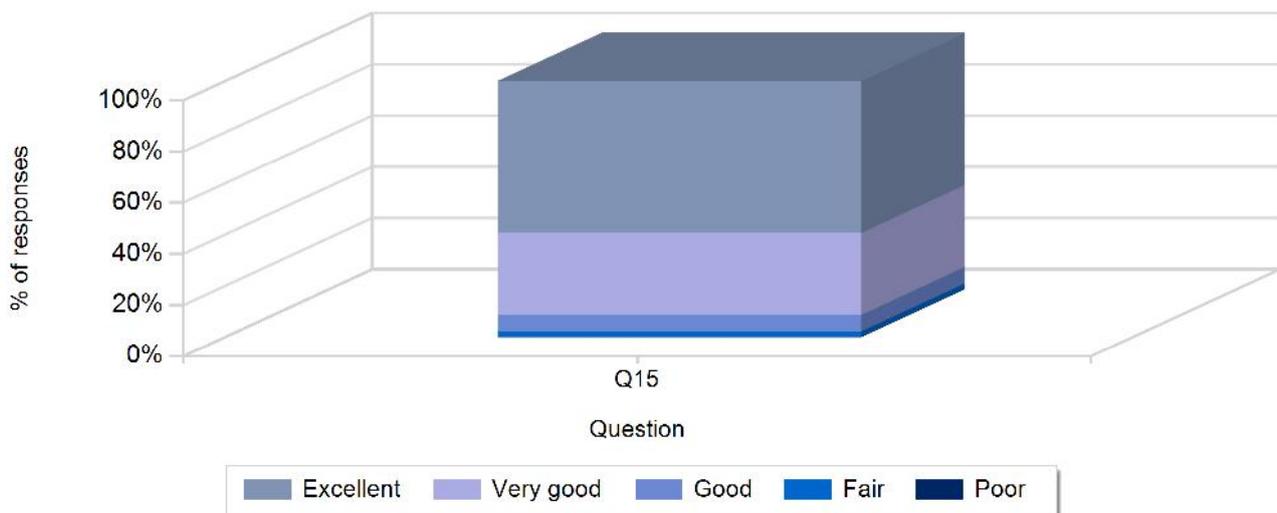
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	4	44	138	693	1280	50

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	87	82	85	87	89	93

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Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (May 2016)	Previous score (May 2015)
Q15 Overall rating	87	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	76	3%
No	2090	95%
Blank / Spoilt	43	2%

### 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	65	86%
Fairly good	7	9%
Don't know	2	3%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	2	3%

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	59	78%
Fairly good	8	11%
Don't know	1	1%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	8	11%

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	6	<1%
20 - 24	6	<1%
25 - 34	20	1%
35 - 44	54	2%
45 - 54	145	7%
55 - 64	278	13%
65+	1651	75%
Blank / Spoilt	49	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	1230	56%
Female	883	40%
Blank / Spoilt	96	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	94	4%
Carer for someone with a longstanding illness	193	9%
Neither	1706	77%

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 chase delivery of appliances.
- I don't contact the supplier, I contact the local NHS health team.
- I have not needed to contact my supplier recently but on the odd occasions I have they have always been very helpful.
- Everything was arranged for me at the hospital (Hallamshire, Sheffield) at the time of my operation for a bladder removal.
- Order medical appliances.
- For ileostomy advice, equipment.
- For emergency supplies.
- Hallamshire hospital Sheffield.
- For delivery and order.
- Tracking a NHS prescription I had posted to them.
- After operation was given supplies from Fittleworth and just kept with them.
- Repeat prescription.
- Had changed my bag as advised by my stoma nurse. They come in boxes of 10 instead of my original in boxes of 30. They checked with GP to make sure this was alright.
- Wessex surgery sends prescription to Fittleworth.
- Originally from the hospital.
- For samples of adhesive remover.
- Recommended by stoma nurse of William Harvey hospital on discharge.
- The supplier contacts me on a monthly basis.
- Number supplied by hospital where I had the operation.
- Supplier normally contacts me by phone for my monthly order - they are most helpful.
- Long term supplier of my surgical appliances.
- My stoma nurse.
- I phone my order to West Essex CCG community stoma service. Then phone my supplier to get a delivery day and date.
- Find out where my order was, my order normally takes three / four days. This was nearly 10 days - I believe it was a stock issue.
- Actually to check on delivery ETA.
- To re order monthly supplies.
- Stoma nurses Basildon Hospital.
- For a delivery.
- Tried another company to save having to collect prescription from doctors surgery. But they kept sending catheters uncut and I am partially sighted.
- Nurse recommended.
- Also it is a local company to me and so more contactable if any problems occur.
- To talk about an order (re-supply).
- No contact made recently.
- To be put on the new computerised system which was advisable for a speedier service.
- My prescription comes to you from my doctor.
- Stoma nurse contacted Fittleworth after my operation.

## Customer comments

- Been here for 23 years. Hallamshire hospital in Sheffield.
- To obtain urinary supplies for myself, I do not submit a prescription - Fittleworth provide the paperwork.
- To talk with and arrange a visit with the stoma nurse.
- Place a prescription.
- Just to make sure my surgery had released authority to allow you to deal with the order.
- To enquire about the next delivery date.
- The supplier contacts me about once a month to find out my requirements, they then contact my GP surgery for a prescription and then deliver the supplies.
- The stoma bags had not been cut and find it difficult to cut them myself.
- I order the supplies for my husband who has dementia. I also am his wife and carer.
- To enquire why I had not received my supplies.
- Supplier contacted me.
- I was given this supplier in hospital.
- To check my prescription had been received from my GP - they send it electronically.
- So long I can't remember.
- Nurse at Wansbeck Hospital.
- My wife does it.
- Because Dansac closed and I needed help with coping with a stoma.
- The district nurse contacted the supplier.
- Hospital sorted it out.
- Contact made on my behalf by local hospital.
- I have hearing problems, I find them very patient.
- To ask about supplies abroad if I ran out.
- I had to contact the supplier direct because my GP stopped doing the prescription and because the lovely lady was no longer going to delivery my order.
- To ask why my regular supply was late.
- The nurse arranged for delivery through Sleaford Medical Group. The nurse is at Grantham Hospital.
- Supplier contacts me.
- Did not need to.
- I have been asked to order supplies through Nottingham Appliance Management Service (NAMS).
- Originally started by hospital 2008.
- Have been with Fittleworth for 23 years (approx).
- To give my order.
- I actually did not make initial contact. That was done by Stoma Nurse.
- They phoned to get my order, I was out so they wrote a letter asking me to phone about my order.
- For medical supplies.
- Stoma nurse.
- To request Fittleworth to organise my colostomy appliance to be delivered to my home address and to chase my supply as it was not delivered on the date they said they scheduled.
- To order the goods that I need.
- To order catheters.
- For my colostomy bags and underwear.
- I did not contact the supplier. Fittleworth ring me monthly.

## Customer comments

- I was transferred to Fittleworth from Tameside Hospital when there was a reorganisation.
- To notify change of address which apparently hasn't been noted as this arrived at old address.
- To confirm delivery date.
- I have had a colostomy 50 years.
- My wife has a condition and I do all her medical supplies (husband).
- I take my prescription to my surgery where it is either sent or faxed to the supplier.
- Only if I was out, I have to phone to confirm the order.
- To see if my surgery was still using Fittleworth for my prescriptions ring surgery.
- The supplier get the prescription from doctor.
- Throughout my life I will continue to recommend Fittleworth.
- To request different style of bag as a colonoscopy was due.
- To ask for more disposal bags to be added to my prescription order.
- I was anxious about the next delivery, because for medical reasons my appliances were starting to run out.
- Have not contacted supplier for over five years as my mother is now living in a care home.
- Fittleworth contact me to ask if I need a delivery.
- An easy way of getting what I need.
- Airedale Hospital.
- Pinderfield Hospital Wakefield.
- Spire Hospital nurse set the prescription in motion.
- I think the nurse at the surgery put your name forward. My son does it all for me as I cannot talk.
- Change in pouches.
- Wanting further items with my order.
- We had trouble with the doctors. They sent the prescription to their chemist.
- Chemist took too long to get our pouches.
- To check delivery date to ensure it did not clash with holiday.
- Fittleworth contact me monthly for my prescription, only time it is late is when they don't receive the prescription.
- My supplier contacts me when my prescription is due to see if I am ready for it and give me a date when they will deliver to my door.
- To return a call from them re prescription.
- For stoma care.
- Reorder.
- To check prescription received from GP.
- My local surgery had sent my prescription out to a couple of pharmacies, then after waiting 14 days myself, only have my last bag on same four days.
- Because the products were supplied by the local pharmacy instead of Fittleworth.
- I didn't contact Fittleworth, my stoma nurse did.
- Recommended by a stoma nurse Fittleworth at a demonstration.
- I had not received my order for February, I am normally contacted?
- The supplier usually contacts me.
- My mum is my carer, she rings up and puts my order in and is filling in this form for me.
- To place an order for items for myself. Fittleworth obtain the prescription from my GP.
- The packaging of my order was damaged.

## Customer comments

- Hospital 2005.
- To vary delivery arrangements.
- Order catheters and disposal bags.
- I do not contact my supplier. My surgery does that for me. Only on occasions do I contact them.
- I needed re supplies of my appliances.
- To try to establish the reason for the deterioration in service after 20 years of excellence, dating back over the last 12/18 months, in which every prescription has had to be made up of part delivery - the remainder to be delivered later.
- I wanted to speak to the stoma nurse who was very helpful. Thank you.
- They requested that I should contact them regarding prescription requests.
- To arrange for collection and replacement of an item that they had sent by mistake.
- Nurse told me.
- Fittleworth set up for me my stoma appliance at hospital.
  
- My script is sent direct to Fittleworth from my GP, having placed order online so have little direct dealings with Fittleworth.
- On behalf of my husband.
- To check delivery date for supplies.
- My prescription was sent to the supplier before Fittleworth and just carried on when Fittleworth took over.
- Treated by my stoma nurse. Trouble with my stoma.
- From hospital.
- New stoma template.
- Not done this recently.
- There was trouble with my prescription at the doctor's surgery.
- Always used them since operation.
- Fittleworth sort out prescription from my GP, I just order my supplies.
- Lost prescription. Delayed supply.
- To seek advice about a customised garment to support my hernias.
- I only contacted the supplier when they are unable to reach me regarding my prescription and leave a message. My prescription is permanently at my GP.
- Fittleworth phone me for my repeats.
- Good supplies.
- I have a urostomy.
- I take prescription request to doctors surgery and they email it to Fittleworth - much of this survey does not apply but service is very good.
- To try and arrange electronic ordering of Hollister products from the surgery I attend to you, my supplier.
- Fittleworth medical contacted me I was having my medical supplies from them already.
- Order supplies.
- Problem with prescription.
- From West Middlesex Hospital. Nurse recommended.
- For bags.
- GP.
- I submitted my order by phone to Fittleworth. They would then contact my GP to get his/her authorisation for this order and sent Fittleworth a prescription.

## Customer comments

- Contact was made on my behalf by the Chelsea and Westminster Hospital after I had my colostomy there.
- Contacted Fittleworth at least twice with complaints about night drainage bag - looked deliberately damaged and urine spilled onto my carpet. You sent it back to manufacturer but still haven't heard anything! Second time flanges cut very 'off central' and caused a lot of discomfort, still not cut very central!
- Hospital set up contact with Fittleworth.
- From info from hospital back in 2007.
- My doctor submits the prescription on my behalf.
- Fittleworth contacted me re did I want to change to sending my prescription by electronic means - said I would try it. They said they would set it up for me.
- Checking hole cut as my stoma changed with inflammation so got larger.
- Hospital Scunthorpe.
- Returned their call.
- Fittleworth contacted me by phone.
- NHS prescription.
- Because the last order received was short of certain items. This has become quite a regular occurrence.
- Started some 10 years ago on leaving hospital.
- I am having renovation work at my house and renting this address until further notice.
- I have to phone my doctors surgery and they email it to you.
- In 2006 the nurse had put me onto you for my mouth supplier, because I have a stoma for life.
- To order appliances, catheters and ancillaries. Fittleworth have arrangements in place for prescription.
- Stoma department recommended change of appliance.
- For my husband.
- Staff of Royal Blackburn Hospital.
- Supplier usually rings to check if I need supplies - then makes contact with GP for repeat prescription.
- Via Royal Blackburn Hospital, Blackburn.
- For paperless prescription.
- On behalf of my husband, he is unable to use the phone.
- The catheters were sent to chemist instead of coming to our house.
- To source alternative appliances as well as repeat prescription.
- This was done by East Surrey Hospital.
- To order supplies for myself.
- I always contact Fittleworth for my daughter for her medication she needs for her day to day life.
- Delivery set up by Guys Hospital.
- Hospital did.
- Doctors.
- My stoma nurse.
- Prescription confirmed by the local surgery.
- The stoma nurse ordered my first appliances in 2004 and I have been with them to this day.
- Stoma nurses contacted Fittleworth for me.
- I needed urostomy bag and colostomy bags.
- My local pharmacy could not guarantee the regular supply of my prescription and the Royal Marsden hospital advised me to contact Fittleworth who have always supplied my needs via request from my doctor surgery. Excellent service at all times.

