

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

Exeter

October - December 2019



## Contents

<b>Introduction</b>	
<b>Why you contacted your appliance supplier recently and the response you received</b>	
Q1-Q2 Number and percentage of responses (table 1 and 2)	2
Q3 Distribution and frequency of ratings (table 3.1 and graph 1)	3
Q3 Your mean percentage scores and benchmarks (table 3.2)	3
Q3 Comparison of current and previous scores (table 3.3)	3
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	4
Q4 Your mean percentage scores and benchmarks (table 4.2)	4
Q4 Comparison of current and previous scores (table 4.3)	5
Q5 Number and percentage of responses (table 5)	5
<b>About the services you receive from this supplier</b>	
Q6 Number and percentage of responses (table 6a and 6b)	6
Q7 Number and percentage of responses (table 7a and 7b)	6
Q8 Number and percentage of responses (table 8a, 8b and 8c)	7
Q9 Distribution and frequency of ratings (table 9.1 and graph 3)	8
Q9 Your mean percentage scores and benchmarks (table 9.2)	8
Q9 Comparison of current and previous scores (table 9.3)	8
Q10 Number and percentage of responses (table 10)	9
Q11 Number and percentage of responses (table 11a, 11b, 11c and 11d)	9
Q12 Number and percentage of responses (table 12a, 12b and 12c)	10
Q13 Number and percentage of responses (table 13a and 13b)	11
Q14 Number and percentage of responses (table 14a and 14b)	11
Q15 Distribution and frequency of ratings (table 15.1 and graph 4)	12
Q15 Your mean percentage scores and benchmarks (table 15.2)	12
Q15 Comparison of current and previous scores (table 15.3)	12
<b>The supplier's premises</b>	
Q17 Number and percentage of responses (table 17a, 17b and 17c)	13
<b>Customer demographics</b>	
Q18-20 Number and percentage of responses (table 18, 19 and 20)	14
<b>Customer comments</b>	
Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2
<b>Supporting documents</b>	
Details of score calculation	
Explanation of quartiles	
Sample questionnaire	

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

138 patient questionnaires were sent out and 69 completed questionnaires were returned giving a response rate of 50%.

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
<b>Returned questionnaires</b>	
Successfully completed by patient	69
Questionnaire blank	1
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	68
Total number of questionnaires	138

## 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	56	81%
Someone else	8	12%
Both	2	3%
Blank / Spoilt	3	4%

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	61	88%
Fax	0	0%
Post	0	0%
Email	5	7%
Face to face	0	0%
Internet	2	3%
Blank / Spoilt	1	1%

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

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

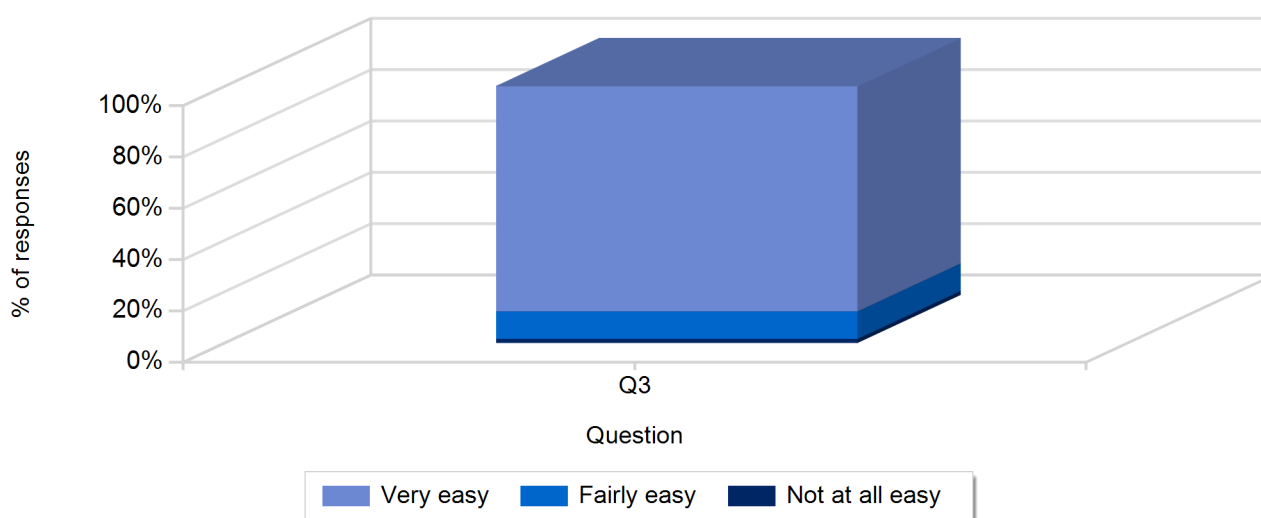
### Q3: How easy did you find it to contact them?

