

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Bournemouth

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	128	83%
Someone else	17	11%
Both	2	1%
Blank / Spoilt	8	5%

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	135	87%
Fax	1	1%
Post	1	1%
Email	6	4%
Face to face	0	0%
Internet	3	2%
Blank / Spoilt	9	6%

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

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

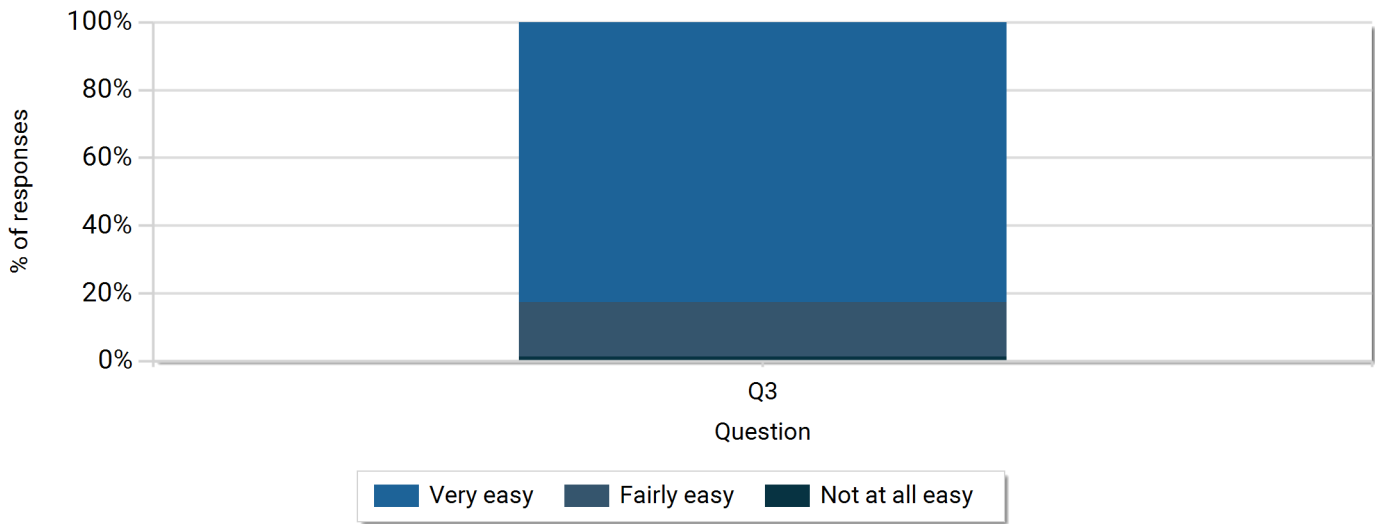
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	2	24	123	6

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?	91	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?	91	94	86	94

