

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

Overall Report - Based on 35 Care Centres in England

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

5642 patient questionnaires were sent out and 2600 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
<b>Returned questionnaires</b>	
Successfully completed by patient	2600
Questionnaire blank	52
Questionnaire returned to office undelivered	27
Patient deceased	20
<b>Unreturned questionnaires</b>	
Unreturned questionnaires	2943
Total number of questionnaires	5642

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	2204	85%
Someone else	196	8%
Both	20	1%
Blank / Spoilt	180	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	2312	89%
Fax	10	0%
Post	66	3%
Email	70	3%
Face to face	4	0%
Internet	46	2%
Blank / Spoilt	92	4%

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

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

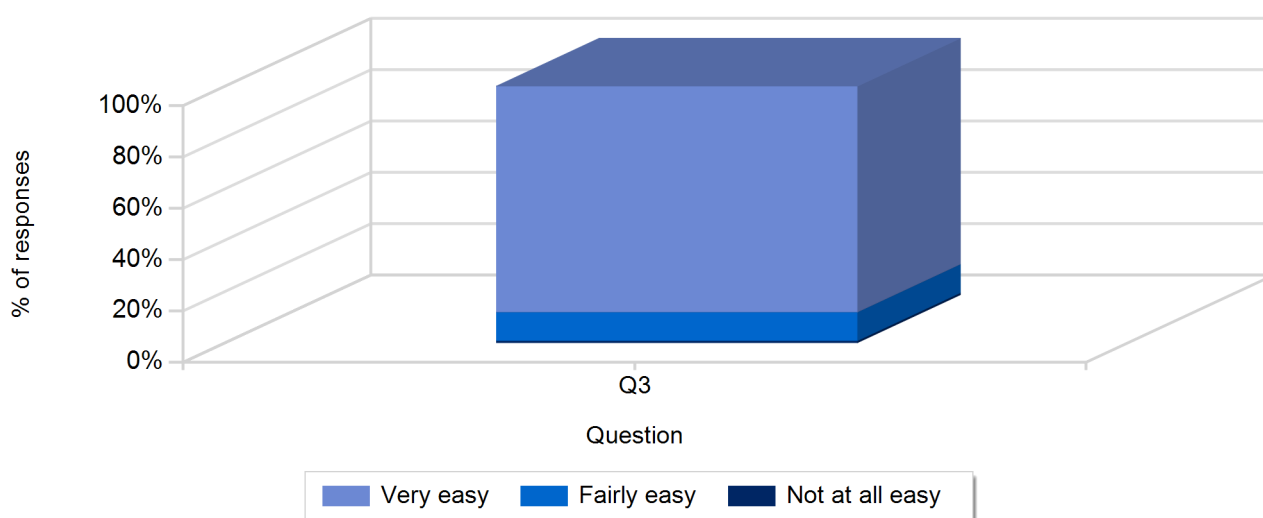
### Q3: How easy did you find it to contact them?

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?	20	276	2175	129

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 (July 2016)
Q3 How easy did you find it to contact them?	94	92	91	92

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

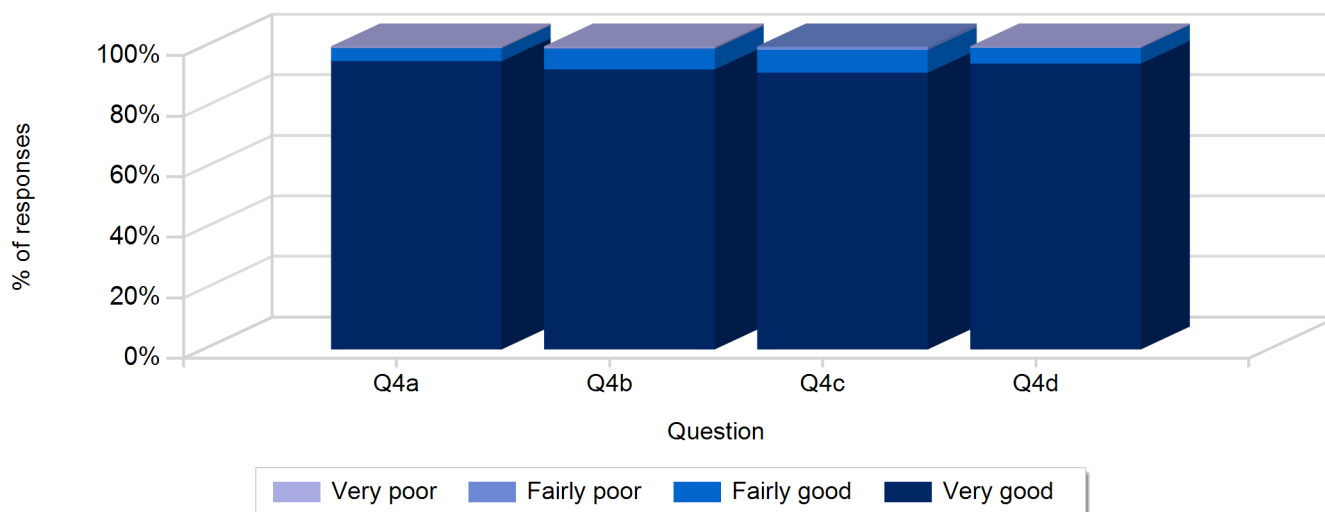
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	2417	108	6	7	5	57
Q4b Answering any queries you had	2251	166	9	8	22	144
Q4c Passing you on to someone who could help	1602	132	19	0	317	530
Q4d How would you describe their service?	2358	130	4	6	8	94

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	97	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.

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## 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 (July 2016)
Q4a Polite and took time to understand needs?	98	98	98	98
Q4b Answering any queries you had	97	96	97	97
Q4c Passing you on to someone who could help	97	96	96	97
Q4d How would you describe their service?	98	97	98	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	1535	59%
No	236	9%
Don't know	625	24%
Blank / Spoilt	204	8%

\*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	520	20%
No	399	15%
Don't know	205	8%
Blank / Spoilt	1476	57%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	483	93%
No	15	3%
Don't know	13	3%
Blank / Spoilt	9	2%

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	150	6%
No	446	17%
Don't know	362	14%
Blank / Spoilt	1642	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	75	50%
No	15	10%
Don't know	32	21%
Blank / Spoilt	28	19%

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	1257	48%
No	365	14%
Don't know	312	12%
Blank / Spoilt	666	26%

**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	1174	45%
No	471	18%
Don't know	241	9%
Blank / Spoilt	714	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	844	32%
No	713	27%
Don't know	292	11%
Blank / Spoilt	751	29%

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

## About the services you receive from this supplier

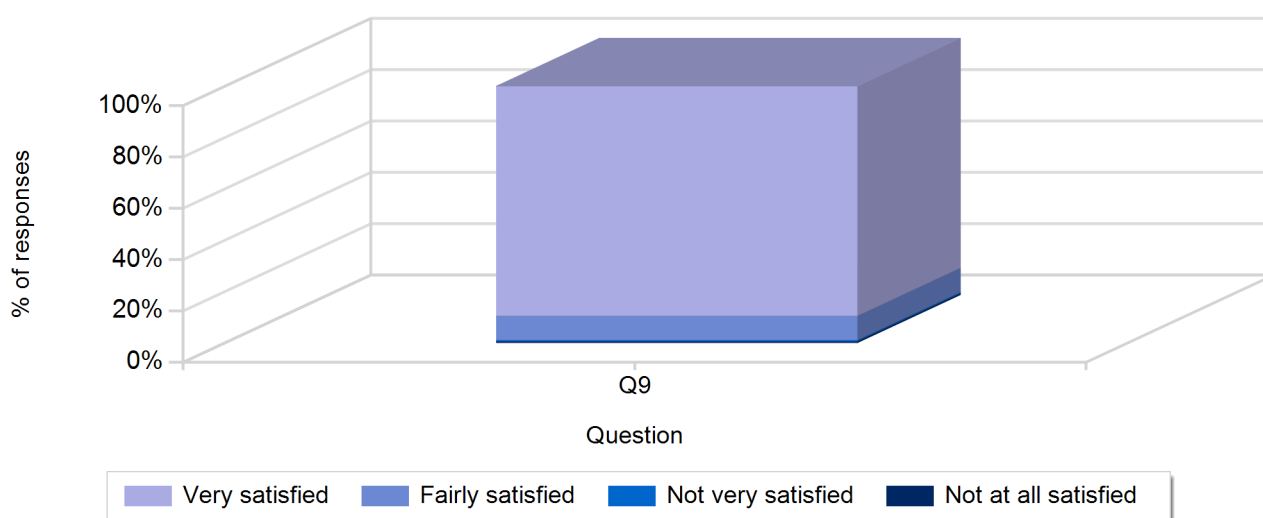
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	9	8	152	1439	992

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

Graph 3: Percentage distribution and frequency of ratings (Q9)



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	96	93	95	96	97	99

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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 (July 2016)
Q9 Overall quality of customisation service	96	96	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	1918	74%
No	25	1%
Don't know	224	9%
Blank / Spoilt	433	17%

**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	2408	93%
No	60	2%
Blank / Spoilt	132	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	350	13%
No	2067	80%
Blank / Spoilt	183	7%

**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	228	9%
No	2050	79%
Blank / Spoilt	322	12%

\*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	2422	93%
No	50	2%
Blank / Spoilt	128	5%

**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	141	5%
No	2222	85%
Blank / Spoilt	237	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	24	1%
No	2317	89%
Blank / Spoilt	259	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	9	38%
No	8	33%
Blank / Spoilt	7	29%

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	253	10%
No	648	25%
Don't know	625	24%
Blank / Spoilt	1074	41%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	38	6%
No	220	34%
Don't know	74	11%
Blank / Spoilt	316	49%

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	858	33%
No	615	24%
Don't know	773	30%
Blank / Spoilt	354	14%

**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	657	25%
No	682	26%
Don't know	790	30%
Blank / Spoilt	471	18%

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

## About the services you receive from this supplier

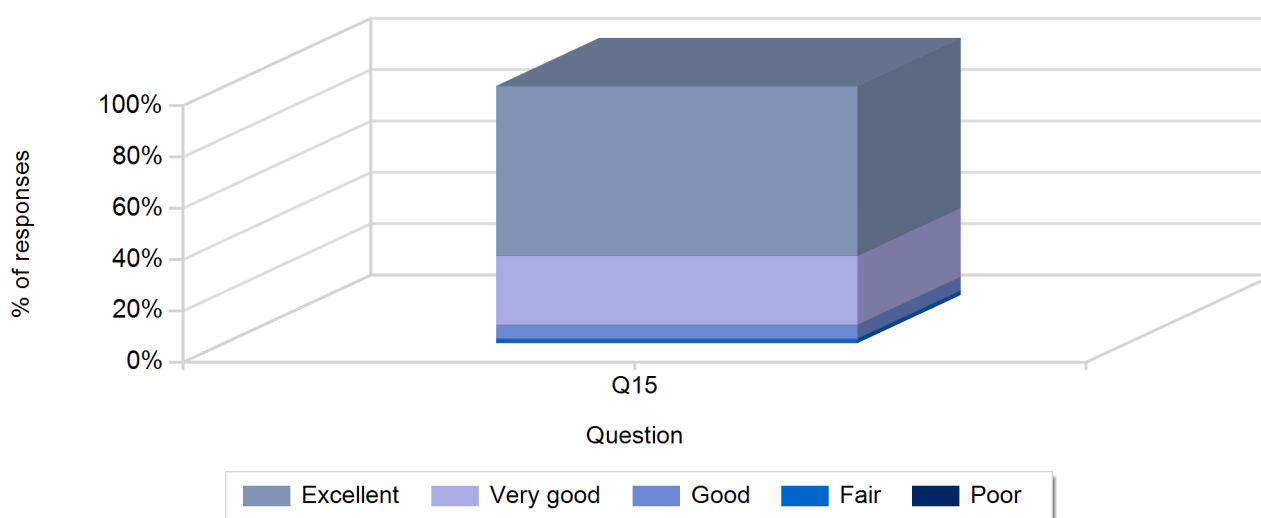
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	5	38	137	688	1685	47

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	89	85	88	90	91	94

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Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (February 2019)	Previous score (June 2017)	Previous score (July 2016)
Q15 Overall rating	89	87	87	89

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	29	1%
No	2516	97%
Blank / Spoilt	55	2%

### 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	27	93%
Fairly good	1	3%
Don't know	1	3%
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	21	72%
Fairly good	3	10%
Don't know	3	10%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	2	7%

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	6	0%
20 - 24	6	0%
25 - 34	33	1%
35 - 44	53	2%
45 - 54	147	6%
55 - 64	347	13%
65+	1959	75%
Blank / Spoilt	49	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	1571	60%
Female	929	36%
Blank / Spoilt	100	4%

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

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

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	99	4%
Carer for someone with a longstanding illness	245	9%
Neither	2007	77%

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:

- The hospital contacted the supplier (Tameside Hospital).
- Stoma nurse.
- I was put under your care many years ago by my nurse.
- Very good.
- I had moved home with a subsequent delay in supplies whilst I found and registered with a new GP surgery.
- To check my prescription/order was going through.
- All arranged by Stepping Hill Hospital. Now through Fittleworth.
- Running short.
- The nurse at hospital where I had operation organised the deliveries for me.
- I do not contact supplier. I contact Rotherham Foundation Trust, then contact you and you supply my order. Both services are very. Thank you.
- I did not contact them, my husband did it for me, he usually does!
- NHS arranged it for me.
- Registered with Rotherham prescribing service who place my order with you.
- NHS or my doctor did this as I was too ill to do it myself.
- My supplies are ordered through the stoma care service at Rotherham District General Hospital. It is a number of years since I used to contact directly.
- I order my supplies at my GP and they send it via email, I have not had to contact Fittleworth for a while.
- To place an order.
- Arranged by Northern General Hospital, Sheffield, following colostomy.
- I needed some extra wet wipes with my script as I was going into hospital (you didn't let me have any).
- Hospital (Rotherham) set this up after a cancer operation.
- To find out why an item had not been delivered.
- The whole process and contact with Fittleworth was conducted by continence nurse and was all very smoothly done with no effort on my part thankfully.
- I don't remember contacting Fittleworth other than to place another order.
- Prescription sent from surgery electronically.
- To find out if extra filler can be fitted to colostomy pouch.
- Doctor.
- Via Bournemouth Hospital.
- To place an order.
- Because I needed more stoma bags.
- I have not had cause to contact them recently apart from my usual monthly prescription by email.
- I didn't order the items in question, they just turned up on my door step, I order the item at my local pharmacy.
- To check to see if my prescription had arrived.
- Submitted by local doctors surgery.
- Prescription submitted by surgery via online request.
- To find out when order is coming.
- Enquiry as to whether my surgery had submitted my prescription.
- Telephoned on one occasion due to discrepancy with order received. Six items ordered and listed on delivery sheet, only three items received.
- To see if you had received my prescription from my surgery.