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?	1	7	57	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?	93	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?	93	94	92	95

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

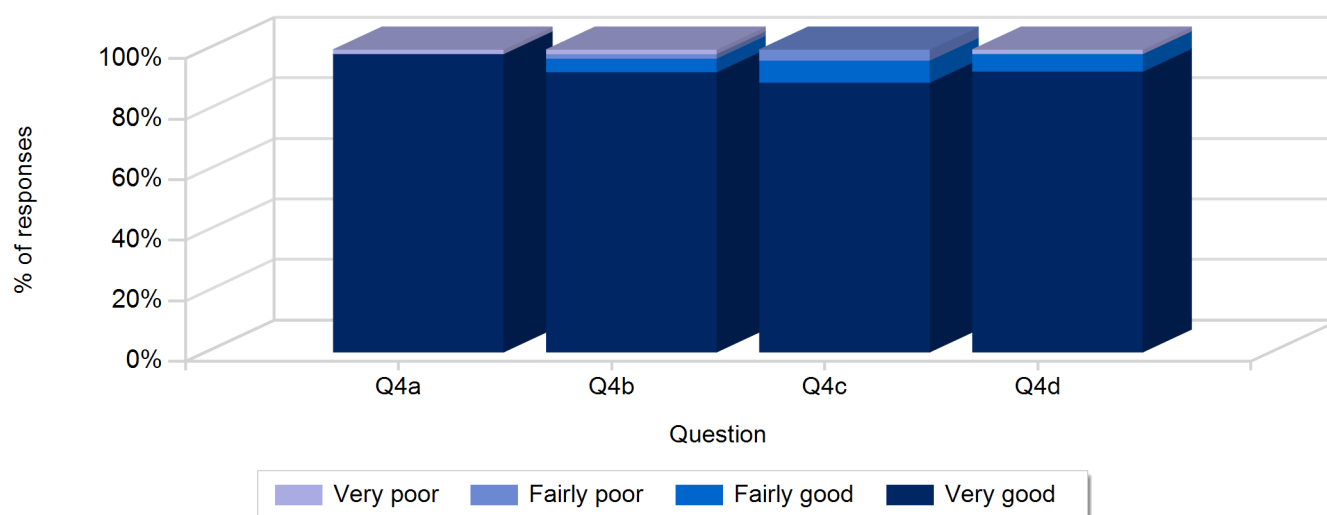
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	68	0	0	1	0	0
Q4b Answering any queries you had	62	3	1	1	1	1
Q4c Passing you on to someone who could help	49	4	2	0	10	4
Q4d How would you describe their service?	64	4	0	1	0	0

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	96	94	97	97	98	100
Q4c Passing you on to someone who could help	95	94	96	97	98	99
Q4d How would you describe their service?	97	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	96	97	99
Q4b Answering any queries you had	96	95	97	96
Q4c Passing you on to someone who could help	95	93	98	98
Q4d How would you describe their service?	97	95	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	37	54%
No	6	9%
Don't know	20	29%
Blank / Spoilt	6	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	10	14%
No	15	22%
Don't know	5	7%
Blank / Spoilt	39	57%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	8	80%
No	0	0%
Don't know	2	20%
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	2	3%
No	12	17%
Don't know	10	14%
Blank / Spoilt	45	65%

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



About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	1	50%
No	0	0%
Don't know	1	50%
Blank / Spoilt	0	0%

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

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

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	26	38%
No	12	17%
Don't know	8	12%
Blank / Spoilt	23	33%

**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	28	41%
No	15	22%
Don't know	4	6%
Blank / Spoilt	22	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	19	28%
No	23	33%
Don't know	4	6%
Blank / Spoilt	23	33%

