

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Barnsley

September - November 2020



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

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Sample questionnaire

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	144	82%
Someone else	20	11%
Both	1	1%
Blank / Spoilt	10	6%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	165	94%
Fax	0	0%
Post	1	1%
Email	4	2%
Face to face	0	0%
Internet	1	1%
Blank / Spoilt	4	2%

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

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

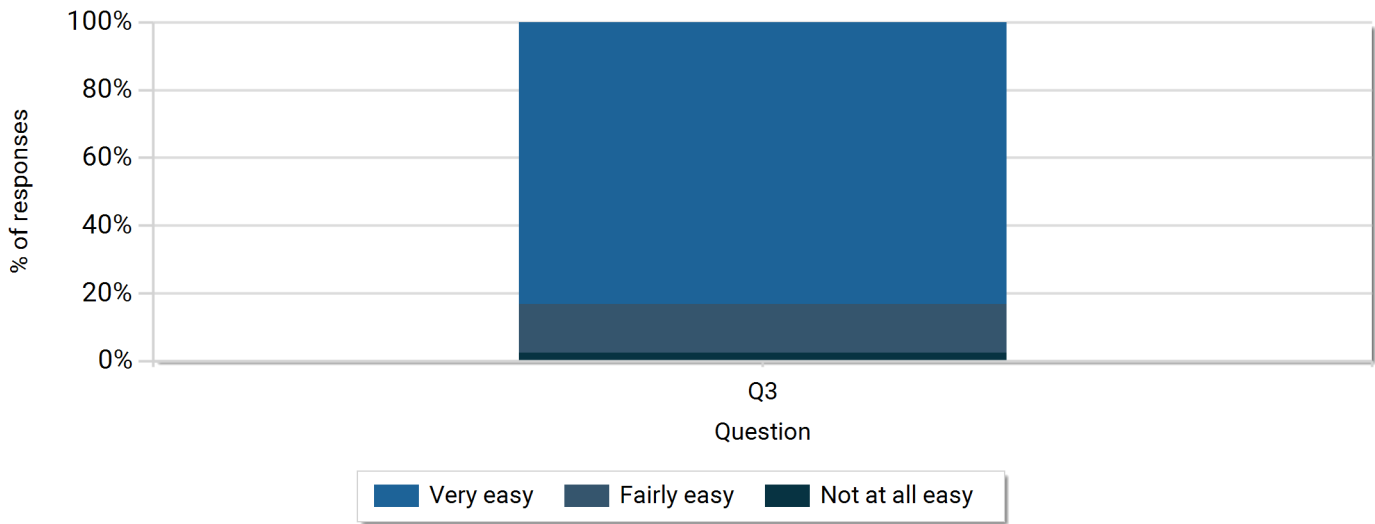
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	4	24	139	8

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?	90	84	88	89	92	95

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 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 (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q3 How easy did you find it to contact them?	90	98	94	92

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

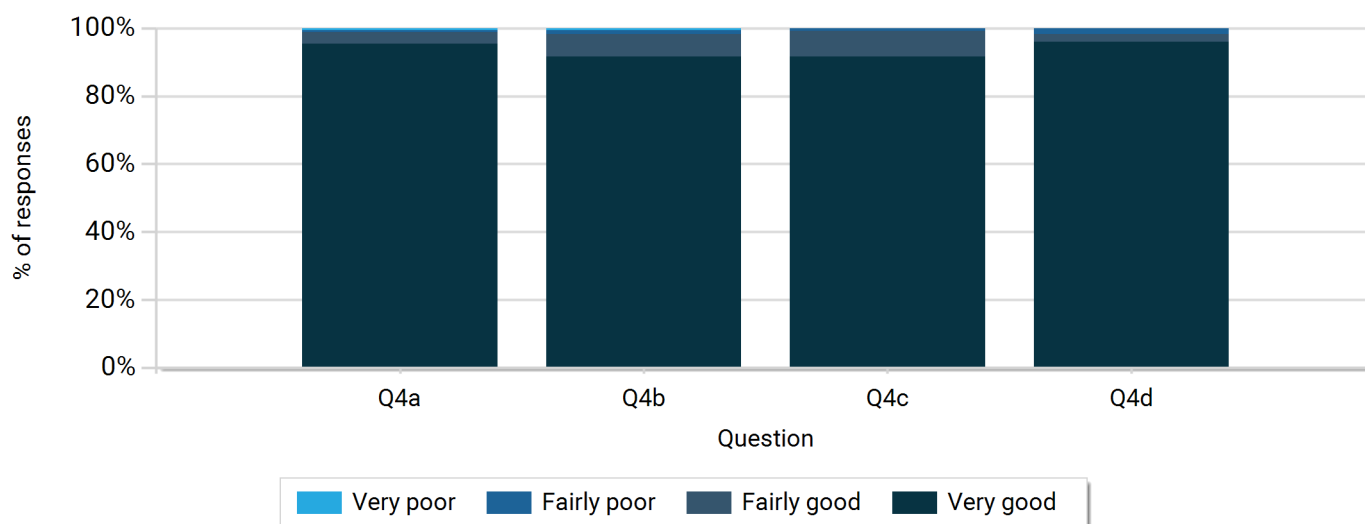
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	166	6	1	1	0	1
Q4b Answering any queries you had	155	11	2	1	1	5
Q4c Passing you on to someone who could help	110	9	1	0	25	30
Q4d How would you describe their service?	164	4	3	0	1	3

