

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Sutton

March - June 2017



Contents

Why you contacted your appliance supplier recently and the response you received	
Q1-Q2 Number and percentage of responses (table 1 and 2)	1
Q3 Distribution and frequency of ratings (table 3.1 and graph 1)	2
Q3 Your mean percentage scores and benchmarks (table 3.2)	2
Q3 Comparison of current and previous scores (table 3.3)	2
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	3
Q4 Your mean percentage scores and benchmarks (table 4.2)	3
Q4 Comparison of current and previous scores (table 4.3)	4
Q5 Number and percentage of responses (table 5)	4
About the services you receive from this supplier	
Q6 Number and percentage of responses (table 6a and 6b)	5
Q7 Number and percentage of responses (table 7a and 7b)	5
Q8 Number and percentage of responses (table 8a, 8b and 8c)	6
Q9 Distribution and frequency of ratings (table 9.1 and graph 3)	7
Q9 Your mean percentage scores and benchmarks (table 9.2)	7
Q9 Comparison of current and previous scores (table 9.3)	7
Q10 Number and percentage of responses (table 10)	8
Q11 Number and percentage of responses (table 11a, 11b, 11c and 11d)	8
Q12 Number and percentage of responses (table 12a, 12b and 12c)	9
Q13 Number and percentage of responses (table 13a and 13b)	10
Q14 Number and percentage of responses (table 14a and 14b)	10
Q15 Distribution and frequency of ratings (table 15.1 and graph 4)	11
Q15 Your mean percentage scores and benchmarks (table 15.2)	11
Q15 Comparison of current and previous scores (table 15.3)	11
The supplier's premises	
Q17 Number and percentage of responses (table 17a, 17b and 17c)	12
Customer demographics	
Q18-20 Number and percentage of responses (table 18, 19 and 20)	13
Customer comments	
Q1 Specified other reasons for contacting the supplier	Appendix 1
Q16 Customer comments on how the service could be improved	Appendix 2
Supporting documents	
Details of score calculation	
Explanation of quartiles	
Sample questionnaire	

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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	55	83%
Someone else	3	5%
Both	1	2%
Blank / Spoilt	7	11%

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	56	85%
Fax	0	0%
Post	4	6%
Email	0	0%
Face to face	0	0%
Internet	1	2%
Blank / Spoilt	5	8%

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

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

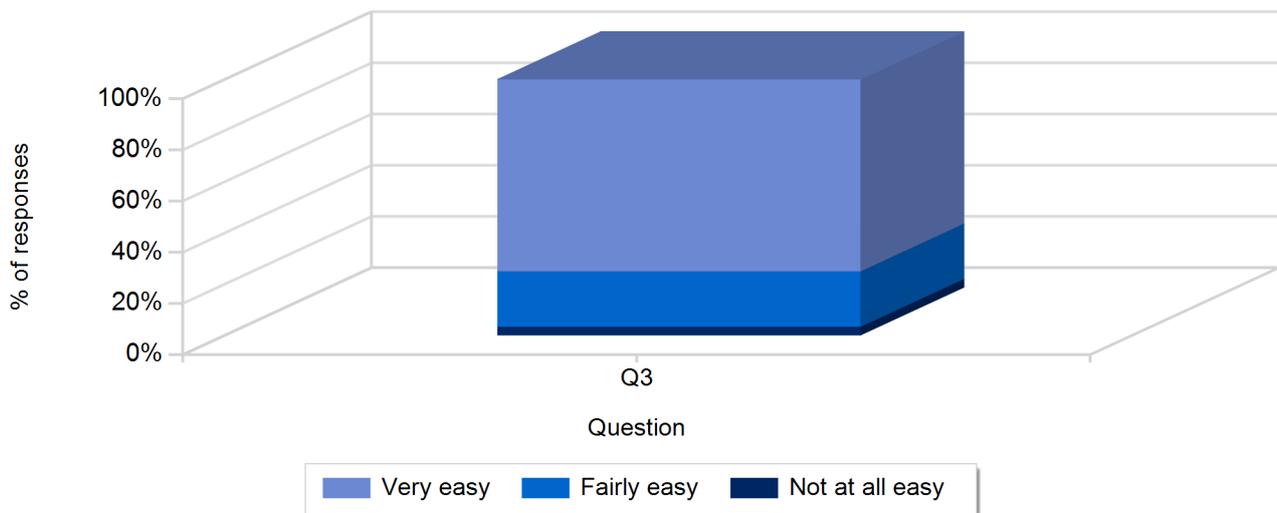
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	2	13	45	6

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

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



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	86	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 (June 2016)	Previous score (May 2015)
Q3 How easy did you find it to contact them?	86	92	94

