

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Carnforth

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

192 patient questionnaires were sent out and 99 completed questionnaires were returned giving a response rate of 52%.

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 | 99 |
| Questionnaire blank | 2 |
| Patient deceased | 1 |
| Unreturned questionnaires | |
| Unreturned questionnaires | 90 |
| Total number of questionnaires | 192 |

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

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

Table 1:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yourself | 80 | 81% |
| Someone else | 11 | 11% |
| Both | 1 | 1% |
| Blank / Spoilt | 7 | 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 | 89 | 90% |
| Fax | 0 | 0% |
| Post | 2 | 2% |
| Email | 1 | 1% |
| Face to face | 0 | 0% |
| Internet | 1 | 1% |
| Blank / Spoilt | 6 | 6% |

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

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

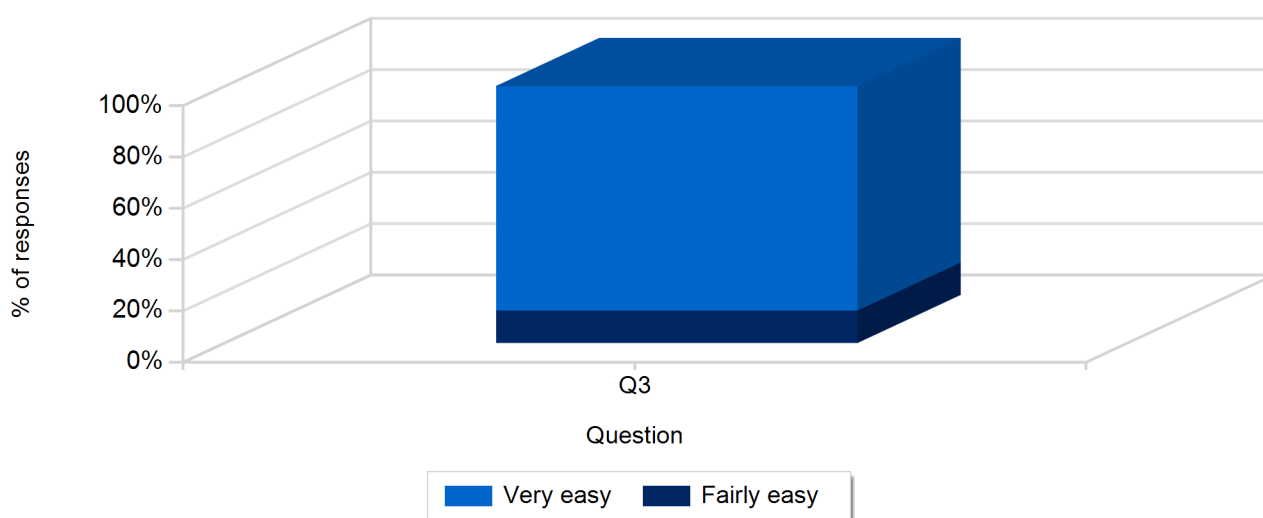
Q3: How easy did you find it to contact them?

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 | 12 | 83 | 4 |

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? | 94 | 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 (February 2019) | Previous score (June 2017) | Previous score (June 2016) |
|--|---------------|--------------------------------|----------------------------|----------------------------|
| Q3 How easy did you find it to contact them? | 94 | 90 | 93 | 93 |