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	97	98	99	99	100
Q4b Answering any queries you had	96	94	97	98	99	99
Q4c Passing you on to someone who could help	97	93	97	97	98	99
Q4d How would you describe their service?	98	96	98	98	99	100

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Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q4a Polite and took time to understand needs?	98	98	99	97
Q4b Answering any queries you had	96	99	97	96
Q4c Passing you on to someone who could help	97	99	98	97
Q4d How would you describe their service?	98	98	98	97

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

Table 5:

Response	Number of responses	Percentage of responses*
Yes	115	66%
No	8	5%
Don't know	42	24%
Blank / Spoilt	10	6%

*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	36	21%
No	30	17%
Don't know	17	10%
Blank / Spoilt	92	53%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	33	92%
No	1	3%
Don't know	0	0%
Blank / Spoilt	2	6%

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	8	5%
No	39	22%
Don't know	25	14%
Blank / Spoilt	103	59%

*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	4	50%
No	3	38%
Don't know	1	13%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q7a.

Q8a: If you presented a repeat prescription, did the supplier check to see if you still needed the appliance?

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	82	47%
No	25	14%
Don't know	18	10%
Blank / Spoilt	50	29%

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	80	46%
No	26	15%
Don't know	17	10%
Blank / Spoilt	52	30%

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	63	36%
No	38	22%
Don't know	18	10%
Blank / Spoilt	56	32%

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

About the services you receive from this supplier

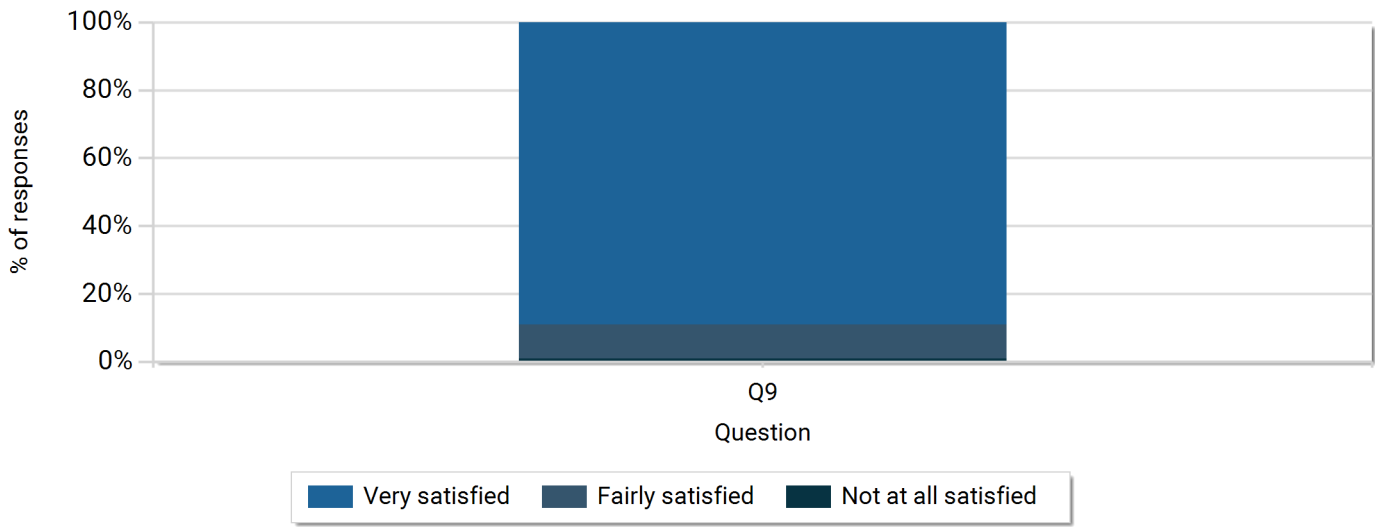
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	1	0	12	106	56