## Customer comments

- This supplier I've used since 09/13 when I had my operation.
- Date of expected delivery.
- My wife contacted you about the black bags which had not been enclosed with the other items.
- Check prescription arrived from GP.
- I have to request a prescription be sent to you from my doctor, they then sent it to you.
- Dispensing appliances is all done by my surgery - I just present order.
- To obtain some samples of pouches.
- There have been problems with my last three orders.
- I have contacted Fittleworth for supplies, but most often they contact me.
- Needed to increase supplies.
- Recommended by the NHS as the contact.
- Originally through Stoma Nurse.
- My stoma nurse at Sandwell Hospital.
- Through the hospital.
- Through nurse.
- Stoma nurse first.
- Also asked for samples of other products, similar to those I use as I would like to change due to current products not being effective - believe this was sent at Christmas and was returned by post office as delivered out of hours.
- Order.
- Hospital.
- Post bowel surgery.
- To find day I receive order.
- Stoma nurse recommended 20 years ago!
- I ring to order goods. They order the prescription from doctor.
- I ran short of stoma bags and as the doctor had changed the method of ordering prescriptions, I rang Fittleworth if they could help me out with a small quantity of bags but was bluntly told no!
- Supplies did not arrive on date specified.
- Regular order.
- To complain about the change in dry wipes.
- Complaint.
- I have a stoma.
- Stoma got in touch with doctors for Fittleworth to supply stoma bags.
- You got in touch with me years ago.
- My supplier contacts me.
- I confirmed my request to my GP.
- U.C.L.H. stoma nurse.
- It was my stoma nurse who contacted the supplier.
- Change of appliances.
- Advice of GP.
- For a new supply.
- Supply contacted me and left a message on answerphone to contact them, which I did. They said stocks were low but it was ok as I wasn't waiting for supply urgently.

## Customer comments

- The doctor didn't deal with the prescription within the proper guidelines, consequently I had deliveries direct from the chemist - I contacted the supplier to find out if this was a new procedure - it was not! They (the supplier) were very helpful in getting the matter sorted out and my supplies are now received in the regular manner.
- My surgery failed to fax my prescription through to Fittleworth. A genuine mistake.
- I have been a customer for many years and have been satisfied with your service. Surgery sent my prescription to Boots and they send your products to me once a month.
- Referred by stoma therapist.
- Recommended by my stoma nurse years ago.
- I was given by my stoma nurse.
- I have a repeat prescription for ileostomy supplies - every three months or so.
- Nurse in Maidstone Hospital after having stoma operation.
- Repeat order.

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

- I have never been let down by Fittleworth. I ring my request for a repeat prescription to a NHS nurse who orders on my behalf.
- The supplier has changed the quality of both the bags and the wipes. The wipes are inferior and cannot part them, plus they are small. Could do with a re-look.
- Fittleworth collect my prescription from my doctors and deliver my supplies to my home. Excellent service at all times.
- An awful lot of these questions seem irrelevant. It is now 6 1/2 years since my operation and first use of the surgical equipment etc provided by Fittleworth. If on the odd occasions I've had to contact they have always provided solutions and I've been very satisfied with their service.
- I have received excellent service from Fittleworths over the last nine years.
- I contact local nurses or stoma care when I need to. I just changed my bags from Hollister back to Dansac Nova which are brilliant.
- Would like to order online.
- My ileostomy is very loose. I have had it above 25 years. Consequently I have to make sure it is securely tied down. I ordered 10 - 16 boxes of micropore tape which was satisfactory. Now although I order 10 - 16 boxes they now only send me four to six boxes. Consequently I have to buy the remainder of the boxes otherwise I leak.
- Increase wipes and disposal bags - never enough regardless of how many ileostomy bags you order. Send free samples of similar products to try or even information about new products that are now available.
- I have used the Fittleworth service since 2001. I did leave for a short while using another company - I returned to Fittleworth as I found the service much better.
- I have used Fittleworth's service for the last 27 years for my colostomy pouches and flanges and for urostomy flanges and pouches. Also my leg bags and night drawer bags and complimentary disposal bags and clinical wipes. As I have used the same company for 27 years this should tell you what an excellent service they have given me. A triple AAA service. Thank you.
- I have used Fittleworth delivery service for the past 17 years and will continue to do so. I have always found the service to be prompt and discreet.
- First rate service.
- Most of the service is very good but I don't get enough disposable bags with my delivery.
- I have been with Fittleworth since I had my ileostomy in 1993. They have always been spot on.
- Staff are always helpful and delivery driver is always polite and on time.
- As I don't present a prescription personally, I have nevertheless answered the questions. My supplier in fact contacts me (by phone) each month to seek out my requirements and submits the prescription to my GP. I have never had any problems and find the service very good.
- Good service. Not had any problems.
- I've had no problems with Fittleworth used them now for years, excellent service.

## Customer comments

- Been using Fittleworth for a long time and have never had any problems whatsoever. Very efficient and reliable company. Please do not change.
- My parent has used Fittleworth services for approximately 15 years and has always been highly satisfied with delivery, products and advice. A specialist Stoma nurse has recently visited her and revised her prescription, customised, which is very comfortable and more efficient. I am not aware of the details and practicalities of the residential homes ordering procedure, but I have attempted several times for them to increase the number of bags/boxes they order as it would be better to have a good supply in stock.
- I now receive my bags from my local chemist.
- Wonderful service - very polite staff and helpful. Excellent.
- Good service - meets my needs.
- All of my items are delivered in one delivery with no problems at any time. Very good service.
- I order my bags etc. direct from Fittleworth by phone, who then contact my GP for the prescription. I am very pleased with this service and they are always most helpful.
- There is nothing to add. I have used you for nearly five years, and couldn't ask for anything more. Well done and thank you.
- Provides to me, with severe conditions, a life line to have my Fittleworth medical supplies delivered to my home.
- The only time the supplier is not able to distribute equipment on time is when my prescription is held up or lost by the surgery.
- Your services are excellent.
- I lift the phone, dial the number, they answer. I state my requirements, they give me a delivery date and contact my GP for the prescription. I sit back and await delivery.
- The service I am receiving from Fittleworth I am more than happy with. I find the staff extremely friendly and helpful.
- Excellent service for 21 years.
- Very good company. Staff always friendly and informative.
- The complimentary wipes necessary, supplies have been reduced in size and quality - not fit for purpose! The same applies to the disposable bags, not easy to tie off!
- Over the years there has been numerous mistakes. Various problems, correct amount of catheters, no delivery on one occasion. Also delivery was two days earlier than agreed, was left outside in the rain. We came back from a two day holiday only to find the large box which fell to pieces because it was so wet. Fittleworth informed. As you will appreciate I cannot manage without the catheters, so if the delivery is delayed it is very worrying. The delivery of boxes are by Parcelforce, not sure if they are the problem or not.
- I would like them to go back to the old style wipes. Having rheumatism in my hands I find the ones supplied are very hard to separate. I find myself using two or three instead of one. Otherwise I've found them excellent for 10 years.
- Apart from a Saturday morning where the telephone is never answered the service is very good.
- Happy with the service.
- Q8 and Q10 not applicable. I have had my stoma over 22 years and know when to ask for help. As a former purchasing officer for a hospital I do my own research into products with companies. I also speak to stoma nurses at both my local hospital as well as Fittleworth.
- I think problem on 2 or 3 occasions has now been rectified i.e. no wipes or paper work (envelopes) for next prescription. I now have a few spares in case. The speed of supply of items required is first class and I've been using this service for the last 14 years. Thank you Fittleworth!
- I do not get enough dry wipes for the amount of boxes I order, and have to ring up for me. I only get two packs for four boxes of bags.
- A lot of these questions are not relevant to the particular disability / equipment requirement. Sorry!
- On the few occasions I have had to ring with a query, Fittleworth have always been very polite and helpful.
- As mentioned before I am very satisfied with the service I receive from Fittleworth. They always provide me every month for my order and arrange with my GP for prescription approval. They are most friendly and polite at all times.

## Customer comments

- Some of the questions do not apply to me. After leaving hospital the stoma nurse advised me to use Fittleworth which I have used ever since. I only put in a prescription for what I need and post it off. It appears within a week at most. Excellent service!
- Just like to thank everyone for their great services.
- I am very happy with Fittleworth they have always been very friendly on the phone. They even phone me to see if I need an order, as I have a tendency to forget, plus they always give me a date for delivery and it is always on time. I can't fault their service in anyway.
- I have used Fittleworth for 18 years. I used the same appliances, I found them to be very satisfactory, and very helpful staff on telephone.
- In 13 years, I have had no problems with Fittleworth.
- Delivery address on parcel states if out, leave at No2 or No3, do not leave parcel on step, which it has been a few times.
- I found that Fittleworth was much more efficient by going direct than the new system through NHS. Although the NHS staff are still very pleasant and helpful with any queries.
- You are very mean with one bag of wipes for three boxes of bags!
- Very satisfied.
- I would like to be supplied a little quicker.
- Service very good.
- I love that they have changed the blue bag to dispose of bags from blue to black so much more fresher and discrete when in bins are out.
- Disposable wipes have changed, very inferior, lots of clients have moaned. Excellent service from Fittleworth. They have supplied radar keys and asked me to try other stoma bags one of which I now use much better than original prescribed.
- I have not visited suppliers premises because I am unable to walk far. I am also looking after a husband with dementia.
- A time of day of delivery would be ideal and way of doing this online (with a confirmation email of delivery a day or two before).
- In the beginning I phone my supplier and they contacted my GP for the prescription. The GP then contacted Fittleworth with the prescription. Then it changed, so now I have to put in a written request to my GP with a Fittleworth envelope and they send it to Fittleworth. Then it takes about 10-14 days before I get my supply. Which is much more a performance to go through. It was much easier the old way.
- I have been supplied for my colostomy bags since 1990s and I am satisfied with them. I know if I need to I can contact them easily and have a chat. Thank you Fittleworth.
- Sometimes there are delays when the GP doesn't approve supplies in time. The supplier should have a standing procedure to monitor and follow-up with the GP to ensure supplies are delivered on time without delays. This problem is however limited to a few occasions. Overall the supplier is great.
- Been dealing with Fittleworth for about 8 years. Always found them to be very helpful. They are always very helpful when you phone your order, and the delivery is always on time.
- No longer use Fittleworth as didn't always keep to day of delivery. Always blamed the GP. Have never been contacted as to why I don't use their services.
- This internet is very useful due me being deaf and cannot use the landline or mobile except text. Fittleworth are very good at every month for me to reorder and delivery. I would recommend this company to anyone for medical appliance.
- Customer for many years - very satisfied.
- Questions OK. Service very good.
- I find Fittleworth's service invaluable. Before using them I used to collect things from my pharmacy which never came in time and would arrive at different days requiring multiple trips to collect. Fittleworth makes my life easy and their efficiency is 10/10.
- An excellent service, both with staff and deliveries. Thanks.
- I am so happy with the way the staff and the way my order is always on time, which helps me not to stress about my condition.

## Customer comments

- I help run a stoma club named STEPS in Essex and a lot of our members get supplies from Fittleworth and would love to visit and see the factory warehouse if this was possible.
- I have always found Fittleworth to be very helpful in dealing with me if I have any minor problems, and they go out of their way to be accommodating if I need extra complimentary items or delivery on a specific day. Very good service.
- I have been very pleased with all transactions of appliances over a matter of many years. I have lost count of how long you have supplied my appliances. Thank you so very much.
- I would like to say you cannot fault it in any way at all, I am nearly 87 and I am very happy with these people forever.
- Staff seem to have changed since the past year. Previous staff were faultless and excellent. However there have been issues with new staff. They are impatient and sometimes seem deliberately unwilling to be kind and not want to understand what is requested. Having said this, they have slightly improved recently. The actual service itself is excellent. Thank you.
- Once again I am pleased to repeat I am very happy with Fittleworth services.
- 1. This year after 14 years, the disposable bags were changed from blue to black. I do not like these as they remind me of dustbin bags! Another colour please! 2. The wipes are too soft for me. I cannot separate each from the other, so they don't last as long as the previous ones, which were stronger. I am 91 years old and it's all very difficult for me. However the colostomy pouches and service is very good.
- All the years I have used this service, it has been first class. Thank you.
- Always very polite and when one company could not supply stoppers they found another company very quickly to supply them.
- I rarely have direct contact with Fittleworth now because all ostomy prescriptions are handled by West Essex (an NHS central ordering point). I phone them when I need supplies and they send prescription to Fittleworth. Hence some questions are unanswered.
- I am very pleased with this service. I always get a reminder by phone when my repeat prescription is due. When order, staff always very helpful. Delivery always on time. Excellent service. Thank you.
- I'm very impressed with Fittleworth - in 4 years plus they have not let me down.
- My supplier (Fittleworth) are a good provider for my needs. I once ran low on supplies due to my own fault. I rang Fittleworth and was encouraged to come right away to their premises to pick up fresh supplies, customised for me, which I did. I will not forget such kindness. Electronic prescriptions are sent.
- Fittleworth's new policy of not supplying new product without the say of a nurse. I have been using colostomy products since 1993. I think I know when a product does not suit me. My stoma nurse is 45 minutes away. I can use the manufacturer.
- I have used Fittleworth for over 25 years and have no complaints of service provided or their staff - ever!
- Re Q5: I am not sure how to answer this question. The details of appliances are usually on the carton and if I needed any information the very helpful customer answering service at Fittleworth would supply it. Re Q8: Surely one's GP would check on these details before signing the repeat prescription. Mine certainly does so I would not expect Fittleworth to do so.
- I cannot fault Fittleworth in any way.
- Very pleased with the service.
- I have been dealing with Fittleworth for three and a half years and have found them to be excellent in every way.
- Fittleworth are an outstanding company. I have nothing but praise for the service provided and the staff who do so.
- In previous years, supplier had their own delivery person, it was excellent, of late, they have used a courier service which is not so reliable.
- With the new black disposable bags - stick a Fittleworth address and telephone label on each bag. I use the old orange outer bags (when I contact Fittleworth) to obtain their telephone number. For information, I call Fittleworth with an order, who then contact my doctors surgery to obtain the prescription.
- I am surprised that some items such as adhesive removal wipes have to be authorised before delivery.
- This service cannot be improved. It is brilliant service all year round.
- Go back to the wipes you sent me before, as the ones you send me now are not adequate.
- I have no problem receiving my appliance. I am very satisfied with my supplier.