## Customer comments

- Rarely contact done by GP.
- I am not allowed to order direct to my supplier. I can only order through my doctor.
- I have not contacted the supplier recently. Only once in three years. I take the delivery note to GP requesting them to send a repeat prescription to Fittleworth.
- Ashford Hospital as an operation went wrong.
- Via stoma nurse.
- Reorder.
- This product was advised via hospital for the first delivery.
- Nurse because had trouble getting them at chemist.
- My local health authority do not allow me to make a request for repeat prescriptions direct. I have to contact my GP who then makes the request. The above answer relates to odd occasions when I made contact for some reason.
- Hospital recommended.
- Post office.
- I was going on holiday and did not want to miss my phone call to order.
- Through Marker Street Medical Practice.
- Bowel nurse contacted Fittleworth when it was decided I need to use the irrigation system.
- To place an order.
- I did not contact supplier. I assumed it was the hospital where my catheter was fitted.
- For great service.
- This is an on-running repeat prescription.
- Contacted on behalf of husband who is deaf.
- Submitted by support staff on behalf of our client, who has a learning difficulty.
- Need different products.
- To reorder prescription each month.
- My stoma nurse arranged it for me.
- I did not made first contact. It would almost certainly have been the hospital where I received treatment - the Sunderland Royal.
- To check on delivery dates due to supplies running low.
- I need to self-catheter after having to keep water pipe open after my operations.
- Patient has 24 hour care.
- Died - son rang over two months ago!
- Bladder problems.
- Effected through L&D Hospital.
- Original contact arranged through NHS Hospital - Lister Hospital in Stevenage.
- I attended a consultation day and saw the product and changed.
- It was the stoma nurse at Wigan Infirmary.
- My stoma nurse gave me your product and I have continued with your product.
- Stoma team put me touch with Fittleworth.
- The patient has died. Has been completed by daughter.
- I request items from GP and their staff send off my prescriptions. Re how many days you should wear the day and night bags.
- Hospital recommendation.
- Hospital stoma nurses set up prescription from GP and initial delivery.

## Customer comments

- Hospital nurses contacted you.
- Two calls made re errors this year.
- Fittleworth have my NHS prescription, for the appliances I need.
- It's a great service and very helpful.
- Check delivery (once).
- Fittleworth deal direct with my doctor now, so I only have to phone them to order, say, two boxes of bags, etc.
- My doctor contacted Fittleworth.
- None of the above. Fittleworth were contacted by the stoma nurse at the hospital where my bag was fitted.
- Via GP.
- You send this letter to me?
- University Hospital, Coventry.
- University Hospitals Coventry and Warwickshire gave me information.
- Fittleworth phone us each month to ask if we need any catheters, our doctors surgery supplies them with the prescription.
- This was done via the hospital.
- To ask them to get prescription from my GP practice and supply.
- The hospital contacted Fittleworth on my behalf.
- Wrong items sent.
- They ring me when I need to reorder my supplies every three weeks without fail.
- Queen's Hospital arranged the supply of goods for me.
- Queen's Hospital Romford put us through to you.
- Queen's Hospital organised everything.
- King George's Hospital (Ilford).
- NHS prescription from doctor, supplier contacts us.
- For supplies.
- As I am a carer (24hr).
- More supplies.
- N/A - I don't contact them, they contact me.
- Doctor.
- Housebound.
- District stoma nurse.
- Hospital organised supply on my behalf.
- I did not contact my supplier. They contact me!
- I had bladder removed because of cancer.
- The hospital arranged the order.
- To ascertain the date of delivery.
- Hospital.
- Rung to order extra soft wipes.
- To ensure the prescription from the doctor had reached Fittleworth.
- Was automatically put on to the supplier by the doctors surgery for bulky items.
- Information.
- The hospital referred me to you, and they (meaning you) phone me for my next order.

## Customer comments

- I was with another company before so went with you.
- I contact Fittleworth direct as I know what am ordering and know when it will be delivered, for my partner.
- To confirm that I had ordered a prescription for items from my GP (CCG insist that I cannot order myself).
- Sheffield Hospital organised it after cancer operation.
- Ileostomy.
- I did not contact supplier! This was arranged through Pinderfields Hospital!
- An order came that I had not ordered. I received my order on the Tuesday and received a different order on the Thursday.
- Referred to Fittleworth via hospital/GP.
- The supplier gets in touch with me by phone.
- I did not contact Fittleworth - this was done by the Dorset County Hospital.
- My doctor.
- For my husband when he needs some products.
- Royal Gwent Hospital, Newport.
- To enquire if I was getting a delivery that day.
- To submit a prescription I do so via my doctors clinic. I do however contact Fittleworth occasionally if I have a query.
- The area around my husband's stoma was red and very sore.
- NHS Royal Surrey County Hospital.
- The specialist nurses at East Surrey Hospital arranged my contact with Fittleworth.
- Frimley Park Hospital. Retention of urine, causing infections.
- The Royal Marsden at Chelsea submitted a prescription on my behalf.
- To organise a regular delivery.
- Stoma nurse from hospital.
- I contacted Fittleworth as I was having problems with my GP. They gave me good advice.
- Fittleworth ring me for my order.
- I did not!
- I ordered a new supply of bags.
- 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.
- 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.

## Customer comments

- 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.
- To follow up on a problem with an order placed online for myself.
- Contacted by NHS nurse.
- Faulty items received.
- Desperation re no adhesion on the pouches. Patient was in hospital with a very loose stoma and pouches were running out. Hospital pouches did not like her skin.
- Fittleworth call me.
- Arrange monthly supply - usually supplier contacts me.
- My doctor sends in the prescription to Fittleworth, I fill it in and take it to my doctor.
- To check if they stocked a certain product.
- Because there seemed to be a problem regarding my prescription being passed on to my local pharmacy.
- They actually usually phone me.
- I contacted my supplier but they had to get the prescription from my GP's surgery who took a long time.
- For medical reasons.
- To place an order.
- Repeat order.
- I did not contact Fittleworth, they contact me when supplies are getting low.
- Contacted by stoma nurse at Dewsbury Hospital.
- Someone told me at Fittleworth when I first had a catheter otherwise I wouldn't have known.
- They contacted me first because my prescription had not been sent by my doctors.
- Hospital nurse told me supplier.
- NHS organised this for me.
- I was started with the supplier by the hospital and everything is excellent.
- To request a delivery.
- I was told about Fittleworth when I was in hospital by the stoma care nurse.
- The stoma nurse arranged for requirements to be delivered. I said I would like Fittleworth.
- Fittleworth contact me then my GP for prescription.
- Colostomy nurse, St Helier Hospital.
- Missed call from supplier so returning phone call to place an order.
- They ring me.
- Carer for client.
- Contacted by nurse first time, now prescription from GP surgery.
- Arranged by hospital.
- Stoma nurse introduced yourselves.
- I was very ill district nurse got you to supply items after cancer operation. No instructions, no knowledge of where they came from or how to use!

## Customer comments

- The team Russells Hall Hospital when I was discharged from hospital.
- NHS hospital contact Fittleworth on my behalf.
- I have bowel cancer and needed to obtain stoma bags.
- The stoma nurse did it for me.
- Nurse from hospital contact them.
- Wife always places the order for me.
- I have a regular prescription from my GP every month.
- From my local GP.
- The supplier contacts me every 4-5 weeks to ask if I need supplies.
- 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.
- Missed my call.
- The surgery do it, I don't. Have not contacted the supplier - the surgery do it.
- Did contact, the supplier always contacts me.
- After my ileostomy several years ago the stoma specialist nurse at the hospital made the initial contact on my behalf.
- Monthly prescription and other things.
- Tracheotomy hard to understand what he's saying.
- Clinic arranged the supplier.
- We do not contact the supplier, they ring us.
- Fittleworth have always contacted myself since taking over from my previous supplier.
- To have an extra item added to my prescription.
- NHS contacted you.
- The hospital and district nurse told me about your company for catheters - N/bags D/bags.
- I contact the health centre (prescription service) who contact Fittleworth.
- I am replying for my husband.
- Where are my goods?
- I was given the address at the hospital where I had my operation.

## Customer comments

- They normally contact me.
- Recommended by urology nurse from King's Mill Hospital, Mansfield.
- To get my prescription ready.
- King's Mill Hospital, Sutton, Notts. Got them for me through Fittleworth after an operation.
- I do not contact the supplier myself. Contact is made on my behalf by NAMS (Notts Appliance Management Service).
- To obtain a toilet bag for my stoma supplies.
- The delivery was short of one item due to the prescription not as requested. The problem originated with the GP and resolved quickly.
- Prescriptions are sent direct from our local surgery.
- To check on availability of appropriate products.
- Musgrove Hospital did I think or the medical centre.
- To check receipt of prescription.
- Needed bags for colectomy. They contact us.
- I contact my local dispensing team who either fax or phone the appliance contractor when needed.
- To make a complaint (first time in 10 years).
- To obtain my normal order.
- Prescription request passed to supplier by doctor surgery. Do not know procedure!
- I was contacted directly by the supplier.
- Have not contacted personally. All contact has been electronic prescriptions direct from GP.
- Set up by stoma nurses.
- One of the items was out of stock.
- The process of supply was initiated by the urology department of Blackpool Victoria Hospital. I then reorder every month when reminded by the supplier, on a repeat prescription through GP surgery.
- To renew supply.
- My father.
- To reorder supplies.
- Pinderfields Hospital discharged me several years ago after operation and gave me all I needed from Fittleworth used them to supply my needs ever since.
- Supplier had called by phone when I was out to see if I wanted to contact them to place my next order, which I did.
- The RB Hospital set the service up for me.
- Stoma nurse at Wexham Park Hospital arranged it for me in 2010.
- Stoma nurse, Pembury Hospital.
- Need stoma supplies.
- First prescription from Epsom General Hospital, Dorking Road, Epsom, Surrey.
- Reorder.
- I contact doctor and they contact you.
- Hospital stoma nurse.
- Didn't contact the supplier. This was done by the hospital.
- My stoma nurse.
- Two complimentary packs of black bags were faulty with no seals at bottom of each bag.
- Fittleworth contacts me every month without fail to check my requirements and give me a delivery date. I never have to contact them. Service is excellent.
- I was recommended by NHS Trust.

## Customer comments

- Via hospital - Stoma.
- Suspected issue with supplied items.
- My surgery forwarded prescription for me.
- Reordering stoma bags.
- When I was diagnosed a nurse was sent to me to explain and demonstrate the procedure. This was marvellous and put me at ease.
- To place an order, after which Fittleworth obtain prescription from my GP surgery.
- I take my prescription to my doctor's surgery who fax it to Fittleworth but, that said, they hadn't received it. The surgery sent a new one and my goods arrived. I was very happy.
- My stoma nurse contacted the doctor and recommended you.
- Fittleworth have supplied our medical supplies for a few years now.
- To place an order.
- Fittleworth were originally recommended by my stoma clinic at Queen's Hospital, Romford and surgery had not processed recent request for prescription.
- Supplier contact me once my surgery 2018.
- Telephoned to change delivery date of my medical appliances.
- Contacted by my GP.
- To ask if Fittleworth had received an NHS prescription for me from my GP.
- Hospital referral.
- I suppose either doctor or district nurse hospice order? I don't know.
- Because I didn't need wipes and bags on that occasion.
- I think I should make it clear that my designated stoma nurse made the initial arrangements for the commencement of supply.
- I order through my GP. Never had a problem.
- Stoma clinic at Southend University Hospital. Contacted the supplier on my behalf.
- I was rushed into hospital with suspected bowel cancer and I had my bowel taken away.
- The stoma nurse at James Cook recommended after operation.
- Hospital asked us to try.
- I put an order in to my surgery for stoma bags each month and the surgery orders directly from you (Fittleworth).
- NHS prescription supplied by Fittleworth over a number of years and currently. Monthly contact to confirm details and arrange delivery.
- Only contact supplier to enquire if they have received my prescription from the GP.
- About two months ago I receive a monthly reminder text from Fittleworth, excellent service.
- Normal order.
- Delivery.
- Non-delivery of order on due day.
- To order urostomy items.
- I would prefer to use website for ordering but the process is not fit for purpose.
- My doctor asks me to go through the surgery to request my prescription.
- Organised by NHS staff after my operation.
- Contact was made for me by stoma nurse at the hospital.
- Supplied after TURP operation at Guy's Hospital London.
- Order my stoma items.
- As advised by nurse.

