

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

Harrogate

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

156 patient questionnaires were sent out and 89 completed questionnaires were returned giving a response rate of 57%.

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	89
Questionnaire blank	1
Patient deceased	1
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	65
Total number of questionnaires	156

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	75	84%
Someone else	7	8%
Both	1	1%
Blank / Spoilt	6	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	84	94%
Fax	0	0%
Post	1	1%
Email	1	1%
Face to face	0	0%
Internet	1	1%
Blank / Spoilt	2	2%

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

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

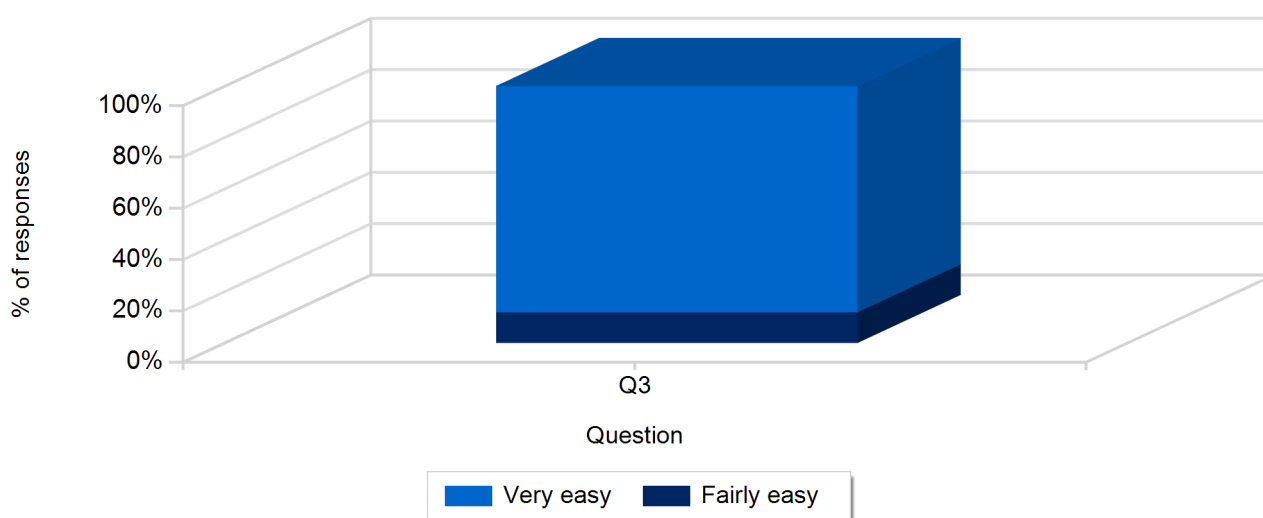
### Q3: How easy did you find it to contact them?