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	96	96	97	99

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.
See score explanation in the supporting documents section for score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	96	97	96	95

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	122	70%
No	7	4%
Don't know	9	5%
Blank / Spoilt	37	21%

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	160	91%
No	1	1%
Blank / Spoilt	14	8%

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	37	21%
No	127	73%
Blank / Spoilt	11	6%

Q11c: If your product was delivered, did the vehicle in which the package was delivered convey the nature of the contents?

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	21	12%
No	132	75%
Blank / Spoilt	22	13%

*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	164	94%
No	2	1%
Blank / Spoilt	9	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	14	8%
No	139	79%
Blank / Spoilt	22	13%

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	2	1%
No	145	83%
Blank / Spoilt	28	16%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	1	50%
No	0	0%
Blank / Spoilt	1	50%

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	18	10%
No	68	39%
Don't know	29	17%
Blank / Spoilt	60	34%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	8	12%
No	22	32%
Don't know	6	9%
Blank / Spoilt	32	47%

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	88	50%
No	32	18%
Don't know	39	22%
Blank / Spoilt	16	9%

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	70	40%
No	32	18%
Don't know	46	26%
Blank / Spoilt	27	15%

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

About the services you receive from this supplier

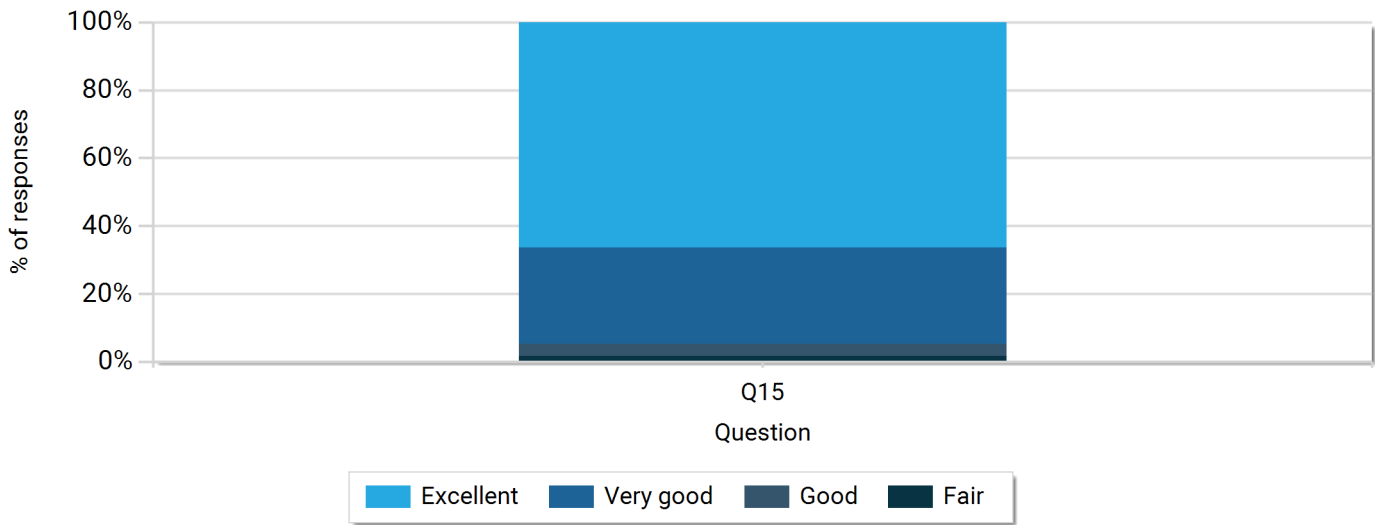
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	3	6	48	113	5

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	90	86	90	91	92	93

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.
See score explanation in the supporting documents section for score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q15 Overall rating	90	90	88	87

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	169	97%
Blank / Spoilt	5	3%

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	1	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	1	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	2	1%
35 - 44	6	3%
45 - 54	11	6%
55 - 64	30	17%
65+	120	69%
Blank / Spoilt	6	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	94	54%
Female	72	41%
Blank / Spoilt	9	5%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	9	5%
Carer for someone with a longstanding illness	21	12%
Neither	127	73%

The number of responses for this question may not add up to the total number of customers surveyed as more than one response option can be selected or the question can be left blank.
Percentages are of the total number surveyed.

