

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Cardiff

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	108	85%
Someone else	12	9%
Both	0	0%
Blank / Spoilt	7	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	115	91%
Fax	0	0%
Post	3	2%
Email	3	2%
Face to face	0	0%
Internet	2	2%
Blank / Spoilt	4	3%

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

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

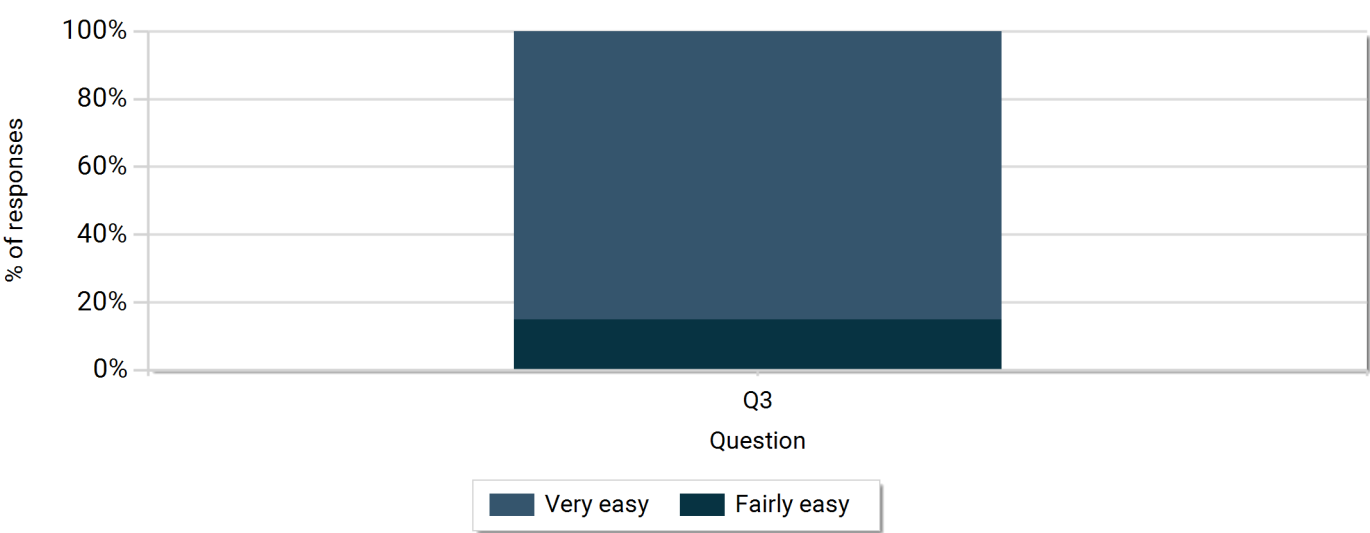
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	0	18	102	7

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

Graph 1: Percentage distribution and frequency of ratings (Q3)



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	93	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 (June 2017)	Previous score (June 2016)
Q3 How easy did you find it to contact them?	93	96	95	88

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

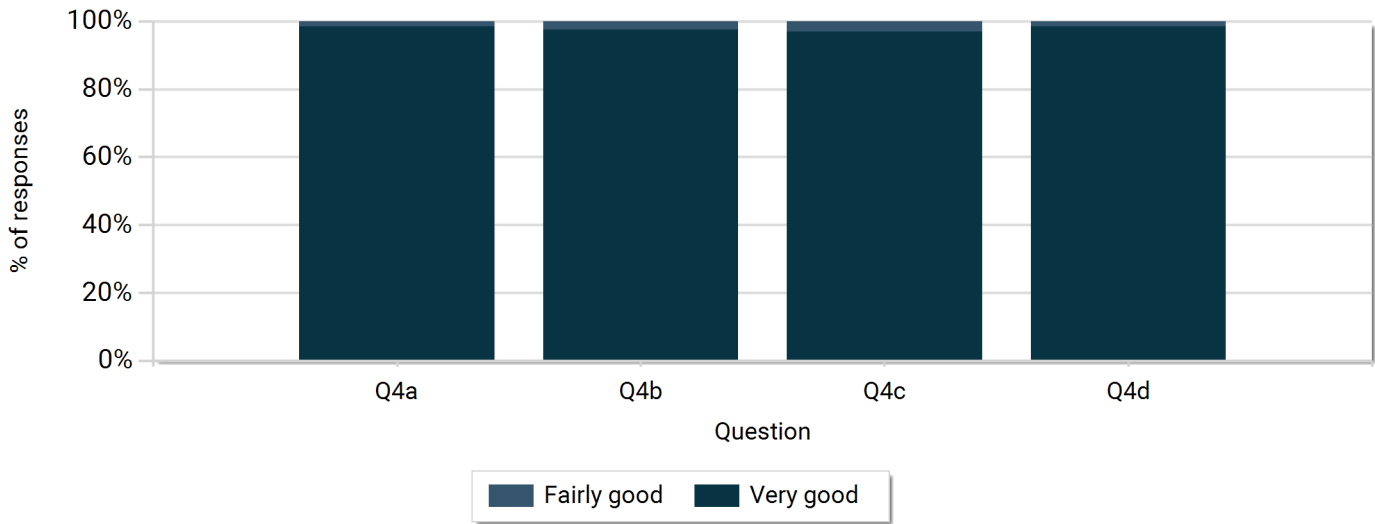
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	123	2	0	0	0	2
Q4b Answering any queries you had	120	3	0	0	0	4
Q4c Passing you on to someone who could help	95	3	0	0	7	22
Q4d How would you describe their service?	120	2	0	0	0	5

