

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Cardiff

October - December 2019



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Introduction

This survey was designed to give you an insight into how your service is viewed by your customers. The report outlines the information that has been collected and analysed from your customers in the form of tables and graphs. Comparative benchmark data is provided where applicable. From the report you will be able to clearly pinpoint areas where you performed well and also those areas where you feel that improvements may be needed.

Details of your survey

153 patient questionnaires were sent out and 78 completed questionnaires were returned giving a response rate of 51%.

A breakdown of all the questionnaires that were sent out and returned is provided in the following table:

Designation of questionnaires sent out	Number of questionnaires
Returned questionnaires	
Successfully completed by patient	78
Unreturned questionnaires	
Unreturned questionnaires	75
Total number of questionnaires	153

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	66	85%
Someone else	5	6%
Both	1	1%
Blank / Spoilt	6	8%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	72	92%
Fax	0	0%
Post	0	0%
Email	2	3%
Face to face	0	0%
Internet	0	0%
Blank / Spoilt	4	5%

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

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

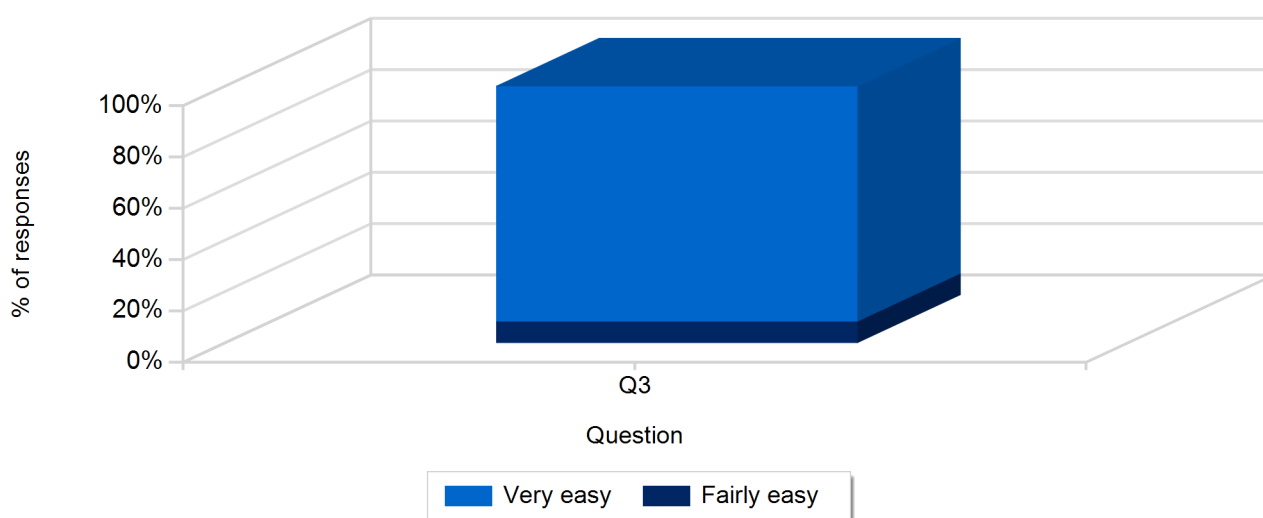
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	0	6	66	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?	96	90	93	94	95	98

*Benchmarks are based on data from 38 dispensing locations surveyed between October and December 2019 with 40 or more responses and a total of 2,879 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 2017)	Previous score (June 2016)
Q3 How easy did you find it to contact them?	96	95	88

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

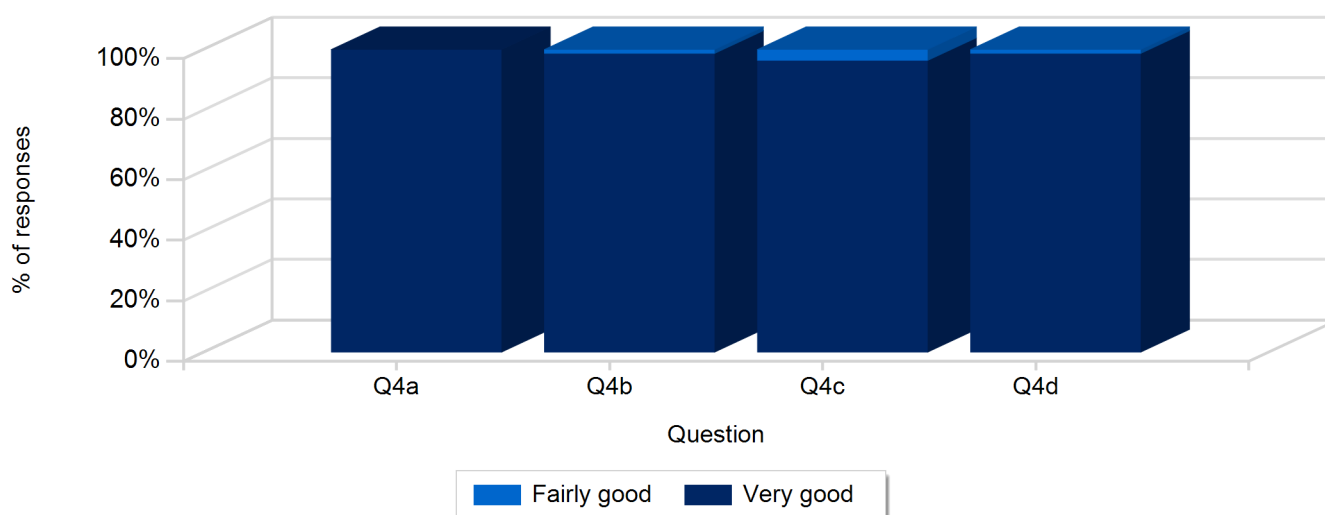
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	78	0	0	0	0	0
Q4b Answering any queries you had	75	1	0	0	0	2
Q4c Passing you on to someone who could help	53	2	0	0	8	15
Q4d How would you describe their service?	75	1	0	0	0	2