Customer comments

Appendix 1 - Specified other reasons for contacting supplier from question 1:

- My original contractor became part of Fittleworth.
- Was put in contact with supplier by NHS hospital after an operation.
- We received an email requesting monthly requirements.
- Stoma nurse contacted them.
- NHS.
- When last order made, told that my stoma base plate out of stock. Told he would contact nurse to arrange a replacement. Did not do stock delivered without any base plates. A very bad situation, only four left at my home.
- I was running out of supplies quickly and needed emergency supplies.
- To put mine and my wife's orders in.
- To order mine and my wife's order.
- Stoma nurse contacted them.
- To request items not ordered by medicine management team. Disposable wipes (wet).
- Via Wilkinson's years ago.
- The hospital did everything for me as I was so ill.
- Stoma nurse ordered a support belt on my request.
- On behalf of elderly mother.
- Contacted via Northern General Hospital supplies consultant.
- Change in prescription.
- Stoma nurse at NGH Sheffield did it for me.
- To give my order.
- Because you didn't send correct order or let me know the doctors didn't allow my order.
- I needed to speak to someone early regarding a belt for my stoma pouch i.e. SenSura Mio.
- Ordering my repeat prescriptions for myself.

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

- The person who delivers my parcel once a month, I could not wish for a kinder, well mannered, and lovely person. I really look forward to them coming to my home.
- Website ordering could be a good option. Although I am never on hold long until the phone is answered.
- I have recently had pain in the stoma. The stoma nurse contacted me and put me in touch with your nurses and they are still visiting me once every two weeks.
- I am the patient's husband. I order all needs she requires. I am her full-time carer.
- I order all needs my wife requires. I am her carer and see to all requirements and needs.
- I order direct from the supplier who obtains a prescription from my doctor.
- This service is exceptional, and can be relied upon to completely fulfil our needs.
- I think it would help if Fittleworth could deliver supplies every month instead of me having to ring Fittleworth then they have to phone my GP for a prescription, which sometimes can cause a delay in Fittleworth getting my prescription which means a delay in my order. This is something for life and it would help if I did not have to ring every month. I would add the person that delivers my order is wonderful. Always addresses me by name and asks how I am.
- I have no problems with the supplier at all, they are very good at getting my supplies to me and also chasing my GP when there is a problem. I do however have a problem with my GP in that they have missed items off my prescriptions and posting them instead of sending them electronically and they went missing. But my supplier sorted it out very quickly.