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

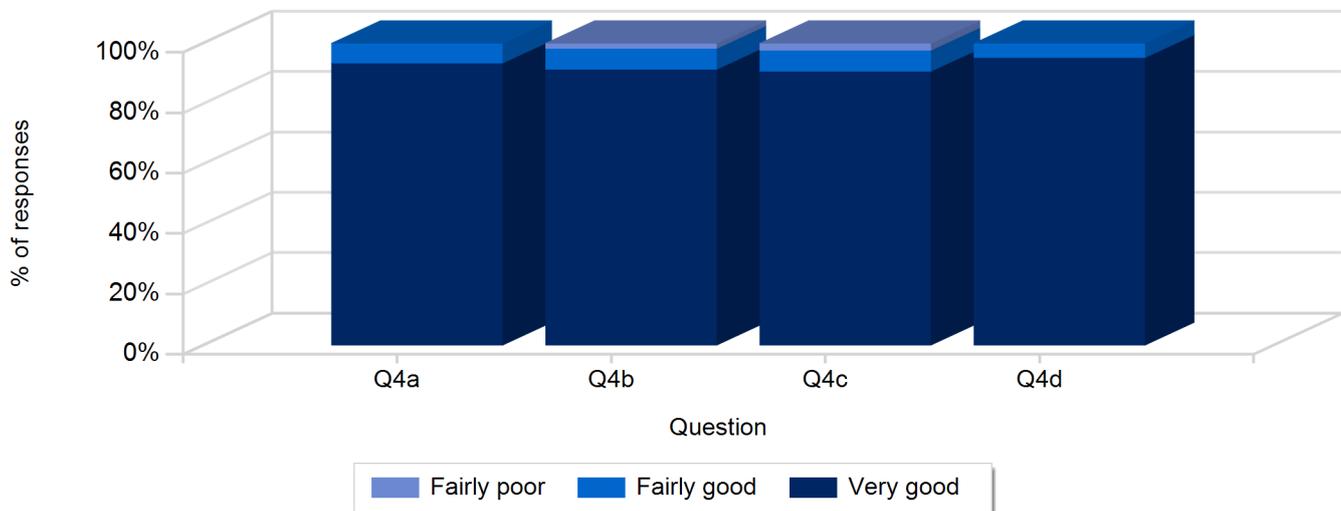
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	57	4	0	0	0	5
Q4b Answering any queries you had	53	4	1	0	2	6
Q4c Passing you on to someone who could help	39	3	1	0	8	15
Q4d How would you describe their service?	60	3	0	0	0	3

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	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.

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 respectively.

About the services you receive from this supplier

Q4: Continued

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (June 2016)	Previous score (May 2015)
Q4a Polite and took time to understand needs?	98	96	98
Q4b Answering any queries you had	97	95	96
Q4c Passing you on to someone who could help	96	96	97
Q4d How would you describe their service?	98	97	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	38	58%
No	8	12%
Don't know	13	20%
Blank / Spoilt	7	11%

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

About the services you receive from this supplier

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

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

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	22	33%
No	6	9%
Don't know	5	8%
Blank / Spoilt	33	50%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	19	86%
No	2	9%
Don't know	0	0%
Blank / Spoilt	1	5%

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	7	11%
No	13	20%
Don't know	7	11%
Blank / Spoilt	39	59%

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

About the services you receive from this supplier

Q7b: Where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	4	57%
No	0	0%
Don't know	0	0%
Blank / Spoilt	3	43%

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

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

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	33	50%
No	7	11%
Don't know	5	8%
Blank / Spoilt	21	32%

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	29	44%
No	11	17%
Don't know	5	8%
Blank / Spoilt	21	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	21	32%
No	17	26%
Don't know	7	11%
Blank / Spoilt	21	32%

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

About the services you receive from this supplier

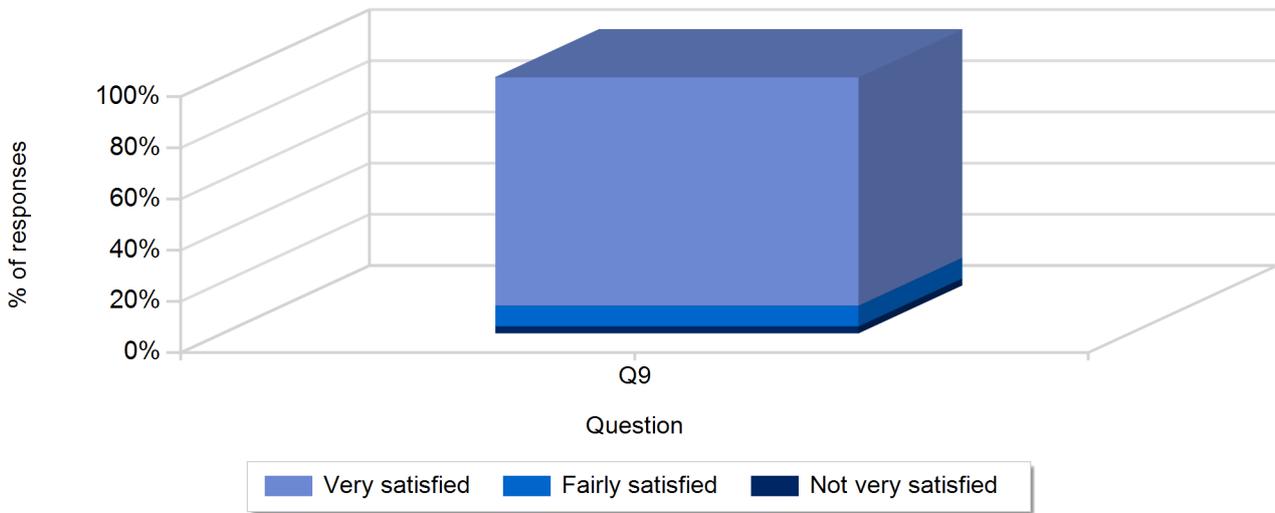
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	1	3	33	29

