

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

Glasgow

October - December 2019



## Contents

Introduction	
Why you contacted your appliance supplier recently and the response you received	
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
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	4
Q4 Your mean percentage scores and benchmarks (table 4.2)	4
Q5 Number and percentage of responses (table 5)	5
About the services you receive from this supplier	
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
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
The supplier's premises	
Q17 Number and percentage of responses (table 17a, 17b and 17c)	13
Customer demographics	
Q18-20 Number and percentage of responses (table 18, 19 and 20)	14
Customer comments	
Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2
Supporting documents	
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

295 patient questionnaires were sent out and 122 completed questionnaires were returned giving a response rate of 41%.

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	122
Questionnaire blank	3
Questionnaire returned to office undelivered	6
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	164
Total number of questionnaires	295

## 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	90	74%
Someone else	23	19%
Both	2	2%
Blank / Spoilt	7	6%

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	119	98%
Fax	0	0%
Post	3	2%
Email	0	0%
Face to face	0	0%
Internet	0	0%
Blank / Spoilt	0	0%

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

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

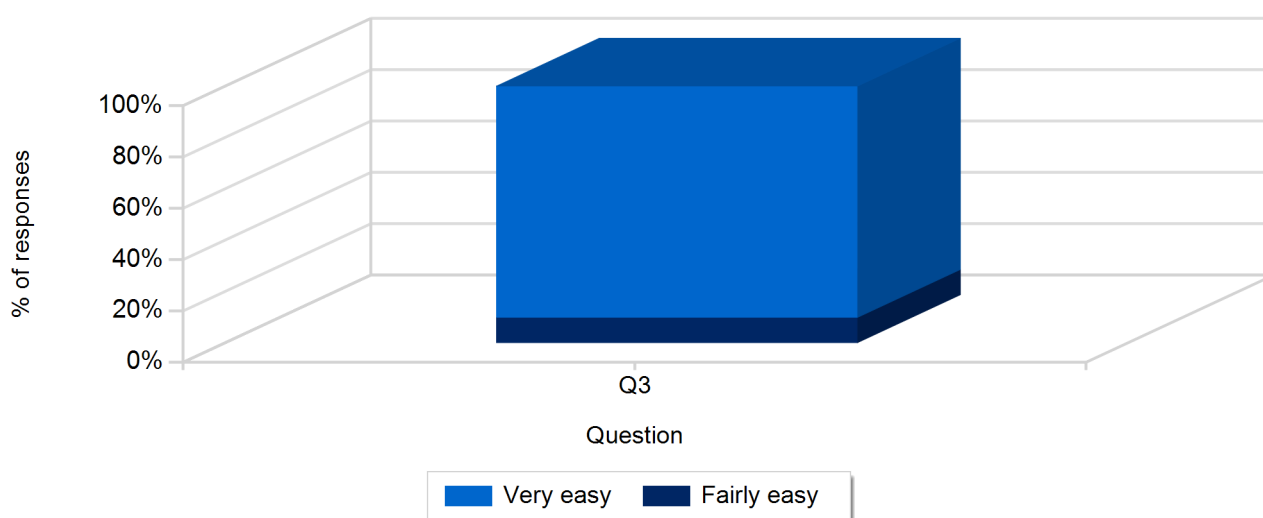
## Q3: How easy did you find it to contact them?

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	110	0

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?	95	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.

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

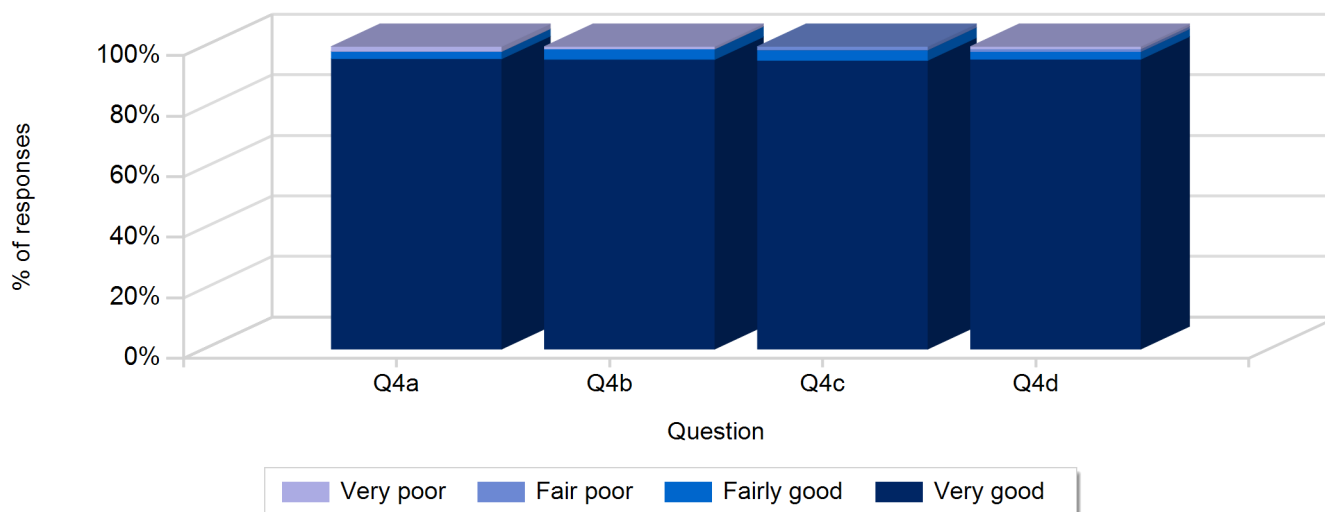
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	117	3	0	2	0	0
Q4b Answering any queries you had	111	4	0	1	2	4
Q4c Passing you on to someone who could help	83	3	1	0	15	20
Q4d How would you describe their service?	113	3	1	1	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?	98	96	98	98	99	100
Q4b Answering any queries you had	98	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?	98	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