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

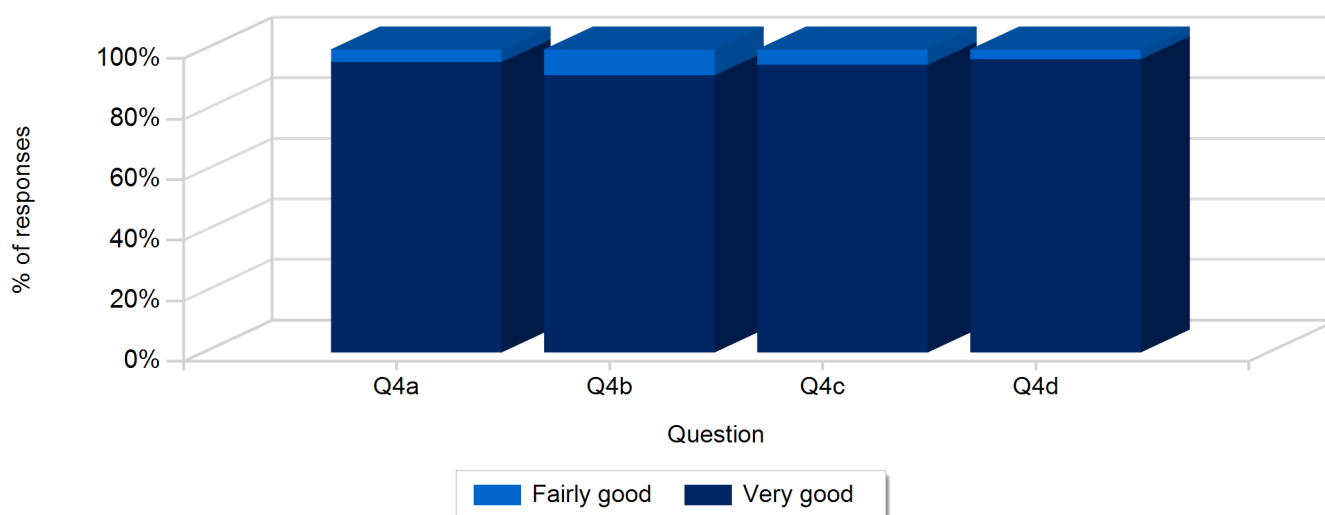
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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? | 94 | 4 | 0 | 0 | 0 | 1 |
| Q4b Answering any queries you had | 87 | 8 | 0 | 0 | 1 | 3 |
| Q4c Passing you on to someone who could help | 57 | 3 | 0 | 0 | 16 | 23 |
| Q4d How would you describe their service? | 92 | 3 | 0 | 0 | 0 | 4 |

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

| | Your mean score (%) | Benchmark data (%)* | | | | |
|---|---------------------|---------------------|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Q4a Polite and took time to understand needs? | 99 | 96 | 98 | 98 | 99 | 100 |
| Q4b Answering any queries you had | 97 | 94 | 97 | 97 | 98 | 100 |
| Q4c Passing you on to someone who could help | 98 | 94 | 96 | 97 | 98 | 99 |
| Q4d How would you describe their service? | 99 | 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 (February 2019) | Previous score (June 2017) | Previous score (June 2016) |
|---|---------------|--------------------------------------|-------------------------------|-------------------------------|
| Q4a Polite and took time to understand needs? | 99 | 95 | 99 | 100 |
| Q4b Answering any queries you had | 97 | 95 | 96 | 95 |
| Q4c Passing you on to someone who could help | 98 | 96 | 97 | 98 |
| Q4d How would you describe their service? | 99 | 94 | 96 | 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 | 57 | 58% |
| No | 13 | 13% |
| Don't know | 20 | 20% |
| Blank / Spoilt | 9 | 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 | 18 | 18% |
| No | 15 | 15% |
| Don't know | 8 | 8% |
| Blank / Spoilt | 58 | 59% |

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

Table 6b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 17 | 94% |
| No | 1 | 6% |
| Don't know | 0 | 0% |
| Blank / Spoilt | 0 | 0% |

Please note: The data provided in this table is only from those respondents who selected 'Yes' to 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 | 7% |
| No | 13 | 13% |
| Don't know | 18 | 18% |
| Blank / Spoilt | 61 | 62% |

*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 | 5 | 71% |
| No | 0 | 0% |
| Don't know | 1 | 14% |
| Blank / Spoilt | 1 | 14% |

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 | 50 | 51% |
| No | 6 | 6% |
| Don't know | 14 | 14% |
| Blank / Spoilt | 29 | 29% |

Q8b: If you presented a repeat prescription, did the supplier check that you were satisfied in using the appliance?