## Customer comments

- NHS.
- To place an order.
- Reordering medical supplies on prescription from my doctor.
- Ordered by hospital urology department.
- Only contact supplier to request a repeat prescription.
- Supplies not available on time, delivery driver doesn't call at the flats which are warden controlled.
- The contact was made by my stoma care team.
- Running out of bags (colostomy).
- To order for my monthly needs, to check my order arrival.
- To clarify order.
- From hospital.
- Recommended by NHS.
- To ascertain whether they had received a prescription request from my health centre.
- I had almost run out of flanges.
- Specialist nurse at St Mark's, Harrow did this for me.
- Prescription items were not dispatched.
- Nurse recommended.
- Bad postal delivery.
- I had a stoma.
- I requested box of 30 catheters for you to raise a prescription from my GP and post the catheters direct to my address.
- To order a delivery.

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

- A disappointing company who start off well but rapidly decline! We have found this with many companies. There is no care, only an interest in financial gain. Unfortunately we are "stuck" with them as all companies are going to same way. No empathy or compassion for the consumer who would be unable to function without critical supplies.
- I think the level of service, advice and emergency next day service is excellent most of the time I have the same person who phones me each month, they are so caring great advice and always send me the right amount to me each month, knowing my stoma is unpredictable and each month I may need more or less, I have not a bad word to say about your company.
- Extremely happy with the service.
- The service I receive is excellent and I thank you for it.
- Fittleworth are a company that goes above and beyond to help all their customers. I think all staff are polite and helpful. Always do what they say. I am glad my stoma nurse recommended Fittleworth. Well done Fittleworth!
- I cannot recommend Fittleworth highly enough. Top quality service. Never had need to contact outside normal hours as at Q13. I am contacted every month to ascertain if I require anything, leaving a message if I am not in. Delivery is always on date advised. Very polite on telephone and helpful. Nothing too much trouble. Cannot think of how to improve what is already an excellent service.
- Re Q8 - I do not present repeat prescriptions my doctor does. Re Q13 - I have not had to contact the supplier's careline after hours.
- Always received excellent service. Items always in stock. Staff excellent.
- Everyone has been very helpful, Fittleworth are very caring.
- Brilliant. Thank you!
- Q6 and Q7 are not applicable to me. My prescription has always been available when requested. Re: Q8 - My stoma nurse deals with this issue.

## Customer comments

- I can find no improvement in the service. It is excellent. Never any problems. Very good.
- I can't remember any need to contact the service out of hours. I have always found the service friendly and reliable.
- Very good service.
- Poor communication between supplier, GP practice and me (the customer). I make regular orders, fairly often. Fittleworth claims the GP does not send through the e-prescription requested and the GPs say they have sent the prescription. Fittleworth do not notify me of difficulties until two days before my order is due, often too late for timely order and very frustrating situation!
- Fittleworth have always been very helpful. I just wish I did not have to ring them and they have to get prescription from my GP. Sometimes the GP has delayed in sending prescription, which leads to a delay in me receiving my products. I will need this for life so I wish they could be sent out every month without me having to wait for them to get my prescription. Also a big thank you to their delivery driver, they are a pleasure.
- For many years I have used the service and I have been highly satisfied. The person who delivers my parcel is always polite and friendly.
- Any member of staff I have spoken to have been polite and very helpful.
- On the very rare occasions when deliveries were late - due to prescription hold up - Fittleworth have been very understanding and reassuring. Emergency supply has been delivered immediately. Excellent service for which I am - have been - very grateful.
- Never had any problem whatsoever, have always been highly satisfied with their service.
- The performance of my supplier is above excellent. I have never had any problems whatsoever. They are very good very helpful and very punctual. You cannot fault them.
- They don't really apply to me to be honest I've had the service for many years with no real problems - when there were problems they were caused by my surgery rather than the supplier.
- Staff are always so friendly and nice. Always helpful and ring you back when can't get through. Never had a problem with them.
- Re Q13 - never done this. Re Q17 - went holiday, forgot night bag - gave me number of nearest place to collect, excellent. Have been very good in all aspects.
- I have been dealing with Fittleworth for several years. I have been highly satisfied with all the assistance they have given me over the past years it has been excellent service.
- All supplies are ordered via NHS, very satisfactory.
- I will need to use stoma bags for the rest of my life. Why do I need to order them every month? Can this be done automatically?
- Very satisfied with Fittleworth. Staff always helpful and polite.
- Very satisfied with Fittleworth.
- Excellent delivery service from one member of staff at Barnsley depot!
- All services have been prompt and pleasant. Excellent all round services.
- They could make sure they have plenty of catheters in stock.
- Excellent service.
- Service provided is very easy to use/call. Ordering easy with operator. Delivery prompt. All very good service.
- Very satisfied.
- I am a long time user of this appliance (many years) and have found everyone very courteous, helpful, discreet. No reason not to order from Fittleworth in the future.
- I had visits from a stoma nurse for a long time who dealt with many of the questions and ordered alternative appliances where needed. Therefore a number of the questions are not applicable. I no longer require contact with the stoma nurse but have contact details should the need arise.
- Would have liked the extra wipes. It was just a one-off due to hospital stay.
- Always helpful, prompt, efficient service. Any queries they help with as soon as possible. Excellent appliances - delivered on time. Thank you.

## Customer comments

- Re Q15 - response "poor" is based solely on my experience with late/wrong/missed deliveries which, I am told, is because the doctor has failed to provide prescription, doctor provided wrong prescription. I estimate that there is an issue with 9/10 deliveries because if this. If, as Fittleworth suggest, this is out of their control, then I would rate this question much higher.
- Just to say that, more often than not, Fittleworth phone me (before I can phone them) to arrange the next monthly order. Excellent service!
- I am very pleased with your excellent service and very grateful. Thank you.
- The surgery controls who the supplier will be. My supplies can be from one of two or the local pharmacy.
- Before receiving this questionnaire I had intended to write to Fittleworth and inform them how good I considered their service to be. Like most people I deal with many different companies concerned with a variety of products and I have yet to deal with anyone so polite and efficient as Fittleworth, they are always so helpful and are a real pleasure to deal with. I will now make a point of writing to them.
- I have nothing but gratitude for all concerned. Thank you.
- Fittleworth are very good and I am satisfied with their service.
- There are problems when I wish to purchase items privately as I cannot directly phone the person who deals with private sales.
- Fittleworth with their service in my opinion are extremely reliable and helpful. I have a permanent stoma and hope I can deal with Fittleworth for many years to come.
- Re Q11a - Delivery time subject to when GP surgery sends prescription to Fittleworth and processing by Fittleworth.
- At times during the past my supplier has phoned to say that they cannot supply my prescription due to doctor practice has not put through my prescription etc. This could be up to 10 days after I have submitted prescription to suppliers. Within minutes I have phoned or driven to doctors to check, and they always says it's sent through.
- I had trouble with the glue - the bags leaked. I am using a different company which suits me better.
- Fittleworth and care centre Bournemouth are great.
- I have dealt with them for many years and have never had a problem, hope this continues after Brexit (provided it ever happens).
- I am very pleased with the service provided by Fittleworth. They ring me every month so I can place my order, I don't have to ring them. If I am out when they ring, they leave a message so I can ring them. If I don't they automatically send me a letter to remind me. They are always polite and helpful. This system is far better than if I have to keep going to a pharmacy to collect these items.
- Excellent service.
- This is an excellent provider, I have never had any problems with my order - if a problem has occurred it has been dealt with promptly and politely.
- Very good service.
- Any problems I have encountered have all been with my GP (leaving necessary items off my prescription, which has caused lots of phone calls, etc.) not with Fittleworth.
- No problems - always perfect.
- There have been occasions when delivery has been delayed. Fittleworth blames GP, GP surgery state it's Fittleworth not presenting prescription in time. Also orders wrong or incomplete. The number of bags I require monthly changed/increased - some months even though I ask for 30 I only get 20 then it becomes a problem reordering (see above prescription issues). I'm not sure I've ever had a complete delivery that was perfect in the last few months. More wipes/bags would be useful too.
- When calling Fittleworth, they are very helpful, polite and caring people.
- I really appreciate Fittleworth's services all these years. However the wipes they supply are too small and the disposal bags too flimsy. Since I have one free hand when doing "my business" the original "stand up" bags were great.
- All very good. Thank you.
- There was one occasion recently when a supply was delivered whilst I was away for the weekend. The cardboard box was left over the gate on the Friday and on my return on the Sunday, the box and some of its contents were wet through. I was, however, able to dry the stoma bags and have been able to use them. Normally leaving the box over the gate is fine, but on this occasion, unknown to the delivery driver, it was not.

## Customer comments

- Good service. Excellent team.
- Some questions are not applicable so I have ticked "Don't know". Fittleworth have been very good. The only problems I have experienced have been due to my GP surgery but Fittleworth have always contacted me and kept me informed on these occasions. Very happy.
- I am in my 90s, so when I am in need of the catheters, I go to my local pharmacy and they place the order for me.
- The service was and is excellent.
- Excellent service from supplier. Any problems I have experienced have been with my GP surgery in getting repeat prescription. Fittleworth are excellent and helpful.
- Everything is 100% fantastic service.
- It would be nice to know when the delivery is coming - the day at least. If I am out there is the chance that it would get soaked through.
- Could not have wished for better attention or assistance.
- Excellent company. Materials arrive quickly and if you needed to contact them they were very helpful. It makes life so much easier.
- I have had excellent service for my stoma supplies from Fittleworth via my GP surgery internet repeat prescription service.
- None whatsoever.
- Prescription emailed by GPs surgery only telephone contact made by patient.
- I do have problems with liaison issues between GP and Fittleworth.
- My request to Fittleworth goes to my doctors surgery and they then forward my request to them, sometimes I do ask for two items instead of one, example two sprays but I never receive them think it is the fault of my surgery. I never had any problems when I used to phone my order direct to Fittleworth.
- A first class service by Fittleworth.
- When I could order direct myself the system worked perfect. Now I place order with my doctor and hope I get what I ordered. I have no say in delivery, it just turns up sometimes two weeks after placing order. This causes me to order early and always keep a small store of my own.
- No real issues - sometimes wrong product received, corrected quickly! Delivery driver when used is a real positive attribute to Fittleworth, pleasant and cheerful. A very nice man!
- I only have stoma supplies from Fittleworth. They notified me on the one occasion when on tube of deodorising gel was short. Soon rectified. No problems about this service.
- I put request for items in to my doctor and he sends the request to Fittleworth direct therefore some of these questions do not apply, but I would say that any contact I have ever had with Fittleworth has always been first class - extremely helpful.
- Overall, the service has been very satisfactory.
- Service very good. Excellent.
- The service very good.
- Yes. They're very good company.
- No trouble at all receiving products, always on time due delivery date. Driver knows where to leave delivery if I am not at home which is a good help. Many thanks.
- Excellent service.
- Fittleworth always send me a letter saying they have tried to contact me, as far as I know I have not experienced this. I then usually ring them with my order.
- Everything has always been fine.
- The supplier is spot on with their service.
- Very good service.
- Excellent, no improvement needed.
- Fittleworth collect my prescription from my doctor.
- I only phone in my order and they are very helpful. I have only used the service a few months since my operation and have been pleased with it.

## Customer comments

- I could not do without this service. Having items delivered means I don't have to take time off work and my medical condition remains private and confidential. This company is very professional and I would highly recommend.
- With regard to the answer to Q11a the delivery is always prompt but I am not advised in advance when it is likely to arrive. This would be helpful to avoid it being left on the doorstep or next door, if I am not at home.
- Always excellent service from Fittleworth.
- I have had wonderful care from Fittleworth, the staff are very thoughtful.
- An excellent prompt service provided by staff who are both personable and very polite.
- On one occasion I was contacted, by telephone, to be advised the supplier could not supply the full prescription. I was asked if I wanted to wait until the full prescription was available or if I would like the prescription supplied in two deliveries. This ensured I did not run out of supplies and was very much appreciated.
- Supplier is excellent.
- I would like to say I have been very happy with the service you have provided me with. Thank you.
- At this present time my supplies are delivered to my address but last order I received was sent by GP practice was sent to the pharmacy. I have only just changed practices (GP) and am not sure what their procedure is so I will shortly contact Fittleworth for advice.
- Not enough wipes or disposable bags provided now. Only half the quantity of what I used to receive.
- I don't know the service is always excellent.
- In the many years I've dealt with Fittleworth they have been most helpful in every way. I rate them outstanding.
- I am very happy with their service. Delivery always on time and very helpful when I ring my prescription in.
- I am very satisfied with the service I get but would on day of delivery prefer to know if my supply is being delivered in the morning or afternoon as I work and sometimes have to take unpaid leave to collect it even though they can leave it in my garage or shed as I worry it won't be left.
- We are very satisfied with the service we receive from Fittleworth. On one occasion we received the wrong item but this was swiftly replaced with no problem at all. The staff are always polite and helpful and a pleasure to speak to.
- At the start I had some problems with delivery. These seem to have been resolved.
- Very happy with this service.
- I am very pleased and satisfied with the services provided.
- I have been dealing with Fittleworth for three and a half years and find their service first class in every respect. Staff are always courteous and respectful, the only problem encountered has been the late issue of repeat prescriptions which is outside Fittleworth's control.
- I have always had excellent and prompt service.
- I am the care manager for patient. We are very happy with the service we receive from Fittleworth they always call about our order if there is a problem. The only problem we have is our surgery don't send the fax back to Fittleworth quick enough. Thank you for a great service.
- I am very happy with the service provided by Fittleworth. My bags are customised and always arrive exactly when I expect them. Fittleworth ring me in advance and ask if I need a repeat order. This is invaluable as I never run low and I don't forget to order.
- I am so happy with the service I receive from Fittleworth and would not wish to change ever.
- Their service is always polite and helpful.
- The free wipes are wonderful but I don't use them as they contain plastic. It would be great if all suppliers provided plastic-free wipes.
- In the six years I have been supplied by Fittleworth they are a superb company, five star in every way. Deliveries are received bang on time and of the two occasions problems have arisen, solved superbly.
- I have had my stoma appliances provided by Fittleworth since my operation several years ago. Disposable bags and wipes and envelope are always included. The delivery service has been very good.
- More than satisfied with the service.
- I only receive new catheter supplies, so many of the questions are not applicable to me. I would say though that all contact with the supplier has always been excellent.