**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	72	59%
No	14	11%
Don't know	30	25%
Blank / Spoilt	6	5%

\*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	24	20%
No	13	11%
Don't know	9	7%
Blank / Spoilt	76	62%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	23	96%
No	1	4%
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	9	7%
No	18	15%
Don't know	13	11%
Blank / Spoilt	82	67%

\*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	56%
No	1	11%
Don't know	1	11%
Blank / Spoilt	2	22%

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	60	49%
No	16	13%
Don't know	15	12%
Blank / Spoilt	31	25%

**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	56	46%
No	21	17%
Don't know	13	11%
Blank / Spoilt	32	26%

**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	36	30%
No	36	30%
Don't know	15	12%
Blank / Spoilt	35	29%

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

## About the services you receive from this supplier

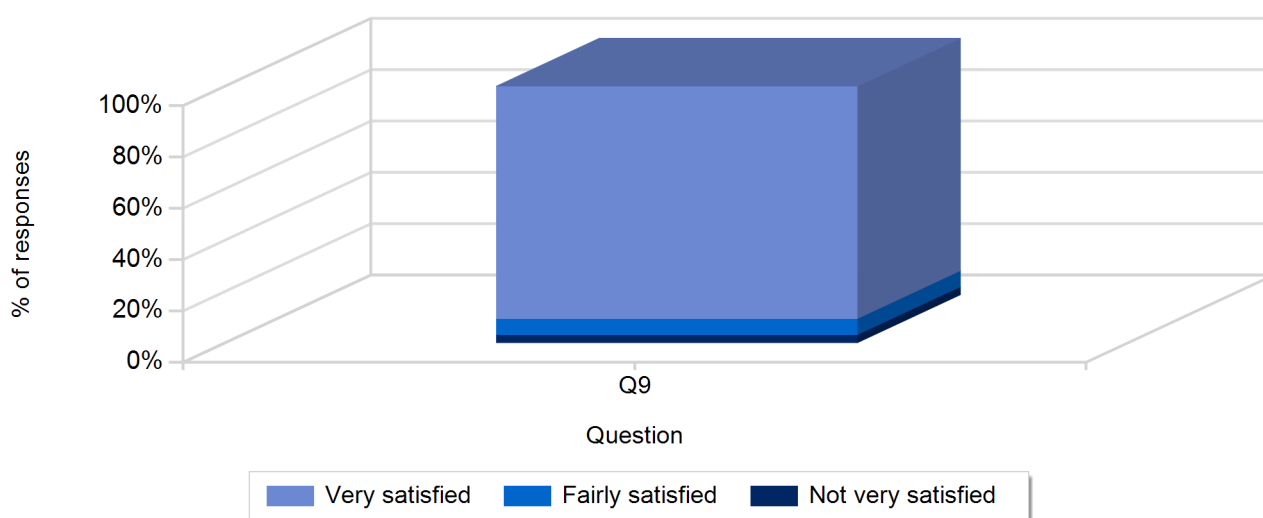
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	2	4	58	58

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.