## Customer comments

- I have been very satisfied with the way I have been dealt with. Fittleworth have been perfect for so many years. I cannot speak of better service.
- I have always been very pleased with the service I have received. I have always found the service of the staff excellent.
- This is difficult. The GP service is poor. Prescriptions are often not what I ordered. Fittleworth usually ring to tell me but not always. Sometimes it is a Fittleworth error but trying to get to speak to anybody senior is often not possible.
- Staff always helpful and polite, better than GP(!) when it comes to sorting out any problems. Thank you.
- Not keen on the new dry wipes. They are too small. Not sure if my mucas fistula disc is right it weeps through my dressing. I should change it daily but it overlaps my ileostomy bag and it would make the bag leak. It pulls it away so I do them together.
- The service I receive from Fittleworth is above excellent. Staff always lovely. I am more than satisfied.
- I have been receiving my supplies from Fittleworth for five years and in that time I have found their service excellent. If a delivery is delayed they have always informed me. The telephone operatives are always polite, efficient, and friendly. My only criticism is the quality of free wipes and the black bags. The previous wipes were excellent. The current ones are very poor and I need to use double the amount.
- Q6+7 - The supplier has always contacted me by telephone if there has been a problem of any kind and has always been resolved easily.
- Fittleworth are great and know it for husband when ordering.
- I find Fittleworth a very good service. I have been with them for over 25 years.
- Always fantastic service and advice A\*.
- Found service easy to use, staff courteous, helpful, not experienced any problems. They ring me to see if I require anything.
- I use the stoma nurse attached to Fittleworth. She is invaluable as we try new products together to determine which is best for me.
- The delivery I would like to know if am or pm, otherwise I have to stay in all day.
- More information needed on new products please.
- Cannot be improved, service first class.
- Staff always very helpful and regularly contact me to check if I need to place an order.
- They provide an excellent service at all times.
- I have used the Fittleworth service for 25 years. Their customer service is excellent and I'm very satisfied with the service they provide.
- I have had stoma some 16 years and am satisfied with the service from Fittleworth. In all those years they have never let me down.
- I would like to know of any other similar products to which I use. The products I use currently I have been using for many years, I presume there must be more updated products available, and samples available.
- I have received very good advice from my suppliers for over 25 years.
- There's been a couple of occasions when my GP issued not enough items on prescription, and when delivery arrived, the items were short but I wasn't advised of this beforehand. It was only when I phoned up about the delivery being short that I was notified of this.
- Appliances take longer to come now because of changes to prescriptions. Over the last year I have received less disposable wipes. I need more! I have been using Fittleworth for the last twelve years and the service has always been great.
- The service from my supplier could do no better. They are excellent. Thank you.
- I can't imagine I would get a better service with any other provider.
- I have always received a prompt, friendly and efficient service.
- No need for improvements. A truly excellent company to deal with.
- We have been receiving appliances from them for nearly 10 years, and the people who we have dealt with have been exceptional, and we have no complaints about anything.
- I just wish you could choose between morning and afternoon deliveries.

## Customer comments

- I have had no problem with this service, they have always delivered the items on time.
- In the last two years quite a few errors have been made - at one time leaving me without pouches for two weeks - promising delivery on three separate dates. Another time I received all flanges and no pouches - on telephoning I was told the order didn't ask for pouches - I said what use are flanges without pouches? I was told to get another prescription - delaying my order for another week. Recently received a letter to ring them requesting a prescription - I told them I had sent it a week before - they replied they had used it for my January order as they hadn't received that one. I had to get another prescription delaying my order again. I had to pay for postage again as there had been no envelopes in my box - nor disposable bags. I wish the telephonists realised what a problem it is to be without pouches. Service has been excellent until recent times. I now have several serious health issues requiring frequent hospitalisation.
- I would just like to say thank you for such a fantastic service. Fittleworth. It gives me as a customer so much confidence knowing my delivery and goods are always ordered and supplied on time by competent and friendly staff. Also I have a great GP. Thank you!
- My supplier has recently changed the complimentary disposable wipes which are very poor compared to previous supply.
- I am very happy to get my supply from Fittleworth. They have never let me down.
- Please don't ask for phone calls to answer my order.
- Always provide an excellent service to myself! Medical appliances always delivered when agreed.
- The staff are very friendly and polite and always very cheerful on the phone.
- The new wipes and wet wipes are not as good as the ones labelled Fittleworth found them more durable and easier to use.
- Occasionally the request to doctors for the prescription has not gone through. The supplier has got in touch and offered to send emergency cover supplies if needed - only happened twice. I would just like to say when I telephone the order all the staff are very helpful. This was reassuring when we began placing orders. I would certainly recommend our supplier.
- The service recently has been very good, it improved over the last year. Perhaps the firm changed hands?
- I have used this supplier for 24 years, since I have had my stoma, and have been very satisfied.
- I am very satisfied with my suppliers. Thank you.
- The only comment I would like to make is on a few occasions I have received a phone call saying my delivery has been delayed due to not receiving my doctors prescription.
- I do not contact supplier, as my doctor does it (not happy, as they get it wrong). Would prefer to have delivery/speak to you at Fittleworth.
- I am very satisfied with the phone calls I make for my order. I have been with Fittleworth for some years. I am in my eighties. When I phone my order in, there is no complaints at all. They tell me what date the order will be delivered. No complaints at all. Thank you.
- Please go back to the old dry wipes. The new dry wipes are rubbish.
- 1. Fittleworth considering sending text message when receiving an electronic prescription to customer so they know it is with them. 2. Fittleworth consider texting customer to advise an delivery date/time. 3. Fittleworth ensuring they have enough stock at Carnforth to issue to customer - recently had order deliveries delayed by 3-4 days because of this. Only advised of delays after ringing to find out delivery date and then called back to change it. Happened twice recently.
- No, I am very happy with my supplier. They're very helpful and happy to oblige.
- My delivery man leaves my parcel in our back porch if we are not at home, which is really good.
- Excellent service.
- I used to ring Fittleworth direct. But now phone stoma nurses who in turn order through Fittleworth. As I make this same order on a regular basis, I do not understand why now every time an order is placed, they do not have enough of the item, which means I have to wait a week or even more before full order is delivered.
- I am very grateful for this service as I live out in the country. I couldn't be more happy with the service. Thank you.
- We people like me need bigger wipes like we used to get.
- Good at moment.
- The dry wipes provided as complimentary are so very thin, need to use loads of them at once - also if used wet they shrink to nothing!

## Customer comments

- Fittleworth are very good, but I think they could give more than one dry wipe per order, rather than have to ask for more to be sent.
- I have been deal with Fittleworth for many years now and the service as always been very good. Many thanks.
- At the moment I have to get my stoma supplies delivered by phoning my GP for a paper prescription and then posting it to Fittleworth. This means I have to start ordering three to four weeks before my supplies run out, to make sure I don't run out of ileostomy bags, which is a bit of nuisance. I would prefer to be able to order online and for my GP and Fittleworth to liaise over the prescription, particularly as my prescription doesn't change. I would prefer to keep my stoma prescription separate to other medicines (e.g. hayfever tablets etc.), but the NHS electronic prescription system doesn't give me this option. I need Fittleworth for the ileostomy bags as they provide a free cutting service so the bags don't leak, but I would prefer to pick up local medicines from a local dispensary that are not stoma related. Fittleworth don't deliver on my preferred date which can cause problems with delivery, as I'm at work most of the time. I have Friday afternoons off and could make up time to take a Friday off to be in for the deliveries, but because I've no control over when they deliver I can't do this, which can cause anxiety e.g. if postman delivers to a neighbour and it's difficult to get it back off them quickly. There's been a few occasions on my last orders where the items were delivered to the wrong address and I only found out where they were when they'd not arrived and I had rung up to query where they were.
- The last couple of times I have ordered items, Fittleworth have rung to say they haven't received the prescription. In fact, they had received it and managed to lose it. On these occasions, they have rung 2 days before delivery to inform me it would be at least another 10 days before delivery. If I didn't need the items ordered I wouldn't have ordered them! It seems that as long as it suits Fittleworth, it's fine. They blame everybody else but themselves. The service on deliveries has gone down recently. It always used to be very good!
- I have always received a prompt and efficient service from the supplier although I feel the time between ordering my items and receiving them could be reduced.
- I am old enough to forget things easily now, in the early days I used Dansac before Fittleworth. After almost 20 years I am not always sure of the answers to your questions, but my general opinion of both firms has been, and is, that their help has been very acceptable and very reliable. I would hate to do without them!
- The service was organised originally by my district nurses so I cannot answer some of the questions. I regularly order myself, but the last order for catheters was made by the district nurse.
- I like talking to the people at Fittleworth. So polite and up for a laugh and a joke. The service is impeccable. I only wish my doctors were the same.
- I have always used Fittleworth and had good service, however I do feel since I have used the electronic service via my doctors direct to them my goods seem to take longer to be delivered. I would have thought it would have been quicker.
- I have been a customer for many years. Over the last 12 months I have asked for items to be delivered in bags and not boxes as I cannot lift and courier will not put items over doorstep. They are still delivered in boxes occasionally not acceptable. The prescription is not always dispatched on time and not being notified of late delivery until the due date.
- Some of the questions do not apply to me. I used to have my order delivered monthly. This service was excellent but when this stopped I had to get my order from the supplier. I haven't had any problems with this - just ring my order monthly and it is delivered within a few days. Staff are always pleasant but much preferred the old way of doing things.
- For the first years of using this service everything was very satisfactory. Over the last year or so the system seems to have changed and the order is questioned every month (by phone). A date is arranged but not always kept. My last phone call was not answered at all. I only had two pouches left when the delivery eventually arrived.
- I had a 3 month stay in the Manthorpe Ward when my stoma appliances were sent directly to the hospital.
- Pink bags were the best, bring them back please.
- In my opinion the service from Fittleworth cannot be bettered. They continue to surprise me with their efficiency, pleasantness and promptness. They are all lovely people.
- Supplier has always been very helpful and has never failed to delivery on time and what is required. Great service have been offered to change suppliers but why change from such good service.
- Nothing to complain about supplier but doctors keep delaying repeat prescription.
- Fittleworth have always given excellent service and are always there to advise and help.
- I have been using this service for nearly 17 years and I am highly satisfied thank you.
- From making a telephone call to order, the delivery of my order could be quicker please. Two weeks delivery is hard to judge running out of my appliances.

