

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

Histon

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

157 patient questionnaires were sent out and 85 completed questionnaires were returned giving a response rate of 54%.

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	85
Patient deceased	1
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	71
Total number of questionnaires	157

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	69	81%
Someone else	9	11%
Both	0	0%
Blank / Spoilt	7	8%

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

## Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	77	91%
Fax	0	0%
Post	3	4%
Email	3	4%
Face to face	0	0%
Internet	1	1%
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

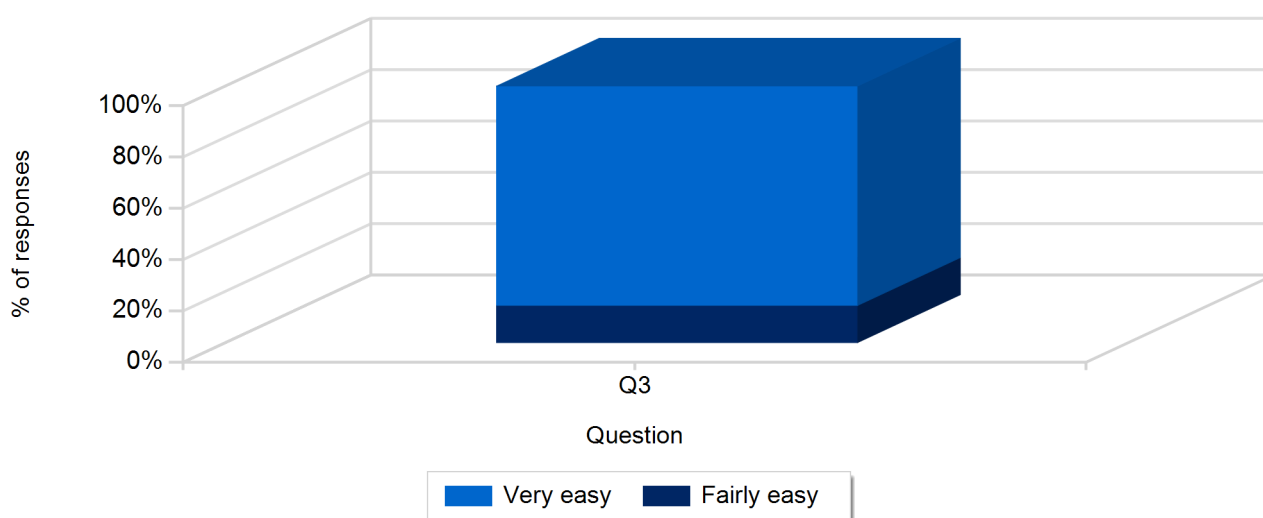
### Q3: How easy did you find it to contact them?

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?	0	12	71	2

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	90	93	92

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

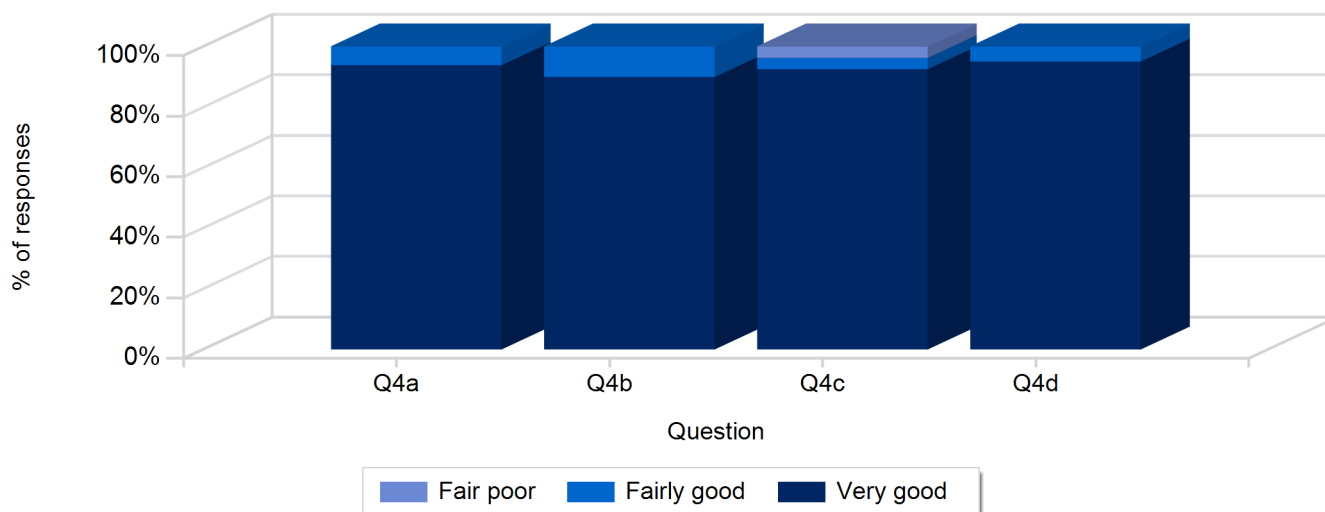
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	77	5	0	0	1	2
Q4b Answering any queries you had	72	8	0	0	2	3
Q4c Passing you on to someone who could help	50	2	2	0	13	18
Q4d How would you describe their service?	78	4	0	0	1	2