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	10	74	5

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

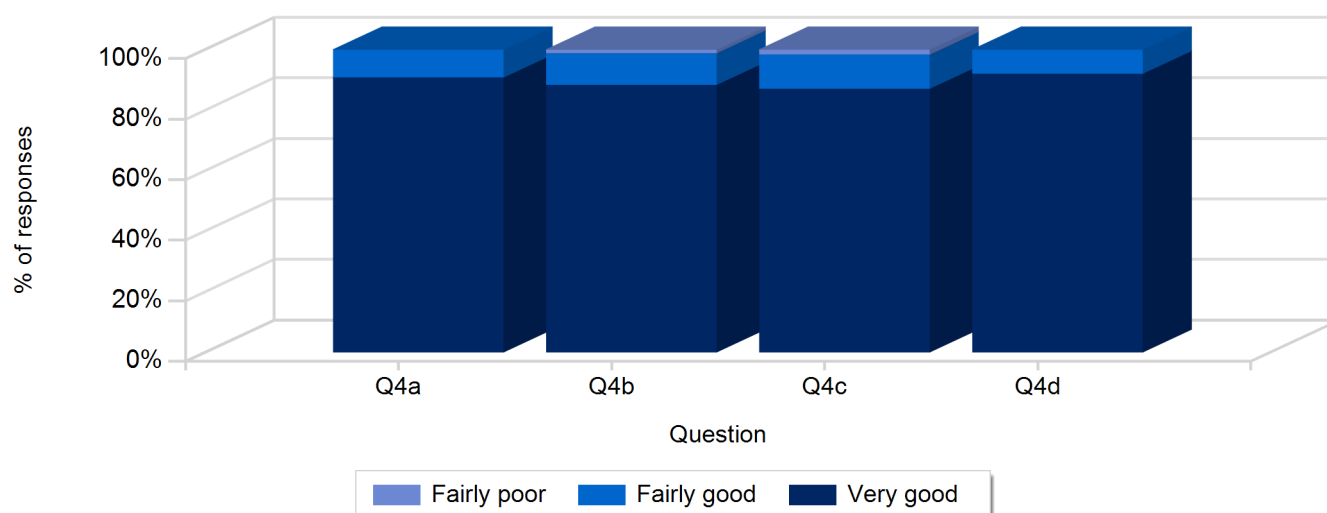
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	79	8	0	0	0	2
Q4b Answering any queries you had	76	9	1	0	1	2
Q4c Passing you on to someone who could help	54	7	1	0	12	15
Q4d How would you describe their service?	81	7	0	0	0	1

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?	97	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?	97	96	98	98
Q4b Answering any queries you had	96	96	96	95
Q4c Passing you on to someone who could help	95	98	95	97
Q4d How would you describe their service?	97	95	99	97

## 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	55	62%
No	8	9%
Don't know	23	26%
Blank / Spoilt	3	3%

\*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	23	26%
No	12	13%
Don't know	4	4%
Blank / Spoilt	50	56%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	20	87%
No	0	0%
Don't know	2	9%
Blank / Spoilt	1	4%

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	4	4%
No	17	19%
Don't know	9	10%
Blank / Spoilt	59	66%

\*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	3	75%
No	1	25%
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 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	52	58%
No	16	18%
Don't know	8	9%
Blank / Spoilt	13	15%

**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	43	48%
No	20	22%
Don't know	10	11%
Blank / Spoilt	16	18%

**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	29	33%
No	35	39%
Don't know	10	11%
Blank / Spoilt	15	17%

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

## About the services you receive from this supplier

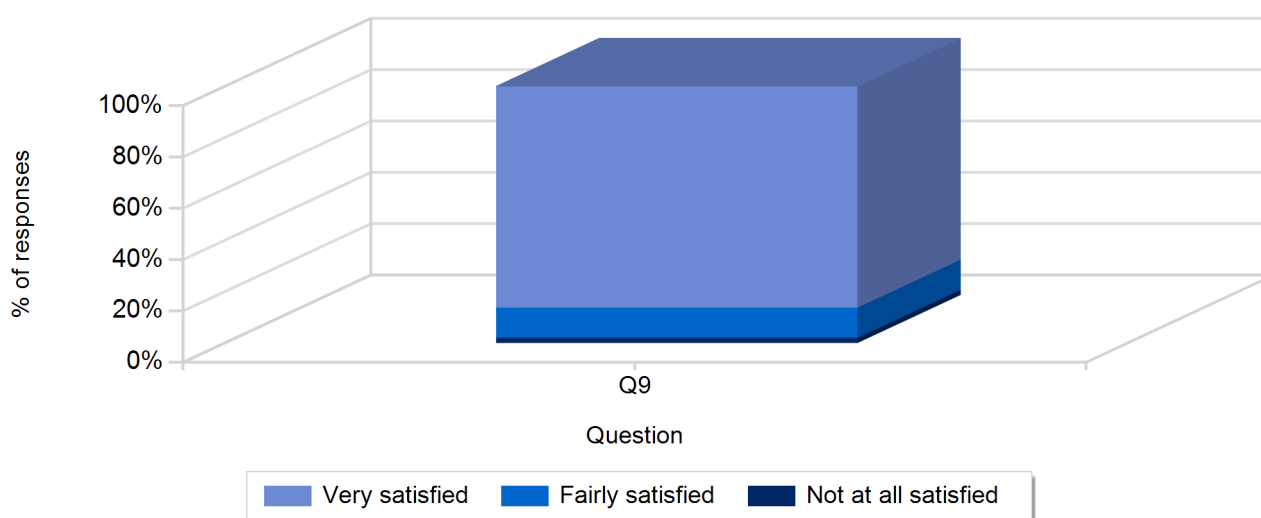
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	1	0	6	44	38