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	99	94	97	98	99	99
Q4c Passing you on to someone who could help	99	93	97	97	98	99
Q4d How would you describe their service?	99	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 (June 2017)	Previous score (June 2016)
Q4a Polite and took time to understand needs?	99	100	100	99
Q4b Answering any queries you had	99	100	99	100
Q4c Passing you on to someone who could help	99	99	99	99
Q4d How would you describe their service?	99	100	99	100

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	76	60%
No	13	10%
Don't know	31	24%
Blank / Spoilt	7	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	22	17%
No	27	21%
Don't know	11	9%
Blank / Spoilt	67	53%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	21	95%
No	1	5%
Don't know	0	0%
Blank / Spoilt	0	0%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	20	16%
Don't know	25	20%
Blank / Spoilt	81	64%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	0	0%
Don't know	1	100%
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	67	53%
No	15	12%
Don't know	14	11%
Blank / Spoilt	31	24%

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	63	50%
No	16	13%
Don't know	12	9%
Blank / Spoilt	36	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	52	41%
No	23	18%
Don't know	13	10%
Blank / Spoilt	39	31%

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

About the services you receive from this supplier

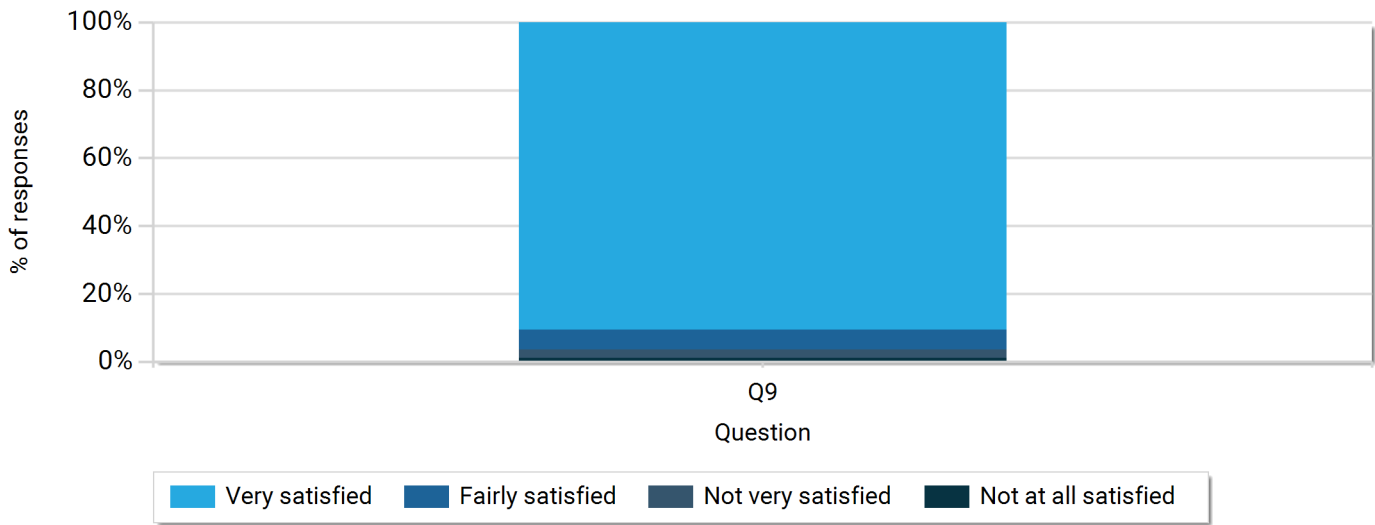
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	2	5	76	43

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	95	93	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 (June 2017)	Previous score (June 2016)
Q9 Overall quality of customisation service	95	96	98	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	83	65%
No	1	1%
Don't know	14	11%
Blank / Spoilt	29	23%