Customer comments

- I ring up and Fittleworth send my request to my medical practice. Then it is delivered to my home. I don't have any contact with suppliers.
- Two week delivery time much longer than other suppliers.
- After having some problems at the start of supply, excellent services has been received since then.
- Have the doctor check before sending to Fittleworth.
- Excellent service I had supplies delivered to a caravan site when I was on my holidays.
- Supplies are cut too short. You can have one left and stressed, in case your order does not arrive.
- Finally a nurse rang me and decided with only two base plates left and told me a different base plate would do, one box sent by B.T. next day. These are OK but one box only I will have to contact supplier to obtain a second box to make the order first given in to them in September.
- Your service is excellent only one occasion there was a mix up but got rectified straightaway.
- Very good in every way.
- My supplier is excellent, my problem is delivery for some reason the delivery person will not bring the box to my front door. I am in a first floor flat 12 stairs up. They insist on leaving it halfway up blocking my stairs. I am 92 years of age and have to kick the box to the bottom and wait for a kind person to bring it up for me.
- Delivery - an appropriate day can be agreed but it would be most helpful if they could specify am or pm, or even a specified time slot!
- Very good, reliable service at all times. No complaints. During COVID have felt confident in the service and availability of products. Thanks to all.
- Fittleworth initial incoming telephone recorded message is slow to acknowledge the call and is of low volume and poor quality. Fittleworth do not always tell you when unavailable products become available again or of other alternative products that may be suitable.
- Quite happy with goods and delivery.
- Excellent service provided over the last eight years. Very good.
- Very satisfied.
- Please date the dispatch note attached to the delivery package.
- It would be helpful if consideration could be given to arranging for patient to be allowed to have monthly repeat prescriptions be actioned automatically without having to order by phone.
- Everyone I deal with are excellent.
- Once went away and forgot night bag. Rang head office and they found me one at a local depot.
- Fittleworth are doing a good job for me.
- Fantastic service and receptionist.
- The service of Fittleworth is excellent. The receptionists are polite and take time to listen to you. Thank you.
- Staff always friendly and very obliging. Brilliant service.
- Only problem I have had is delay in prescription coming from doctor to supplier.
- I had cancer of the rectum, reason for stoma many years ago. Hospital where I had operation recommended Fittleworth for my supplies. What a fantastic company and staff are brilliant, even drivers who deliver. Thank you for being there for me. I am 79 years old. Prescriptions via electronic by GP.
- Always had a brilliant service from Fittleworth always polite and helpful. A lot of questions not answered is because we don't think the questions are in anyway to do with service from Fittleworth.
- Very professional prompt service. Knowledgeable and always willing to listen to concerns and provide solutions.
- None, being very happy with services I get.
- Satisfied.
- I would just like to say I appreciate all you do and the service you give. After many years of receiving your products everyone I have spoke to have been lovely. Your deliveries are always on time and the people who deliver them are very nice too. I don't know what I would do without your care. Thank you.
- Telephone staff have always been helpful and pleasant each time I have spoke to them.

Customer comments

- My concern is that if my doctors does not agree on the products I ordered. That you just don't bother to ring to tell me the order isn't coming where does duty of care stand several times I've been left weeks with products.
- Each time I receive my phone call for my wife's stoma needs all the staff are friendly and very helpful. They try their best to meet our needs if there is an issue i.e. having to wait for anything, which is very rare. They always ask how my wife is and always have very good telephone manner. Being in business myself this is essential.
- The staff are always polite and friendly. If there are any issues/delays with the delivery, the supplier keeps you fully informed.
- Due to the situation in the present times, i.e. COVID-19 I think the supplier service has been excellent for my needs.
- Very good.
- Fittleworth is a fantastic company - always totally reliable, courteous and kind.

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 = 175

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	166	6	1	1	1
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

(number of Very good ratings x 100.00) +(number of Fairly good ratings x 66.67) +(number of Fairly poor ratings x 33.33) +(number of Very poor ratings x 0.00) +(number of Don't know ratings x)

=

(166 x 100.00) +(6 x 66.67) +(1 x 33.33) +(1 x 0.00) +(0 x 0)

(175 - 1)

(total number of customer responses - number of Non rated responses)

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	97	98	99	99	100

16446

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.



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Dispensing Appliance Contractor Customer Questionnaire

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

Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

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

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

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

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

Not at all easy ☐ Fairly easy ☐ Very easy ☐

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

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

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

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

Yes ☐ No ☐ Don't know ☐

Providing NHS Services



This Section is about the services you receive from this supplier

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

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

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

Yes ☐

No ☐

Don't know ☐

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

Yes ☐

No ☐

Don't know ☐

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

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

Yes ☐

No ☐

Don't know ☐

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

Yes ☐

No ☐

Don't know ☐

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

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

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

Yes ☐

No ☐

Don't know ☐

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

Yes ☐

No ☐

Don't know ☐

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

Yes ☐

No ☐

Don't know ☐

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

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

Not at all satisfied

Not very satisfied

Fairly satisfied

Very satisfied

☐☐☐☐

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

Yes ☐

No ☐

Don't know ☐



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

Q 11. If your product was delivered

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

Yes ☐ No ☐

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

Yes ☐ No ☐

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

Yes ☐ No ☐

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

Yes ☐ No ☐

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

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

Yes ☐ No ☐

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

Yes ☐ No ☐

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

Yes ☐ No ☐

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

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

Yes ☐ No ☐ Don't know ☐

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

Yes ☐ No ☐ Don't know ☐

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

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

Yes ☐ No ☐ Don't know ☐

b) Information about the NHS services that they provide?

Yes ☐ No ☐ Don't know ☐

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

Poor Fair Good Very Good Excellent



☐☐☐☐☐

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