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	97	80%
No	1	1%
Don't know	5	4%
Blank / Spoilt	19	16%

**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	116	95%
No	2	2%
Blank / Spoilt	4	3%

**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	17	14%
No	99	81%
Blank / Spoilt	6	5%

**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	11	9%
No	98	80%
Blank / Spoilt	13	11%

\*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	113	93%
No	2	2%
Blank / Spoilt	7	6%

**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	2%
No	108	89%
Blank / Spoilt	12	10%

**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	111	91%
Blank / Spoilt	10	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	1	100%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	15	12%
No	29	24%
Don't know	22	18%
Blank / Spoilt	56	46%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	3%
No	6	21%
Don't know	2	7%
Blank / Spoilt	20	69%

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	50	41%
No	21	17%
Don't know	37	30%
Blank / Spoilt	14	11%

**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	31	25%
No	27	22%
Don't know	41	34%
Blank / Spoilt	23	19%

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

## About the services you receive from this supplier

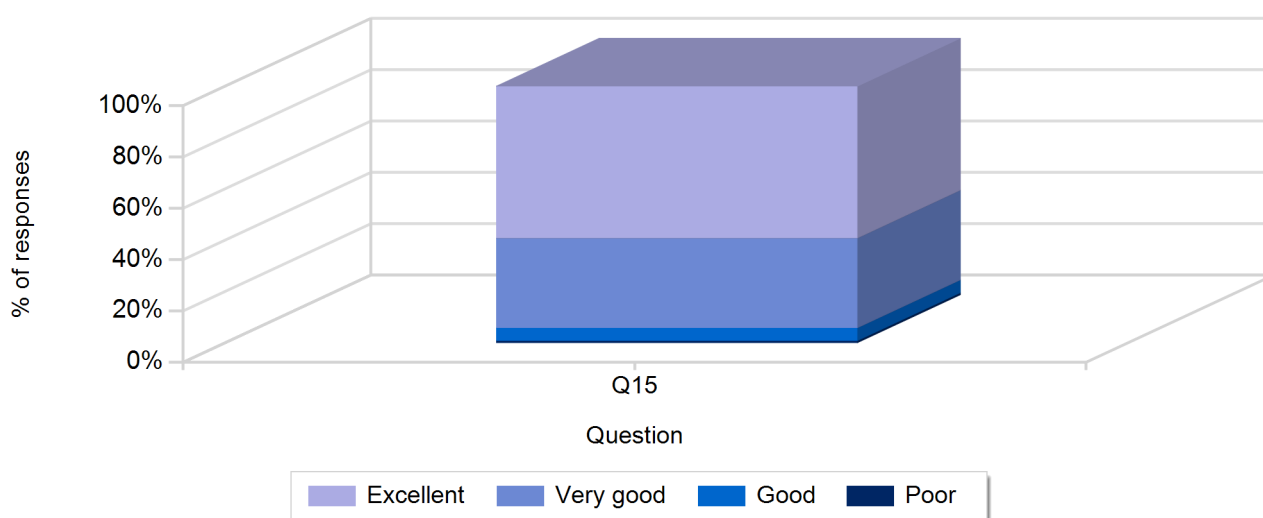
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	0	6	42	71	2

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

Graph 4: Percentage distribution and frequency of ratings (Q15)



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	88	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.

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	6	5%
No	115	94%
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	6	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	6	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

## Customer demographics

### Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	2	2%
25 - 34	2	2%
35 - 44	2	2%
45 - 54	7	6%
55 - 64	24	20%
65+	81	66%
Blank / Spoilt	4	3%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	73	60%
Female	44	36%
Blank / Spoilt	5	4%

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

### Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	6	5%
Carer for someone with a longstanding illness	22	18%
Neither	83	68%

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:

- Stoma care.
- Post operation for Crohn's Disease resulting in ileostomy. My stoma nurse contacted Fittleworth.
- Fittleworth contact me by telephone monthly to confirm my requirements.
- Change of suppliers.
- It was contacted by either hospital or medical centre on my behalf.
- Stoma nurse for Queen Elizabeth University Hospital Glasgow made initial contact for medical supplies.
- So as my order can be delivered to my door.
- The patient cannot walk so his daughter does everything for him.
- Hospital told me to contact the supplier.
- Nurses contacted them on behalf of my husband on leaving hospital.
- Lorn and Islands Hospital, Oban.