## Customer comments

- I have had the services of Fittleworth's delivery for two years. They are easy to contact and order my prescription. With only one exception - I did not have product number to hand for the order and the receptionist was important and said it wasn't possible to record the order. Without fail, the delivery drivers are friendly, courteous and on time. Thank you.
- Sometimes my deliveries aren't always on time and I've had times when my stoma delivery hasn't included everything I ordered; I also wasn't told some of my supplies were going to be late. Re Q11d - I would like more wipes.
- Excellent service.
- Very happy with Fittleworth.
- Excellent, can they sort Brexit please!
- I did have a few teething problems in the first three months between GP and Fittleworth - not always informed by delay from GP prescription and Fittleworth being able to carry out order - was stressful.
- Fittleworth have never let me down. They are an excellent company. I hope to be dealing with them for many years to come.
- Communication is generally poor or even non-existent if either the GP is being slow, or they themselves get the order wrong.
- My husband has dementia so I am answering on his behalf.
- Disposable wipes are getting smaller and thinner. Not a convenient wipe to use for poo. Please revert to boxes for delivery - thick non-recyclable plastic bags are not eco-friendly.
- I feel that the service that I receive from Fittleworth is far above excellent. Every time I have conversations the people I speak to are very kind and caring. They are amongst the best.
- I would like to know about new products, materials, etc.
- I never have problems with the supplier (Fittleworth) who are always very helpful. Problems occur when my GP practice does not send the prescription on time and I then have to liaise between Fittleworth and my GP. Fittleworth have always ensured that I have enough supplies to last until any problems have been sorted out. They are excellent.
- Fittleworth provide a superb service. Anything delivered is prompt and discreet. Staff are polite and friendly. This is the best service I have used. I have been using this service for several years.
- I find their service excellent. No complaints in many years!
- I would like my stoma bags pre-cut by laser as a scissor cut can be rough and not to the mm size asked for.
- They have always been courteous and easy to deal with, which is why I have always stuck by them since my needs required after my operation. Long may it continue, I hope!
- I very much appreciate the way you remind me of my needs. Your service is really excellent. Thank you very much and "God bless you all".
- All good. Did not knock as requested. Left parcel under camper van as stated. Thank you.
- I find Fittleworth an excellent company to deal with when I have to contact them. All my orders arrive when they should and if they are ever out of stock of an item they phone me to tell me that the out of stock item will follow on and that I will receive two parcels instead of just the one.
- I'm very happy with the service provided by Fittleworth.
- My son was prescribed catheters at Salford Royal Hospital. We have never had any problems at all, deliveries have always been when promised. A really good service.
- Always had a prompt reliable service, excellent staff attitude and very patient.
- Excellent service, never have I had a problem.
- The service provided is very good and I appreciate it.
- Got to say I was completely satisfied by the company Fittleworth and all the people I spoke to over the telephone and that even goes to the delivery driver who used to bring my prescription items.
- Been with Fittleworth for many years now. Always first class service. Staff on the phone are very approachable, delivery always on time. Excellent overall.
- Excellent service but it sometimes takes over a week for delivery. I have heard of other suppliers who can supply more quickly. I presume this is down to the surgery agreeing the prescription? I am unsure what would happen in the case of an emergency?

## Customer comments

- Fittleworth service very good. Recently there have been more mistakes than in the past 15 years - 1. My prescription was short of one box of Ileobags though the order confirmation note stated the usual two boxes - this was rectified speedily once pointed out. 2. My last order contained one box of the correct bags and one box of wrong ones. Two mistakes in 2019 which was rectified.
- I am very pleased with Fittleworth and will continue to deal with them.
- I receive a very satisfactory postal service which makes reply to many of your questions very difficult.
- No problems ever. Always polite. Great service from all.
- Some questions did not seem relevant to me because for many years now, they (i.e. Fittleworth) do all the work. They ring me, or I ring them to order stoma bags, with the disposal bags, and I've told them if I have had to go out unexpectedly, they should put supplies in my garage. I always order two boxes (i.e. 60 bags) and always order the next two when I've used, say, five or six bags from my second box. If I have any sort of problem, I can make an appointment to see a stoma nurse at the hospital, and they will always visit if needed.
- I have always ordered for my brother the stoma supplies. I have used them for years. I email them and they respond the same day and give me a delivery date.
- Faster delivery date from order date.
- Re Q9 customisation - Within days of being discharged from hospital I received a boxful of pre-cut stoma bags. This was a complete waste of money and product. My stoma was shrinking almost daily so after a week they were useless. I had to go back to hospital and fetch a number of uncut bags.
- Staff on telephone always helpful and pleasant!
- They are delivered OK and on time.
- Very pleased with the service and it is like talking to a human being (always friendly) and not by a computer voice.
- I have had a few problems over the five years Fittleworth have supplied me, regarding faults in manufacturing they have been excellent in solving and liaising with manufacturers and myself I will not be changing suppliers. Thank you.
- I order my appliances via my doctors surgery online, they then forward prescription to Fittleworth via email which has a quick response/delivery. Ideal.
- Very good service since started many years ago.
- An excellent service. First class.
- I have always found Fittleworth both polite and professional and would recommend their services and products.
- My contacts with this company have without exception been excellent and I cannot offer any improvement suggestions.
- Normally service is good however, recently it has fallen down, i.e. told an item is no longer in production but given no alternative or how to proceed.
- No complaints about the service provided.
- Very satisfied with service.
- I have been more than happy with Fittleworth many years and have no wish to change my supplier.
- I would like to see the "date" on the covering letter, as I file all the written correspondence received.
- I have found Fittleworth to be very efficient and have helped out on the odd occasion I have run out of supply through my oversight. Their staff have always been very kind and helpful.
- They are very prompt deliveries. Very clear and prompt answering phone.
- This is the only organisation that answers the phone promptly, well done.
- I have used Fittleworth for nearly six years for my ostomy needs. During that time they have never failed to deliver all articles needed, exactly on the day they stated and always to the exact prescription specified. An excellent company in every way.
- They rang me each month for my order. If I missed the call I would phone back and the order would be completed. A day or two later I would get a letter informing me they had tried to contact me without success and I would need to get a prescription from my doctor and forward it on. This is a waste of time and money, they should have an override button to cancel that letter. My delivery driver, very friendly and professional.
- I have always had excellent service from all your members of staff. They always ring me each month to get my order. Sometimes I have to request items earlier due to "upset tummy". My request is always dealt with promptly. My thanks to you all.

## Customer comments

- With you many years is good thank you.
- I can only say that from day one I have had excellent service from Fittleworth. Thank you very much.
- We have used Fittleworth for many years, they have never let us down. The staff are always pleasant and helpful. Even their driver watches over us. Due to a stroke several years ago I have to change the bag. If I have a problem I can ring for advice.
- Fittleworth staff I have spoken with have always been polite, professional and helpful. They are caring and attentive too.
- I would like to be informed of any open day. There was one at the Chesford some time ago but I didn't know about it we are not on internet or mobile.
- Very good service.
- Re Q6a - received telephone call. Re Q6b - yes to the above.
- The arrangement is for me to advise, by telephone, of my need for repeat supply and for them to contact my GP for prescription. They advise of expected delivery date (approximately 1-2 weeks) if prescription is not received they contact me to ensure I have supplies and will arrange special delivery if necessary - good service.
- Never had any problems. Have used Fittleworth for several years always friendly and efficient service.
- They ring me monthly to see if I need further stocks. Everything else is more or less automatic after we agree delivery date.
- Supplier was very friendly and kind and had time to have a chat. They are a great asset to the company. If I was not in then they would place the items over the gate and leave a note. I really appreciate how good the delivery service was. Well done on this.
- I am the patient's relative, and I do all of his ordering for him, as he has learning difficulties and cannot read or write. The staff are always very helpful. I have had a few issues with the doctors with the prescription.
- It is difficult to alter a prescription, to change quantities for example. This is needed due to using products more when experiencing problems with stoma.
- Overall good service.
- In the many years that I have been using this service I have always been treated with great respect both on the telephone and by the delivery driver. I would always recommend this service very highly to anybody that needed to use it. They are all extremely polite and they take their time to make sure that everything is dealt with. They talk to you in a way that you are comfortable with, warm and friendly and you couldn't ask for a better service.
- I have only ever contacted this company directly. I am not aware of and prescriptions being raised although I am not paying for it and I have seen copies of consultant letters recommending it.
- There have been times when orders have been mixed up and we haven't received everything we ordered or not enough supply.
- I am very pleased with treatment and never have to complain. I am elderly and have had stoma for many years and manage it very well.
- Excellent service 10/10, can't say anything more.
- Your company always phone us regularly takes the order and it is always promptly delivered very fast. Thank you for a smashing service.
- It is all very good.
- I am very happy with the service I get.
- Am happy with Fittleworth as my supplier always phone me in time for my next supply. When they get my prescription from my doctors. Always receive on day they have informed me. Polite and courteous and efficient.
- Totally satisfied with the service that Fittleworth provide.
- My stoma nurse suggested Fittleworth to me as an easy way to receive the supplies I needed. The staff have gone out of their way to help ensure my monthly delivery, chasing up my GP's surgery when they have been dilatory about sending on my prescription. The service has been exemplary.
- Stay as you are no need to change, you cannot improve on your service. Top of the class. Well done, big pat on the back for all your staff.
- I am very satisfied with the service from this supplier and thank you very much.
- My prescriptions are sent from my surgery electronically. My supplier phones me at regular intervals for an order and it is delivered on an agreed date. If there has ever been a problem they have always sorted it out as quickly as possible.

## Customer comments

- It would be desirable to have a nominated person within the team to deal with my specific needs as and when they arise. Sometimes there is miscommunication when dealing with different individuals.
- Very good all round.
- Have always provided the best customer care and assistance with a condition that is chronic and difficult.
- Not all the questions are applicable to me, as my requests are made directly to Fittleworth and they request prescription from GP practice. Whenever there are delays in delivery I am informed of the reason being slow response from GP practice, otherwise I am quite satisfied with the service.
- There is no issue to say about this service, but there's been problems with my own GP not also providing prescription when requested by Fittleworth.
- When I have forgotten to order and need an item urgently before a prescription can be obtain from my doctor your company will not send anything until they receive it, when it is an emergency and a one-off your company is very unobliging in helping a longstanding customer.
- Some questions I haven't answered because they didn't apply to me. As far as I'm concerned I couldn't fault Fittleworth's staff, they are extremely helpful and charming to deal with they make something hard to live with much easier to cope with, many thanks to all of them.
- I find the service that Fittleworth provide is excellent.
- Fittleworth has been my supplier for several years and I regard their service as exemplary.
- Many thanks to Fittleworth, they're the best.
- I didn't know how to answer Q14 as Fittleworth are based in Littlehampton, Sussex, and I live in East London. My supplies, which I request by telephone, are delivered by Fittleworth's depot/warehouse in Dagenham. Re: Q6, Q7 & Q8 - Fittleworth telephone me every month to ask if I want to place an order. They then request my GP surgery to issue a prescription. Sometimes, they do not receive the prescription in time for the delivery date they have quoted me when I placed the order and delivery is then delayed by up to a week. However, to date, I have never run out of my stoma supplies.
- I find the service I get from Fittleworth, I cannot fault them at all they never let me down.
- Always get a phone call to see if I would like a repeat order. And always comes when said it will.
- After months of phone calls and letters I now used another supplier and that Fittleworth sent pouches that were "unfit for purpose", would not stick to me - would not tell me who they charge for the supplies at least 12 boxes returned. Fittleworth refuse to tell me who they charge - can't get customer services to do anything.
- I was recently asked if I could be contacted via text when my prescription is to be renewed. I said yes. But find that I prefer to be phoned about renewal. I may forget to phone back if I have a text. Would prefer a phone call so can reorder straight away.
- Everything so far has worked like clockwork so we are very happy with the service.
- I feel that Fittleworth should not contact me regarding delayed prescriptions and contact the medical centre themselves as a continuous service. This caused delayed with delivery to me.
- The stoma nurses at Fittleworth have been extremely kind and helpful in altering the fit of my colostomy bag and have visited me several times to get it right. Following my second stoma operation they even picked up an infection starting and prevented it!
- Stoma bag incorrect size of hole. Just happened once. Replaced.
- Can't see how they can be improved it is an excellent service and greatly appreciated. Staff are so helpful and friendly.
- I would like to receive information about other products or new products which may be of benefit to myself, maybe a booklet with the products you supply. The only products I know about are the ones that my stoma nurse ordered for me.
- Not send letters for products I've not ordered. Don't expect me to sort out their mistakes!
- I have no issues with Fittleworth delivery or supply. However the problem is my doctors communication with Fittleworth for my repeat orders (prescription) getting to you on time.
- Sometimes I pick up from my local pharmacy.
- I have found Fittleworth Ltd. a very good supplier and reliable in its delivery service the only comment to add to this statement is that due to administrative error regards catheter numbers supplied is at this moment being looked into as I accept that the supplier can only forward what numbers are on the prescription I am completely confident that this will be rectified as all parties are aware of the situation at the present time.