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	112	88%
No	4	3%
Blank / Spoilt	11	9%

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

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	12	9%
No	102	80%
Blank / Spoilt	13	10%

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	4%
No	100	79%
Blank / Spoilt	22	17%

*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	117	92%
No	0	0%
Blank / Spoilt	10	8%

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	13	10%
No	98	77%
Blank / Spoilt	16	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	0	0%
No	111	87%
Blank / Spoilt	16	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	0	0%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	16	13%
No	38	30%
Don't know	28	22%
Blank / Spoilt	45	35%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	13	34%
Don't know	4	11%
Blank / Spoilt	21	55%

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	56	44%
No	24	19%
Don't know	35	28%
Blank / Spoilt	12	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	44	35%
No	24	19%
Don't know	41	32%
Blank / Spoilt	18	14%

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

About the services you receive from this supplier

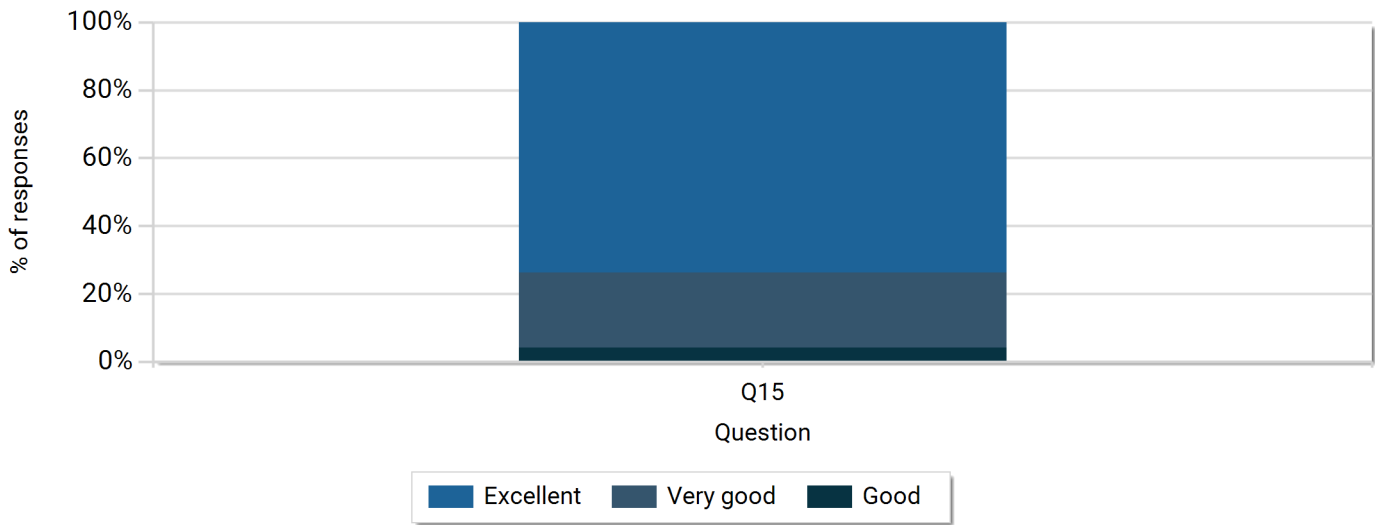
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	5	27	90	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	92	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.
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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 (June 2017)	Previous score (June 2016)
Q15 Overall rating	92	92	93	91

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	125	98%
Blank / Spoilt	2	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	0	0%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	1	1%
25 - 34	1	1%
35 - 44	3	2%
45 - 54	8	6%
55 - 64	19	15%
65+	93	73%
Blank / Spoilt	2	2%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	63	50%
Female	58	46%
Blank / Spoilt	6	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	5	4%
Carer for someone with a longstanding illness	7	6%
Neither	97	76%

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

Customer comments

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

- I have no reason to contact Fittleworth as they phone me every month.
- GP had not prescribed full monthly order and two items were missing. Fittleworth spoke to GP and correct supplies sent.
- Stoma nurses Neville Hall.
- My surgery passed my prescription to Boots chemist but they could not fill it, phoned me and advised them to pass it on to Fittleworth, which they did and you filled the prescription very quickly.
- Glangwili Hospital Carmarthen.
- Little Hampton.
- We did not contact the supplier, the hospital did.
- Done through hospital.
- Not recently.
- Hospital arranged prescription after operation. Fittleworth have been very helpful since being with them.
- The supplier (Fittleworth) always contacts me.
- Stoma nurses at Neville Hall Hospital, Abergavenny.
- NovaLife Dansac bags.