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	94	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	94	98	96	96

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	65	73%
No	1	1%
Don't know	10	11%
Blank / Spoilt	13	15%

**Q11a: If your product was delivered, was the delivery prompt and at a time agreed with you?**

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	85	96%
No	3	3%
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	11	12%
No	74	83%
Blank / Spoilt	4	4%

**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	9%
No	75	84%
Blank / Spoilt	6	7%

\*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	83	93%
No	3	3%
Blank / Spoilt	3	3%

**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	75	84%
Blank / Spoilt	10	11%

**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	83	93%
Blank / Spoilt	5	6%

**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	10	11%
No	22	25%
Don't know	27	30%
Blank / Spoilt	30	34%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	4	18%
Don't know	1	5%
Blank / Spoilt	17	77%

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

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

Table 14a:

Response	Number of responses	Percentage of responses*
Yes	26	29%
No	25	28%
Don't know	28	31%
Blank / Spoilt	10	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	19	21%
No	26	29%
Don't know	28	31%
Blank / Spoilt	16	18%

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

## About the services you receive from this supplier

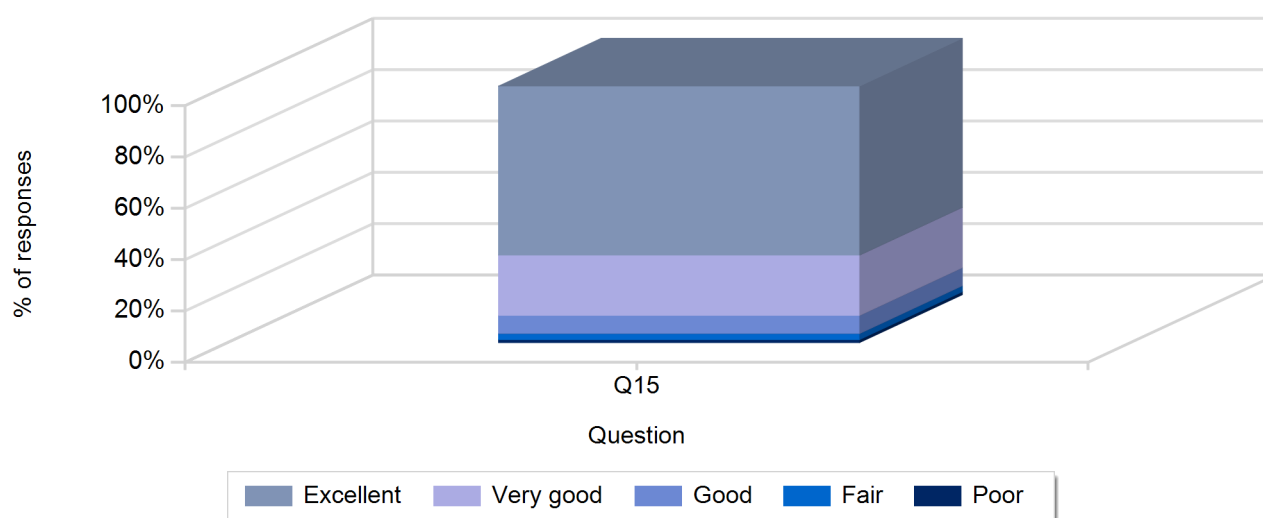
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	2	6	20	56	4

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.