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

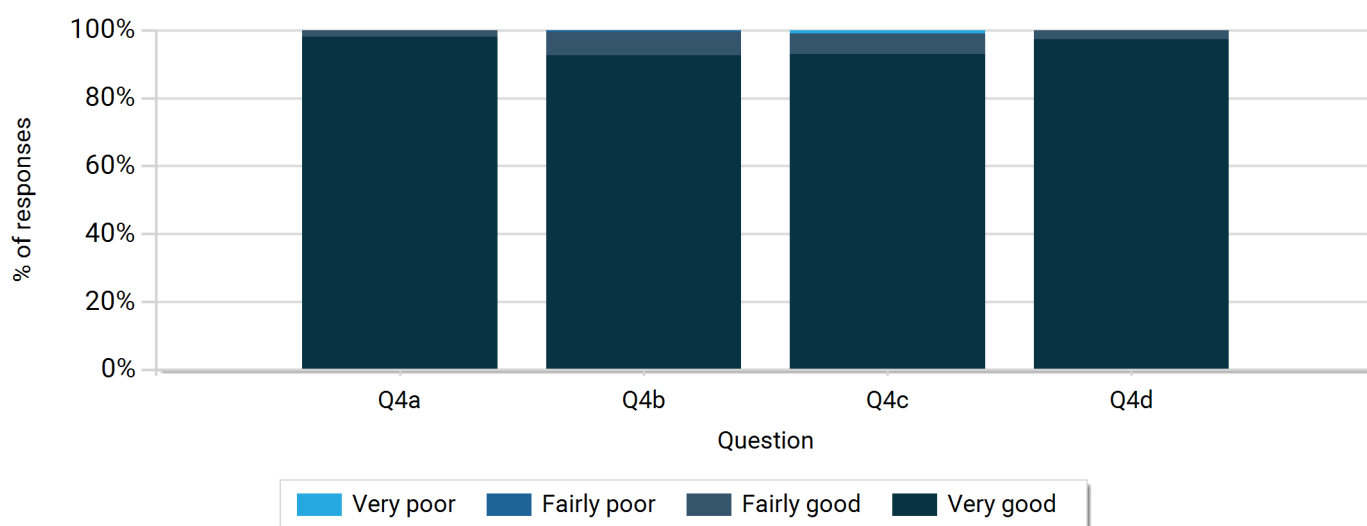
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	147	3	0	0	2	3
Q4b Answering any queries you had	137	10	1	0	3	4
Q4c Passing you on to someone who could help	91	6	0	1	25	32
Q4d How would you describe their service?	146	4	0	0	1	4

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?	99	97	98	99	99	100
Q4b Answering any queries you had	97	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?	99	96	98	98	99	100

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

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	99	64%
No	12	8%
Don't know	35	23%
Blank / Spoilt	9	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	19	12%
No	19	12%
Don't know	19	12%
Blank / Spoilt	98	63%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	15	79%
No	1	5%
Don't know	2	11%
Blank / Spoilt	1	5%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q6a.

Q7 If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

Q7a: Were you asked to agree that they should refer the prescription to someone able to supply the appliance or appliance customisation?

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	6	4%
No	18	12%
Don't know	27	17%
Blank / Spoilt	104	67%

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

About the services you receive from this supplier

Q7b: Where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	3	50%
No	1	17%
Don't know	2	33%
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	62	40%
No	31	20%
Don't know	20	13%
Blank / Spoilt	42	27%

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	65	42%
No	34	22%
Don't know	13	8%
Blank / Spoilt	43	28%

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	50	32%
No	41	26%
Don't know	18	12%
Blank / Spoilt	46	30%

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

About the services you receive from this supplier

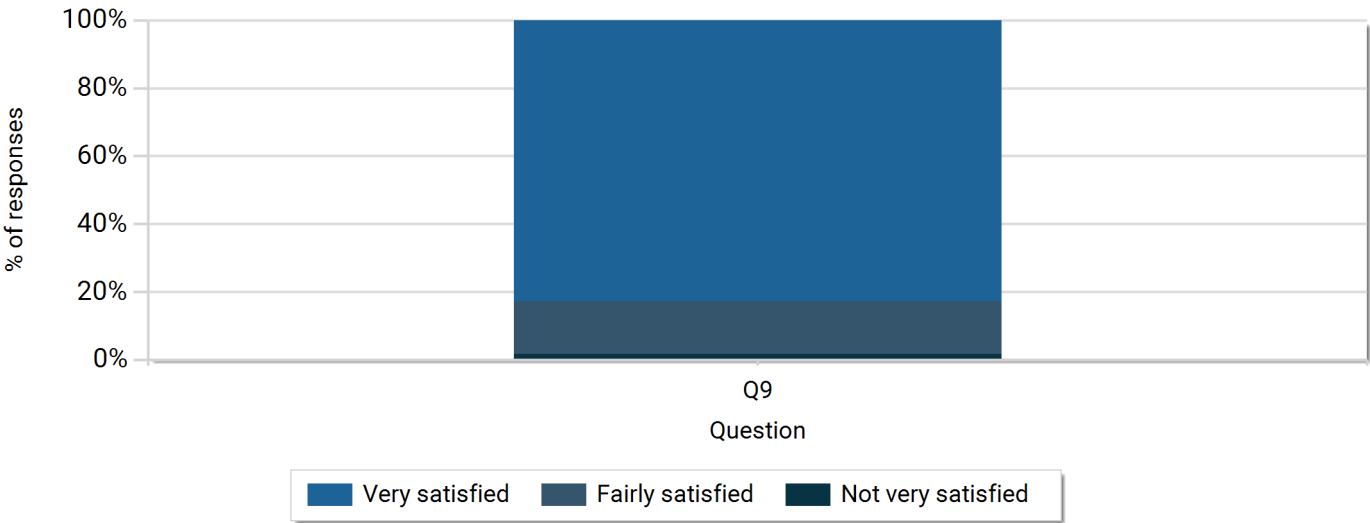
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	1	9	48	97