## Customer comments

- Please note I request prescription from a load continence team who then raise the prescription and forward it to Fittleworth. If there is a delay I find it easier to contact Fittleworth directly who have in the past resolved the problem for me.
- I have been receiving appliance from Fittleworth for many years now. I have no complaints and have always been very satisfied with everything. Keep up the good work.
- On one occasion appliances - stoma bags delivered to wrong address - receiver opened and delivered to my home fortunately.
- If the service with Fittleworth was not up to scartch I would not have been with them for 23 years!
- Very happy, thank you. Thanks for your help.
- I am delighted with the suppliers service. However I have an unchanging monthly prescription but Fittleworth have to ring me to confirm my requirement for supplies. This is time wasting and bureaucratic as we would notify the supplier of any change in circumstances.
- The quality of your free dry wipes are not as good as the old style, they are smaller, far less absorbent and difficult to open.
- Their new dry wipes are not as good as old ones.
- Using Fittleworth since 1998 for stoma care items, no problems at all. Sometimes a little over zealous with order of products.
- Quality of wipes are not of the quality they was.
- I have had my prescription processed by Fittleworth for the last 20 years. I have never had a problem with them and I don't know how to answer some of questions.
- Complimentary dry wipes. These supplied now are not very good. Very thin and stretchy. Not helpful when having to clean messy stoma. Faeces goes through onto your hands, even with a few thicknesses. In the 15 years I have been using this service previous wipes no problems. Name of these dry wipes: Medi. Code 63421.
- I have had supplies from your firm for a number of years and never had any problems. Thank you for everything.
- I have always been very impressed with Fittleworth, not sure about new central unit, as if I do not call them, then no order will take place. Why the system had to change, beyond me. Wasn't broken - now, not sure.
- This delivery service has never let me down.
- Just to say very impressed with their excellent service. Always polite and delivers the day they say.
- Satisfied with all contact with Fittleworth and their staff for a long time.
- I have used Fittleworth since I had my stoma in 2011. I have always found them both polite and helpful, could not have done more for me actually. Thank you all.
- Fittleworth should get a reliable delivery service that can provide/deliver our ordered appliances as agreed and on time. Also, they should have a tracker number, each delivery supplier and a telephone number of the delivery man so Fittleworth office can chase if they are not on time.
- I use adapt medical adhesive remover - no sting. I find that one bottle out of five that it stops working half way through the bottle, not spraying. I have never complained as when I order usually have forgotten.
- The service I get from Fittleworth could not be better or the staff I talk to on the phone always very helpful.
- Have always received excellent customer service all staff very helpful. When I needed emergency help with product, they advised and arranged things for me.
- Yes please could we have the grey bag back as the black one are very thin and you need to have two at one time. Thank you.
- My mother has colostomy bags delivered. Fittleworth provide an excellent service - no need for improvement.
- Very, very pleased with your service.
- Excellent service over the last four years. Contact made even when delivering a day earlier than expected to ensure it is ok.
- Always very pleased with the service in every way. Thank you.
- Long delays in delivery as items not supplied until a prescription has been received by Fittleworth. Delivery can take up to two weeks after receipt. The old system was much better and service much improved.
- When ordered over the phone - I am given a delivery date (seven to 10 days) which is acceptable - as I order two boxes - and when starting second box - reorder.

## Customer comments

- With regards to Q13 - I have not used this service. The service I'm provided with is at its best.
- All is fine. So far I have not phoned from abroad for my supply. I take more than enough, but would like to try and see how soon I receive in other country. Hope it must be good enough.
- I have been receiving Fittleworth stoma products for 12 years. I have throughout this time been extremely impressed by every aspect of their support.
- Really excellent service by Fittleworth. They are very professional in their manner and don't make me feel as though they are doing me a favour that I should be grateful for. They are very polite, efficient and punctual.
- I have used Fittleworth for a very long time now and have never let me down, delivery always on time and nothing on box to say what it is. Their customer service is excellent too always willing to help.
- It's a struggle to get my underwear. I am very tiny so I can't buy adults as they are way too big. I can't buy childrens either from any store such as Asda, Tesco etc. as they are not big enough at the front so my bag hangs out of them as they don't make them to cover a small adult with a colostomy bag. I have rang my doctors and told them this is wrong as you only get 6 pairs a year. If I could go and buy and wear Tesco under I would.
- Q12: I have not needed to arrange a delivery time or date for supplies. I just put my prescription in and wait for delivery which is very efficient.
- I am very satisfied with Fittleworth. They phone every month to ask what I need, then deliver the order. I do not have to mess with prescriptions.
- I have received excellent service from Fittleworth for many years and appreciate it.
- The service they give couldn't be improved, excellent service.
- Happy with the service.
- Ever since obtaining a stoma in 2013, as suggested by the hospital I have used Fittleworth. They have never let me down. Their staff are helpful and friendly. Also they always ring me on a monthly basis regarding my requirements. I find this very useful as part of my disability is that I have bad memory problems.
- Delivery very good.
- I find deliveries from Fittleworth not a problem, when I receive my delivery through parcel force I have found them left at my front door near or on the step. I have asked Fittleworth to note if not in leave parcel in the greenhouse, no problem, when it goes through parcel force it does state on the box please leave in greenhouse, but this is not a big enough request on the box, so that's why it is left outside. This request needs to be larger and on a more suitable place on the box.
- Have always had an excellent service from them. Could not be better.
- Q8: My repeat prescriptions are sent to Fittleworth by my GP. Q13. Never had any need to contact them out of hours.
- Fittleworth have given excellent service over many years.
- Q3. Telephone lines often extremely busy, but once answered ordering is extremely easy. Internet access is difficult and slow, especially if trying to find a new product.
- In an emergency, Fittleworth should send out the required item without a prescription and get the prescription after delivery, for longstanding customers.
- On the occasion that my supplies had a hold-up, the supplier informed me and kept me informed by telephone.
- I am quite satisfied with the service provided. However the order takes at least 10 days to arrive. I am told that this is due to my GPs response sending the prescription.
- Fittleworth are on the ball supplying an efficient service, always keeping me informed should any problems occur. The telesales operators are pleasant, knowledgeable and helpful. The delivery drivers are always courteous.
- I myself have carers but only myself deal with my colostomy.
- Excellent service always keeps me informed if a product is not in stock, and when it will be in or an alternative product.
- I have every faith in this company. They have never let me down and are always very polite and obliging, I wish the same could be said regarding the system of ordering from my surgery.
- With regards to Q11, the delivery period is a problem. I believe the normal period is 10 days from receipt of prescription. Currently, I receive my products within 2 days from an alternative supplier.
- No complaints.
- Very good service.

## Customer comments

- I no longer use the belt subscribed as it was not suitable for my requirements. I use Fittleworth services for provision of medical supplies for my stoma.
- In relation to Q6, if an item is temporarily out of stock - very occasionally over five years of experience - I get a phone call to ask if it is ok to have a later delivery date for that item. If not, an alternative was offered.
- For the last 30 years I have used Fittleworth and have never experienced any issues from contact to delivery. Overall very happy.
- The service is very very good. First class.
- I have always phone for my supplies but now it has to come from the doctors which takes longer and it not so good it much easier to ring Fittleworth first. Fittleworth is very and easy way. Many thanks to them.
- No complaints at all about ordering, supply and delivery!
- I order my prescription via internet to my GP who sends it via EPS to Fittleworth - An excellent service! Delivery is generally quick. Never been asked for a convenient time. Agreed packages can be left in a certain place in front garden.
- They are very good. They phone me most times. I only have to wait if my health centre do not get the prescription on time. Then I panic and have to ring to ask where my things are.
- Everybody is always helpful, and will go out of their way to help with a problem. I have found them to be very kind and helpful, even to phoning up my doctors surgery to help me with a problem, which they sorted out for me, satisfactorily. No complaints about the service they give. Well done all.
- I have always been treated with respect and dignity when I have spoken to a member of staff. They always adapt to my needs and when an item is out of stock, they have been very quick in getting it for me. I would rate Fittleworth Medical as outstanding. Thank you for making my life easier to manage.
- Fittleworth offers a good service and polite in answering questions.
- Excellent service for my very elderly mother, always quick and very helpful. Thank you.
- I ring surgery, ask for repeat script, they contact Fittleworth.
- I registered so I could do my prescription requests online instead of having to call. The registration process was fine, but then I wasn't able to find one of the items I need, neither by code or description, so I called Fittleworth to do my prescription over the phone as usual. I also took the opportunity to mention my problem online, i.e. I couldn't find one of the items. Not only wasn't I helped, but I wasn't offered any other kind of help, i.e. given some other number or contact who could help. She just said it has nothing to do with her.
- No complaints at all with service - there has been the odd error in supplies - but I could not attribute this to Fittleworth.
- They should send out enough complimentary white dry wipes and disposal bags. Should not send prescription back to GP without consulting patient.
- Staff are always helpful, have time for you and are always polite. Always a good experience to phone Fittleworth. Many thanks for the service you provide.
- For 25 years I have received first class 5 star service.
- Excellent service.
- I have been supplied by Fittleworth for over 30 years I cannot fault them in any way.
- We've always found a very good, polite service, so have had no problems.
- It used to take about three days from sending off a prescription to receiving the items. Over the last couple of years the service has not been nearly so good. Typically taking about two weeks.
- I have answered this to the best I can. I am 87 years old, live in a flat, looked after.
- Good service.
- No - very satisfied with the service.
- Quite happy. Thank you.
- I phone Fittleworth with my order who then send me a letter with my order. I then have to go to the doctors who then raise a prescription and send to Fittleworth with the order. This does not work if the letter is delayed from Fittleworth or is delayed from the doctors. Why can't Fittleworth send the order direct to the doctors, either by mail or fax. This has a chance of meeting the delivery date given by Fittleworth.
- Fittleworth are an excellent, reliable, and helpful supplier.

## Customer comments

- I found some of the questions confusing.
- I have been a satisfied customer for six years and have nothing but praise for their service.
- I would like to vary the colours of boxers / waistbands etc. more often. This has proved very difficult for several years.
- Staff are polite and kind. I have a stoma and very rare that I have to wait for products. Well done Fittleworth.
- Sometimes not enough wipes are delivered and sometimes the quality of the irrigation bags is not good and they leak. Also bags are very thin.
- This supplier is very good. But the communication between our surgery and this supplier seems on occasions to be poor and sometimes leads to late delivery of items. If communication between our surgery and this supplier improved we wouldn't have to chase for supplies.
- Only a faster delivery service would help.
- The disposable wipes should be more robust in strength and a little larger. They are very difficult to separate if your hands are damp or wet. I personally have to purchase some Johnson and Johnson dry wipes which are too big but my husband cuts them in half and they do the job perfectly.
- Fittleworth provide an excellent service.
- This firm used to be very good and very reliable but recently it's got worse. No paper wipes they are so thin and I have to put four together. The bags are also a disgrace, so very thin and black. I have made a complaint about them but to no avail.
- I often have to wait for my appliance as they do not have them in stock sometimes up to a week - ten days.
- I request a repeat prescription from my GP. This is sent to Fittleworth via email and the appliance is delivered within five days via Parcel Force. Any difficulty in supplies addressed by phone from the supplier to me. Q8 Why present a repeat prescription if the appliance is no longer needed. Any difficulties with the appliance/stoma are addressed by specialist nurses at the local hospital.
- Very good service.
- I have problems with every order and is very frustrating but it's not the suppliers fault, it's the GPs surgery who don't release the prescriptions on time and always make deliveries late and sometimes can be very stressful for me, the patient, when I'm low on supplies, i.e. catheters!
- I have only had two problems in the last eleven and a half years, and both were put right promptly.
- Well organised and very discreet.
- I am very happy with the service I get and had for many years.
- I don't think you can improve the service, I think it's wonderful.
- Excellent service all round, just don't enjoy the complimentary wipes. Not really good quality.
- Excellent service.
- Highly satisfied for the past twelve years.
- Good service from Fittelworth and delivery driver (keep up the perfect service).
- The service is very good. Thank you.
- To make us aware about the product, if it is no longer made.
- Keep changing the disposal bags and wipes. New black bags ok. Latest wipes are too small and thin. I need to use two at a time so will need to purchase some more soon.
- The questions answered 'Don't know' are because never occurred. I have been with you since 1999 and have always been satisfied and delighted with the service provided.
- I am happy with the staff on the telephone that I use. Some questions I do not understand. I am happy with what you supply me with.
- Only complaint is they have changed complimentary dry wipes from a good product to a cheap one.
- I have been getting catheters from Fittleworth for a lot of years now and they have been very good I am very happy with the service that they provide.
- I find that everything is very good indeed.
- I have had this stoma for many years now. Always very helpful when my GP staff gets it all wrong, I can sort out with the person on the other end of line ok.