## Customer comments

- Service was always excellent.
- Excellent service. Thank you.
- First class service, could not be improved.
- Excellent service from Fittleworth I now have catheters on prescription from my GP.
- On one occasion phoned to check delivery date not set up as no prescription sent from my doctors. Who is responsible for filling prescription order on a day?
- Very good service. They ring me regularly to ask if I need anything.
- I have found this an excellent service. Always friendly and obliging. On the few occasions that I have had problems they have put me in touch with the stoma nurse immediately. In the 10 years I have used this service I cannot fault them.
- I have had no trouble in many years. I have always had good service.
- I have no complaints about the service I receive from Fittleworth. Always friendly staff in telephone and reliable delivery by friendly courier. Thank you all.
- Sometimes packaging is untidy.
- I have never had any problems!
- The suppliers are excellent they give a fantastic service. I rarely ring them. They ring me, as arranged by me, when I need more. They take my order and deliver on the date they indicate. The order is always packed beautifully, with the correct amount of items in a plain brown box. They deliver me a fantastic service and I am delighted with their care and attention.
- I have found Fittleworth to be very good and helpful. Their delivery time of about two weeks could be an issue in an emergency but I have yet to find out.
- I feel like the nursing staff that come and see you when you are in hospital and when you come home are OK but even though they don't have a stoma they seem to think that it their way or no other way, which can become a little annoying at times when they don't listen. The staff (apart from one) you have dealing with telephone orders come across as sales staff and nothing else, who couldn't care less about us!
- Reference Q9 - This took a long time to go through but has worked perfectly once it was set up.
- I am very satisfied with the service I receive from Fittleworth.
- The items I ordered were always delivered on time and on day and date given.
- They are very good in every respect.
- I have found the company excellent, when telephoning for a delivery the operator has been very courteous and helpful at all times.
- As I have no feelings in my fingers the urostomy pouches are cut to fit over my stoma as I don't have to do it.
- I am very satisfied with this company. No problems.
- Re Q12 - my supplier has stoma nurses who are available on request to answer questions or attend in person if required.
- At one time you could order one day and get it next day. Now it takes about 10 days.
- Up until recently I would contact Fittleworth myself and their modus operandi was first class. Then Wakefield CCG changed the rules and now I must order my items via the repeat prescription service (but this is awkward as none of the items are listed on my medication). The practice then send the order to Fittleworth, I receive no indication - and cannot see on website either - that this has been done. Hence I email Fittleworth to say I have carried out this procedure and for what.
- Highly satisfied with service. No complaints, always on time. Delivery man very pleasant.
- Some questions don't apply. Do review with my own stoma nurse. Never had issue with stock not being available.
- Very good.
- Never had a problem it was a mistake by reception at doctors, Fittleworth they were very helpful.
- The staff at Fittleworth normally contact me, they request a prescription from my GP and deliver an excellent service for my needs, thank you to all the polite, helpful staff at Fittleworth.
- The supplier rings me often to ask my needs, mostly I am OK. When I do need supplies they are always prompt in picking up the phone, taking my order and give me a date. Can't see how this can be improved. I am happy with this company!

## Customer comments

- Re Q13 - I have never contacted the supplier's telephone care line out of hours.
- Re Q13 - I have never needed to contact Fittleworth out of hours.
- The telephone operative attitudes quite often stink. They do not listen before jumping in while I am still explaining to them what I require, they need retraining as to customer politeness.
- The service has been really good with me, I've only been a customer this year, until this month I was told that I had just had an order delivered and it was too soon to order anything. I explained that each day is different and that I may use more than expected, the person I spoke to was a bit rude. I didn't catch their name they did put the order through but I'll feel like I daren't ask again. In the last 10 months this was the only occasion it has happened. Everybody has been lovely.
- I place my order every month, if there are any problems or delays I receive a phone call to let me know. I also receive a phone call or email to remind me if I forget. Every person I have spoken to are all extremely polite and helpful.
- Re Q8 - no need to check with me as I've been using these products for a long time and order from Fittleworth regularly. Re Q14 - I access this info via their website.
- I believe Fittleworth provide an excellent service. All the people I have spoken to are very helpful and friendly. The delivery is first class and very punctual and, more importantly, accurate.
- Supplier selected by hospital.
- When I used to phone Fittleworth myself for my husband, I was more satisfied in myself as Fittleworth always rang for our repeat prescription?
- If they can't contact me they send a letter telling me to call them. No complaints.
- All the staff at Fittleworth are efficient, very friendly. The orders are always delivered on time. Fittleworth rings me every month to place an order and I would like to thank them all.
- My only complaint is the delivery service which in my case (Parcelforce) if we are out they do not follow instructions given.
- Very satisfied never have any trouble.
- Some confusion about contact between surgery and Fittleworth. Fittleworth say haven't received prescription. Surgery says it has sent it. Now been told to ring Fittleworth direct.
- I'm a bit confused, normally when I phone, the person I phone says thank you very much, delivery will be tomorrow and we will leave it in the normal place. This time you say it will be in three weeks' time. I will not stockpile, this time I fear for running out of supplies.
- Delivery in less than 10 days.
- My supplies some from Exeter via Parcelforce Poole. This takes one day extra to deliver. I choose to collect my prescription from GP surgery as occasionally not all items are on list so I don't wish to use the electronic service I cannot fault Fittleworth I used another company for over five years previously.
- I have always received excellent service from my supplies. Cannot fault them in any way.
- Fittleworth sometimes contact me by telephone to ask if I need a further supply. This not really necessary, as I always contact them in good time when I am needing more catheters. But it is not a problem.
- I have used this supplier exclusively for many years. They provide a good reliable service with which I am very satisfied. Well done Fittleworth.
- I think it is important that a supplier supplies all products on an equal footing and does not promote certain products. Fittleworth do not do this, but I have had experience with other suppliers that I have used who do this. Thanks.
- A lot of these questions do not apply to me. The system we have works well, they ring me to see if I need my supply - they get the prescription and the goods are delivered when promised. Great service.
- Very happy with service and staff.
- The service appears to work very well and I have no problems, it is a good service which fulfils my needs.
- My husband has been using this service for many years now and I can honestly say it has always been fantastic, nothing is ever too much trouble I've rung them for advice many times about his stoma and every time they explain properly they don't rush you on the phone always very polite. Very happy customers. Thank you very much Fittleworth.
- Very satisfied with the service.

## Customer comments

- On two or three occasions over the last few years Fittleworth have not received the prescription from my GP, and they have gone out of their way to inform and to contact the practice to remedy this.
- My doctors surgery send the prescription direct to Fittleworth by email when I request more supplies.
- Problem with cutting of bags to start with but now all resolved.
- I would prefer to reorder by the internet but after several attempts to use the service I gave up and called them. I was told they were out of stock of an item and they could not replace it by a similar item of a different make. I was not informed when the product would be available. I think more information should be given.
- A few times there have been problems with the supplier not receiving approval of the prescription from my GP surgery in time. But when I phoned the GP surgery they said they hadn't received the prescription from the supplier, so I do not know who/what was at fault.
- Staff always caring and helpful.
- The supplier contacts my doctor for the prescription, they supply a fantastic service.
- The staff at Fittleworth are amazing, kind, polite and sort out any problems. I don't feel embarrassed.
- I have been using Fittleworth for many years and have had excellent service all the time. The staff who phone every month are always well mannered and pleasant and also very helpful if ever there is a problem.
- On the one occasion I had a problem they were very concerned and went to great lengths to ensure I was not inconvenienced.
- I am totally satisfied with the service from Fittleworth.
- Since needing the services of Fittleworth over several months, the firm have been unfailingly efficient, polite and helpful and I have had no anxiety over delivery of supplies.
- Don't have anything to add. Excellent service.
- Twice delivery has not been as agreed i.e. once it was delivered a day early - the other a day late. Once the wrong product was delivered.
- My prescription is sent direct to Fittleworth via my practice, I am then contacted by Fittleworth for my requirements this happens before they request the prescription. The service is very effective, the only problem I have had is when the practice fail to send the hard copy of the prescription to Fittleworth, and they provided my with an emergency supply.
- Polite staff, efficient and, given the required period of notice, they agree and deliver on the date specified. I found them a very easy and user friendly company to deal with.
- Personally I do not think the service could be improve I receive is excellent.
- No problems whatsoever - they are excellent in every way in my experience.
- I benefit hugely from having Fittleworth available on the phone. I feel a little pressure to submit a request with enough time for Fittleworth to contact my GP and receive a written prescription.
- This service is absolutely wonderful. Every time I phone, the person I speak to is knowledgeable, courteous and understanding. I cannot rate this supplier highly enough.
- Service from supplier excellent. But Patient Access no longer allows instructions to supplier!
- Always have given me very good service several years.
- Am always impressed with the customer service from everyone at Fittleworth.
- Very good service. Thank you.
- A lot of the questions do not apply to me, as the products were recommended by my stoma nurse. When I do contact Fittleworth on the phone, I always find them pleasant and helpful. My only problems are with my GP but hopefully I am gradually sorting that out!
- No comments. Very satisfied with the service I receive.
- Very impressed with the supplier's proactivity. If there has been a delay caused by my GP, they will always contact me to let me know. They also call me on a regular basis to check whether I need to place a new order - very helpful.
- I had my bowel operation many years ago. My first supplies were issued by the Royal Surrey Hospital Guildford. I have received everything since then by you. I have always been very satisfied.
- I believe the supplier should enquire whether the appliance still meets my needs and whether the quality of the appliance is still good. I have noticed that the quality control on the appliance manufacture as slipped in the past 12 months which causes concern about the security of the appliance and odour control.

## Customer comments

- When I need more supplies I phone Fittleworth and they do the rest, contact my GP and arrange anything which needs arranging.
- Service is prompt and efficient. If there is a problem obtaining my prescription from the GP they always liaise with me about alternative delivery dates to ensure I won't run out of supplies.
- I am satisfied.
- I'm only a few months into this new stoma world, but I've found the Fittleworth team to be incredibly helpful and taking their time to walk me through the ordering process each month - thank you!
- Sometimes the prescriptions get held up at the surgeries and this takes phone calls and follow-ups and causes delays. Otherwise this is a very good service.
- 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.
- 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.

## Customer comments

- 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.
- 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.
- 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.

## Customer comments

- 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.
- Issues arise where stock levels are below the quantity ordered - this is not known by order taken and follow up adjustments to order, balance delivery, etc., has to be arranged. Electronic prescription processing between surgery and supplier appears a cumbersome process. Surgery can adjust prescription request quantities for stock reasons I assume - forced to order less, more often. Have tried recently to embrace online ordering system - teething problems with not all required products being listed - will persevere.
- Always been very helpful and friendly. No complaints at all. Very good all round.
- I am quite happy how things are and get an excellent service from Fittleworth. They are very reliable and my items are on time every four weeks. I have had the service of Fittleworth for the last six years.
- The service I have received from Fittleworth has always been excellent. The staff are friendly and helpful and the delivery service is discreet. Excellent service over many years.
- The only delay delivery, on a few occasions, has been delay from my surgery attending to order.
- Fittleworth Medical Ltd. provides an excellent service. I hope there are no plans afoot to change this.
- Super service. Good communication. No improvements needed.
- The best service I have ever had. I do not think you could improve anything. Thank you.
- Questions not answered are because the situation has not arisen.
- I want confirmation of receipt of prescription.
- I am contacted monthly to enquire my needs - staff are fine and delivery is on time and delivery staff are fine also. No gripes at all.
- Fittleworth recommended by stoma nurse as after several years was having great difficulty with previous supplier. Best thing I ever did was to change to you.
- Regular checks of the adhesion of pouches. We have tried other pouches. Patient has been suffering from a very loose stoma for several months with five hospital stays so these other pouches did not get a fair trial.
- Fittleworth services is excellent. The issue is with the doctor's surgery not supplying the repeat prescriptions on time.
- Very satisfied.
- When I have previously requested my Fittleworth products online from my GP, my prescription has arrived at the local pharmacy without complimentary bags and wipes. For this reason I have preferred to control my order by phoning Fittleworth directly and arranging a delivery date when the order arrives with complimentary bags and wipes. I am now told by my GP that I must order through them. I am therefore concerned that complimentary bags and wipes are dispatched with each order.
- The service provided by this supplier has always been excellent.
- The service provided could not be improve upon. Always answer phone promptly and politely and ordering is very straightforward. Order always delivered on date specified at time of ordering.
- If there is a problem over bank holidays, there should be one supplier who can give advice or even send supplier in an emergency. There is no service for this although there are lots of suppliers out there, they could organise one supplier every bank holiday in case of emergency.