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	98	96	98	98	99	100
Q4b Answering any queries you had	97	94	97	97	98	100
Q4c Passing you on to someone who could help	96	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

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

## 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	49	58%
No	10	12%
Don't know	18	21%
Blank / Spoilt	8	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	17	20%
No	15	18%
Don't know	7	8%
Blank / Spoilt	46	54%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	13	76%
No	4	24%
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	6	7%
No	24	28%
Don't know	8	9%
Blank / Spoilt	47	55%

\*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	50%
No	2	33%
Don't know	0	0%
Blank / Spoilt	1	17%

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	42	49%
No	13	15%
Don't know	11	13%
Blank / Spoilt	19	22%

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

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	39	46%
No	16	19%
Don't know	7	8%
Blank / Spoilt	23	27%

**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	34%
No	26	31%
Don't know	8	9%
Blank / Spoilt	22	26%

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

## About the services you receive from this supplier

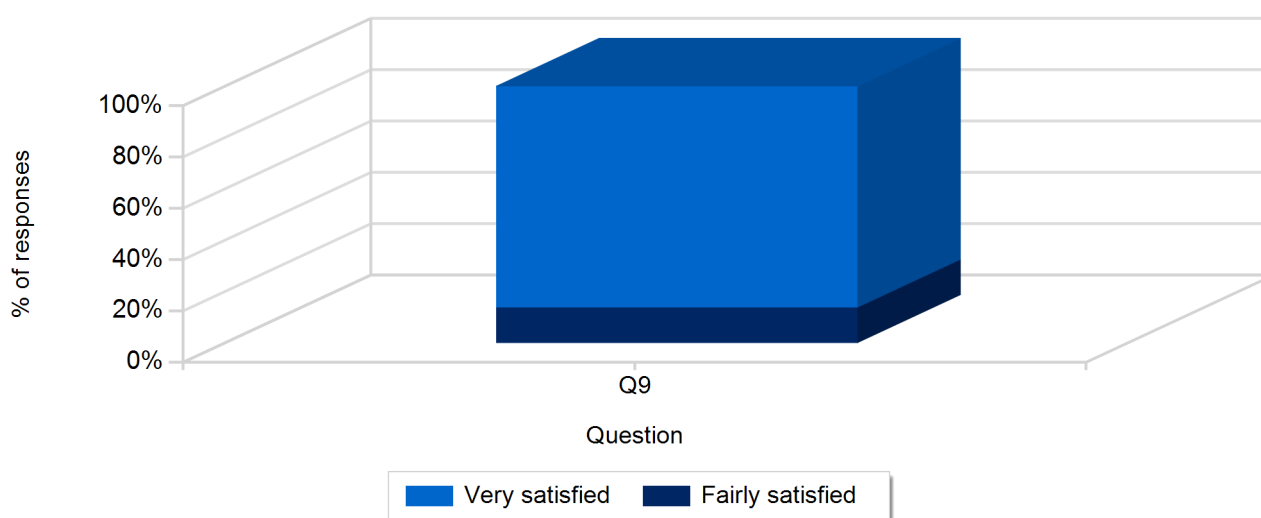
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	8	50	27