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	94	93	96	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 (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	94	95	94	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	118	76%
No	1	1%
Don't know	12	8%
Blank / Spoilt	24	15%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	147	95%
No	1	1%
Blank / Spoilt	7	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	14	9%
No	127	82%
Blank / Spoilt	14	9%

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	5	3%
No	137	88%
Blank / Spoilt	13	8%

*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	139	90%
No	5	3%
Blank / Spoilt	11	7%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	5	3%
No	134	86%
Blank / Spoilt	16	10%

Q12b: Have you ever been advised by your supplier that they cannot provide this service?

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	134	86%
Blank / Spoilt	20	13%

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	100%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	9	6%
No	39	25%
Don't know	41	26%
Blank / Spoilt	66	43%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	8%
No	12	31%
Don't know	5	13%
Blank / Spoilt	19	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	78	50%
No	29	19%
Don't know	28	18%
Blank / Spoilt	20	13%

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

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	44	28%
No	47	30%
Don't know	39	25%
Blank / Spoilt	25	16%

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

About the services you receive from this supplier

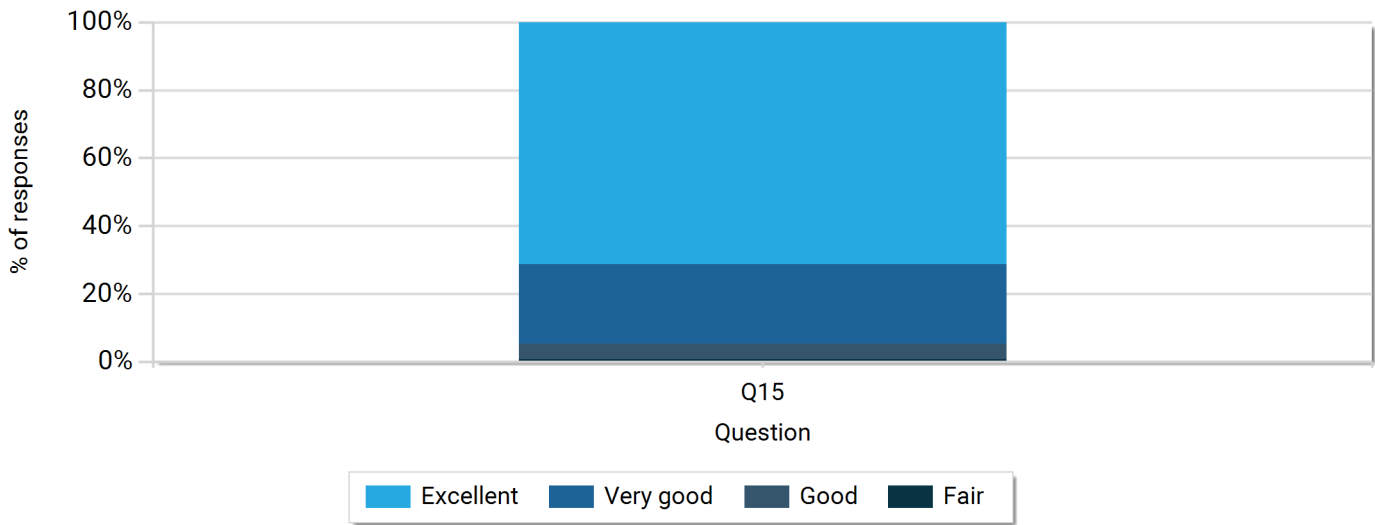
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	7	35	107	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	91	86	90	91	92	93

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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.

