

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Northampton

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

152 patient questionnaires were sent out and 70 completed questionnaires were returned giving a response rate of 46%.

A breakdown of all the questionnaires that were sent out and returned is provided in the following table:

Designation of questionnaires sent out	Number of questionnaires
Returned questionnaires	
Successfully completed by patient	70
Questionnaire blank	2
Questionnaire returned to office undelivered	1
Patient deceased	1
Unreturned questionnaires	
Unreturned questionnaires	78
Total number of questionnaires	152

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	55	79%
Someone else	6	9%
Both	0	0%
Blank / Spoilt	9	13%

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	62	89%
Fax	0	0%
Post	3	4%
Email	1	1%
Face to face	0	0%
Internet	0	0%
Blank / Spoilt	4	6%

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

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

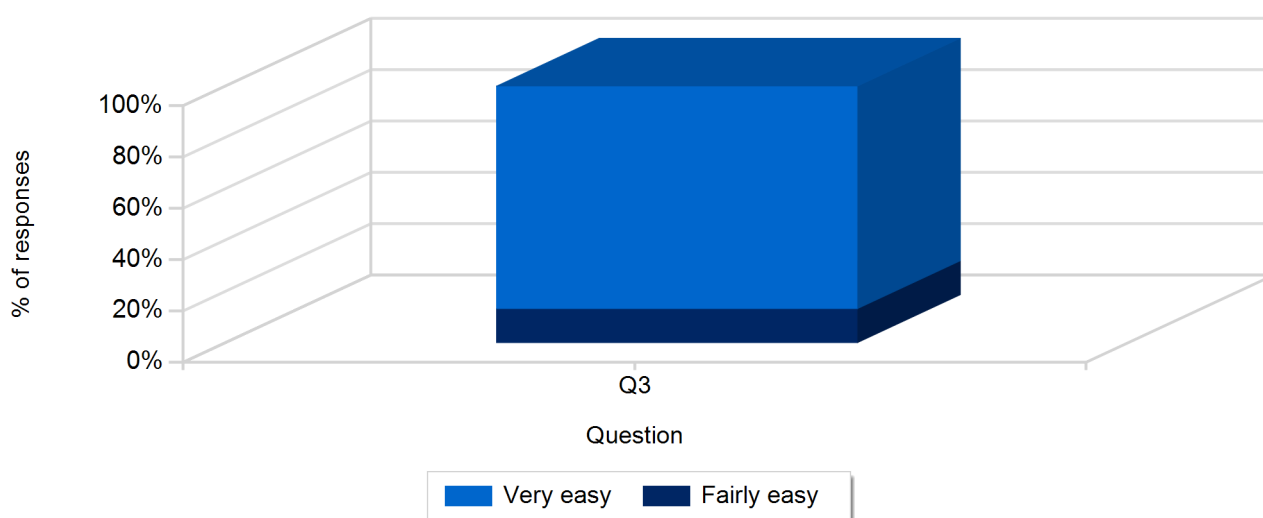
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	0	9	59	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	93	91	92

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

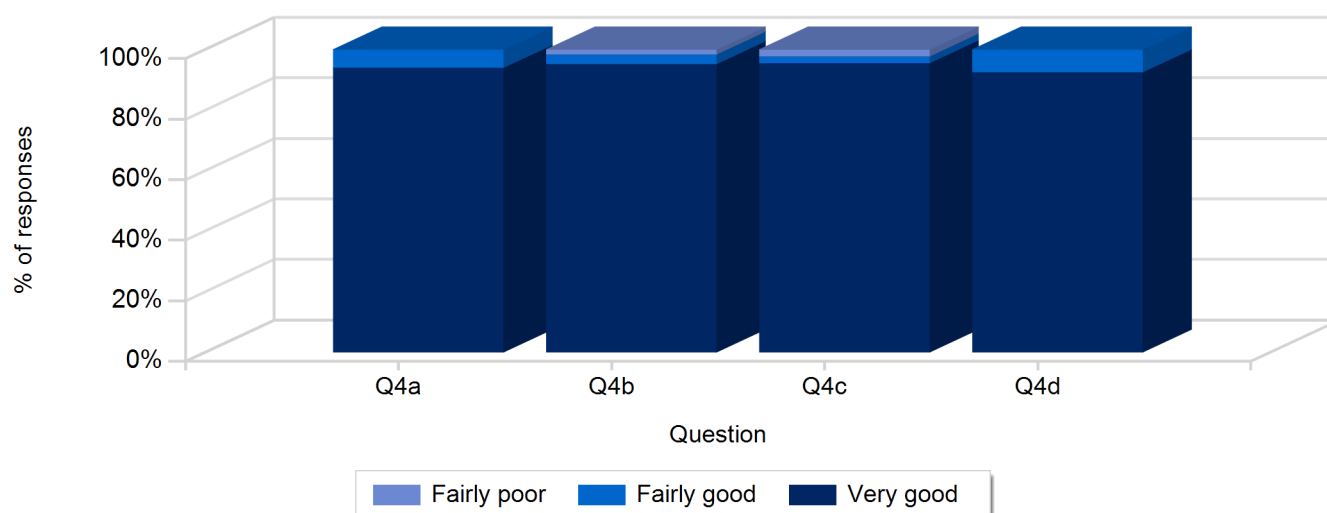
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	63	4	0	0	1	2
Q4b Answering any queries you had	60	2	1	0	1	6
Q4c Passing you on to someone who could help	43	1	1	0	10	15
Q4d How would you describe their service?	62	5	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	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