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	95	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	95	96	97	92

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	54	64%
No	1	1%
Don't know	6	7%
Blank / Spoilt	24	28%

**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	79	93%
No	2	2%
Blank / Spoilt	4	5%

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

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	12	14%
No	64	75%
Blank / Spoilt	9	11%

**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	67	79%
Blank / Spoilt	15	18%

\*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	76	89%
No	3	4%
Blank / Spoilt	6	7%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	75	88%
Blank / Spoilt	8	9%

**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	73	86%
Blank / Spoilt	12	14%

**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	4	5%
No	18	21%
Don't know	21	25%
Blank / Spoilt	42	49%

**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	4	22%
Don't know	3	17%
Blank / Spoilt	10	56%

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	24	28%
No	23	27%
Don't know	27	32%
Blank / Spoilt	11	13%

**Q14b: Does the supplier provide a practice leaflet containing information about the NHS services that they provide?**

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	22	26%
No	23	27%
Don't know	28	33%
Blank / Spoilt	12	14%

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

## About the services you receive from this supplier

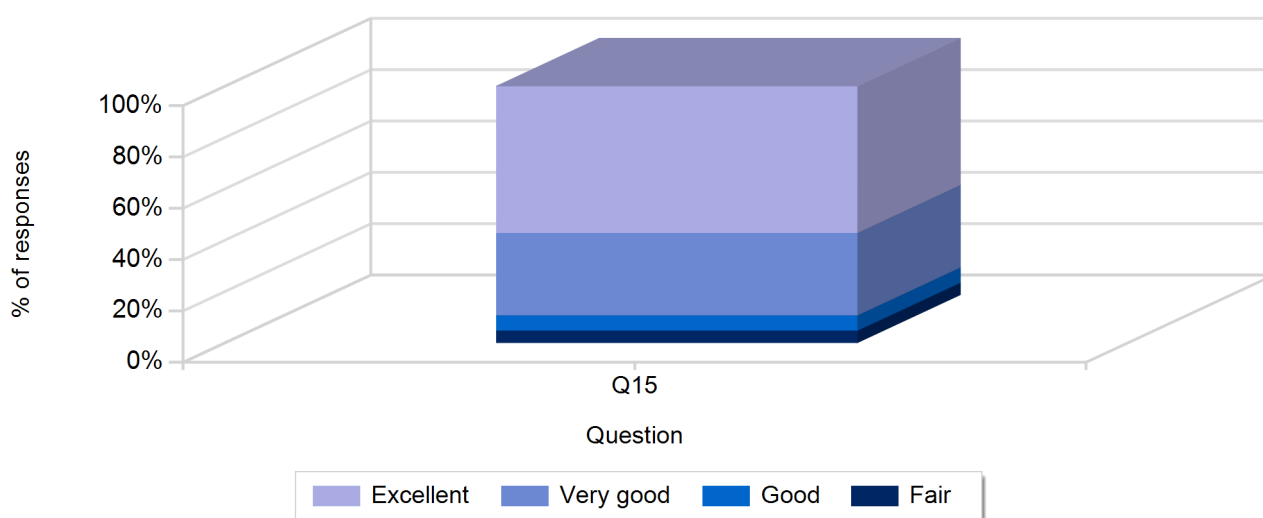
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	4	5	27	48	1

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	85	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	85	86	90	83

## 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	100%
Blank / Spoilt	0	0%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

## Customer demographics

### Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	2	2%
35 - 44	1	1%
45 - 54	2	2%
55 - 64	9	11%
65+	70	82%
Blank / Spoilt	1	1%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	44	52%
Female	37	44%
Blank / Spoilt	4	5%

\*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	1	1%
Carer for someone with a longstanding illness	7	8%
Neither	70	82%

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 had run out of dry wipes.
- Previous extn 11 customer.
- Hospital.
- To place an order.
- My stoma nurse at Addenbrooke's put in the request for my supplies.
- To order supplies.
- The hospital where I had the operation QE2, Welwyn Garden City.
- To check when next order was, as the previous month I had missed as I had quite a lot of bags over having been in hospital and stoma not working (worked like a snail but slower!).
- I have a permanent stoma bag.
- Check delivery date.
- Fittleworth have always contacted me by phone.
- A nurse came from Fittleworth and so I swapped from our other supplier. I do not know why I had to swap?
- Item not dispensed.
- To enquire delivery date. Prescriptions ordered through Luton Appliance Management Service.