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	91	88	85	90

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	3	2%
No	146	94%
Blank / Spoilt	6	4%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	3	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	3	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	0	0%
45 - 54	6	4%
55 - 64	21	14%
65+	122	79%
Blank / Spoilt	4	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	97	63%
Female	51	33%
Blank / Spoilt	7	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	3	2%
Carer for someone with a longstanding illness	22	14%
Neither	122	79%

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 department originally set up the "standing order" with Fittleworth.
- Some requested items not supplied.
- To order catheters it took five weeks they said they had to contact surgery that's why it took so long.
- To follow up on doctor's ordering of prescription.
- My surgery always get it wrong they send direct to chemist not cut, am fed up with it.
- To check if my prescription had been received from my surgery and check delivery.
- GP surgery had failed to send order although saying they had.
- The order arrived but was not complete.
- To request my monthly stoma requirements.
- Check why two items missing from order.
- Contact made by doctor.
- My husband contacted you initially but as his health deteriorated I took over.
- This was ordered by the Lincoln County Hospital.
- It was actually arranged by urology department QAH Portsmouth.
- The appliances prescribed by my GP arrived correctly on Monday having been reordered on the Friday before. The Fittleworth nurse's order did not reach the GP - GP took over and ordered.
- Ileostomy.
- NHS nurse.
- NHS Bournemouth.
- Doctors.
- They request the prescription from my GP.

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

- Fittleworth has supplied my catheters for several years. They are often proactive by phoning me (before I can phone them) to arrange the monthly delivery. Excellent service!
- It would be helpful to have a confirmation of order sent by email with expected delivery. After I place an order by telephone there is no other contact of delivery. I sometimes have to contact Fittleworth again after a couple of weeks to ask for delivery date.
- Much improved since the supplier puts in the request for my items saving me the trouble of having to go to the surgery every time.
- It appears that at time the GP does not approve a request for supply in a reasonable time. Some method of improving the communication needs to be agreed.
- I hand a prescription in to my GP surgery which they send on to Bournemouth. I have had first class service from both of them and am very satisfied with the service provided.
- All excellent.
- Not with supplier, only delivery service on two occasions. (Had to contact Fittleworth to see if delivery was going to happen as it was getting late.)
- I've been completely satisfied with the service I've received from Fittleworth. Thank you.
- 100% no problems with them and very understanding.
- It's early days but so far the service has been excellent.
- Whenever I've contacted you regarding reordering supplies everyone I've spoken to had been more than helpful. Very good service.