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

*Benchmarks are based on data from 38 dispensing locations surveyed between October and December 2019 with 40 or more responses and a total of 2,879 returned customer questionnaires.

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

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

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (June 2017)	Previous score (June 2016)
Q4a Polite and took time to understand needs?	100	100	99
Q4b Answering any queries you had	100	99	100
Q4c Passing you on to someone who could help	99	99	99
Q4d How would you describe their service?	100	99	100

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	44	56%
No	10	13%
Don't know	19	24%
Blank / Spoilt	5	6%

*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	13	17%
No	18	23%
Don't know	4	5%
Blank / Spoilt	43	55%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	12	92%
No	0	0%
Don't know	1	8%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q6a.

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

Q7a: Were you asked to agree that they should refer the prescription to someone able to supply the appliance or appliance customisation?

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	7	9%
No	19	24%
Don't know	7	9%
Blank / Spoilt	45	58%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	2	29%
Don't know	2	29%
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	44	56%
No	9	12%
Don't know	6	8%
Blank / Spoilt	19	24%

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	39	50%
No	14	18%
Don't know	6	8%
Blank / Spoilt	19	24%

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	25	32%
No	28	36%
Don't know	4	5%
Blank / Spoilt	21	27%

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

About the services you receive from this supplier

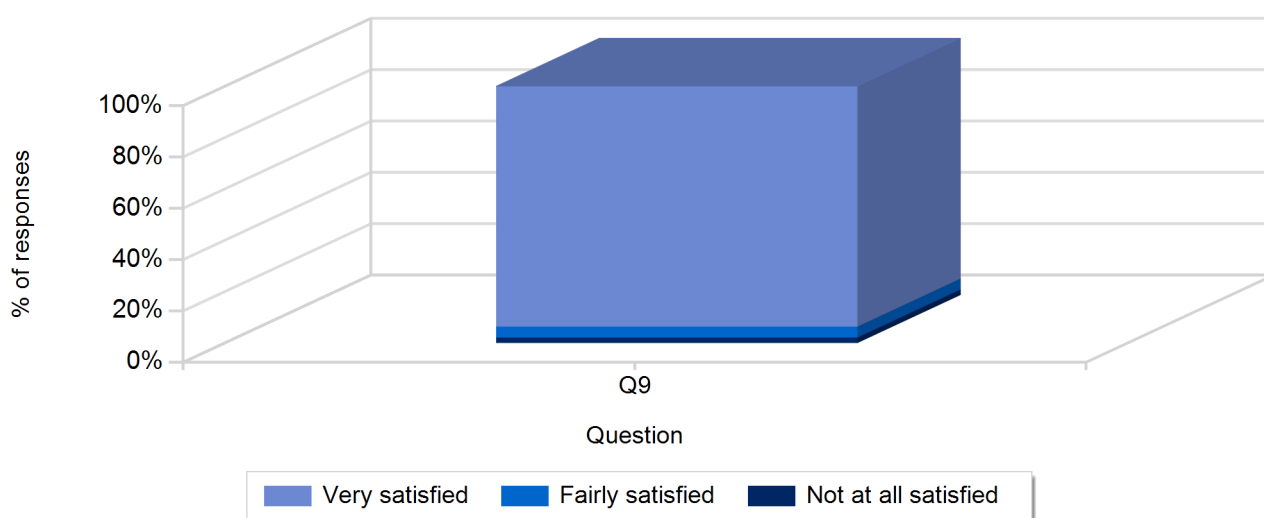
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	1	0	2	44	31