## Customer comments

- In 9 years I have only ever had 2 problems with Fittleworth. The first was saying that I could not receive any catheters for about a month because the prescription had to be sent through my doctors, then back through Fittleworth, even though I was told my catheters should just be sent out straight away (problem is solved). The second is that my prescription was put through my GP to the pharmacy and through Fittleworth so I ended up with a double order. I have now changed it so that it comes straight from Fittleworth and don't understand how this occurred.
- No problems with Fittleworth, they have never let us down. Unlike the chemist that took weeks to get our delivery. We are very happy that the delivery is only 1 week and come straight to the door. Thank you.
- Recently the quality of disposable wipes has deteriorated, both in size and quality of material used.
- Very happy with the service provided.
- I used to get night drainage systems from you (S320) This now has to be ordered from Southport incurring more postal costs - packing etc. WHY! It is not possible to contact them - always answerphone.
- The service provided for the last 14 years has been excellent.
- Excellent suppliers. They telephone every month to find out which items we want to re-order. If we are not in they leave a message and I contact them later. They are flexible as I order only the items I need so the list can be different every month. They are polite, friendly and efficient.
- Very satisfied with the supplier. The man what delivers to me is very nice man and very pleasant. He is always on time with our orders. Nothing needs to improve. Excellent.
- I have dealt with Fittleworth for the past 12 years and I have no complaints. They are helpful and polite on the phone and my order arrives within a few days after I send them my prescription. I collect my script from the GP and send it to Fittleworths and they send me the goods. Simple and reliable. Keep electronics out of it thanks. If it works - don't fix it!
- Everyone and everything about Fittleworth's services are first rate. Never had a complaint in 11 years.
- Always found Fittleworth to be helpful and provide myself with a brilliant service. Fully satisfied.
- I have used Fittleworth for 20 years, and haven't had to complain about them. I am satisfied.
- I have had my appliances supplied by Fittleworth since 2005 and I am very pleased to do so.
- I have always been well satisfied with the service I have received.
- Can be improved by them sorting prescription out, not telling me to when I ring to see where it is.
- Staff always very friendly and helpful, always ask if there is anything they can do. Apart from some up to date information on new appliances I am very satisfied with service. I have had ileostomy for over 30 years so am quite confident. I also have a nursing / midwifery background.
- These items (catheters) are on a long term prescription 4 - 5 years. I have always been happy with your service, however my practice appointed someone who was able to mess things up for a while but after no uncertain words he stopped interfering.
- The local surgery stated they have tried to contact Fittleworth. Electronic system to no avail even though I stated theirs might be an outdated system. I would not welcome the mistake of having had my last bag on today, leaving me with sores on surgery are too slow to cotton on those days please. Many thanks.
- Always excellent service - for example when I requested a different item they queried it (by e-mail).
- You all do a good job. Thanks.
- Many of the questions do not apply.
- I feel the wipes are of a smaller size, and poorer quality.
- Thank you very much for a really great service, it would be very difficult without your help. Thank you.
- The wipes and bags with my last delivery were very inferior to those supplied in the past. The wipes in particular were useless, being too thin and too small.
- Q6 - never had any issue with delivery / or product issue. Q7 - never been out of stock. Q8 - never had issues with prescription. Q13 - never had to use out of hours.
- I am very satisfied with the overall service of Fittleworth. They have been very helpful and supplied me in the past any emergency products needed.
- My husband and myself are very happy with the service of Fittleworth. The only problem we have is with our GP surgery in sending them the prescriptions - not always very prompt! But Fittleworth always keeps us informed and does their best to get our order on time.

## Customer comments

- I have never had a problem with ordering my appliances. Each month the company phone me to check that I need to reorder.
- The only thing I would like my prescription delivered in one week, and not have to wait two weeks for it.
- We could do with more wipes and better ones!
- Faster delivery times. Quicker on answering phone.
- Service is excellent - not happy with products as they have deteriorated over the years. Smell emanating from pouch when I pass stool. Irridrain sleeves not sticking properly. Water containers ripping at the top.
- I have ordered ileostomy equipment from Fittleworth for many years (operation 1968). They have been very good with their service. They advised me the appliance I used was out of stock and recommended an alternative. Same 'bag' pre-cut hole. This worked. I now have two appliance types on my repeat prescription and can ring them to confirm what they have in stock before ordering them from the surgery. Excellent service.
- I am confused about telephoning my order or not. I used to be contacted but not so for a while. I often get told, my doctor has not released my prescription, so I don't get my order that week or so.
- Understanding the use of the word 'supplier' in this survey requires clarification. I have assumed it refers to Fittleworths. If so it would be better to substitute that name.
- Would like to inform you that the delivery driver to me in Coventry is the most helpful and delightful man. I have always found him most reliable and polite for the many years he has been delivering my stoma goods.
- It would be great to not have them call you every month for your order. If I didn't need them I would call and tell you. It should be done automatically, like before every month I had a delivery no call to ask if I needed any bags, obviously there's no doubts I won't need them. It should go back to how it was a few years ago.
- I request six boxes of urostomy bags, dry wipes, rubbish bags and one box of night bags via telephone call to Fittleworth at Littlehampton West Sussex, every six months approximately. Delivery time normally takes about two weeks which is not a problem for me. My urostomy bags are pre cut to suit my stoma. The service and quality of items are first class. I have no complaints whatsoever.
- Both your office staff and delivery drivers always give first class and polite services. Thank you.
- Several questions do not apply or are ambiguous.
- I hope I've answered properly. Staff and drivers are very good. No complaints of anyone. To me, everyone is perfect. I've had no problems with them. Very good - very helpful.
- Always very helpful when we phone.
- Delays from order to delivery of around two weeks requires advance planning. Thought to be due to old style posting of prescriptions from GP to Fittleworth. Automating that link could speed things along (other GP prescription orders take two days).
- Q6a - No written note, but supplier telephoned before expected delivery date indicating delay of approximately two weeks, in fact, delivery was well within that two week limit and well before I had run out of supplies. Q8 - I do not now present a prescription to the supplier - they arrange a prescription direct with the GP when I place an order. In fact, I do not even have to telephone an order as the supplier contacts me from time to time to check whether I am needing supplies. They do not actually ask whether I am satisfied or having problems, but I would be perfectly free to mention if the latter applied. Q10 - The appliances (ileostomy bags) are not in themselves bulky, but the package of two boxes of 30 plus wipes and disposal bags is fairly bulky - in any case, ever since I started receiving supplies they have been delivered to my home (16.5 years).
- The service has always been excellent. I only contacted them once because of packaging. To get prescription I inform GP and he sends details online to Fittleworth. It is usually delivered to my house within 10 days.
- I have problems sometimes getting prescription from GP surgery to Fittleworth which is annoying when you have phoned your order through to Fittleworth. GP surgery need to act quicker so we have order on time.
- The only complaint I have is that the wipes are not of the same quality as they used to be.
- The new dry wipes are not as good as the old ones.
- I don't think they need to improve, not in my case. I am sorry I might not answer the questions properly. I do not understand some of them. All I can say I have excellent service. They phone me every month if I need delivery and are always in time. Only once in 9 years they didn't have "aerosol spray" they phone me to make sure I have enough for next few days and delivered as promised. They offer me to try different "stoma" I didn't want, as being in a hospital I try few different one and the one I have got is the best. I had few letters to go to view new different suppliers with all sorts of thing. I went to one in Coventry. There was one in Birmingham and other places. I didn't go as in my age I have difficulty in travelling.
- No complaints with the company. I find staff and delivery excellent.

## Customer comments

- Need more disposal bags.
- Fittleworth of Arundel, West Sussex provide the stoma bags and wipes and anything else I may require. Service is excellent and treated with courtesy and support. Reliable and approachable when contact for reorder is necessary. Reliable supplier, good service delivery.
- The service is great, thank you all for the years you have helped me.
- I am pleased with Fittleworth service but would be grateful if the people who packet my order could make sure everything is there.
- Fittleworth complimentary wipes. 10/10 Very good.
- The supplier could inform the patient of the delivery date instead of the patient having to phone up to find out!
- The delay in the supplier obtaining a doctor's prescription is now almost two weeks, whereas before Fittleworth could promise 48 hours. The longer delay can be stressful and there is then not always someone known to be home so far ahead. Plus the doctor's surgery has not proved as reliable as Fittleworth.
- My prescription is sent direct to Fittleworth by our chemist. I am a Chelsea pensioner and have used the appliances for over 15 years and I have never had any reason to complain about service, appliances or personnel, who I found to be extremely helpful. Thank you for asking my views and I would like to visit Fittleworth (my supplier).
- My contact with Fittleworth is minimal as I request my repeat prescription from my GP who then sends it electronically to Fittleworth. In a short while my items arrive at home. It is my stoma nurse and GP who carry out my prescription/appliance review. They do contact me to advise of any periods that they will be closed, e.g. Christmas.
- They are excellent and call to check if order needed so a great way to help those who are isolated. I'd recommend them (and have) to others.
- Fittleworth give an excellent service, it is the surgery that alter my request without a reason, when they telephone me to say they have changed the prescription, then they have to get back to the surgery to get the original one and it all takes time and money.
- Very good services. Thank you.
- They sometimes get a touch over helpful. Contacting you when they believe you are due to reorder. Perhaps this is helpful to some people, but I would rather them not. I have used Fittleworth for over 20 years - I think that says it all!
- If you could put a message on my mobile when I have to get the next prescription as it gets a bit difficult now, most of your prescriptions go to chemist.
- In your operations you speak about appliances I receive from Fittleworth, only my staff for my colostomy. Appliances were delivered to my home in 2015 after I come out of hospital, about eight items all kept was a few. I have returned the rest.
- Very happy with the good service provided. Staff are always polite and helpful.
- The bags are cut to a template and in the past we have had issues with quality control when the bags are cut elsewhere. We have not had any problems recently. Thank you!
- I am very happy with Fittleworth. They are always very professional with the service they supply.
- I only have colostomy bags delivered, so I hope my answers are in order.
- I don't find a problem.
- Some of the telephone staff do not seem to understand the problems of my conditions. I wear two bags (1 - stoma, 1 - illostomy).
- Q7 does not apply to me as this has never happened in 12 years of dealing with Fittleworth. They are great at dealing with my request and always strive to meet your requirements. Great friendly staff and always polite when I call them.
  1. Revert back to the service which was provided prior to 12 /18 months ago.
  2. When a complaint in writing to customer care manager, posted in a pre-paid addressed envelope is neither acknowledged or replied to, then you are made aware that something is wrong.
  3. Trying to speak to her is always impossible as she is always in a meeting or on holiday or not in the office.
- I have always received polite and informative information when I have phoned. If I ask a question and they don't know the answer, they find somebody who does. The driver who brings my parcel always brings it in my house for me.
- I do not care for the new disposable wipes.

## Customer comments

- Always so courteous respectful and helpful, so is the delivery driver. The only thing I was dis-satisfied with fairly recently was after always being sent orange/pink disposable bags - I was then sent a supply of very thin blue disposable bags which were not discreet at all as you could see everything inside them. The latest black bags are excellent. I hope I don't have any more blue ones!
- The delivery is always prompt, we have an arrangement with the van driver if we are not in, where to put the order. He is always very polite and pleasant.
- I was satisfied with everything.
- I have found the service very good. Phone conversations have been clear and precise and delivery dates kept on nearly every occasion. Some of the questions do not apply and I have left them unanswered.
- In all the years I have dealt with Fittleworth I have never had less than excellent service from them.
- I have no complaints about the service I receive from Fittleworth. I have commented to my family how polite and friendly all the staff are, no matter when you speak to them. How nice if other companies would follow suit.
- As I am on a permanent stoma and the stoma bags are always required, why is there a two week wait from order to delivery.
- It would be helpful to know when the next order and delivery date is (from one order to following) I have rung to ask this on more than one occasion. I do not request my prescription, they do. I have my supplies every three months and the delivery day varies. I sometimes feel that I have little (or no) control over my items that are crucial to my life. I preferred it when I forwarded on my prescription.
- As mine is a standard order every 2/3 months it is fairly straightforward. In the early days when advice was needed, they were helpful.
- My wife uses Pharmacy 2U for her medication. I order her medication when required using the internet. She is registered online and if she needs any items she logs on and clicks the medication required. Is it possible that you could do likewise, making it easier for me to just go online and click on the items I require. If you list all items I normally use and send me a reminder when you think I may need them.
- A first class service always.
- I have been received my supplies from the same supplier for 10 years plus. They have always provided me with excellent service.
- Never had anything but prompt and courteous attention from Fittleworth.
- Many of the questions posed are inappropriate to me.
- Although the filling is recyclable there is much too much of it. Better packaging into smaller boxes could save using too much filling.
- They could try reading the letters and deliver on the day specified. I do not want to sit on my backside for more than a week wondering what day it will arrive!
- I have been with Fittleworth for many years now. I have never had any reason to feel that I have received anything less than the best possible service (and kindness) from the people I have spoken to. Please keep up the wonderful service that you provide.
- I have always found Fittleworth reliable with their delivery and parcels, in fact I am informed well in advance of any bank holidays when closed which is a big help when ordering.
- Over the last some 25 years I have always been more than happy with Fittleworth. Very helpful and always there to help in a very professional way. A real joy today.
- I have always been very happy with the service I have received. Sending off by post a repeat prescription and catheters arrive a few days after.
- What services / deliveries / samples I have received have been excellently dealt with.
- A lot of the questions do not apply as my script is sent direct to Fittleworth from my GP.
- Sometimes takes a long time to get through on phone, nearly always gives a 'we are very busy', message and leaves you on hold for several minutes.
- The service is excellent, pleasant, helpful, and unfailingly reliable. Well done!
- No complaints about the services.
- Always prompt and reliable service.
- Always extremely polite and as I've had a few last minute emergencies they have always sorted things out promptly.
- All satisfactory.