Customer comments

- Preferred the service, which is excellent, when we could order direct. Any faults which occur are in the doctors surgery wrongly ordering, or not ordering when requested. Doctor does not allow third party ordering.
- What I will say is the experiences with Fittleworth staff has always been brilliant, very helpful, they listen, act which is more that what my doctors do. I am very happy with their services.
- No problems with the items or service very happy thank you.
- Packages are either delivered in a plain white van or by Post Office van. In either case, package does not indicate contents!
- I was told that the supplier didn't sell "D" strips - the person on the end of the phone had given me the wrong information - as a result I ran out. It turned out they did sell them.
- Always found Fittleworth to be considerate, helpful and polite, never had a problem with any member of the staff.
- My wife is filling this in for me as I am registered blind/deaf and have terminal cancer with catheter and stoma bag.
- Fittleworth are very easy to contact, have very friendly and helpful staff and provided excellent service.
- Monthly phone call for repeat and deliver to house works well.
- I am very pleased with the service which I have received from this supplier for many years.
- Always very helpful staff, they go out of their way to help. Highly recommended.
- Excellent service always no complaints after several years.
- Having had a laryngectomy it is my wife who does my orders, she has had no problem at all and always finds the telephone manner of your employees first class. So thank you all for a great service.
- Always very helpful, prompt, polite service.
- Frequently something is missing from an order and the supplier will blame it on the GP and GP blames it on the supplier. As usual, the client is left to find out and sort it out! When the supplier receives the prescription from the GP, why can't the supplier then check if that's what the client originally requested? And if not - sort it! Suppliers please adjust automated message on phone to one recording. Normally there's about a 20 minute wait for someone to answer your call and hearing that automated message numerous times makes you go insane!
- Often items delivered are not as ordered. If a shortage of items, no call to advise to give me time to query/chase.
- I was referred to Fittleworth by Spinal Injuries Association as I need specialist advice. I was very impressed with the nurse so happy to move from another supplier.
- Fittleworth are one of the most efficient and polite companies I've ever used. Their service is excellent! So good!
- Excellent service. Can't fault them in any way. Polite helpful and prompt.
- Completely satisfied.
- I have been with this supplier many years and never been let down yet. Excellent service.
- I have been trying to get ad remover to remove the tape but not delivered. Was requested I am now down to one spray, so have contacted my stoma nurse.
- I call the 0800 number to request a new supply about 12 days before I run out. Supplies are always on time. Even larger amounts when I am going on holiday (sometimes for 7-8 weeks). No problems.
- Need more black bags. I am only happy with Fittleworth as they give me products that I feel safe with. I have been with them for many years. A big thank you for your service.
- Always very quick to respond to email prescriptions. No problems have arisen over many years of using them. Deliveries are always prompt and on the stated day.
- The service is exceptional and they go the extra mile, nothing too much trouble. Always polite and delivery at specified date and time. Thank you.
- Fittleworth have always been very helpful and understanding. Any problems usually stem from the surgery not getting the prescription to them in a timely manner or product has gone out of production for a period of time, e.g. stoma stopper dressings. The GP then provided me with micropore tape during this period.
- I have been with you for many years. I received such marvellous service and your staff so polite and helpful. Well done.
- The supplier is always kind and caring and always enquires after my health. If I leave an answerphone message they always get back to me that same day.

Customer comments

- The experience I have had with this supplier could not be improved. The lady I have dealt with on the telephone was the nicest and most helpful person I can remember.
- The service I have received over the last few years has always been excellent.
- My supplier phone me for my order. Every time they are very excellent. They are the best.
- Very good service.
- The treatment I use has been from a consultant and a nurse who visited us is our source of help Fittleworth are only responsible for the repeat prescriptions.
- Your staff has always been polite and helpful. Thank you.
- Very good service.
- There have been a couple of occasions when a particular item has been changed to an alternative product - without prior warning. With the exception of one example this has not resulted in any problems or inconvenience apart from a quick telephone enquiry from me when the supplies arrived. The one major problem I have had in a particular design of water container for irrigation purposes and the apparent unavailability of a similar type from any provider. This was a Dansac hinged water container two litre.
- Re Q6 - The making of my appliance was discontinued by the manufacturer. Fittleworth sent me three alternative samples in order to find the most suitable for me, it all went through very smoothly and I finished with a much improved product.
- Self catheterisation. Perfect service.
- My GP sends an email prescription over - it then takes 7-10 days to arrive. Good service. If any hold ups usually from surgery preparing email.

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 = 155

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	147	3	0	0	5
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)

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

=

(147 x 100.00) +(3 x 66.67) +(0 x 33.33) +(0 x 0.00) +(2 x 0)

(155 - 5)

Your mean percentage score for Q4a = 99%

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?	99	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.



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 ☐

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