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	100	96	95
Q4b Answering any queries you had	98	98	96	95
Q4c Passing you on to someone who could help	98	97	95	95
Q4d How would you describe their service?	98	98	97	98

Q5: If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Table 5:

Response	Number of responses	Percentage of responses*
Yes	38	54%
No	6	9%
Don't know	18	26%
Blank / Spoilt	8	11%

*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	13	19%
No	15	21%
Don't know	5	7%
Blank / Spoilt	37	53%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	12	92%
No	0	0%
Don't know	1	8%
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	4	6%
No	11	16%
Don't know	11	16%
Blank / Spoilt	44	63%

*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	0	0%
No	1	25%
Don't know	2	50%
Blank / Spoilt	1	25%

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	40	57%
No	8	11%
Don't know	7	10%
Blank / Spoilt	15	21%

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	36	51%
No	10	14%
Don't know	6	9%
Blank / Spoilt	18	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	29	41%
No	17	24%
Don't know	8	11%
Blank / Spoilt	16	23%

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

About the services you receive from this supplier

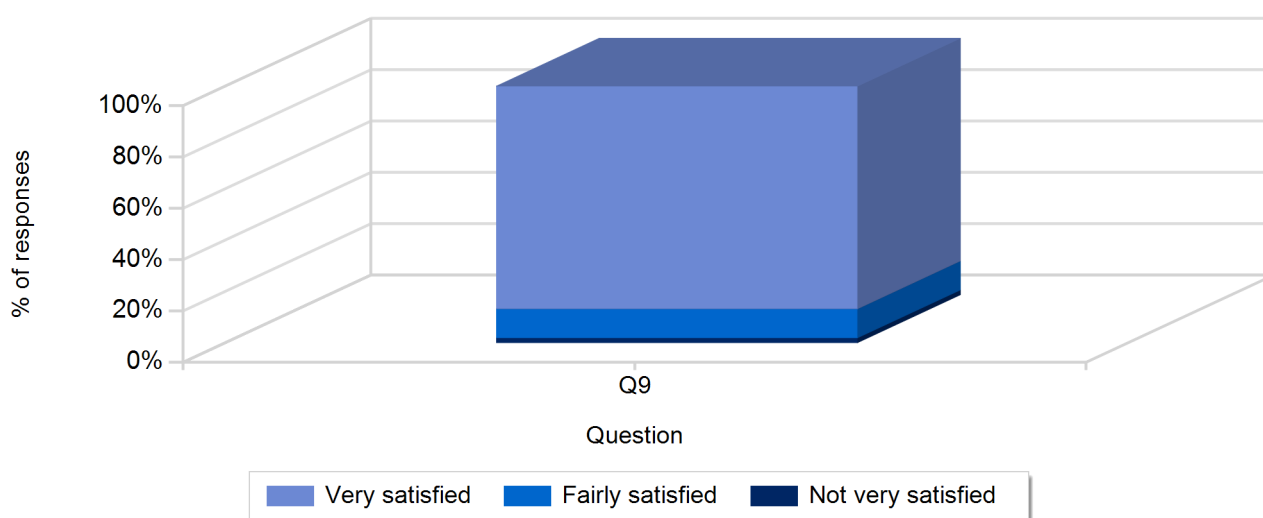
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	1	6	46	17