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	93	95	96	97	99

*Benchmarks are based on data from 38 dispensing locations surveyed between October and December 2019 with 40 or more responses and a total of 2,879 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 2017)	Previous score (June 2016)
Q9 Overall quality of customisation service	96	98	95

About the services you receive from this supplier

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

Table 10:

Response	Number of responses	Percentage of responses*
Yes	53	68%
No	4	5%
Don't know	9	12%
Blank / Spoilt	12	15%

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	71	91%
No	3	4%
Blank / Spoilt	4	5%

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	12	15%
No	60	77%
Blank / Spoilt	6	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	10	13%
No	62	79%
Blank / Spoilt	6	8%

*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	75	96%
No	0	0%
Blank / Spoilt	3	4%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	3	4%
No	69	88%
Blank / Spoilt	6	8%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	69	88%
Blank / Spoilt	9	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	0	0%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	2	3%
No	27	35%
Don't know	19	24%
Blank / Spoilt	30	38%

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	12	44%
Don't know	4	15%
Blank / Spoilt	11	41%

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	26	33%
No	21	27%
Don't know	20	26%
Blank / Spoilt	11	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	17	22%
No	23	29%
Don't know	21	27%
Blank / Spoilt	17	22%

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

About the services you receive from this supplier

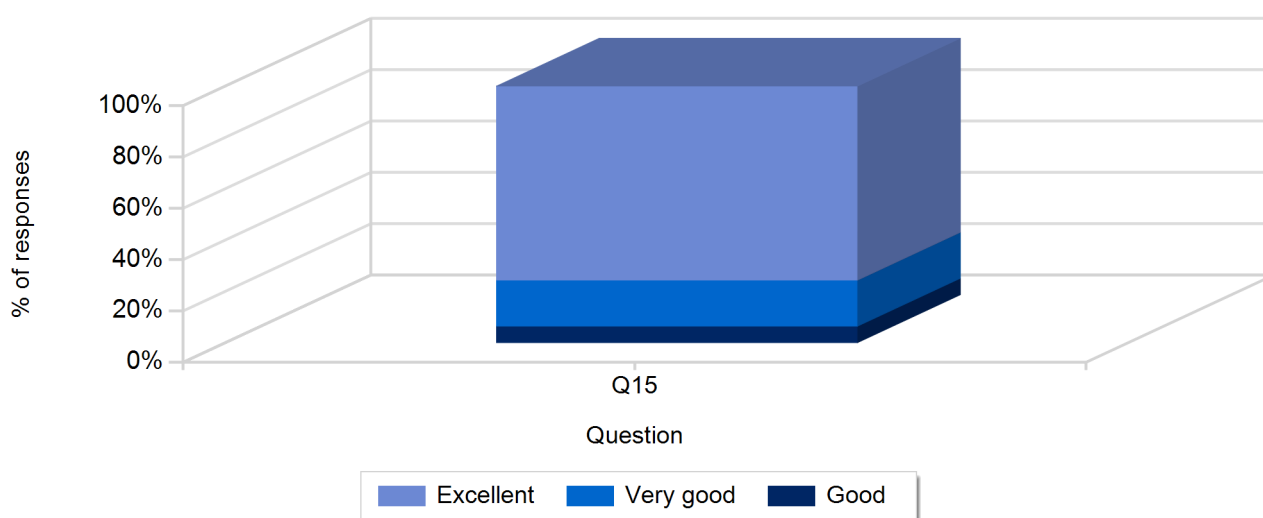
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	5	14	59	0

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	92	85	88	90	91	94

*Benchmarks are based on data from 38 dispensing locations surveyed between October and December 2019 with 40 or more responses and a total of 2,879 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 2017)	Previous score (June 2016)
Q15 Overall rating	92	93	91

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	78	100%
Blank / Spoilt	0	0%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	1	1%
35 - 44	1	1%
45 - 54	3	4%
55 - 64	14	18%
65+	57	73%
Blank / Spoilt	2	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	45	58%
Female	31	40%
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	5%
Carer for someone with a longstanding illness	8	10%
Neither	59	76%

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:

- Order (monthly).
- Morriston Hospital arranged it when I had my operation then they give me the telephone number so I started to use the number.
- You were contacted by Royal Glamorgan Hospital after operation.
- Missed a call from Fittleworth. They phone me every month.
- Arranged by Princess of Wales Hospital.
- NHS nurse.
- Ran out of adhesive remover.
- I sent the first prescription and subsequent prescriptions are submitted by GP.
- I have an ongoing monthly supply of appliances set up initially by the colorectal team at Princess of Wales Hospital, Bridgend, Wales following extensive abdominal surgery last year.
- I didn't personally contact Fittleworth myself. Initially when I left hospital I was referred to the stoma clinic in Nevill Hall Hospital who made arrangements with Fittleworth on my behalf. Thereafter I phone Fittleworth myself monthly to receive my products. Prescriptions are dealt with between my GP and Fittleworth. I only have to telephone Fittleworth monthly for ordering. I have been informed of Fittleworth's telephone number and address.
- This arrangement was set up by the stoma clinic. They contact me every four weeks.
- Request for more supplies of pouches, wipes and bags.