Table 8b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 37 | 37% |
| No | 16 | 16% |
| Don't know | 16 | 16% |
| Blank / Spoilt | 30 | 30% |

Q8c: If you presented a repeat prescription, did the supplier check that you were not suffering from problems with the appliance or your stoma treatment?

Table 8c:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 25 | 25% |
| No | 24 | 24% |
| Don't know | 14 | 14% |
| Blank / Spoilt | 36 | 36% |

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

About the services you receive from this supplier

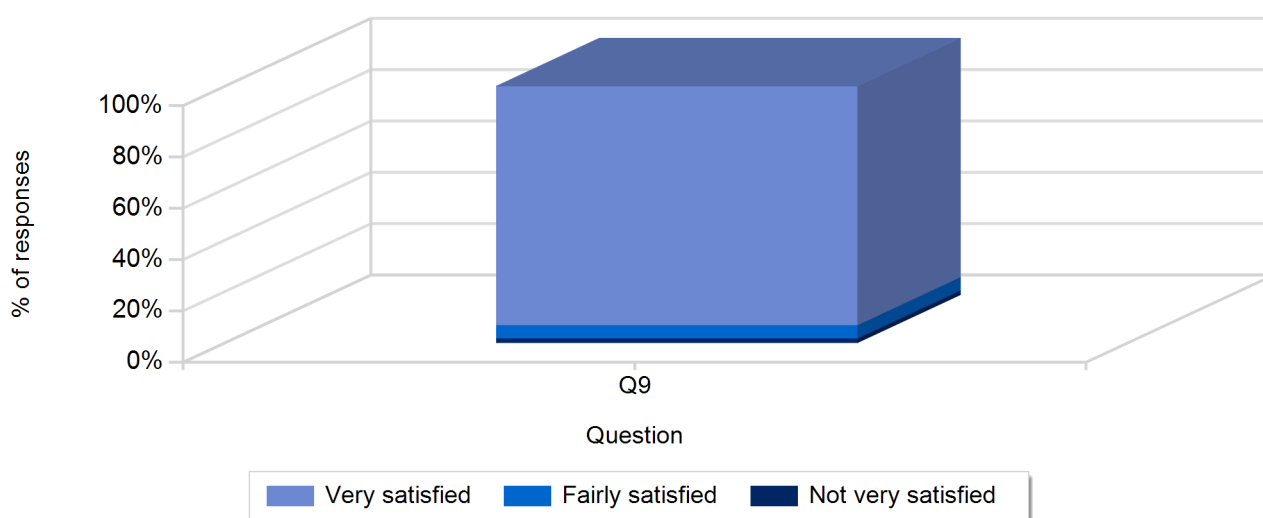
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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 | 54 | 41 |

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 | 97 | 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 (February 2019) | Previous score (June 2017) | Previous score (June 2016) |
|---|---------------|--------------------------------|----------------------------|----------------------------|
| Q9 Overall quality of customisation service | 97 | 92 | 93 | 98 |

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 | 73 | 74% |
| No | 2 | 2% |
| Don't know | 5 | 5% |
| Blank / Spoilt | 19 | 19% |

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 | 91 | 92% |
| No | 1 | 1% |
| Blank / Spoilt | 7 | 7% |

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

Table 11b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 8 | 8% |
| No | 82 | 83% |
| Blank / Spoilt | 9 | 9% |

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

Table 11c:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 8 | 8% |
| No | 76 | 77% |
| Blank / Spoilt | 15 | 15% |

*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 | 91 | 92% |
| No | 1 | 1% |
| Blank / Spoilt | 7 | 7% |

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

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

Table 12a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 4 | 4% |
| No | 87 | 88% |
| Blank / Spoilt | 8 | 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 | 1 | 1% |
| No | 90 | 91% |
| Blank / Spoilt | 8 | 8% |

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

Table 12c:

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

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

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

About the services you receive from this supplier

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

Table 13a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 8 | 8% |
| No | 27 | 27% |
| Don't know | 24 | 24% |
| Blank / Spoilt | 40 | 40% |

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

Table 13b:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 2 | 7% |
| No | 10 | 37% |
| Don't know | 1 | 4% |
| Blank / Spoilt | 14 | 52% |

Please note: The data provided in this table is only from those respondents who selected 'No' to Q13a.