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	97	90	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	49	70%
No	1	1%
Don't know	7	10%
Blank / Spoilt	13	19%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	67	96%
No	1	1%
Blank / Spoilt	2	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	8	11%
No	58	83%
Blank / Spoilt	4	6%

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	2	3%
No	62	89%
Blank / Spoilt	6	9%

*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	68	97%
No	0	0%
Blank / Spoilt	2	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	7	10%
No	57	81%
Blank / Spoilt	6	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	63	90%
Blank / Spoilt	7	10%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	7	10%
No	15	21%
Don't know	13	19%
Blank / Spoilt	35	50%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	13%
No	3	20%
Don't know	1	7%
Blank / Spoilt	9	60%

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	22	31%
No	15	21%
Don't know	24	34%
Blank / Spoilt	9	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	21	30%
No	18	26%
Don't know	21	30%
Blank / Spoilt	10	14%

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

About the services you receive from this supplier

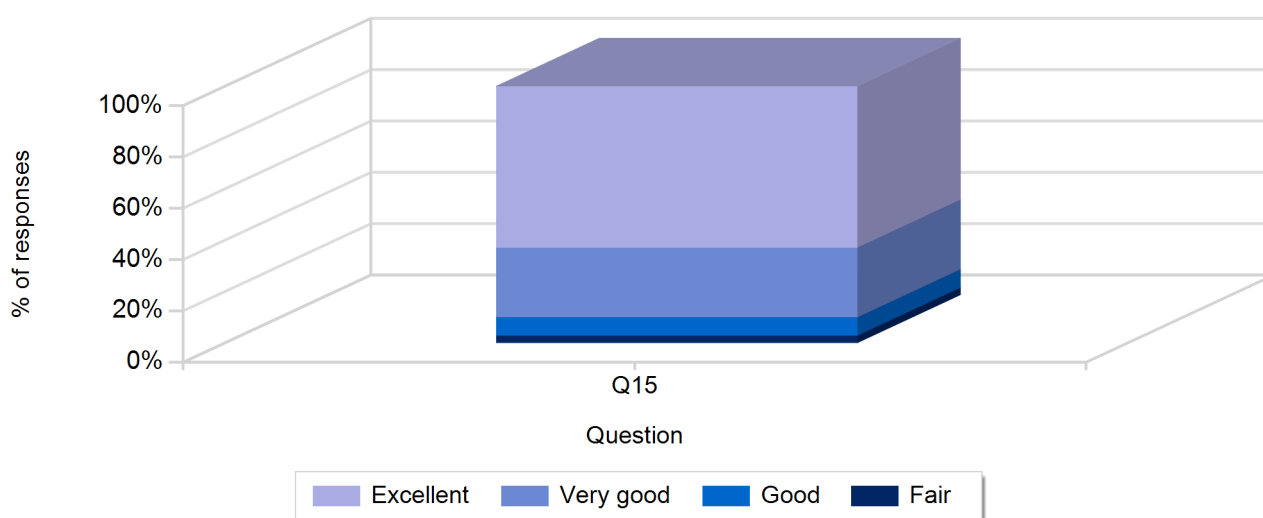
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	5	19	44	0

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	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	90	91	85

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	69	99%
Blank / Spoilt	1	1%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	1	1%
35 - 44	1	1%
45 - 54	4	6%
55 - 64	12	17%
65+	50	71%
Blank / Spoilt	2	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	41	59%
Female	28	40%
Blank / Spoilt	1	1%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	3	4%
Carer for someone with a longstanding illness	6	9%
Neither	59	84%

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:

- My prescription is submitted by my GP surgery.
- I do not contact the supplier they contact me.
- As the daughter of my elderly mother I contact the supplier as she was unable to operate an aerosol spray plastic remover.
- Hospital stoma nurse.
- To check receipt of e-prescription from my medical centre - requested 18/10/19 and not received by Fittleworth 21/10/19.
- My surgery has my prescription. They contacted the supplier. I have never seen my prescription but I am happy that they chose you as my supplier.
- To check if Fittleworth had received my prescription from my doctor.
- Prescription sent from doctor.
- Because the chemist could not get my bags cut to size.
- Stoma nurse recommended them.
- Recently got usual phone call (dodgy hearing aids). I thought it was a rogue caller and rang off. But they called again and made sure I understood and I was able to give and receive an order.
- Did not contact the supplier.
- Stoma nurse contacted Fittleworth on my behalf - while I was in hospital.
- Stoma nurse contacted Fittleworth to set my prescription with them.