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

## About the services you receive from this supplier

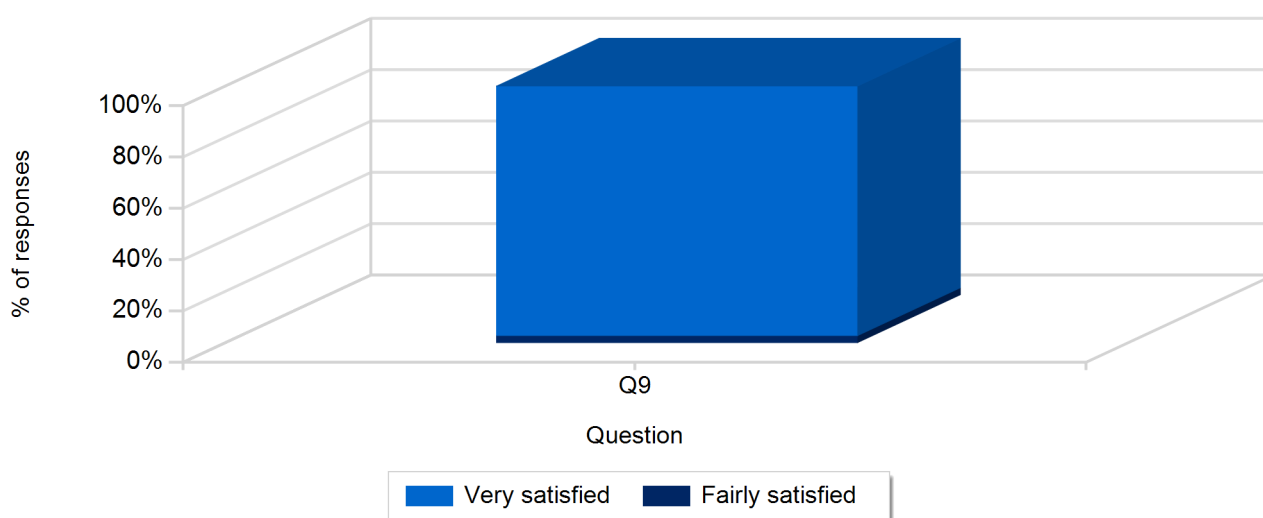
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	0	1	36	32

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	99	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	99	96	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	53	77%
No	2	3%
Don't know	4	6%
Blank / Spoilt	10	14%

**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	68	99%
No	0	0%
Blank / Spoilt	1	1%

**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	12%
No	59	86%
Blank / Spoilt	2	3%

**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	3	4%
No	59	86%
Blank / Spoilt	7	10%

\*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	66	96%
No	2	3%
Blank / Spoilt	1	1%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	2	3%
No	63	91%
Blank / Spoilt	4	6%

**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	63	91%
Blank / Spoilt	6	9%

**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	7	10%
No	18	26%
Don't know	14	20%
Blank / Spoilt	30	43%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	6%
No	9	50%
Don't know	1	6%
Blank / Spoilt	7	39%

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	28	41%
No	18	26%
Don't know	16	23%
Blank / Spoilt	7	10%

**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	18	26%
No	21	30%
Don't know	20	29%
Blank / Spoilt	10	14%

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

## About the services you receive from this supplier

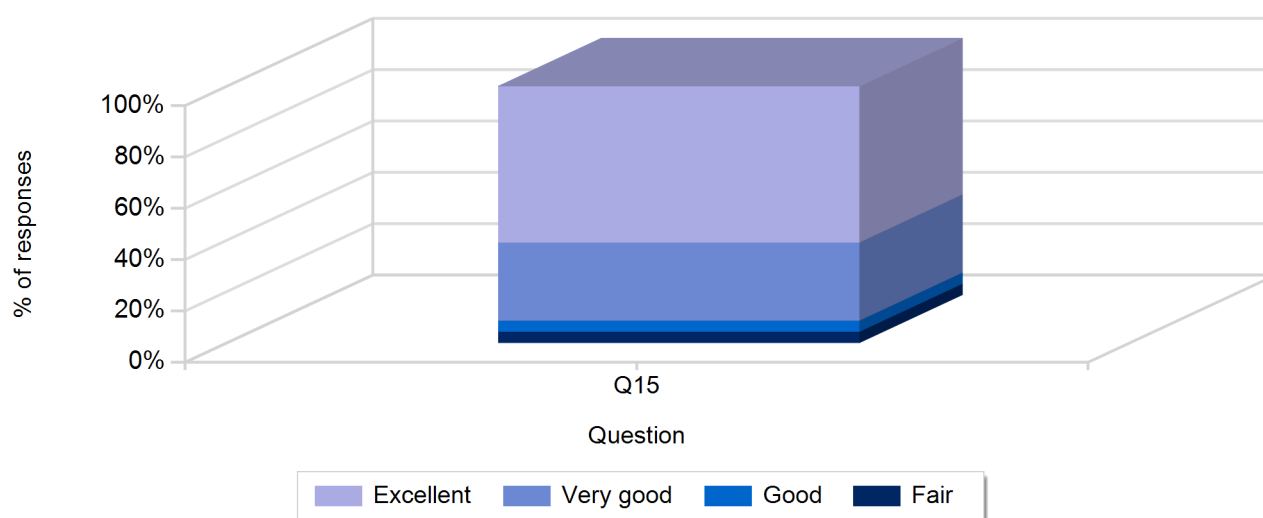
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	3	3	21	42	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	87	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	87	85	88	93