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	88	85	89	88

## 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	85	96%
Blank / Spoilt	4	4%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

## Customer demographics

### Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	1	1%
35 - 44	4	4%
45 - 54	2	2%
55 - 64	14	16%
65+	67	75%
Blank / Spoilt	1	1%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	52	58%
Female	37	42%
Blank / Spoilt	0	0%

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

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

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	4	4%
Carer for someone with a longstanding illness	4	4%
Neither	69	78%

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:

- Because my bags need to be cut to be at 28.
- The St James' Hospital did the contacting for me after I had the bowel operation, Leeds.
- Hospital contacted (stoma nurse).
- To order more of a prescription product.
- Medical supplies.
- Provision of stoma supplies.
- None delivery of goods.

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

- Never had any problem with Fittleworth, always been helpful, polite and delivered on time.
- I would like to say I have been receiving products for several years, I am very pleased with the company. The customer service by telephone is excellent and the delivery people have been very polite and delivered on time. I am glad I have the opportunity to say a big thank you to everyone whom I have had dealings with and I very much appreciate this. I believe people should be recognised for their work.
- They have been very good up to June/July when there were problems with deliveries of a set order that I have every month - sending out one box (urostomy) instead of three boxes - this went on for weeks leaving me short - just about to go on holiday, almost out of urostomy bags. Fittleworth blamed my doctors for not sending out full prescription, after lots of phone calls too and fro - my doctors surgery had sent full order to them but someone at Fittleworth had processed my prescription wrong, this left me in a lot of distress needlessly. I would have given better marks had it not been for this.
- In the many years of having an ileostomy stoma I have had no contact with an NHS doctor and very little contact with an appliance provided.
- Good service. I am happy with my service.
- Call handlers advice/support is variable - some have been very helpful whilst others have not. At times I've been upset following calls due to unempathetic staff members. Please remember it can be very stressful when one is reliant on stoma products and delivery is late etc. At times delivery is very good but it all seems dependent on if you have a driver. When the delivery is contracted out to firms such as Parcelforce it can be delayed which again causes stress and upset.
- Keep up the good work.
- I have been with Fittleworth for over 10 years always had good service polite people on the phone and good service. This means a lot to an elderly patient.
- I have no problem with Fittleworth they are amazingly brilliant even when I forget to order they will phone me to remind me and not only that if I've run that low on supplies they will send out an emergency supply of stuff to see me through until the actually deliver and everyone who I have ever spoken to on the phone have all been very helpful and help me with whatever problem I've having, very polite people.
- Never had to contact them out of hours. Re Q8 - Never contacted them, other than to place my order. Great service, never let me down.
- The service has been very efficient and punctual. My one query, is why I am reminded each month to order my pouches but a delivery is three boxes which is almost three months supply.
- No comment. I'm very happy with their service. They always remind me every six weeks to see if I need them. A brilliant service.
- Highly satisfied with supplier. No complaints about delivery of goods. Everything is sent on time. Thank you.
- Staff on the phone are very polite, efficient and helpful.
- Very pleased with the service offered by Fittleworth.
- I have been very happy with the prompt and efficient service I have received from Fittleworth for several years now and I have never had a problem. Some of the questions were difficult to answer accurately. My GP practice require I request repeat prescriptions directly from them, these are then faxed to Fittleworth. I contact Fittleworth if I need to discuss delivery arrangements.

### Customer comments

- Fittleworth have always provided an excellent service for the last few years to me. Only slight problems arise between doctors reception sending prescription by post rather than email, which has on a couple of occasions caused a slight delay.
- Excellent reliable service.
- The telephone staff are very kind, understanding and supportive.
- Fittleworth are an excellent company in my experience, helpful and very supportive. Absolutely no problems, but very helpful. 10/10.
- I am very pleased with the help and assistance provided by Fittleworth over the current year.
- Placed an order, early October - have been given four delivery dates, still not received order.
- I am fully satisfied with my supplier, they are all very helpful and kind, considerate to my needs and they ring me to remind me to order. I am more than satisfied with my supplier.

## 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 = 89

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	79	8	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(79 \times 100.00) + (8 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(89 - 2)}$$

Your mean percentage score for Q4a = 97%

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?	97	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