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

- I have had some supplies where the cut in the bag was incorrect. The service I received was excellent they sent out a replacement order.
- Average delivery time is 10 days which is very lengthy. Despite asking for goods to be left inside porch the delivery agent (varies between different companies) always bang the door and ring the bell time and again until answered. The returns policy means that I have to keep a box to return items in instead of being sent a box. Too often the surgery is blamed for delays in supplying prescriptions and hence deliveries.
- Very good service. Thank you.
- I always order by telephone. If something is not available straight away they explain when it will be delivered. The system works well for me.
- The supply of disposal sacks against stoma bags (ratio 2:1) was initially overwhelming. I now remove them from the repeat prescription when I reorder if I am accumulating them.
- This company have been first class. They phone monthly to check that I require the same items as the previous month, the staff are very polite and respectful, they always repeat my prescription so we are both positive I will receive my required items, these are delivered on the date given. I have no issues with this very professional company.
- The company tends to phone to see what my mother actually needs. I feel the service that my mother gets is first class.
- Excellent service. Polite manner to remind me and take orders and agreed delivery dates.
- I had a problem at the start of repeat prescriptions from the surgery. Fittleworth were very good in sorting this out and because I was running out they had some sent and sorted it out with the surgery.
- With regard to Q8, my GP practice forward my repeat prescription electronically. May I also add it gives me great peace of mind knowing Fittleworth are looking after my needs, and have never let me down.
- When an order is incomplete of items - I have to chase to ask where missing items are - on occasions there have been disputes between surgery and Fittleworth and I have been caught in the middle with no goods! One will not talk to the other - I'm just worried about having no supplies (this can be stressful)!
- Very pleased with the supplier and how they are delivered. Helpful staff if you ring them for any reason.

Customer comments

- Always very prompt service. Because I have a hearing problem (especially on the phone) they always speak clearly to me where as a lot of companies don't (their staff).
- Fittleworth phone me every month for my order they are always pleasant and very professional. Never had a problem with the service. I have been with them for several years and would recommend them to anybody.
- Fittleworth are outstanding. Any query is answered promptly with a "can do" attitude. They care for their customers and exude empathy, efficiency and excellent service. Can't think of anything better they could do.
- No if need to contact telephone answered very quickly.
- On one occasion there was an error in how an appliance had been customised. On phoning the supplier, I was given unqualified apologies and a correctly customised set of appliances arrived within a few days.
- I have ticked some don't know answers because I have never had any problems with Fittleworth and never came across the questions you have asked so I have nothing to compare with what other company do.
- Have always been happy with this service. Do not know how I would manage without it.
- They've always been prompt, courteous, reliable and the customer service team are a pleasure to deal with and always try to offer solutions to problems. Not sure the text reminder service works well (have only had it once) but I tend to plan ahead and order in advance anyway.
- I have had a good service and am always treated with respect. This provider is able to offer an excellent product that I have continued to use for a number of years that is perfect for my needs, a healthy active lifestyle.
- Following my operation at the beginning of this year I had to self-catheterise. From the outset of contacting Fittleworth the process of ordering and receiving equipment has been nothing short of brilliant/excellent - thank you. Especially as the equipment has to be delivered.
- I haven't been able to answer some of the questions so write this: With the help of my stoma nurse I have used Fittleworth since being fitted with a colostomy bag last year. I have only needed to contact them once and the problem was sorted out very satisfactorily and very quick. Fittleworth contact me - and my husband as he has a stoma as well - once a month to see how things are and if we need to order any items. The staff are all extremely pleasant, polite, helpful and a joy to talk to. The delivery is on the exact date we agree on and we have never been let down.
- The standard of the service over the telephone was excellent. Everyone I spoke to was very competent and helpful. We did have an issue with the holes on the stoma bag being cut to the wrong size but this was quickly rectified by the staff. I think two weeks (10 days) is too long to wait for delivery though.
- Supplies have always been delivered to me on the date specified and cut correctly.
- I have no issues with supplier, they informed me one time that they had not received my prescription from my GP. They requested on my behalf. I work full-time and my supplier has instructed delivery driver to leave my parcel in a safe place if I am not at home, helps very much I do not have to worry about missing my delivery.
- My supplies often come in three different deliveries.
- I have requested no disposal bags or wipes as I am trying to cut down on plastic. I am still being sent the same amount. The nurse has been excellent.

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 = 70

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	63	4	0	0	3
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(63 \times 100.00) + (4 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(70 - 3)}$$

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

☐

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