## Customer comments

- To Q17 I have visited Fittleworth premises up in Glasgow Scotland. I have great respect for the Glasgow Scotland and England Fittleworth. Both have done a great job. Wish other companies follow suite. Especially with a customer services at the end of a telephone!
- Tried to do this through automatic contact, without having to receive a prescription then post it off. Just no-one at the surgery knew what they were talking about or did not even know of its existence.
- They are always very helpful.
- I fax what I need, I receive in two weeks, would help more if they texted me. Thank you.
- Don't like the new complimentary dry wipes.
- An excellent service provider.
- I have used Fittleworth for many years. When phoning my call is answered most times immediately, the delivery service is brilliant and the drivers are very pleasant. I am very secure with Fittleworth, they have never given me anything to worry about always give details of their services if travelling which is very useful and necessary
- I have been with you for 14 years and I am very happy with your service.
- A few times delivery has not been as prompt as usual. When I have contacted the team, they have always been polite and told me when delivery would be made.
- I think no you are all very good at helping people and very patient and kind on the phone. You are the best. I would recommend you all to everyone I meet. I thank you for all what you do.
- This company (Fittleworth) have always been first class. I don't see how they could improve. I think this company is one of the most efficient companies I have ever dealt with.
- Just before Christmas holidays I realised I had no pouches left. I phoned the suppliers but was told it was Christmas and no one could help me. They couldn't help and my local hospital couldn't help. I phoned back and told the lady no one could help and I was in such a state, this lovely lady asked me to stop worrying and she would get back to me. Hours later she rang and said she had found a driver and my emergency supplies were on the way. I cried with relief. I couldn't get out to buy her a card or chocolates but she was my Christmas angel. I will never forget her kindness or the driver's. They went out of their way to help me. I'd like her to know she made my Christmas. Bless her.
- Q11. When ordering the pouches a delivery period of two to three weeks is given. This does not cause a problem if you are well aware of your current supply! A shorter time between ordering and delivery would be preferable.
- I have no complaints about any of the services I have received from this company.
- They are excellent all through.
- She goes through quite a lot of stoma bags a day, when we discuss this, she just says in the hospital she could have as many as she wants, I just think we need double the amount of stoma bags plus every fortnight, as we are running out too often.
- When I became an inpatient in hospital, the prescriptions and goods were never delivered to the relevant ward and hospital, even though they were given a temporary address for delivery. Time critical for the goods so much, so appliances had to be sought in hospital colorectal department.
- Most of the problems are with the local surgery. Electronic prescription did not work. I have to deliver them personally and explain every time. This causes constant anxiety. I telephone call every few weeks to supplier and / or surgery.
- Very good.
- The service provided is always of a very high standard - I cannot think of anything that could significantly improve on what they do now. One satisfied customer!
- Complimentary wipes can go back the same as before. Disposable bags are too thin and black colour is not very nice.
- If I am not at home to take a call regarding my next delivery I am left a message and I call back. It is annoying and a waste of materials and postage to receive a letter saying they tried to call and I was to available and will I call them. There were three occasions last year when Fittleworth had made arrangements for my supplies to be delivered but had to ring me to say the date had to be changed due to my GP practice not responding quickly enough for my prescription to be filled. My stoma nurse had to intervene.
- It would be nice to know if new or improved products become available.
- Service is first class.
- I have nothing but praise for the excellent service Fittleworth provides.

## Customer comments

- To send you other bags about looting wind out.
- I am not impressed by the size (and thinness) of the complimentary wipes, they are not as good as the ones that were supplied when I started using Fittleworth five years ago. The black disposal bags are not as good as the earlier (orange) ones.
- Excellent service, never a problem.
- Had appliance review from coloplast nurse, first time 18 years approximately.
- I have answered the questions on behalf of my husband who has advanced Parkinson's disease.
- I have used Fittleworth for many years and have always found them excellent.
- I have to order through my local surgery. Sometimes there appears to be a loss of communication between surgery and supplier. Most of these difficulties stem from surgery being not allowed to use a fax machine.
- As a customer of almost 10 years, I would like to thank Fittleworth for a really first class service. Efficient and reliable. Second to none! Well done!
- I have used Fittleworth exclusively for just over 18 years and have been very pleased with the service they offer. They were also more than helpful when I have had a query a couple of times.
- 95% of the time the staff are excellent, but on one occasion the person we dealt with did not know anything about the appliances we needed and told us they were unavailable. However, the stoma nurse put her right. It is all down to training and customer care.
- Fittleworth have dispensed my prescriptions for many years and I have always found their service to be excellent. They have offered help and advice when I have needed it and always been prompt with the deliveries. I would highly recommend them.
- I had cancer and had to have a colostomy and I was shown how to use them. I have always used the same kind. Dansac Unique - Ref: 321-15 and I am very pleased with these. At one time they were changed and I received very good help from the person I spoke to. She searched for about an hour or more to find another kind for me but she did find some. I've used that sort ever since and I much appreciate the advice and help I have been given by Fittleworth.
- The complimentary wipes that I now receive are not as good as the previous ones which could be torn in half and lasted twice as long. Having slightly arthritic hands I also find them hard to pull apart.
- Recently the supplier provided a new type of wipe. We did not find them as good as those previously supplied, not enough of them.
- We sometimes ask for extra bags and wipes but do not get extra. That is the only problem we have otherwise excellent service.
- I find that the quality of the wipes has gone down and they are too thin and there are not enough for my order. The black bags are not as good as the blue bags.
- Referring to Q1 I do have to wait a long time on the phone which is very time consuming. However I do appreciate your very good service and the operators are very helpful.
- Excellent service without fail. Many of the questions do not apply to me so I have responded 'Not applicable'.
- Sometimes I feel the operatives do not appreciate how essential these products are. There have been times when despite giving over a week's notice of placing order, bags, etc. have still been late. On a few occasions suffered leakage because cutter nicked the actual bag. This was a number of years ago, but I feel at times the necessity of these products is lacking.
- Please be aware I stopped using Fittleworth as my supplier at the beginning of the year (2017) because of poor service, particularly from Fittleworth Kingston Upon Thames depot.
- Only on one occasion did I have to wait over 12 days for delivery of part of my order - the order has never been completed due to lack of availability from one supplier (SALTS).
- This service is very good, does not need to change, and very helpful.
- Always very helpful when I call. If stock is low they always call me to advise. Prompt on delivery and excellent customer service.
- I used this service for 15 years with no issues at all - good, knowledgeable, friendly, and efficient service. Over the past 12-18 months the staff have become abrupt and unhelpful. They don't know their products and every order had an error. When ordering a box of something I was repeatedly sent one item, not one box! The service has become patchy and unreliable and it was hit and miss depending on the person at the end of phone. I have, as a result, changed to a different supplier.
- A very good service. I am satisfied. Thank you.

## Customer comments

- Q8 - My GP sends the prescription to supplier - prescriptions are always repeat as I have the stoma for life! Q10 - Delivery is always to my home - question is confusing. Fittleworth are 100% reliable and will endeavour to deliver earlier if home supplies are running low (this was my fault!). Cannot fault them - really excellent all round.
- An outstanding service. Excellent response times, advice, and a thoroughly professional and personal outlook. Cheerful and helpful at all times. Cannot fault Fittleworth in any way over the past 16 years.
- I am very happy with the service Fittleworth is providing for me under the NHS. Their staff are polite, helpful, and cooperative on all occasions. They are also knowledgeable about the product I order which was a great help to me when I first started using them.
- I have two stomas and have always been very pleased with Fittleworth.
- I find the service very efficient, reliable and friendly staff.
- Keep well stocked.
- The service of this supplier would be vastly improved if my GP surgery signed the consent for my prescription on time. I have now experienced two London surgeries and both seemed to be very lax when signing for items I have told my supplier I require. It is a monthly anxiety for me. My supplier has had to notify me on several occasions when the GP surgery has failed to return the prescription to them on time. I do appreciate the way the supplier has tried to prompt the GP on my behalf. I too have spoken to staff at the surgery - I always get an apology but this does not translate into any action - delays are my lot so it seems. I do not think I am alone in this situation. Can you do anything about it?
- I have received all my requirements from Fittleworth over the past 14 years with excellent service. They have been excellent. I would not like anything to change, so I do not need to complete any questionnaire. They are an excellent company and they truly look after all their customers very, very well. Thank you.
- I am very happy with the service of my supplier, I find them always helpful and the goods always come on time.
- In all the years dealing with this supplier, I have no complaints. Thank you.
- When a complaint is made follow it up, don't make out you're not really interested. Your delivery service and stoma nurse are first rate and deserve a big mention.
- I have always found the service to be of an excellent standard. The handlers are helpful and very pleasant. Thank you.
- I am very happy with the service supplier at the moment.
- The only thing I want to say is that when I send my prescription it takes over a week for my delivery to come. Sometimes I could need it urgently.
- From time to time I am told to refrain from catheterising. So I may not order catheters on a regular basis, but Fittleworth cope well with my stop start issues.
- Satisfied with the service.
- First class service!
- Very prompt service, no problems.
- First class! No problems, always on time and delivery man was very helpful and a delight to meet. Thank you.
- Could not answer Q8 as I believe I would not ring the supplier to order if; a) I no longer needed the appliance, or b) I was not satisfied, or c) I was having any problems. I am on my sixth year of a very satisfactory chain of supply.
- I have used Fittleworth for over five years and their service is always very courteous and efficient.
- I have been dealing with Fittleworth since 2008 and have always found them most helpful with any problems I have had. Their telephone service is excellent.
- Very happy with the service I receive, excellent service, phone and delivery is excellent.
- I have always had excellent service, delivery, and phone contact.
- Contact with management deliberately blocked by policy. At times of difficulty causes problems.
- Just past 10 years of fantastic service. Thank you.
- I have been using Fittleworth for over 10 years and I find them to be an excellent company.
- I have used this service for 19 years and have never had a problem with deliveries.
- Simply first class.
- When an item was unavailable, Fittleworth organised delivery from another supplier.

## Customer comments

- The new style dry wipes are absolutely useless - too porous - too thin - not enough for month.
- I am very satisfied with the services of Fittleworth.
- Fittleworth has always given me a most excellent service.
- Very good and prompt service.
- I have dealt with Fittleworth for the past 11.5 years and have been well satisfied with their service.
- Sometimes when ordering, I get a date when items will be delivered, and then they don't arrive, I ring up to find out where they order is, and been told a few times now that the prescription from my doctors surgery has not sent it. I know it takes a while for it to be sorted, but why give a date and then having to ring to sort it out. Supplies can run out if changes flanges, etc. everyday.
- Contacted supplier on number of occasions to confirm delivery address and update contact details, yet they continue to attempt to deliver appliances to wrong addresses.
- I would like a more accurate time of delivery. A text to my mobile phone perhaps, to say my delivery will be within an hour.
- I have received excellent service for many years without any reason to complain.
- Perfectly satisfied in every way. Always very cooperative.
- Following an irreversible operation I have what I believe to be a lifetime need for appliances. These are supplied fast, with no signature required, approximately monthly. Until recently the process operated smoothly with prescriptions being apparently approved by my GP in direct contact with Fittleworth. Over the last 2 or 3 years, however, I have received a number of telephone calls asking if I still needed the appliances. As I receive a number of nuisance calls, I find these unnecessary calls an irritation.
- Information regarding delivery day would be helpful, and envelope sent each time with order please.
- More wet wipes.
- When I had my colostomy formed about 25 years ago, the hospital supplied me with your product and gave me a prescription to take to my GP (since retired) and my present GP has carried on, and this has been satisfactory I have carried and have always been satisfied with your product and service, and have not felt and reason to change. Fittleworth rings me to let me know which day each month to expect my supplies, and they are delivered promptly. Thank you from a satisfied lady.
- I am well pleased with the service that Fittleworth provides for myself. I have only one area of complaint. The new dry wipes are pathetic, they are of a very weak material and in a word have no 'guts'. The new black bags are not as strong as the old blue ones. Cheap and nasty. Let's get back to the old materials.
- Questions do not cover my type of problems.
- I am completely satisfied with the service provided by Fittleworth.
- In recent months when I have ordered supplies online or by email I have been sent a letter telling me I have to collect and send the prescription myself as my surgery will not issue prescriptions to third parties. This is untrue, letters I have sent regarding this have been ignored. Somebody should get their act together.
- Excellent service. I receive a call monthly asking what supplies I need. Everyone is friendly, efficient and very helpful.
- When I first started using a colostomy bag some years ago I dealt direct with yourselves which was admirable but for some reason it was decided I had to apply for renewals to my medical centre. I have never had prompt deliveries since.
- I have been a customer/client of Fittleworth since 2005 and during that time I've found them to be helpful and pleasant at all times. On the rare occasions when there has been a 'blip', mostly due to the GP practice, they have always made sure that my needs are met, and supplying my appliances, by obtaining a prescription from their in-house GP.
- No improvement could be made. Excellent on all counts.
- Their services are excellent. No improvements needed. Ten out of ten!
- There was an occasion when the item I required was out of stock. There was therefore a delay in the delivery because of this. I wasn't informed about the delay and had to ring up to find out what was happening. It would be helpful to be kept informed about this sort of thing, and also to be told of the predicted day of delivery.
- Would appreciate updates and information relevant to my needs about services, products, promotion days, etc. It would help me make informed choices as to the products I use and their suitability. There may be better and more up to date products available. I have no way of knowing.