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

- I only have stoma products provided by Fittleworth, and am very happy with the service they provide.
- I am very pleased with the service you give me, also the delivery driver is very pleasant.
- To be fair Fittleworth is great, think it has something to do with when I ring for my prescription.
- It seems long-winded and allowing the possibility of errors by my having to request my prescription through Fittleworth and they having to send the request to my health centre and they have then to yet reprocess the request. Proforma?
- Recently the supplier placed more responsibility on the patient. In my opinion, the previous approach, which was based on a regular phone call from the supplier, is the best approach for the patient. The recent approach places more responsibility on the patient to make a telephone call to the supplier.
- The only appliance which had delays was from Braun - the delays were from their end and the supplier kept me up to date as to when it might be expected.
- Excellent service. Very friendly, helpful and polite and always give me confidence in their services.
- I am very satisfied with the service it is very good and so polite, thank you.
- Supplies are ordered via a prescription from doctors - any dealings with this firm have been excellent and supplied very quickly - delivery driver is very cheerful and helpful.
- Always has been excellent.
- A few questions I have been unable to answer. Some others were not relevant in my case.
- A repeat prescription with delivery would be very helpful.
- I usually place an order and to get the necessary prescription they contact my surgery and then deliver my supplies.
- Fittleworth are outstanding suppliers. They always check on orders and are polite, friendly and very efficient. I count myself very fortunate in having my stoma needs supplied so well. A great company.
- I have been having deliveries from Fittleworth for two years, I am more than pleased with the service polite friendly staff deliveries on time always helpful. Only comment, black bags are thinner, wipes are thinner but otherwise very good.
- Excellent service, helpful customer service.
- Supply more wipes and disposal bags.

## Customer comments

- No I am very happy with them.
- I have always had top service from Fittleworth from day one of my need for their help, they are always helpful, kind and understanding, and no worries whatsoever that things are always done. I'm grateful they phone every month for my order if they can't get. If I'm out there is always a letter to remind me.
- The service is excellent. I could not manage if they did not ring, my memory is failing with age (not, the doctors have informed me, due to dementia or Alzheimer's but because of "brain fog") - too much other health staff and subsequent endless visits to hospital to see various doctors in many clinics. I need a secretary to help me out!
- During the few years I have been using Fittleworth I have found them to be an excellent services across all areas. Always ring at the correct time, always polite and respectful, deliveries bang on time. Thank you Fittleworth!
- The service I have received from yourselves during the past few years has been excellent, including the delivery driver. Thank you so much.
- Re Q6b - When a delivery day was delayed for a new product, a phone call informed me not a note. Delay reason not supplier's fault they were waiting for the prescription to arrive from GP.
- The staff are always friendly and cheerful, if there has been a problem they have always tried very hard to get over it, such as changing delivery date.
- Without doubt Fittleworth are fabulous. All of the operatives who have contacted me are warm, full of concern and knowledgeable about what I might need.
- I have been having problems at times with new prescriptions. Fittleworth seem to have problems in contact with my surgery - say no response. Surgery says they have replied (Fittleworth say no) and at times it gets worrying if not delivered when date due, (not Fittleworth's fault). I have spoken to doctors surgery, at times I think they pass the buck.
- My GP surgery submits my prescription every month at my request.
- The service supplied by Fittleworth has been exceptional. We only have praise for your helpful staff and delivery of goods.
- Main issue was an item on prescription was wrong and had been for years. No one at Fittleworth seemed to take on board that if they had said something when it was first noticed, instead of not issuing it when rules changed, (a) item could be issued, (b) I would not have had extremely stressful time avoided, (c) they would have been paid because the item could have been corrected. Instead I was made to feel stupid for not knowing it was wrong and additionally frustrated by their non-supply and no information as to why. So I think that they should examine and improve their processes around missing and wrong prescription items.
- Fittleworth provide an excellent service. Staff ring every month to ask whether catheters are required and always give me a delivery date so I know when to expect them. The staff are friendly and helpful, perfect service.
- It is very annoying when you place an order they tell you it takes two weeks for delivery. Sometimes I run out of stoma bags and have to go to hospital stoma department to ask if they can supply some.