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

- Excellent service. No complaint whatsoever.
- I contact the supplier, they in turn contact my health centre and are sent a product request. I have a stoma Fittleworth then send one month supply of bags, disposable bags and wipes.
- The irrigation kit has been changed to an inferior product and I have asked for the previous version but cannot get one.
- The prescription should be automatic in Wales when I ordered my products with my GP I always have a problem getting my products when I phone Fittleworth to my order I ask them to fax the order to my GP, then I phone my GP to say that I order is done my GP always says that the lost the order. It should be automatic in Wales I know it's already automatic in England, etc.
- Your staff are always helpful, deliver products on time and they are friendly and always polite.
- I have found Fittleworth very reliable at contacting me monthly and delivery is excellent.
- Have to ring hospital first now who give prescription to Fittleworth. Hasn't been a problem from Fittleworth at all always been very helpful when I couldn't get my prescription from hospital I rang Fittleworth direct who sent me an emergency supply it was Christmas time. I shall always be grateful to Fittleworth.
- On sometimes package been left on doorstep if we or our neighbours been out. On one occasion it was left in the rain.
- I have no problems at all with service or staff, always friendly to talk to. Thank you for all your help and kindness.
- Very good service. Sometimes there is a delay, but only a few days (prescription not arriving). But I always get a phone call and given new date. Thank you.
- The service I receive is excellent. No need for better.
- I have been using Fittleworth products for the past five years. In all that time, I have been most impressed with the service I have received. The telephone contact is excellent - particularly reminding me to order. All personnel have excellent telephone skills and this has enabled me to cope so well with my stoma.
- Communication between supplier and GP surgery. Supplier stating surgery not done prescription and my partner works out of surgery and knows it's been sent so spoke to specialist stoma nurse, who advised we collect script and post ourselves and hence no further issues or delays. Find it hard to comprehend this day and age - it's not all sent digitally.
- Everything satisfactory, did have one problem with night bags but this has been overcome night bags out of stock for two months.

Customer comments

- There have been times when my husband's supply was delayed due to the prescription not being signed or sent back to Fittleworth!
- To be honest I've never had any problems or anything to complain about with Fittleworth. I receive all I want in a box with the name Fittleworth on the box so I know who it's from the drivers always bring the box in for me as I'm in a wheelchair. They phone me when I'm due a prescription to ask if I want anything. I've no complaints with them 10 out of 10.
- None at all, they have been absolutely great all the time.
- I only receive colostomy bags, wipes, which are delivered to the door, I find the service and products excellent.
- Delays usually occur due to GP surgery not sending prescription on time. Not fault of supplier.
- Very happy with supplier.
- I have been receiving appliances for my stoma for the past 18 months from Fittleworth. Any alterations I have needed with my pouches has been done with my colorectal nurses raising with Fittleworth on my behalf. The service I have received from both Fittleworth and the postal delivery has been nothing short of excellent when making my monthly order - whoever I speak with over the phone are always kind, gentle and very respectful. I wouldn't choose to be in this position but I am where I am and am more than satisfied with the great service I receive from Fittleworth, they are the soul of discretion.
- Some questions I found a bit difficult (e.g. Q8) to answer because decisions were made and set up for me in the stoma clinic originally. I would like to say in regard of improvement in Fittleworth, no improvement could ever be found in my experience of dealing with them.
- I would like to say that the staff are the most pleasant, helpful and understanding I have ever had the pleasure to deal with. They are an asset, of which, Fittleworth should be proud.
- A number of the questions are not appropriate to myself. As regards service supplied an absolute 100% plus satisfaction.
- They provide an excellent service and they always sort everything out.
- I think the service of delivering my stoma order is utterly wonderful. It's all done for me, they phone a week before delivery to see if I need the order, the next week it's at my door. Well done all the team.

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 = 78

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	78	0	0	0	0
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(78 \times 100.00) + (0 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(78 - 0)}$$

Your mean percentage score for Q4a = 100%

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?	100	96	98	98	99	100

16354

*Benchmarks are based on data from 38 dispensing locations surveyed between October and December 2019 with 40 or more responses and a total of 2,879 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? (Please tick one box only)

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

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 ☐

Providing NHS Services



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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<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	<input type="checkbox"/>
You are a carer for someone with a longstanding illness or infirmity	<input type="checkbox"/>
Neither	<input type="checkbox"/>

Thank you for completing this questionnaire

Care Centre: Example



1 2 3 D