## Customer comments

- Q6: On two occasions I was not informed that my supplies would be late due to out of stock. I had to phone to find out why my supplies had not arrived on the given date!
- Apart from a period of a few years I have used Fittleworth since I left hospital and have had complete confidence when I needed to receive information and help. Some questions unanswered as they have disappeared into history.
- Length of time from placing order to receipt of goods too long! My wife receives products from other supplier and delivery takes only a few days.
- I have my prescription from my surgery and I send it to you. It would help if you could send with my order a return envelope.
- I have always found my supplier very polite when dealing with requests over the phone. When I went away from home (Wales) to Scotland without my stoma supplies, Fittleworth phone my GP to request an emergency prescription then had a supply for me to collect from their depot within half an hour. My only criticism is there are never enough wipes since they changed the make.
- I could not ask for a better supplier to bother to send a Christmas card what more could I say.
- Regarding complimentary dry wipes - at the moment I receive three packs per 30 bags I order. I am finding I use more wipes because of their smallness. Could the packs I receive be increased to four packs per 30 bags. Thank you!
- A recent change of bags and wipes was done. Bags are fine, but new wipes are not as good as previous ones. They are thin, and a lot more are needed at any one time.
- Very happy with service.
- I have been with Fittleworth for 12 years and the service that they provide is excellent. They have committed staff who are always willing to help with delivering the products on the right day, at the right time. They always contact me if there has been issues, i.e. prescription not gone through via GP, and so delay with delivery date, but again deliver on an appropriate day. They delivery man is also very nice. He always has a smile on his face and that shows that I also belong to the Fittleworth family, and how complimentary bags and wipes which is so helpful, if I don't get non-worn swabs via GP on time.
- Would appreciate observations to change or improve the product. Is there a proven better product?
- I have been a customer for 16 years and I have always received excellent service - long may it continue - thank you.
- Due to difficulties with electronic ordering system at the GP, there are items which we can only obtain via postal request. This obviously causes some inconvenience, but ensures we receive the correct items on repeat prescription.
- Fittleworth are an excellent company to deal with.
- I have found Fittleworth always deliver on the date given to me, and the man who fetches my stoma stuff is always pleasant.
- Because I have had trouble-free relationship with the supplier over a period of 15 years. I do not remember isolated occasions when I may have received an AUR, but that is not to say that this was not offered.
- I have used Fittleworth now for many years. They have never let me down - would recommend any time. Cannot find room for improvement. Thank you!
- The service was far better indeed excellent when we dealt with Fittleworth direct instead of now having to get a prescription from the doctor, which can take days, which we now have to send to Fittleworth. The system worked far better previously and was less hassle and more discreet. Fittleworth themselves are excellent. Deliveries are fantastic.
- I would recommend the driver, he is very polite, clean and friendly. Please give him a raise, on the recommend say of myself.
- For my requirements everything is fine.
- My parent does all my paperwork for me and ordering all medical supplies I need for my stoma. I cannot read very well or write as I've been in hospital many years and missed out on all my education. I've been to poorly to catch up. I don't go out anywhere as I have not and will not come to terms with severe condition that I have.
- Can we have better materiel bags. They have changed them, they fluff and bobble badly. Must be cheaper bags (colostomy bags).
- After using several disposal bags I find that code make 983-24 suit my needs. Is it possible to make it opaque where I cannot see the stool through the clear plastic. Much appreciated. Thank you.

## Customer comments

- We used to have big wipes but they were changed over to these new ones which are not very good. The old ones you only needed two but the new ones you have to use four as when you wet them they go all soggy like wet paper which is not very good at all.
- Most of the questions were not applicable to the service I get. Basically I just ring Fittleworth, place my order, they advise a delivery date (which I can change if it is not convenient), they request prescription from my medical practice and deliver on arranged date. All 'done and dusted' with a five minute phone call.
- I have received stoma goods and accessories since 2008 and am very satisfied with their deliveries, staff, etc.
- I have not answered a lot of your questions as they seemed totally irrelevant to me.
- Could tell you about new things that come on market, and samples. Thank you. The flange a bit bigger, round edges as people with hernias, I find I get leakages now more. Thank you.
- Q11d - The new disposable wipes are not as good as the old type - the new ones are smaller and do not pull out one at a time.
- I receive medical supplies but not an appliance.
- I have been using Fittleworth for 17 years and have been very pleased with their service.
- A supply of S/A envelopes.
- I do not contact supplier if I have issues, as I have support team at the hospital. My supplier has notified me twice that my GP has made an error on my prescription. 1 box instead of 15 and they helped me sort out with advice and small delivery to help me, especially over Christmas/New Year.
- Service good now. Has been times in past where orders took long time to come or got forgotten.
- On one occasion the supplier was unable to find my address.
- Always very helpful and friendly. Pleasure to deal with.
- Everything is always dealt with promptly and efficiently.
- Wonderful service, always polite, courteous, and very helpful.
- Q8 - did not answer - I order my products so specific to my usage via online with GP to supplier to reduce waste. Never repeat prescription.
- Sometimes the box of medical supplies is left on my doorstep all day (whilst I am at work). Despite many complaints to Fittleworth, this still occasionally happens.
- The period for delivery of the items is eight to ten working days, which is too long. Before I was able to order my appliances by telephone but this is no longer possible. I have to send the prescription by post and delivery is over two weeks later!
- Have always received prompt and helpful service from Fittleworth.
- Communication generally very poor with the exception of the stoma care nurse who was helpful.
- I have used Fittleworth for 7 years and I have always been well satisfied. The staff are always very polite and helpful and delivery first class. Thank you.
- You my supplier provide an excellent service to me, never let me down, wonderful people to talk to, take care and put you at ease. Thank you all. Keep up the good work.
- I am very happy with the service from Fittleworth. They are very polite and helpful at all times.
- I am quite happy with the service.
- Always polite and prompt.
- Fittleworth are an excellent company and have always delivered on time and call regularly to check whether supplies are required.
- Delivery drivers, they have a problem with my address. They deliver to my neighbour and my neighbour complaining all the time. Can you please make sure and I live in second floor not in ground floor. Thank you.
- Overall everything (service) is good. However, please could the service supply more wipes both wet and dry as it's insufficient. Extra gloves and disposable bag are also needed.
- Fittlesworth are a great helpful service, always happy to help.
- A catalogue of all items provided by company.

## Customer comments

- Until recently delivery was very good, now it is poor, they don't say if it will be morning or afternoon and delivery drivers don't wait for an answer, sometimes don't even knock, just throw package near door and go. I have informed you about this a number of times - to no avail.
- Never had any problems, always received excellent help.
- I have been getting my stoma supplies from Fittleworth for the last 10 years, and they're very helpful and caring. I have no complaints of the company. I find them very helpful at all times.
- No significant problems.
- Good service. No problems.
- Sometimes the parcel is not going to turn up on the date given, this is the GP's fault as he does not send the prescription in the post back quick enough, so most months it is late, but the supplier always rings to let me know and gives me a new date.
- I don't have any comments about these questions.
- My appliances are ordered by phone from Fittleworth, they then pass order to my GP for a prescription. When Fittleworth receive prescription items are dispatched usually arriving in 12 days. On one occasion prescription was not sent to Fittleworth. Surgery error but not picked up by Fittleworth. All sorted out at the time and has not happened since otherwise all working fine.
- Just more wipes needed as never have enough, usually run out after a week.
- The new wipes are dreadful. Too soft and even when tripled not easy to clean stoma.
- An excellent service provided.
- The service provided by Fittleworth is and always has been excellent. Problems have arisen from time to time caused by prescription error or delivery delay from my GP service. Fittleworth have always been patient and helpful and made sure the patient is not inconvenienced.
- Monthly, before I need to order from my repeat prescription, I receive a reminder phone contact which is extremely useful. Delivery, quality of service generally is excellent. When ordering, i.e. clothing, etc. I am advised on how the order is passed on to the relevant department and the date of delivery. (When out, leave by the BBQ - it works - the instruction not the BBQ!).
- I would like information about ordering supplies through the website. I tried unsuccessfully to do this myself.
- Very satisfied. No problems so far.
- Some questions do not apply to me so I've ticked don't know, I hope this does not confuse you.
- The supply of goods is always A1. Cannot think of any way the service could be improved.
- Every contact with Fittleworth has been pleasing and effective. One would have to work very hard to find inadequacies. One hiccup in delivery was due to my mismanaging the order. The inconvenience was minimised by particular trouble taken by staff, close to the time of a national holiday. A response beyond expectation.
- Very efficient service provided. Thank you!
- Dry wipes have become too small and poor quality.
- I would just say that the service I have received was excellent. Every time I have phoned, any problems I might have had were sorted. Best thing I ever did was get my prescriptions through Fittleworth. A big thank you to all the telephone operators. Can't fault the service I received at all.
- I have a colostomy and I cut them myself to size. I also have an ileostomy and when it was done I was very ill and thin. I have since then put on some weight, making the pouches to be with a dent compression, and the staff cut these to 22mm it's on the computer, but the last few times I've received them uncut.
- I haven't been able to fill out this form not really applicable as doctors send for my prescriptions and you deliver. I am happy with the service and rarely have to contact you.
- Never had a problem, everyone I ring are very good.
- Maybe the delivery date could be earlier than at present.
- My husband and I both have stomas, we are very pleased with the service we receive, and are happy with the way Fittleworth have contacted us, if there was a delay or other problems, straightaway by phone. Thank you, we appreciate your services over quite a few years.
- I do think they could tell people more about things like underwear and different stoma appliances. I do ask and when I ask they are helpful but in my experience over 17 years patients are not always kept up to date and sometimes it can be awkward to ask as one thinks it is not the done thing.

## Customer comments

- I have had pouches, etc. supplied by this supplier since 2003 and they have always been very helpful and friendly.
- All good no problems.
- Excellent service always. Thank you.
- After visiting a local NHS stoma care open day and trying a new product, I was unable to order this from Fittleworth because I hadn't used it before. It took 11 phone calls between Fittleworth, myself, and stoma nurses to obtain the product - don't think I will be attending any more open days if I can't change a like for like product.
- I don't think they could improve their service. The service is very good, had no problems over last seven years.
- First class.
- Happy.
- The only drawback on the delivery is that a smaller timeframe is not able to be given. We have used this service for eight years now and until recently a timeframe of morning or afternoon was given, but this appears to be no longer available as the last three deliveries we have been informed full day timeframe. Which is rather tricky!
- I have used the supplier for nine years and find their service just adequate. Sometimes I ring with a repeat prescription and am treated politely. At other times, I have not been sent the appliances on time, or the wrong appliance has been sent, causing an allergic reaction. When I ring, my treatment is usually poor, the telephone assistants do not handle my query with sympathy, their superiors are unhelpful. The problem is that each time (I call about once a month) is handled by a different operator, there is no continuity and notes are not passed on. Often I have to wait five to ten minutes before my call is answered. I have thought about changing supplier on several occasions.
- The supplier has a robust link with the designated person at our GP surgery. The service provided could not be better. Between them they provide the service and reassurance we need in difficult circumstances. Gold stars all round.
- Did have a bad spell when delivery took a long time.
- I used to telephone my order direct to Fittleworth who would dispatch it immediately then contact my GP for a prescription - from order and advice to delivery in 48 hours. This system was then altered so Fittleworth would request a prescription from my GP and upon receipt dispatch order, probably about 7 days from my order with Fittleworth to delivery. Now a wonderful new system has been introduced whereby I have to contact Fittleworth if I am not sure of a code number, write out my order, deliver it to my GP who then will request the order, hopefully with no typos, from Fittleworth. Total time 14 days plus. Happy Days.
- All my contacts with Fittleworth are made through my GP.
- Excellent company and switchboard. Always helpful.
- All appliances require a doctor's prescription before delivery. This requirement delays delivery and complicates the ordering process. It would be a lot simpler to request appliances directly from the supplier instead of going through doctor's office and dealing with staff who do not usually understand the requirements sufficiently.
- Delivery takes about one week to deliver by courier. No problem really.
- Originally we telephoned requirements to our supplier. Now we have to apply to our GP, he informs our supplier. Hence delays - loss of direct contact with our supplier. An improvement?
- Wipes supplied were changed during the last year. The new brand were too small and for me not suitable. I now buy my wipes from Amazon.
- I have recently had to wait more than usual due to the fact that the stoma bags I wanted, they had difficulty getting them. I believe they have now solved the problem. When I had the problem, they kept me informed and got the product from another supplier, and sent them out urgently.
- I am very satisfied with my supplier, also I am 93 years of age and find the questions a bit too much. I have been with Fittleworth for approximately 18 years.
- Single wipes are far too thin, not good having to use double.
- No problems. Lovely peeps/company.
- At times some of the staff are abrupt, I may need some of my stoma items more, for example, complimentary wipes. I may have used more, depending how frequent I've changed my stoma bag - and was refused any extra. The regular delivery driver is first class and reliable, very understanding.
- The service could be improved if my surgery could speed up the repeat prescription generated by me through the supplier (there is often a week plus delay from my surgery to confirm the prescription with my supplier).
- I do not personally contact the supplier, the doctors surgery attends to my needs when request supplies.