## 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	67	97%
Blank / Spoilt	2	3%

### 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	3%
35 - 44	2	3%
45 - 54	1	1%
55 - 64	12	17%
65+	51	74%
Blank / Spoilt	1	1%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	43	62%
Female	20	29%
Blank / Spoilt	6	9%

\*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	3	4%
Carer for someone with a longstanding illness	9	13%
Neither	55	80%

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:

- I did not contact Fittleworth - this was done by the Dorset County Hospital.
- My doctor.
- For my husband when he needs some products.
- Royal Gwent Hospital, Newport.
- To enquire if I was getting a delivery that day.
- To submit a prescription I do so via my doctors clinic. I do however contact Fittleworth occasionally if I have a query.
- The area around my husband's stoma was red and very sore.

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

- Re Q8 - no need to check with me as I've been using these products for a long time and order from Fittleworth regularly. Re Q14 - I access this info via their website.
- I believe Fittleworth provide an excellent service. All the people I have spoken to are very helpful and friendly. The delivery is first class and very punctual and, more importantly, accurate.
- Supplier selected by hospital.
- When I used to phone Fittleworth myself for my husband, I was more satisfied in myself as Fittleworth always rang for our repeat prescription?
- If they can't contact me they send a letter telling me to call them. No complaints.
- All the staff at Fittleworth are efficient, very friendly. The orders are always delivered on time. Fittleworth rings me every month to place an order and I would like to thank them all.
- My only complaint is the delivery service which in my case (Parcelforce) if we are out they do not follow instructions given.
- Very satisfied never have any trouble.
- Some confusion about contact between surgery and Fittleworth. Fittleworth say haven't received prescription. Surgery says it has sent it. Now been told to ring Fittleworth direct.
- I'm a bit confused, normally when I phone, the person I phone says thank you very much, delivery will be tomorrow and we will leave it in the normal place. This time you say it will be in three weeks' time. I will not stockpile, this time I fear for running out of supplies.
- Delivery in less than 10 days.
- My supplies come from Exeter via Parcelforce Poole. This takes one day extra to deliver. I choose to collect my prescription from GP surgery as occasionally not all items are on list so I don't wish to use the electronic service I cannot fault Fittleworth I used another company for over five years previously.
- I have always received excellent service from my supplies. Cannot fault them in any way.
- Fittleworth sometimes contact me by telephone to ask if I need a further supply. This not really necessary, as I always contact them in good time when I am needing more catheters. But it is not a problem.
- I have used this supplier exclusively for many years. They provide a good reliable service with which I am very satisfied. Well done Fittleworth.
- I think it is important that a supplier supplies all products on an equal footing and does not promote certain products. Fittleworth do not do this, but I have had experience with other suppliers that I have used who do this. Thanks.
- A lot of these questions do not apply to me. The system we have works well, they ring me to see if I need my supply - they get the prescription and the goods are delivered when promised. Great service.
- Very happy with service and staff.
- The service appears to work very well and I have no problems, it is a good service which fulfils my needs.

### Customer comments

- My husband has been using this service for many years now and I can honestly say it has always been fantastic, nothing is ever too much trouble I've rung them for advice many times about his stoma and every time they explain properly they don't rush you on the phone always very polite. Very happy customers. Thank you very much Fittleworth.
- Very satisfied with the service.
- On two or three occasions over the last few years Fittleworth have not received the prescription from my GP, and they have gone out of their way to inform and to contact the practice to remedy this.

## 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 = 69

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	68	0	0	1	0
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times )}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(68 \times 100.00) + (0 \times 66.67) + (0 \times 33.33) + (1 \times 0.00) + (0 \times 0)}{(69 - 0)}$$

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

☐

You are a carer for someone with a longstanding illness or infirmity

☐

Neither

☐

**Thank you for completing this questionnaire**

Care Centre: Example



1 2 3 D