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	95	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 (June 2016)	Previous score (May 2015)
Q9 Overall quality of customisation service	95	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	41	62%
No	0	0%
Don't know	9	14%
Blank / Spoilt	16	24%

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	59	89%
No	2	3%
Blank / Spoilt	5	8%

Q11b: If your product was delivered, did the package display any writing or other markings which could indicate its content?

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	11	17%
No	49	74%
Blank / Spoilt	6	9%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	8	12%
No	50	76%
Blank / Spoilt	8	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	58	88%
No	2	3%
Blank / Spoilt	6	9%

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

Q12a: Have you ever been offered a review (AUR) by your supplier?

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	8	12%
No	48	73%
Blank / Spoilt	10	15%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	1	2%
No	58	88%
Blank / Spoilt	7	11%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	1	100%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	8	12%
No	15	23%
Don't know	17	26%
Blank / Spoilt	26	39%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	6	40%
Don't know	0	0%
Blank / Spoilt	9	60%

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	23	35%
No	13	20%
Don't know	20	30%
Blank / Spoilt	10	15%

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	15	23%
No	15	23%
Don't know	18	27%
Blank / Spoilt	18	27%

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

About the services you receive from this supplier

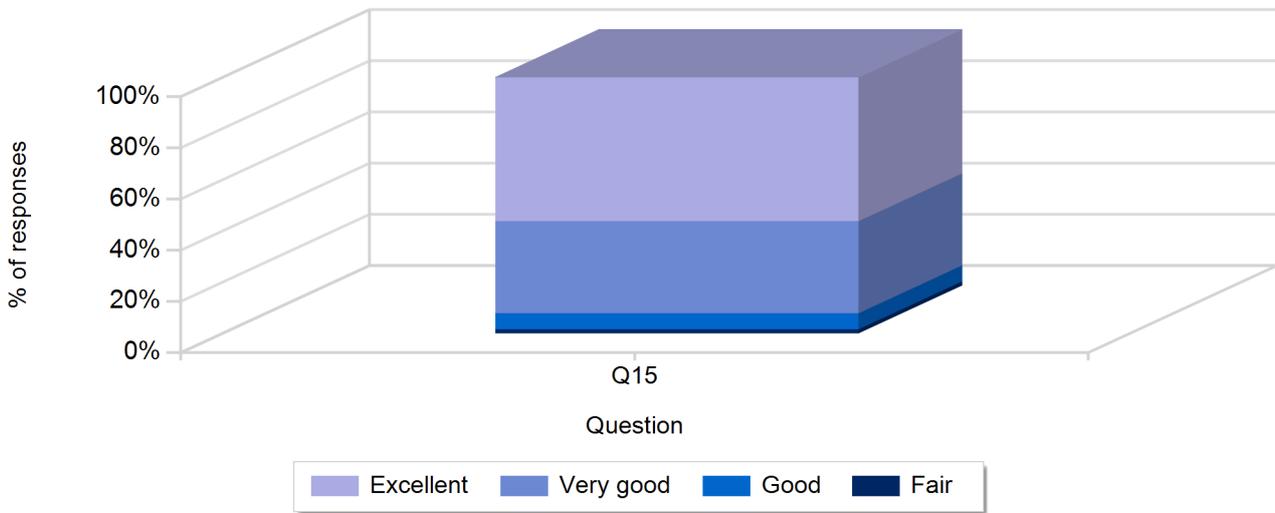
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	4	23	36	2

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

*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 15.3 Current and previous mean percentage scores

	Current score	Previous score (June 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	2	3%
No	61	92%
Blank / Spoilt	3	5%

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	2	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	2	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	2	3%
20 - 24	1	2%
25 - 34	1	2%
35 - 44	2	3%
45 - 54	2	3%
55 - 64	6	9%
65+	49	74%
Blank / Spoilt	3	5%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	39	59%
Female	25	38%
Blank / Spoilt	2	3%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	4	6%
Carer for someone with a longstanding illness	6	9%
Neither	49	74%

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:

- 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.

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

- 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.
- 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.

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 = 66

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	57	4	0	0	5
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(57 \times 100.00) + (4 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(66 - 5)}$$

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

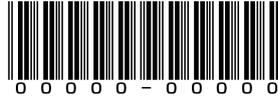
Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	98	94	97	98	99	100

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.



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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