## Customer comments

- As far as I am concerned everything is perfect.
- Since electronic prescription things are faster, sometimes mail prescriptions from GP are longer delivery times.
- The complimentary wipes that you supply now are very flimsy and uneconomical as I have to use two together, and I only get one pack of wipes per parcel.
- I am very happy with this service indeed. The people are always friendly and helpful. My supplies are always there on time. I don't know what I would do without you!
- Q8: My stoma is for life so need to ask if I still need appliance.
- There are still occasions when there seems to be a disconnect between my order and the GP understanding of my order e.g. they requested (on one occasion) 4 bags rather than 4 boxes. However I spoke to my GP receptionist about difficulties and it has been much better since.
- I know what I want and they supply it!
- I have always found Fittleworth to be extremely efficient and helpful. After using their services for nearly 15 years I have no complaints and will continue to keep in contact.
- The dry white wipes are not fit for purpose.
- The last three repeat prescriptions have all had problems, and I have been inconvenienced by numerous phone calls and late deliveries. Fittleworth need to improve their communications with surgeries, as I am fed up with the blame game between Fittleworth and doctors. Recent changes to the size of the free wipes means they are too small, and I am now having to purchase my own supplies.
- Q13: I have never contacted supplier out of hours.
- No improvement needed, the best supplier for over 30 years to me.
- Service is excellent, helpful and friendly staff, very discreet and understanding.
- Very efficient service.
- Always been extremely helpful.
- Hi, since 2014 I have used NHS electronic prescription service and therefore do not contact the supplier directly for my repeat prescriptions. Prior to 2014 I sent a repeat prescription to them by post. For over a decade I have had excellent service from my appliance supplier. Perhaps this questionnaire needs updating.
- No complaints whatsoever - Fittleworth provide me with an exemplary service.
- Very satisfied with the service and product.
- A new procedure is now in twice, replacing the GP surgery is the service of prescription. I have to ring the NHS when my supplies reach a critical point. I have been asked if there are any problems.
- Fittleworth have been nothing but helpful, the staff are very sweet and I would have every confidence they will sort a problem/be helpful when I call or make a request. Thank you to all!
- I am very happy with Fittleworth. When I have been going away they have been happy for me to have an extra delivery.
- Excellent service.
- I have had a colostomy for 20 years. For the last few years I have ordered my supplies from my surgery via their website. Picked up the prescription and posted it to Fittleworth - via their freepost envelopes. My order is delivered to home within about 5 days. This method suits my needs.
- So many years of excellent service. They are so caring.
- Service provided is convenient and easy to request.
- Q13. Never had need of this service.
- Excellent service, prompt delivery. Prompt check call to check if need usual supply. Excellent service when called for an emergency supply, got it 24 hours. Can't say fairer than that.
- Most of the questions really do not apply to me. I get a repeat prescription from the doctor and send it to Fittleworth and this works very well.
- Q11d. The complimentary wipes and disposal bags are very much appreciated, but there tends to be too many of them. I tend to use Johnson's baby wipes, which I buy myself, so I have several complimentary wipes left over. Also, I preferred the old blue disposal bags and the former wipes - easier to handle. P.S. You don't always send a S.A.E for use with the next order!

## Customer comments

- On occasion when I point out problems with equipment design, I do not feel that they follow issues up. The wipes they supply now are very poor in quality compared to previous wipes. They may be reducing costs, but they could have just sent fewer of the good ones. They always give more than required! Only minor comments, but it would help my needs better if they were actioned.
- I have completed this form to the best of my knowledge on behalf of my mother who is 88 and not able to complete a form.
- No comments from me on how this service could be improved. I find it a fantastic service, no complaints from me in five years. Can't thank you all enough. Thank you.
- I went to meetings in the past which had an array of appliances and equipment including clothing, etc. and an array of nurses with stalls, tea and coffee - but not for years! The chemists I use are very unreliable and would not rely on them for my stoma supplies.
- I have used Fittleworth for over 10 years and I have never had any trouble with them supplying my prescription, I think the staff are very pleasant and helpful. I would not change them for anyone else. I would recommend them to anyone.
- Fittleworth have always been polite and helpful.
- Very satisfied with supplier's service.
- I would be very interested in visiting the premises, I missed the opportunity the last time it was offered.
- The last few orders were very haphazard, they couldn't find prescriptions, orders, etc. and the communication was very bad between the suppliers and my doctors. I had at least four of five of your representatives phoning, asking me to deal with the doctors, and I thought this was out of my remit.
- Good all round service.
- The service I receive is generally very good. I once rang the supplier to say I had forgotten to get my prescription and had run out of appliances. You sent me a pack and I then forwarded a prescription. When this happened recently, I was refused supplies without a prescription. This left me short. I would have sent the prescription. I have been with your service for 19 years. Not very caring!
- No problems over the last 14/15 years with supply of colostomy and ileostomy products. Service always excellent.
- I have had a few occasions when I have had to chase up my delivery as it has not arrived on the day stated. Usually told it not all in stock. Never been contacted to be informed of this! These items are a necessity not a luxury!
- Always had excellent service, contacts helpful and efficient, deliveries on time and drivers friendly. We have it left in porch so it is appropriate that there are no details of contents. Alternative options offered, e.g. new products. Fantastic service.
- I completed this survey on behalf of my husband, who has dementia. On the whole we have always been completely satisfied by the service provided.
- The service I receive is excellent. The telephone manner is always very kind and considerate. Very well done.
- I have always used Fittleworth from when my daughter was born, that's a whole ten years now. Wouldn't go anywhere else. A+ supplier.
- Disappointed that my criticism of the new dry wipes has not resulted in any return to the previous issue.
- Very satisfied with the service. Thank you.
- Sometimes they don't send enough complimentary wipes, but when I've put in my next order and asked for more they did send out more the next time.
- Very satisfied with the service.
- When in Wales on holiday, husband taken into hospital, which delayed return. Tried to obtain extra bags, etc. without success was promised took a week!
- I have used Fittleworth continuously for the past 20 years. They have always provided me with an excellent and very reliable service.
- Very happy with the service. Always very polite and helpful.
- I have used Fittleworth since my ileostomy in 1993. I have never received anything but excellent service from them. Many thanks.
- Very friendly people on phone and the person that delivers my parcel very happy and always smiley, can't do without my order. They always phone to see if I have put my order in. Thank you.
- I have been using Fittleworth for over eight years, from day one the service has been excellent.

## Customer comments

- My doctor sends a fax for my prescription to Fittleworth.
- When the supplier contacts me for my order, if I don't ask them for the prescription then I don't get it, therefore I think when they phone me for my order, they should alternatively send me the prescription so I can take it to the doctors. Otherwise I don't get it.
- From the outset of my condition I was not made aware of the choices available in appliances.
- I have sometimes have a job getting through on the phone. Line seems to be always very busy.
- Things have been made very difficult now you have to go through your GP surgery. Often having to chase them
- I have had a very satisfactory service, and got no complaints. Indeed I would go as far to say they have been most reliable and helpful, couldn't ask for better service. Thank you.
- Just keep up the good work.
- I would like to thank they nurse for her help. I had a few leaks with the bags I was using. She contacted Southend Hospital ostomy unit (my nearest hospital) who saw me and changed my ileostomy bags - which I had been using for 31 years, for up to date bags which give me 100% satisfaction. I cannot thank the nurse for peace of mind she gave me. Thanks again.
- Three and a half years of excellent service from this company in every sense. Could not do better.
- Fittleworth staff are always very friendly, helpful, and professional.
- Excellent service. Thank you.
- I think the one complaint I have is that the supplier's response to answering their phone is very slow. In my experience whatever time of the day you phone, you are automatically put on hold, perhaps for 10 to 15 minutes or more. I accept they may be very busy, but I think this is an important issue as it is very frustrating and time consuming. Perhaps some improvement could be made.
- In recent months, the availability of some items, including the stoma bags, has been poor, and in some cases the staff were unaware of the problem of having no bags would cause, and at one stage I was considering changing suppliers.
- It's a shame disposable bags have been made smaller.
- No comments. Service fine.
- I have found it difficult to answer as when I need the products I ring my GP who then processes my order to Fittleworth then the products are delivered to me.
- Q8 - My appliance is for life and therefore they do not need to check if it is still needed.
- As I have to empty my bag often during the day and night, I am always needing lots of dry wipes, hopefully the amount supplied can be increased. I have been with Fittleworth now for 10 years and can honestly say that they have been very helpful over this period. I can say that in my opinion they are a first rate company.
- Could you please tell me where I can get extra Ostomist spray or Limone spray as the last I had was at a meeting five years ago. Thank you.
- Filled in the best I can. I'm 85 years old.
- I do find that the wipes now provided are not as good as the previous ones, and that the pouch clamps break easily, the tip you open the clamp with seems to break off. That happens a lot, at least five of the ten will break. They need to be stronger.
- I have been a customer for about 15 years. My only complaint is that their delivery is far slower than it was originally. When I first ordered goods from Fittleworth - delivery was two/three days. Now it is more like three/four weeks.
- I have used (Dansac) Fittleworth for over 23 years and have always found the care line to be courteous and extremely helpful. I will not be changing anytime soon. Keep up the good work.
- I have Fittleworth as my supplier for the past 14 years. Even when I moved. Informed them, when my next supply was due they contacted me to see if I still needed the supply, they contacted my doctor's surgery for prescription and delivered it to new address as usual on the day they specified. Thanks a million Fittleworth, especially your driver.
- Fittleworth have delivered an excellent service from day one. On recommendation from the hospital that carried out my treatment - many years ago now - I began using Fittleworth and have never had cause to regret it. Each month my surgery approves and prescribes a supply of required items and the delivery has always been reliable and on time. Their staff is courteous, helpful and extremely efficient.
- Always excellent service - very good company to deal with. Always polite and very efficient.

### Customer comments

- It is fair to say that, having been with Fittleworth for many years, in all aspects their service is excellent.
- I do not think that this questionnaire applies to me, as I only ring every four to six weeks to order pouches, etc.
- The quality of the complimentary wipes is poor. The supply of bag remover spray is insufficient. The original wipes supplied were of better quality and was adequate in number, but there seems to have been subject to an economy campaign.
- I am pleased with the service - the telephone service has improved a lot in the last three months. I call when I need an order and then forward prescription myself.
- Whenever I need a new supply I phone my doctors who phone or email my order straight through to you at Fittleworth who usually deliver my order within two to three working days. You have always have been very happy and polite and helpful if I've phoned you questioning anything. I've had my stoma for approximately 34 years and had an excellent service throughout.
- When you call Fittleworth it always puts you on hold saying "we are currently experiencing a high call volume" this is always the case no matter what time I call. You need more staff if this is the case.
- I have always been very satisfied with Fittleworth, who have supplied and delivered to me for the past 11+ years. No problems at all. Thank you!

## 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 = 2209

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	2012	106	9	2	80
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(2012 \times 100.00) + (106 \times 66.67) + (9 \times 33.33) + (2 \times 0.00) + (3 \times 0)}{(2209 - 80)}$$

(total number of customer responses - number of Non rated responses)

(2209 - 80)

Your mean percentage score for Q4a = 98%

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?	98	94	97	98	99	100

14907

\*Benchmarks are based on data from 36 dispensing locations surveyed between March and May 2017 with 40 or more responses and a total of 2,236 returned customer questionnaires.



fittleworth



## Dispensing Appliance Contractor Customer Questionnaire

**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 a NHS prescription for:

Yourself  Someone else  Both

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

**Q 2. How do you normally contact your supplier?**

Telephone  Fax  Post   
Email  Face to face  Internet

**Q 3. How easy did you find it to contact them?**

Not at all easy  Fairly easy  Very easy

**Q 4. 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?**

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

	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"/>				
b) Answering any queries you had	<input type="checkbox"/>				
c) Passing you on to someone who could help	<input type="checkbox"/>				
d) How would you describe their service?	<input type="checkbox"/>				

**Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?**

Yes  No  Don't know

**This Section is about the services you receive from this supplier**

*The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.*

**Q 6. 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

**Q 7. 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

*This question is about repeat prescriptions, if this does not apply to you please go to question 9.*

**Q 8. 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

*This question is about customisation; if your appliance is not customised please go to question 10.*

**Q 9. 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

**Q 10. 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



*These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.*

**Q 11. 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

**Q 12 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

**Q 13. 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

**Q 14. 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

**Q 15. 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



16. 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:

**Q 17. Have you ever visited the supplier's premises?**

Yes

No

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

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

***These last few questions are just to help us categorise your answers***

**Q 18. How old are you?**

16-19	20-24	25-34	35-44	45-54	55-64	65+
<input type="checkbox"/>						

**Q 19. Are you**

Male

Female

**Q 20. 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 completing this questionnaire**

Care Centre: Example