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

- Never had a problem with this company.
- If all companies worked like you do they like yours would be the best in the UK. I rate your company all round 10 out of 10.
- Very satisfied with the service provided.
- Fittleworth provides an excellent service which is very reliable with friendly and helpful phone contact. All very important in supplying urostomy/colostomy products efficiently and on time. Have no complaints at all.
- Superb service. Staff always pleasant. Any issues (normally with GP issued prescription) are always resolved.
- No comments. All good.
- I cannot praise Fittleworth and its staff highly enough, including delivery drivers. Without their products I would not have much of a life. They have gone out of their way to deliver fast when I have nearly run out. Thank you to all.
- Keep doing what they are doing.
- I am pleased and more than satisfied with the products and service.
- Never had any problems. Always excellent service. Thank you very much.
- The service at Fittleworth is excellent from ordering to delivery it does not need improving the standard is excellent.
- I telephone the supplier each month to place an order, they then contact my GP re prescription and then send stoma bags and complementaries (wet wipes etc.) by Parcelforce to me. If I fail to contact them they always kindly ring me to recommend me to check what I need and that template size, make of bag, etc., I need remains the same.
- I think it is a great service and cannot think how it could be improved. The delivery time is always shorter than I had expected, even when I have been forgetful in reordering and have explained that I was running short. They have never let me down.
- I have received excellent service from this supplier for the past two years and as far as I am concerned no improvement is necessary. They are efficient, very helpful and prompt with my deliveries each month.
- Couldn't be better.
- I have always found Fittleworth's customer service to be excellent. Their staff on the telephone friendly and extremely helpful. The service they provide gives me peace of mind and allows me to get on with my life as normally as possible.

Customer comments

- I think the service is excellent. I am very grateful to you all. Thank you!
- Very pleased with service and text reminder to renew prescription, to receive items on time.
- In fairness, these are difficult times, so the questions don't really allow for justifiable delays.
- I feel they are all very good at their job, caring, helpful, they listen and understand. They do a fantastic job, throughout I am very pleased and grateful for what they do. 10 out of 10.
- Satisfied!
- I am quite happy with the service that is provided.
- The service I receive is excellent. The staff are kind, courteous and efficient. Thank you everyone.
- A very good company to deal with.
- I have the utmost faith in my supplier and am treated with care and courtesy. They always deliver when they say. Thank you.
- Fittleworth are a well organised, friendly organisation from my experience nothing is too much trouble. First class. They believe "the customer is king". Not all firms/staff believe or understand this.
- Overall service provided has been very good. Occasional issue with prescription not being received from GP, but they keep me updated.
- Sometimes my parcel is left outside and a few times has got wet due to the weather. I have a second address on my account but it's never taken there.
- I am extremely happy with their service. They always answer the phone, are always very nice and pleasant to talk to, and they always sort out my needs. Many thanks for a great service.
- No you have just sent a very generous supply of catheters - and black bag too small - I have yellow plastic sacks for used catheters.
- Excellent service.
- Service provided via telephone but has been very good over the years.
- My opinion on Fittleworth is excellent, I was quite stressed in the beginning not knowing what to do, but when I phoned them they were so humble, caring and put me at ease. Now we have a good routine and everything is running smoothly.
- Staff are always friendly, helpful and informative. I have been contacted a few times by a staff member to tell me that my products may be a few days late or that they have not received my prescription from my doctors. Excellent service all round.
- The demeanour of those I have spoken (on telephone) to is kind, thoughtful, respectful and quietly reassuring - thank you for that.
- Excellent service received every delivery.
- Only twice has some items been out of stock. First time I had to call them to be informed the item was out of stock. Second time I was informed on my order form that an item was to follow when back in stock, but couldn't provide a date.
- Every time I have ordered my appliances, staff on the telephone have always been polite, courteous while being sensitive, kind and professional. Any issues I have had (delivery) have always been resolved quickly. Absolutely no issues with staff on the telephone and I'd like to thank them for the work they do.
- Would prefer delivery to be made after 12:00pm (afternoons).
- I can't fault the service I receive, my items are always delivered on time. If I forget to place an order, they always oblige at a later date, they take all the stress off me regarding orders and deliveries and overall I don't have any negative comments and I'm pleased with how I've been looked after over the years I've been with them.
- The supplier was very helpful when I had to attend to a family emergency. I did not have enough catheters and they were very prompt at delivering an emergency supply at short notice.
- First class service, no problems.

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 = 127

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	123	2	0	0	2
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)

=

(123 x 100.00) +(2 x 66.67) +(0 x 33.33) +(0 x 0.00) +(0 x 0)

(127 - 2)

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

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.



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