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

- I telephone my order once every three months. They give me the date of delivery by Royal Mail. Everything is on my repeat prescription from the doctor and it is all attended to between supplier and practice. I find the procedure very straightforward and convenient.
- Service is excellent. I work for NHS, so I have access to stoma nurse at any time. They are very professional (Fittleworth).
- Give good service to me for years.
- Staff friendly, helpful and reliable. One item was no longer available and I was given plenty of time to decide on an alternative from several options.
- Excellent service from staff at Glasgow centre. Excellent delivery service from pleasant couriers.
- I am happy with service - however another supplier often informs me of new supplies from stoma care and Fittleworth never have. I use Fittleworth because they are in Glasgow but would like them to offer advice or show us samples of new products.
- Only issue is that time of delivery is not known (although day is known). Have also had parcel left on doorstep in rain although I have been at home.
- Excellent service, supplies delivered monthly following telephone enquiry to confirm requirements. Delivery usually via Parcelforce, which I prefer as they text a delivery time slot.
- Other suppliers have offered to do my prescription, but within the years I have been with Fittleworth based in Glasgow I have never had a complaint. The staff are always helpful and because of this I will remain a Fittleworth customer (Glasgow). Thank you to all the staff.
- I have completed this on behalf of my daughter. Some of the questions are not answered as the service was in place before it became necessary for me to be involved.
- I have been with Fittleworth for many years and have found they give a very good service and advice when it is needed.
- None at all, very satisfied.
- Provider very helpful and polite at all times, no problem too big or small. Give an excellent service at all times, very happy with them.
- No questions - the service I get from Fittleworth is first class.
- Stoma bag cutting service is excellent, delivery (i.e. boxed goods and driver etc.) are excellent. Everything else is shockingly poor. Staff are not knowledgeable, are rude and unhelpful. If what I need isn't my last order, the service is abysmal. I would prefer to move supplier in all honesty.
- The change of overnight bags from Simpla to Prosys were bad, found Prosys overnight bags to be leaking floor was wet bags had not been sealed at bottom.
- I feel that two weeks is quite a long time to wait for orders to be delivered. However, this has always been the case, and so I simply make sure I order in plenty of time so I don't run out of my supplies.

## Customer comments

- They should be able to send out my prescription without having to phone me for permission.
- Could not fault supplier.
- Fittleworth have been supplying my mum with her order for approximately two years. They have been consistently helpful, pleasant and efficient over that time. I can thoroughly recommend the service.
- I am happy with my GP's action regarding my repeat prescription and very pleased with Fittleworth's services and products.
- I have asked a couple of times about whether they could supply smaller, individually sealed wipes rather than packs of 30 large wipes. To be used when away from home. They have not been able to supply these as yet and I have to source them myself.
- I found some of the questions tricky to answer, e.g. Q5 - I have a leaflet with the details but can't remember whether this came from the stoma nurse or in the first prescription dispensed, which is quite some time ago and the details are on my phone, and e.g. Q8b and 8c - if I was having these issues the discussion would be with the stoma nurse. With regard to the service provided from this supplier, I am very happy with the service I have received.
- My only problem I have is to remember to order in time before I run out, but after phoning, I had a good talk to one of your operators and she helped me very much.
- Visited Fittleworth stand at stoma care event organised by stoma nurses at QEUH on 24th September 2019 and staff were very helpful suggesting I order an additional service. I will contact my GP regarding this issue.
- The service is faultless.
- Your service is brilliant. Thank you for everything.
- I find it helpful that Fittleworth are proactive in contacting me to remind me to order supplies or indeed take an order at that time.
- Excellent, prompt service. No problems so far.
- Very pleased. Thanks.
- Re Q6 & Q7 - I do not use anybody else but Fittleworth. I phone the order and gets delivered to the house. Re Q13 - have never needed to phone out of hours.
- There have been several times when I have sent my prescription, then a few days before the expected due date, I received a call to say that some items unavailable with the first delivery, usually arrive within a few days.
- This company are second to none. Polite, understanding, orders delivered on the day they say to expect them. 100% efficient.
- The service is very good.
- First class service, no complaints. I usually get a courtesy call a few days before I need to put in my husband's order. Once when he had an infection and we needed more catheters we were kindly sent an emergency supply. Excellent service - can't find one complaint.
- I have no internet or phone access and would be nice to not be talked down to on the phone when I do manage to find a phone to order my supply. A regular supply for my product should be set up for people unable to order on time.
- I would recommend Fittleworth to others - they are very efficient and pleasant on the phone when I order my repeat prescriptions. Also they have always delivered on date of arriving to me and send a note regarding Christmas/new year dates.
- Very happy and satisfied with service from this company.

## 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 = 122

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	117	3	0	2	0
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times )}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(117 \times 100.00) + (3 \times 66.67) + (0 \times 33.33) + (2 \times 0.00) + (0 \times 0)}{(122 - 0)}$$

Your mean percentage score for Q4a = 98%

The same basic calculation method is used for all the questions where a mean percentage score has been provided, but the values assigned to the ratings will differ depending on the number of rated responses available.

For ease of understanding, below are the details of the values assigned to the ratings in each question where we have provided a mean percentage score:

Q3 - Not at all easy = 0, Fairly easy = 50, Very easy = 100

Q4 - Very good = 100, Fairly good = 66.6666, Fairly poor = 33.3333, Very poor = 0

Q9 - Not at all satisfied = 0, Not very satisfied = 33.3333, Fairly satisfied = 66.6666, Very satisfied = 100

Q15 - Poor = 0, Fair = 25, Good = 50, Very good = 75, Excellent = 100

## Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

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



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## Dispensing Appliance Contractor Customer Questionnaire

**This section is about why you contacted your appliance supplier recently and the response you received**

### Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

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

### Q 2. How do you normally contact your supplier? (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

☐

1 2 3 c

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