Q14a: Does the supplier provide a practice leaflet containing information about their premises i.e. opening hours and access for disabled customers?

Table 14a:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes | 33 | 33% |
| No | 18 | 18% |
| Don't know | 33 | 33% |
| Blank / Spoilt | 15 | 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 | 22 | 22% |
| No | 19 | 19% |
| Don't know | 39 | 39% |
| Blank / Spoilt | 19 | 19% |

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

About the services you receive from this supplier

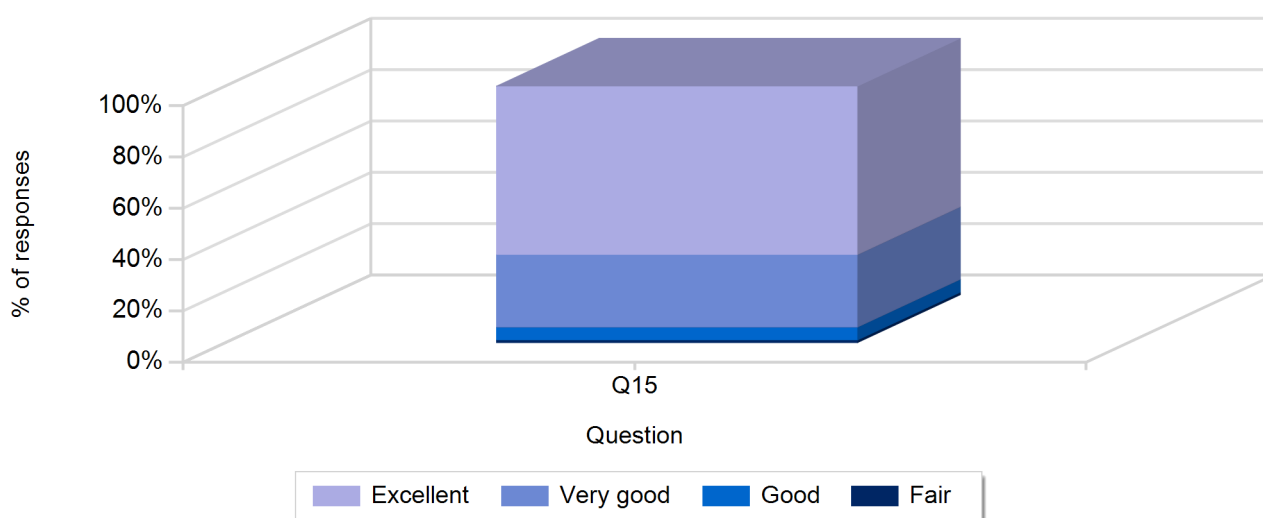
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

| | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 0 | 1 | 5 | 28 | 65 | 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 | 90 | 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 (February 2019) | Previous score (June 2017) | Previous score (June 2016) |
|--------------------|---------------|--------------------------------|----------------------------|----------------------------|
| Q15 Overall rating | 90 | 83 | 85 | 84 |

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 | 98 | 99% |
| Blank / Spoilt | 1 | 1% |

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

Table 17b:

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

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| 16 - 19 | 0 | 0% |
| 20 - 24 | 0 | 0% |
| 25 - 34 | 2 | 2% |
| 35 - 44 | 1 | 1% |
| 45 - 54 | 5 | 5% |
| 55 - 64 | 12 | 12% |
| 65+ | 77 | 78% |
| Blank / Spoilt | 2 | 2% |

Q19: Gender

Table 19:

| Response | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male | 60 | 61% |
| Female | 36 | 36% |
| Blank / Spoilt | 3 | 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 | 10 | 10% |
| Carer for someone with a longstanding illness | 14 | 14% |
| Neither | 73 | 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:

- Reorder.
- This product was advised via hospital for the first delivery.
- Nurse because had trouble getting them at chemist.
- My local health authority do not allow me to make a request for repeat prescriptions direct. I have to contact my GP who then makes the request. The above answer relates to odd occasions when I made contact for some reason.
- Hospital recommended.
- Post office.
- I was going on holiday and did not want to miss my phone call to order.
- Through Marker Street Medical Practice.
- Bowel nurse contacted Fittleworth when it was decided I need to use the irrigation system.
- To place an order.
- I did not contact supplier. I assumed it was the hospital where my catheter was fitted.
- For great service.
- This is an on-running repeat prescription.
- Contacted on behalf of husband who is deaf.
- Submitted by support staff on behalf of our client, who has a learning difficulty.
- Need different products.
- To reorder prescription each month.
- My stoma nurse arranged it for me.
- I did not made first contact. It would almost certainly have been the hospital where I received treatment - the Sunderland Royal.

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

- Yes. They're very good company.
- No trouble at all receiving products, always on time due delivery date. Driver knows where to leave delivery if I am not at home which is a good help. Many thanks.
- Excellent service.
- Fittleworth always send me a letter saying they have tried to contact me, as far as I know I have not experienced this. I then usually ring them with my order.
- Everything has always been fine.
- The supplier is spot on with their service.
- Very good service.
- Excellent, no improvement needed.
- Fittleworth collect my prescription from my doctor.
- I only phone in my order and they are very helpful. I have only used the service a few months since my operation and have been pleased with it.
- I could not do without this service. Having items delivered means I don't have to take time off work and my medical condition remains private and confidential. This company is very professional and I would highly recommend.
- With regard to the answer to Q11a the delivery is always prompt but I am not advised in advance when it is likely to arrive. This would be helpful to avoid it being left on the doorstep or next door, if I am not at home.
- Always excellent service from Fittleworth.
- I have had wonderful care from Fittleworth, the staff are very thoughtful.

Customer comments

- An excellent prompt service provided by staff who are both personable and very polite.
- On one occasion I was contacted, by telephone, to be advised the supplier could not supply the full prescription. I was asked if I wanted to wait until the full prescription was available or if I would like the prescription supplied in two deliveries. This ensured I did not run out of supplies and was very much appreciated.
- Supplier is excellent.
- I would like to say I have been very happy with the service you have provided me with. Thank you.
- At this present time my supplies are delivered to my address but last order I received was sent by GP practice was sent to the pharmacy. I have only just changed practices (GP) and am not sure what their procedure is so I will shortly contact Fittleworth for advice.
- Not enough wipes or disposable bags provided now. Only half the quantity of what I used to receive.
- I don't know the service is always excellent.
- In the many years I've dealt with Fittleworth they have been most helpful in every way. I rate them outstanding.
- I am very happy with their service. Delivery always on time and very helpful when I ring my prescription in.
- I am very satisfied with the service I get but would on day of delivery prefer to know if my supply is being delivered in the morning or afternoon as I work and sometimes have to take unpaid leave to collect it even though they can leave it in my garage or shed as I worry it won't be left.
- We are very satisfied with the service we receive from Fittleworth. On one occasion we received the wrong item but this was swiftly replaced with no problem at all. The staff are always polite and helpful and a pleasure to speak to.
- At the start I had some problems with delivery. These seem to have been resolved.
- Very happy with this service.
- I am very pleased and satisfied with the services provided.

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 = 99

| Questionnaire rating scale | Very good | Fairly good | Fairly poor | Very poor | Non rated responses |
|-------------------------------|-----------|-------------|-------------|-----------|---------------------|
| Number of ratings | 94 | 4 | 0 | 0 | 1 |
| Value assigned to each rating | 100 | 66.6666 | 33.3333 | 0.00 | n/a |

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(94 \times 100.00) + (4 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(99 - 1)}$$

Your mean percentage score for Q4a = 99%

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? | 99 | 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