## 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 = 85

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	77	5	0	0	3
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times )}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(77 \times 100.00) + (5 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(85 - 3)}$$

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.



fittleworth



## Dispensing Appliance Contractor Customer Questionnaire

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

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

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

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

### Q 2. How do you normally contact your supplier? (Please tick one box only)

Telephone ☐ Fax ☐ Post ☐  
Email ☐ Face to face ☐ Internet ☐

### Q 3. How easy did you find it to contact them?

Not at all easy ☐ Fairly easy ☐ Very easy ☐

### Q 4. If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

	Very good	Fairly good	Fairly poor	Very poor	Don't know
a) Were they polite and did they take the time to understand your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Passing you on to someone who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How would you describe their service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Yes ☐ No ☐ Don't know ☐

Providing NHS Services



**This Section is about the services you receive from this supplier**

*The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.*

**Q 6. If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier), please answer the following:**

a) Did you receive a written note of the appliance which was owed?

Yes ☐ No ☐ Don't know ☐

b) If yes, were you informed when it was expected to become available?

Yes ☐ No ☐ Don't know ☐

**Q 7. If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:**

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

Yes ☐ No ☐ Don't know ☐

b) If yes, and where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes ☐ No ☐ Don't know ☐

*This question is about repeat prescriptions, if this does not apply to you please go to question 9.*

**Q 8. If you presented a repeat prescription, did the supplier**

a) Check to see if you still needed the appliance?

Yes ☐ No ☐ Don't know ☐

b) Check that you were satisfied in using the appliance?

Yes ☐ No ☐ Don't know ☐

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes ☐ No ☐ Don't know ☐

*This question is about customisation; if your appliance is not customised please go to question 10.*

**Q 9. If the appliances you receive are customised in any way, how do you rate the overall quality of this service from your supplier?**

Not at all satisfied      Not very satisfied      Fairly satisfied      Very satisfied

☐      ☐      ☐      ☐

**Q 10. Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?**

Yes ☐ No ☐ Don't know ☐



*These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.*

**Q 11. If your product was delivered**

a) Was the delivery prompt and at a time agreed with you?

Yes ☐ No ☐

b) Did the package display any writing or other markings which could indicate its content

Yes ☐ No ☐

c) Did the vehicle in which the package was delivered convey the nature of the contents

Yes ☐ No ☐

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes ☐ No ☐

**Q 12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)**

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

Yes ☐ No ☐

b) Have you ever been advised by your supplier that they cannot provide this service?

Yes ☐ No ☐

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

Yes ☐ No ☐

**Q 13. If you have ever contacted the supplier's telephone care line out of hours**

a) Were they able to provide advice at the time you called?

Yes ☐ No ☐ Don't know ☐

b) If no, did they provide the telephone number of NHS 111?

Yes ☐ No ☐ Don't know ☐

**Q 14. Does the supplier provide a practice leaflet containing:**

a) Information about their premises i.e. opening hours and access for disabled customers?

Yes ☐ No ☐ Don't know ☐

b) Information about the NHS services that they provide?

Yes ☐ No ☐ Don't know ☐

**Q 15. Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Poor Fair Good Very Good Excellent  
☐ ☐ ☐ ☐ ☐



16. If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

**Q 17. Have you ever visited the supplier's premises?**

Yes ☐

No ☐

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

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**These last few questions are just to help us categorise your answers**

**Q 18. How old are you?**

16-19	20-24	25-34	35-44	45-54	55-64	65+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q 19. Are you**

Male ☐

Female ☐

**Q 20. Which of the following apply to you?**

You have, or care for, children under 16	<input type="checkbox"/>
You are a carer for someone with a longstanding illness or infirmity	<input type="checkbox"/>
Neither	<input type="checkbox"/>

**Thank you for completing this questionnaire**

Care Centre: Example