## Customer comments

- My supplier has provided an excellent service over the years. However, since NHS reorganisation, especially over the last two years, there has been a catastrophic deterioration in GP services, which have effectively produced the very opposite of what was, presumably, intended: efficiency. GP staff are generally of very low calibre, causing untold problems for surgeries.
- I have always found Fittleworth to be exceptional in their service to me. I have been looked after by them for many years.
- Ref Q8. I have been using the same supplier for many years. I cannot remember them making any of the checks referred to. However, if I did not need an appliance I would not request one. If I was not satisfied or had a problem I would deal with it, not wait to be asked.
- My stoma nurse helped put me into contact with Fittleworth. I previously got products from a pharmacy. When the chemist left, their replacements practically said they cannot get my stoma stuff anymore as I am their only customer. They couldn't care Fittleworth now supply these essential items and I have no problems anymore. Thank you!
- I have no comment about the supplier. I am very happy with the service I receive.
- Fittleworth's service is most impressive. Every member of staff is warm, friendly and helpful. They each give swift, accurate answers, and the service invariably keeps its promises i.e. contents and times of delivery. Congratulations!
- The only small delay was when the surgery did not confirm the prescription. This was chased up by Fittleworth and myself.
- Dansac adhesive remover does not really do the job of removing the adhesive from the cohesive stoma wrap (ref 839006) I have to use LBF sterile no sting barrier film wipes as well to remove the adhesive which does a better job. Why can't I order air freshener spray online?
- I am very satisfied with my supplier. Deliver promptly when requested. I would however have liked a brochure to see what is available for my stoma.
- The service cannot be improves as it is first class.
- In my regular delivery I do not receive sufficient rubbish bags and I have to ring up and ask for more.
- I would like to receive more dry wipes, as my stoma does bleed easily so I use wipes to wash and dry my stoma as they are very thin and small. I use quite a lot.
- Even though I mostly order by internet, if supplies are delayed because prescriptions from my GP are late, they will inform me by telephone of the delay and contact my GP on my behalf. This is an excellent service.
- I go to the stoma nurse for advice on changing the products as my needs change.
- First class service every single time over several years.
- I sometimes do not receive what I ordered.
- Please could Fittleworth chase up slow GPs prescriptions more quickly otherwise brilliant service. Thanks very much.
- Outstanding service!
- We have been using this supplier now for about a year. At first it was a bit of a "rocky road" but after about two/three months settled. I now find it very quick to reorder - just a quick call. It would be excellent if I could have a repeat prescription delivered monthly to take away the stress of reordering with a 14 days delivery period!
- Improve communication between courier and provider. Specific requests made were not adhered to.
- No complaints whatsoever. Excellent service, keep up the good work. Friendly and professional staff. Thank you.
- At this time, I am entirely satisfied with the service provided to me.
- Driver and service is very good.
- I rate Fittleworth services excellent.
- I have used supplies from Fittleworth over a period of years for different medical needs. The service and quality of the supplies have always been excellent and reliable. The delivery staff always pleasant and discreet. The telephone reminder system where they contact me if I have not sent an order in is very helpful. Overall, outstanding.
- Re Q2 - contact - Fittleworth normally contact me by phone in good time to ensure continuity of supply.
- Have always received excellent service from Fittleworth for the last six years. Very helpful telephone staff who ring to see if I need an order. Prompt, cheerful delivery service from the delivery driver. Wish all companies I deal with were as efficient and caring. Thank you.

## Customer comments

- I have been satisfied with the service for many years and the delivery person is really pleasant. I just wish I could get a service like this every day. I would like to thank all your staff they make my life a lot easier.
- Complimentary wipes. Size reduced and only one packet delivered. Need two to cover one month. Bags two delivered. Only need one per month.
- We have always had the best service from the staff, delivery and any questions asked of all and are deeply grateful to them all. We know we can always rely on them with no worries and peace of mind. Thank you.
- First class service. No issues in many years.
- The service has been very reliable and I have no complaints whatsoever.
- No - always receive excellent service.
- Fittleworth have always provided me a first rate services and would recommend them to anyone.
- Everything that has been handled so far, has been of the highest standard.
- Fittleworth are brilliant. Cannot do enough for you.
- The supplier is very efficient. No issues in how or when they contact. Perhaps a repeat order could be in place so they don't have to ring monthly. Would speed service up!
- Great service! Can't think of an improvement.
- I have dealt with Fittleworth for over five years and their service is excellent. I have never had a problem and all staff are always helpful and friendly.
- Taking into consideration wet weather, the package should not be left on my doorstep exposed to the elements (inside it says store in a dry place - if arriving soggy this is already a problem). The outer package should state "Keep dry at all times".
- I have asked about different bags as the one I use is good but because it is only a plastic end, when full and I happen to bend down it opens the tap so it leaks. I have tried all the other types but they cause a mark on my body, so I have stuck with this bag as it works good otherwise.
- When GP surgery fails to reply to Fittleworth's request for prescription, Fittleworth phone is so we can chase it. GP surgery rather poor at responding and check we have sufficient supplies.
- The service is very efficient.
- I have had Fittleworth for many years. They have always been great in every way, which has made life a little better.
- Whenever I phone up, the Fittleworth staff are always really friendly, understanding and helpful - they even help me chase up my GP when they don't send prescription back on time.
- Very efficient service every time.
- The service is great. A number of these questions are not applicable (Q8, Q12) as I will always need the appliance and the stoma nurses to deal with all the checks/problems. Re Q13 - I have never tried. Re Q5 & Q14 - It is always the same supplier and all their details are on the order forms. Perhaps in the beginning they gave me more information but that was years ago and I don't need more information.
- The dispatch company used to make direct contact for a delivery time. Also packages just left on doorstep - no attempt to ring doorbell. On more than one occasion packages left outside in the rain.
- The service is excellent. Sometimes the GP surgery send the prescription to Boots instead of Fittleworth, but Fittleworth always get it sorted out.
- I have been with Fittleworth for several years now and I am happy with the service they provide. Fittleworth call me once a month to ask what supplies I need they call my GP and request a prescription if there is a problem they will always call me. The delivery service is very good. I feel I can call Fittleworth and they will be extremely helpful. I have no worries at all.
- We prefer deliveries to home address and not to our local pharmacy.
- I'm not sure if I have even offered (August) my memory is not too good but the overall service from Fittleworth is excellent.
- In the several years I have used this supplier the service has been excellent. Cannot fault anything.
- Complimentary black disposable bags are unreliable. Complimentary wipes are non-biodegradable.
- I have always found the service provided to be excellent.
- When order is sometimes missing we give them a call and gets dealt with. Thank you.

## Customer comments

- I have been delighted with the service you have given me to date. You have been very helpful.
- I need a constant supply of urine stoma bags and accessories delivered to my home. This is done efficiently and with no problems.
- Would like quicker supply time can take over a week so have to be careful with holidays.
- Very happy with supplier. I am contacted by phone on a monthly basis and I advised them of my appliance needs. A delivery date is advised and adhered to impeccably.
- Have no trouble at all, it's very good.
- No comments - I worry in case I don't get in time, as I must have them.
- Bad service. Worst company I've come across ever. Always send wrong items. Call centre staff not trained properly. No manager to speak to. Fed up with bad service, always having to chase up and sort out issues.
- I have had catheter removed as I only had it nine weeks after operation. If I need them again I would be happy to use your firm.
- After order it take long days to delivery.
- Slowness or delivery. Everything else excellent.
- I was informed by the stoma care nurse that Fittleworth should contact me when I require repeat orders. This never happens, I always ring the supplier to order repeat supplies. This isn't a major problem and works well for me phoning Fittleworth!
- Always excellent service - thank you very much.
- I would just like to say I think these suppliers (Fittleworth) are excellent. It doesn't matter who I have spoken to, they are all lovely people and so very helpful, couldn't wish for a better service.
- Q6 - All communications regarding prescription contents or supplying have been done by phone which I am very happy with and all enquiries have been dealt with.
- As previously stated, the supplier contacts me by phone to ask if my needs are being met.
- Amazing service, however could do with some more wipes with each package.
- I think the delivery is far too slow. From placing my order I could wait up to three weeks for my order. I have had to ring several times to chase this up. I think we should also get a reminder call when our suppliers are running low.
- Always dealt with in a professional manner. Always told if stock will need to be ordered and will arrive later than original order. Have never had a problem using this firm.
- Everything with Fittleworth is good I phone they send no time to fill up this.
- 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.

## Customer comments

- When an order is incomplete of items - I have to chase to ask where missing items are - on occasions there has 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.
- 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.
- Problems with pouch capacity and subsequent release under pressure (as detailed in my letter 1st July 2019) don't seem to have any importance in Fittleworth's viewpoint and a "reluctance to admit and address this" is thought to be uncomfortably evident (see letter 1st October 2019).
- It's perfect don't change.
- I was first put in touch with Fittleworth by my stoma nurse, as far as I am concerned I have always had good service and if I forget to phone my requirements through, someone always phones or sends a letter to remind me, if I have a small "niggle" it is perhaps the time it takes to receive the goods between ordering and receiving, it is several days. One has to remember this in particular bank holidays, etc.
- Would like information about new colostomy bags. Doesn't explain to me fully online. Would like a leaflet etc., with photos, etc., of new products and how to order them.
- The service that I receive from this company is first class. I have never had any issues with them and on any service measure that you could think of, I would rate them 10/10.
- Re Q11d - I was offered these items, I did not require them.

## Customer comments

- Just amazing.
- The supplier has supplied me for several years, a very excellent service. No complaints.
- The only times I have any problems is when my GP surgery has not signed off my prescription. I have always received a first class service from Fittleworth.
- I have supplies of stoma bags and flanges cut to order also spray supplied and night bags, free wipes and disposable bags. The staff are always helpful when I telephone.
- Happy with the service I call to ask for supplies for my dad. Very polite and helpful. Prompt delivery.
- All good. Thank you.
- On occasion there has been a delay in supplies. This seems to be a problem with communication with our GP and forwarding my prescription. I have been told that this is because my GP doesn't use a fax machine.
- A grossly excessive amount of complimentary wipes and bags are supplies, in spite of requests not to do so. The number of packages accumulated is too great to store and end up in the bin.
- I have always had excellent service from Fittleworth over the past many years. They always ring me in plenty of time for my order. The operatives are always very polite and helpful. I have no complaints.
- I have dealt with Fittleworth for several years. In all that time they have provided me with an excellent delivery service, always prompt and delivered on the date given. When speaking to them on the telephone they are always professional, helpful and very polite and efficient and in several years this has always been my experience without question. It's a pleasure to speak with their members of staff.
- I am very grateful to my supplier they give an excellent service. They are very polite after you have told them what you need they double check with you and ask if there is any else you require. I would like to stay with my supplier because of their excellent service they give they give you date of delivery and they are delivered on that date they could not be more helpful.
- The questions are varied but overall the service is the best I have ever had. P.S. The staff are so polite and kind. Thanks a million.
- I would like the email confirmation of my order to state what the order is.
- Always there on time - very helpful. Good service also good products.
- Fittleworth are very good and highly rated by myself so I have no comments how they could improve. As far as Q8 is concerned, my prescriptions I ring Fittleworth for vary slightly each month and they get a prescription from my doctor to cover my request and they give a very good service.
- I have not been able to answer most of these questions as my GP applies for my supplies for the last few years. When I used to apply for them myself, I found Fittleworth provided superb service.
- Fittleworth very friendly, easy to talk with. Thank you Fittleworth. Exceptional service.
- The service Fittleworth supplies is generally very good, polite and delivery usually within two weeks unless prescription problem at doctor's surgery and they let me know if there is going to be a delay.
- The service is very good.
- Delivery can be slow (seven days days from prescription being ordered) and has to be chased up. Prescriptions have been mislaid in the past and have to be reordered.
- User confused about supply of product - when needs extra, used to contact supplier who arranged everything (prescription from surgery) now write to her confusing her. Initial product discontinued - samples sent but no support offered in choosing alternative.
- They give you 30 wipes in order so that means one per cleaning and changing of each stoma bag. You have to use at least four wipes on each stoma change. They could send 100 wipes bags.
- I don't think there could be any improvement the staff are very friendly on the phone what I ever order it is delivered on the date they say, so me and my husband are very happy with your service. Thanks.
- I would just like to confirm my answers regarding contact are in respect of NAMS, who I initially contact. I have only ever contacted Fittleworth directly on one occasion, but they were equally helpful.
- All contact with Fittleworth over many years has been consistently positive. All aspects of supply/delivery/support/professionalism are of an excellent standard. I have no bad words to say and would recommend them to everyone.
- I am very happy with the service I have received for many years since my stoma operation.
- Very good.
- Always found the staff and service provided excellent. Thank you.

## Customer comments

- I find the service excellent, never had any problems at all with them. They deliver on time and are cheerful too.
- When first started using Fittleworth for my products, delivery arrived within three days, but recently delivery is taking over a week to arrive, otherwise very satisfied with the service provided.
- The free disposable wipes are very poor and small. You need more at a time to use them. Before they had bigger and stronger wipes that were excellent. They need to go back to the old type, as they are more efficient.
- Since last year when I had the operation Fittleworth have supplied me with my NHS prescription. They have also made two appointments for me to see a stoma nurse, when I had soreness problems. Only one fault I didn't get the complementary wipes and bags on one of my orders, but I still rate them very good.
- Brilliant service.
- My wife is my carer and she sorts all my things I need from you.
- Absolutely fantastic service. Extremely polite and helpful. Can't fault them.
- The supplier always telephones me every three to four weeks to see if I require any supplies. I give them details of what I want (usually the same every month) and they do the rest. I have never had any problems with them at all.
- No problems.
- Unnecessary amount of packaging.
- For many years I've been very happy with Fittleworth's service. They are very good and make sure they can meet my demands and very punctual in their delivery. I can't see any fault, highly recommend it to my friends and family.
- My prescriptions are raised by Nottinghamshire Appliance Management Service (NAMS).
- I wish to purchase dry wipes but I cannot, why? Ideal size for use with stoma bags.
- I have had to ring with queries on a number of occasions. Staff are friendly and polite. These queries have always been dealt with immediately and any further action required has been dealt with as promised, and deliveries have been prompt. I am completely satisfied with the service they provide.
- Wish every service was as good.
- Excellent service never had any problems and will continue to use and recommend them.
- Each time I have a repeat prescription, I have a repeat for three boxes of stoma bags. My stoma is changed by carers, twice a day. When my daughter rings for a repeat prescription, three boxes are order. On a number of occasions we have had a phone call near the delivery date to say you only have two boxes and can we wait for delivery until you have the third box. My daughter insists that we have the two available and the other box arrives later.
- Every contact I have had with the supplier has been excellent in every way. Very helpful and supportive.
- Very good service. Well satisfied.
- I find Fittleworth to be very good and would like to thank them for such a wonderful service.
- None. We arrange by telephone. They contact us and are very accommodating.
- Sometimes the stoma bags don't stick to my skin and have spilled the contents over my clothes etc.
- Have received excellent service for several years.
- Biodegradable wipes and disposable bags would be good.
- I have been with Fittleworth for a few years. All the staff are friendly and readily give any advice when asked. Deliveries are prompt and always the contents are accurate. An excellent all round service.
- Only problem is doctors not giving you supply information.
- Very pleased with the stoma bags etc. Delivered to the back of the bungalow every month. The staff are excellent no matter what you ask them.
- I have been using the same company for many years. It has always been a very good service.
- I think the order should automatically be repeated. You should only need to ring to cancel, as sometimes I forget to order on time and get extremely low on stock before the next order arrives.
- One of the items on my prescription was not delivered with the other goods. I contacted Fittleworth and was told the item was not in stock and that I would have to obtain another prescription as the original prescription had been processed and paid for. No one had tried to contact me or inform me and I was left short of my requirement. I was unable to establish if this is Fittleworth procedure, but if it is I shall sadly have to change suppliers - but they did not seem bothered.

## Customer comments

- I should like to be informed of time and date of delivery after you have received the prescription by email from my doctors practice. Thank you.
- Should include instructions on method of disposal.
- Excellent and reliable service.
- Repeat prescription sent by Fittleworth to doctor they have supplied me for many years and never let me down.
- Re Q11d - Would have liked question to be more varied, enough, not enough (could do with more wipes). Order two lots of appliances but only receive one lot of wipes.
- I am in my 80s and experience excellent service from this company. Thank you for your concern.
- I have only been using this service for a short time and am very satisfied with the service provided by Fittleworth.
- I have found it difficult to answer some of the questions, as they aren't relevant to how I obtain my supplies. I request a prescription from my GP and they forward it to Fittleworth electronically. Fittleworth then send my supplies by their own transport. Their premises are a warehouse. The public don't visit. I have always had excellent service. If I need to contact them by phone they are excellent and helpful.
- I am satisfied with every part of the services they provide.
- Every time I get my invoice I have informed them to put the date on the invoice and they still haven't. Please can you put the date on the invoice, so I know when to order my next supply. I don't like invoice without date.
- Just very good.
- Only used for supply of catheters approximately monthly - ordered by myself from my GP who forwards electronic prescription to supplier.
- Can't think of any!
- Always deliver on the day they say but cannot say if it will be an AM or PM delivery. Would be helpful if they could say morning or afternoon.
- Q4c I have never had to ask someone to pass on me to get help. Q6 I have always got what I ordered.
- Very supported and excellent service.
- Sorry do not understand questions but whatever you and your team are doing it is perfect. Every credit to you all.
- It is not clear until my last phone call that I'm told I have to instigate the next order. In the past I've been called by phone four weekly for what I require. Now I ring them to place my order when my supply is low. This was not told to me about this change and I have waited longer now for my next order. Also I've just learnt you supply to my area every day but an order placed will take eight working days to be delivered. That is fine but I only found this out from my phone call to them. If you change policies it would be helpful to be informed. Just to add I've found the persons answering are mostly polite and considerate.
- I don't seem to get calls to check anymore. I haven't been able to order catheters recently due to awaiting some treatment to make it possible to use the catheters again. No one has rung me to check if things are OK, and if need any support. Fittleworth contact and support I personally feel has disappeared. No one has rung to check if all is OK as not ordered in a while.
- Invoices are not dated, despite several requests. I'm surprised Fittleworth's auditors allow this practice.
- My concern is when placing an order the suppliers i.e. Fittleworth blame the doctors for short prescription and vice versa. After my last dealing with suppliers, I explained due to the nature of my problem I don't order for the sake of it, I order to keep my complaint under control.
- Long wait on phone to place order.
- Fittleworth were the NHS Royal Berkshire Hospital's appointed stoma products supplier, following my cystectomy operation several years ago. I have always found their staff to be efficient and courteous and able to resolve any problems which occasionally occur. They phone me every month requesting my needs and give me a delivery date which is always accurate. I have no problem and am very satisfied with their service to me. Thank you.
- Excellent service over many years.
- Prefect service! All staff polite!
- It's perfect how it is now.
- Have told them to knock on door, if no reply put over back gate, previous delivery drivers were OK but new company just throw over back gate without knocking! Problem if it's wet and box is not protected by plastic. They always phone if problem on prescription, so they can sort out or I will phone doctors. Was problem when new electronic mail/orders not received but all seems OK now.

## Customer comments

- I have always found Fittleworth polite and extremely efficient.
- I have had excellent service from Fittleworth for over five years.
- Fittleworth have been very good at delivering products - sometimes GPs have not always signed prescriptions - which obviously causes delay. Fittleworth always advise me when this has happened. When I did phone with a query they were unable to help me - staff member told me they were not trained to do so. I believe some suppliers have a nurse that one could speak to.
- Fittleworth have been a very good supplier to me over the last few years.
- Only problem being supplier not receiving repeat prescription from doctors surgery on request.
- My wife is my long-standing carer and orders the things I need as I cannot talk very well on the phone. This works very well for me.
- Have always found them to be helpful, patient and courteous. When my surgery were pressing about sorting out my stoma bag deliveries, they sent me an emergency box of stoma bags for which I was very grateful. Have never had a problem with them and appreciate all they do.
- Re Q6, 7, 12 & 13 - not applicable. Re Q8 - these checks have been undertaken by the NHS stoma nurses and communicated to supplier at need. I am fully satisfied with this supplier and appreciate the friendliness/efficiency and sensitivity of their staff.
- They are doing already doing superb and incredible work. Thank you!
- No improvements needed as far as I am concerned. Never had a problem with supplying what I need, staff always helpful, deliveries always made the day that I am told.
- Staff when you phone always polite and cheerful. Never had a problem with the service at all. Even delivery driver is always polite and cheerful. Altogether a wonderful service. Thank you for all your help. Brilliant!
- Very good service, thanks.
- Sometimes delivery people do not ring twice. Everything is fine. Just recently the supplier delivered all my products to one of my neighbours but the note saying that was not put into my letterbox so I had to contact you to say that I have not received my order. My instructions are that if I am not at home then they leave at my backdoor and leave notecard in my letterbox.
- Telephone operatives are always very polite and professional, they speak clearly and are easy to understand. Repeat ordering is very simple.
- Excellent service for over several years.
- Re: Q7 - Never a problem with stock, so no need to refer me to someone else. Re: Q13 - Have never rung out of hours.
- This service provider has been completely efficient, professional and attentive.
- There have been times when I have had to chase orders/deliveries. Fittleworth are not very good at contacting you, if deliveries are going to be late, or offering advice. There have been times when I have thought about switching supplier. Of late, they have not been too bad.
- The lead time for delivery is 10 days and a shortening of this timescale would be helpful.
- Excellent service for several years.
- First class service - discreet, prompt and always achieving promised delivery of contents and timing, having met or exceeded my expectations my only wish is that this product and delivery service is maintained in the future.
- You do have to wait a lot longer now before you receive the products. So you just have to remember this when you are ordering.
- Although the supplier's website is adequate, I feel there is room for improving the ordering experience.
- Have used this company for several years and have never had an issues with them, first class service.
- Very good service and very helpful. No need to change anything.
- Fittleworth are truly brilliant, faultless.
- Most of the questions do not apply as we have always been phoned by Fittleworth and a delivery date agreed. No problems at all.
- They are very good.
- None - very happy with their service.
- Very pleased with my supply (Fittleworth) they are helpful and courteous and go beyond what I think they need to.

## Customer comments

- Very happy with the service Fittleworth offers me.
- When I first started 10 years ago, I was able to order with you direct, and you sent them details of what I had. However, around five or six years ago this all changed and I now have to order through doctor who pass prescription on to you.
- I have more trouble at surgery getting prescription than I do getting it from Fittleworth delivered. No trouble with Fittleworth in the last 20 odd years plus.
- Fittleworth have never let me down. They are polite, helpful and I have no problems with the service they provide.
- Re: Q6a - No written information, but verbal, by phone. Re: Q8a - I find it irritating and time-consuming always to have to confirm need. I would rather be required to take the initiative to inform, or have the repeat prescription removed by my GP.
- Fittleworth have always given customer service at a very high rate, communication is great and have never been disappointed in the service.
- To call me to let me know if the prescription is as I requested.
- The service cannot be improved as they are very good. I would give them 10/10.
- I really feel that a lot of the questions do not apply specifically to me. If there is a query with my prescription, this would be down to either my own GP or stoma nurses, not the supplier. However, I have always been happy with the services I get from Fittleworth whenever placing an order or have had a query with my products.
- Excellent service. No improvement needed.
- The supplier has always been good and cooperative but unfortunately the surgery has not always been that efficient.
- Professional, good customer service and friendly. Experience no problems.
- Until recently, my wife was receiving appliances from another supplier. Based on the service that I have been receiving from Fittleworth I have arranged for Fittleworth to supply both our needs.
- Sizes vary due to client's blood pressure and would be if office staff were informed.
- Without exception, every time I have phoned Fittleworth the customer service people have been lovely. Answering all questions and making suggestions. Absolutely first class service.
- Q12-13 I have answered "No" because it N/A.
- I no longer contact Fittleworth by phone. I now place my prescription through the Wiltshire CCG Prescription Ordering Direct (POD) service.
- Satisfied.
- My husband is supplied catheters by Fittleworth the service is very good.
- I phone POL Swindon who put it through internet best service I've had in many years supply.
- Re Q1 - My contact initially to Fittleworth was purely a random one. Re Q2, Q3, Q4 - My doctors insist that they control "their" prescription service. Therefore they insist that I notify them of my requirement, they always contact my supplier with my order. Complaint - As I am somewhat remote in my (three monthly) medical supply chain, I never have a clue when the delivery will arrive. Emails have been sent to Fittleworth to advise despatch and estimated parcel arrival date/time. So far this service has never been implemented.
- They regularly ring to ask about my needs for my next prescription. They respond quickly to emails. They rang to inform me when my order was delayed due to problems at my GPs. I've had one partially incorrect order (in a few years) replacements were delivered very quickly.
- Politeness and quality of service very good. Thank you.
- Some of my answered questions were not 100% applicable. Basically, my contact with the above supplier started when the hospital gave me a pack of catheters. The subsequent reordering of further supplies has been done electronically by my doctors surgery from the same supplier.
- Have used Fittleworth for eight years never had a problem, found item easy to contact (very quick to answer phone). Also the staff are very polite and helpful, and provide a very efficient service, and speedy delivery time.
- Fittleworth have been great, making it more comfortable for me to come to terms with my health problem. I cannot thank them enough.
- I am very satisfied with the service.
- Fittleworth customer service has been excellent.
- Always happy.

## Customer comments

- I have always been pleased with Fittleworth who I have used for many years. One: that time I have only had the one incident which was resolved.
- I've dealt with Fittleworth several years now with a phone call. I now use management order system by phone and they contact you. I'm pleased to say I'm very happy with all you all do for me. Thank you.
- I have dealt with Fittleworth for many years and have always found them polite, helpful and understanding.
- Any issues usually occur with the GP issuing my prescriptions. However I have to contact supplier to find this out when products are missing or have not arrived.
- Prescription is called for by Fittleworth direct from the doctor's surgery. Excellent service. The service we receive is wonderful. Thank you so much.
- Overall I'm very happy with the service but on occasion some items are missing from order with no explanation or sent out at a further date.
- I phone my order to Fittleworth, who then give me a delivery date. They then organise the prescription themselves, an excellent service follows. The order arrives to me at promised time, I could not fault the service I have been receiving.
- The service from my medical supplier is excellent - my needs are always dealt with, thank you.
- I have been using these for several months and I have never had a problem that they have never been able to sort out. The staff go above and beyond to help. And I would like to thank them all.
- Re Q8 - The supplier contacts me when an order is due. I tell them what I need. Re Q13 - I have never contacted them out of hours.
- Your services are excellent; staff always informative and helpful. All positive comments.
- In my opinion Fittleworth are a caring, understanding organisation and have dealt with all my queries with care and understanding. Always friendly and informative in telephone conversations.
- I can't fill everything in on this form as I just go to my pharmacist at my doctors surgery and they automatically send through to Fittleworth for a repeat prescription. I must add that I am very satisfied with the service I get from Fittleworth.
- I would rate Fittleworth's service as first rate and have no complaints.
- I am very satisfied with service from Fittleworth and they are always helpful on the phone.
- I have always been happy with the service provided.
- All OK.
- Well satisfied.
- I would say that Fittleworth always answer queries and also expedite an order if I've left it a bit later to order. They are an excellent firm to do business with.
- My stoma bags were cut terribly and had to be replaced twice. I now cut them myself.
- Transport by Royal Mail not good.
- Very satisfied with the prompt service provided.
- I have been receiving monthly supplies from Fittleworth several months. Communication and delivery has been 'spot-on'. Couldn't be bettered.
- Once you get your delivery within two weeks Fittleworth are on the phone asking for next order even though you have two weeks at least left. Every time. Constant ringing.
- Local service centre are very helpful and efficient. Any delays down to GP practice delaying prescription or even losing prescription (last year!). Nothing to improve. Excellent 'local' rep or service, less than one mile from home.
- Just need supplies more quickly. Take too long as always running out.
- Very helpful and even when sent wrong products, Fittleworth rectified the situation speedily and delivered the correct products.
- Recently I was expecting a delivery on a Friday which came the next day by Parcel Force. Thankfully I was in.
- Very happy with service provided by Fittleworth!
- Good service, would be interested in new products on the market.
- I find the service to be wonderful, caring and understanding. The people are very helpful and I think the company do a great job. I have answered the questions best I can.
- Service is very reliable, staff on the phone are always pleasant and helpful.

## Customer comments

- Have used this service for many years and it has always been excellent.
- Have been unable to answer all questions as have not been applicable to me. So far the service I have received has been excellent.
- Satisfied with service.
- The service I get every time I ring up for my order is very good they are very polite and make sure that I've ordered everything I need and delivery date has always been delivered on that day nothing has been missing, the one time there was a problem with my prescription Fittleworth actually rang me to say there was a problem but it was my doctors fault and not Fittleworth's.
- Sometimes a mix up from my medical centre.
- I have used stoma bags for several years. Except for a short period, I have used Fittleworth, their service is excellent. The local dispenser who provided me with bags was poor so I went back to my own surgery and dispenser. This experience highlighted how good Fittleworth are for supplying my bags.
- A reliable, accessible, friendly service - much appreciated.
- Wonderful service every time. Thank you.
- In many years I have received excellent service. I only hope that the new means of supply will be as good.
- Supply is slow compared to internet ordering of the items. An unsuitable delivery was corrected swiftly.
- No comments, excellent in every way.
- I have used this service for many years and I have never had a problem with the service.
- I had two boxes and thought they both contained bags which they didn't, one included gels, therefore I ran out of bags because both looked the same. Is there a chance of repeat deliveries instead of having to ring to order.
- Really good service. Excellent customer service. Excellent delivery service.
- Service provided for a person in their 80s is excellent.
- Very good service all the time, well done.
- It did not arrive on specified time. They told me that their allocation had not arrived informing me that they would have it dispatched from another depot and sent out and delivered by Royal Mail, which was duly done the following day.
- The nurse from the stoma clinic requested a proprietary waistband for me - I was told when chasing up delivery it was a special item, five weeks later when I chased it up again, the supplier told me it had been delivered, but had no proof of delivery or signature for the item. I still don't have the "special item" waistband.
- Satisfied with the service provided. Could be a method of sorting out prescription sent by surgery to wrong supplier.
- All dealings with Fittleworth have been very helpful and easy to talk to.
- I would prefer to order via website, however the website is not user-friendly and quite frankly for ordering it is not fit for purpose - even my daughter who is technical got nowhere when trying to place order as my items did not appear - yes I am a registered user.
- To offer other stoma supplies for us to see if they are having difficulties, i.e. my night bags (the pipe comes away from the bag and leaks all over my carpet. So my carpet is unsanitary and smelly). I cannot afford a new carpet! Bags come away from body if I bend down, i.e. gardening or housework! Not very satisfactory.
- We have always had a good service. Polite, well mannered staff. No real issues.
- In my opinion, Fittleworth go more than the extra mile to make sure that you get your items in good time, and also make sure that there is enough extra items, such as black bags and wipes. I can't thank them enough for going that extra mile. Even when I have phoned the staff are absolutely super amazing. I know there are other companies out there, but I would not even consider their products as the products I receive are absolutely fantastic and I'm really proud to say that Fittleworth are absolutely out of this world. Thank you.
- I have dealt with Fittleworth for many, many years and cannot remember a time when I have received anything other than excellent service.
- Have had no problems with order and delivery since start up.
- I am sorry I am not able to complete your survey properly. I am housebound and in my 90s. I find your service excellent in everything that applies to me for which I thank you.
- I phone my prescription and Fittleworth deal with the rest. Service is excellent, staff polite and caring as is the delivery driver.

## Customer comments

- Self-insertion catheters supplied through Guy's Hospital. Your service I find excellent and I am fully satisfied.
- If the GPs surgery was sending the right prescription to the supplier, will help a lot. Surgery are not very good! GP - very slow to send prescription to supplier!
- Do not change what is an excellent service. Staff are always helpful.
- Very happy with the people and service I receive.
- I have found over several years - no fault, excellent communication, always helpful good organisation.
- I would like to complete our regular orders online. This would make the ordering process so much easier.
- No they are very good.
- It was unfortunate that I could not return an unopened (completely sealed) box of bags. It is a waste.
- Quite a lot of questions not relevant, however the service provided by Fittleworth has been excellent.
- Fittleworth have always been very helpful they phone me every month for my order.
- They always give excellent service, ready to solve your problem. I've never spoken to an unkind person. I think everyone works to the maximum to help others.
- I receive only catheters and reorder from Fittleworth direct - not through my doctors practice.
- A very good service.
- It would be really helpful if the order could be done electronically as well as the prescription. My mum has to take the letter to the surgery each time.
- This is an excellent company who are always polite and helpful. Cannot fault them in any way.
- Fittleworth have always dispensed my requirements perfectly. I order items directly from Fittleworth and they request the prescription from the GP practice! The system has on two occasions fallen down. First occasion the prescription was not returned to Fittleworth but sent to the local chemist who issued the items (minus wipes and disposal bags). On the second occasion the prescription was filled by Fittleworth and a week later the chemist. The problem here appears to be the GP practice and how they deal with the prescriptions. I dislike the supply from chemist because each box/item has a name label on it which takes a considerable amount of time to remove before putting out for recycling. I don't like my details being public knowledge!
- Fittleworth have been supplying me for several years. All of their staff are helpful and polite. Everything I have ever ordered has been delivered on the date agreed. I have never had any occasion to fault from in any way.
- I have just two comments around the same piece of problem. They do not take online payments, only cheques or payment over the phone. The reason for my poor review on the handing over the call is because of this. They never do when I want to pay and have to wait for someone else to call me later and then give all my card details over the phone. Very unsafe and unprofessional.
- Website has recently not been working to make orders - this is essential and has lead to me taking longer to make my orders. Where the doctor's surgery hasn't fulfilled my prescription on time, Fittleworth leave it until the last minute to chase them/let me know. This isn't the most helpful/convenient service.
- This questionnaire did not include questions about issues between the supplier and a patient's GP. Frequently, Fittleworth are challenged by my GP about a prescription and have to chase. This is an excellent service provided by them otherwise I would have to chase.
- We have had an occasion where we ordered a repeat prescription but somewhere we were only sent part of it and until the delivery arrived we did not know. We really needed the products and had to pull stoma bag off which really hurt. We have been having the same prescription for a year and do not know why this happened.
- My doctor's practice have made mistakes (items omitted). If the prescription does not match my order Fittleworth contact me as soon as they receive the prescription so that I can contact the med practices to correct.
- When placing an order to ask if there is anything on the order that is needed sooner than the date given.
- The service from the staff on the phone is very good.
- I have no complaints you have been wonderful in every way I cannot praise you enough and would like to thank you all for the service which helped me so much.
- Fittleworth have always been very helpful, sometimes my surgery do not send prescriptions on time or do not put down what I ask for, but Fittleworth will always sort it out for me.
- I have dealt with Fittleworth for several years. They have always given me first class service. The telephone people are kind and very helpful.

## Customer comments

- Very happy with service overall. Fittleworth send fax to doctor to request prescription from GP. Give me a delivery date, which is usually adhered to. They usually ring me about next lot of supplies before I get too low.
- I have found the service very good and prompt and also very helpful.
- I have used Fittleworth for many years and have always received polite and excellent service.
- Although I haven't been using this facility for long, I find the service is excellent. Many thanks.
- I am advised to order my requirements medical supplies two weeks in advance it doesn't always turn up so spend the day worrying I am not going to get my essential supplies and leaving me without necessary equipment (vital) the delivery drivers must consider that there is residential care facility in the same road as another property.
- Always courteous, prompt service. Thank you. Appreciated the reminder call when my supplies were running low. The service was set up whilst I was in hospital by my stoma care team so I am a little hazy about how that was done through my GP surgery I guess.
- We are very pleased with the service, never had any problems. My wife does all the ordering for me.
- I am grateful for the help and the care I received from Fittleworth suppliers. They are good and helpful and understandable of their work and I appreciate the service.
- I rarely need to contact Fittleworth. Every month they phone me regarding my repeat prescription. Splendid reliable service.
- Most of the questions are not applicable to me and I am very satisfied with Fittleworth's service.
- This is a very good service they are easy to contact by phone and very helpful. Top marks for Fittleworth.
- Slightly difficult to complete questionnaire as sent to delivery address as I receive the goods for my mum but another sibling deals with Fittleworth. However, mum has always received her bags etc. at times specified and staff always helpful.
- I have no problems, 100% service.
- Some questions were not applicable (e.g. I have never needed to contact them out of hours). I have been using this supplier for a long time so the situation and my needs are well known to both sides.
- Excellent service. Helpful staff on phone. Delivery always arrives when promised.
- I had a stoma for a year and your service was excellent. Thank you.
- Have never had the need to contact my supplier, they have a very efficient system - first class.
- When I have contacted the supplier about my need for emergency supplies they responded promptly and dispatched them with a next day courier service. Supplies normally sent by Royal Mail. I am very satisfied with this arrangement.
- Very satisfied and reliable on-time delivery.
- My GP no longer allows her patients to contact Fittleworth direct. Her reason is that it is open to fraud. When I ordered via Fittleworth my orders were pretty accurate. Going via my GP is horrendous as nobody knows the products.
- I would prefer to order by email not phone.
- I am quite happy with the service.
- Excellent service, thank you.
- Excellent service and staff.
- Prescription issue with GP surgery! Fittleworth were very late informing me they were unable to deliver on time. GP surgery which has a pharmacy arranged supplies as they were urgent as I was about to go abroad.
- First class service, would not change a thing.
- Re Q11a - Fittleworth offer an excellent service, but can on occasions be let down by Parcelforce not turning up when agreed. Re Q11b - The package/parcel has the company's name and address displayed on it, it does not indicate the contents. Fittleworth offer an excellent, friendly and helpful service, thank you to Fittleworth.
- Freephone quickly answered polite staff.
- The most efficient, friendly and helpful people I deal with, both within and outside the healthcare industry. If only everything were as good as Fittleworth.
- Re Q6 - I was always contacted by phone about any products unavailable. I have problems with my surgery providing the repeat prescription, but Fittleworth have always informed me about it and have then provided me with another delivery date. I cannot fault the service that I receive.

## Customer comments

- All very good.
- It would be helpful if the supplier were to keep me informed about delivery dates and, if possible, the time. Without this information, deliveries can be left with neighbours providing they are available. Instructions as to where deliveries are to be left are not always made known to the drivers. On the whole, it's a bit "hit and miss".
- No comments except that all the staff care at all times. I have been with Fittleworth for many years so I am more that happy with everything.
- I am very satisfied from the service received.
- Re Q3 - if you phone on Saturday it appears it is always a long wait before you can be dealt with. You have to put up with a constant recording about operators being busy. Maybe more staff would be helpful.
- Excellent service from Fittleworth.
- I have used Fittleworth products for many years. Their service has always been excellent and their staff very understanding. I have been to many of their open days and have learned a lot about my condition and picked up lots of tips from other users. Very satisfied with the company.
- The only problem is holding on to be put through. Thankfully it is free call.
- No comments your service is excellent.
- No problems at all.
- I receive excellent service from Fittleworth and are very confident they will deliver my prescription requirements on time.
- Fittleworth always contact me monthly re my order, give me a delivery date and negotiate a new date if any problems, such as holidays, etc., clash with delivery. Excellent service!
- Not a complaint, simply could improve text service. Was recently asked if I would agree to a text service, which I thought would be easier and more efficient rather than receiving a call monthly, so agreed. Received a text, instead of a call, the month after but I expected the text to say "do I want a repeat order". Text back "yes" and a delivery will be made. Instead it simply said for me to call and place an order so totally pointless service, called and reverted back to receiving a call monthly, which suits. Could improve the text service so it is more automated.
- None always been delivered as promised.
- The only comment I would make about Fittleworth is that they do not check prescription to ascertain if surgery has supplied to them what was ordered this is left until the order is delivered to the patient and left to patient to sort out.
- Fittleworth supply an absolutely excellent service.
- I have always found Fittleworth staff excellent, there has been the odd blip but this is expected over a ten year period.
- Very good service is provided by Fittleworth.
- GPs now request three working days' notice to collect prescriptions for posting to supplied. Fine the postal service changes the post box collection times which can cause a day's delay. I now order very early the month before using the products supplied, two/three weeks earlier.
- Always find all staff very helpful when phone order very polite. Get a check after couple of weeks to check everything OK or in need of anything. Delivery on time/that the date they will arrive. Thank you.
- When I was in hospital, having had a radical cystectomy - I was able to use a mint-scented adhesive remover - which my supplier said wasn't an option. I would prefer this if at all possible - also, I used to get sent orange bags which I referred to the black ones which get sent now. Again - no preferable choice allowed.
- They ignored my request (by letter) regarding date of delivery. We were away so my neighbour took it in, but they were also going away - so it got a bit complicated!
- Fittleworth are superb and never fail me. Re Q8 - my goods are delivered to me direct from Fittleworth - no hassle whatsoever! I have my own nurse at the local hospital. Re Q14 - don't think so.
- The three years I was with Fittleworth they gave me an excellent service very friendly on phone my order was with me every month never late. Good firm to be with.
- A most satisfactory service. On one occasion they were short of stock and they telephoned to see if I could survive the extra few days. I do not use all the products offered I restrict my order to the catheters and disposal bags. We order monthly so the only improvement I could suggest is to double each delivery.
- Staff are always friendly and helpful - amazing customer service.

### Customer comments

- To summarise, I have been having my medical needs supplied by Fittleworth for many years and I have had no problem in contacting by telephone, they have always been polite and helpful, delivered on the day I requested. In other words, I am very satisfied.
- Very happy with service provided.
- If you wanted an assessment of your service I would say it was excellent, especially those people on the end of the phone who are brilliant.
- Always helpful and considerate.
- I am convinced through long experience that my supplier has my best interests at heart. Telephone contact is prompt and courteous, without lapses. You would need to try very hard to find fault.
- I order by telephone and the staff are always polite and helpful.
- I have found Fittleworth extremely good, which cannot be said for other suppliers I have used in the past. I had a very unfortunate experience in a chemist which makes me very grateful for Fittleworth's discrete and excellent service.
- Sometimes delay from the doctors surgery releasing the prescription. Been using this service for a few years. Thank you Fittleworth.

## 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 = 2600

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	2417	108	6	7	62
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(2417 \times 100.00) + (108 \times 66.67) + (6 \times 33.33) + (7 \times 0.00) + (5 \times 0)}{(2600 - 62)}$$

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

