

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Carnforth

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	155	83%
Someone else	17	9%
Both	1	1%
Blank / Spoilt	13	7%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	162	87%
Fax	2	1%
Post	2	1%
Email	10	5%
Face to face	1	1%
Internet	6	3%
Blank / Spoilt	3	2%

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

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

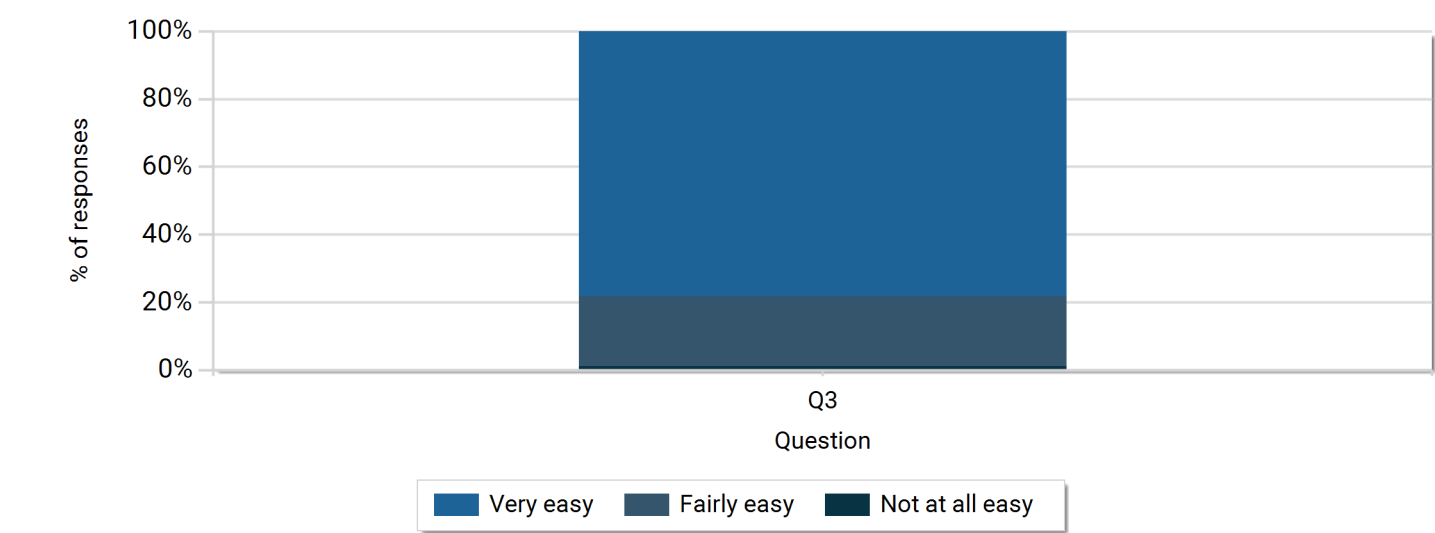
Q3: How easy did you find it to contact them?

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?	2	37	141	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?	89	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?	89	94	90	93

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

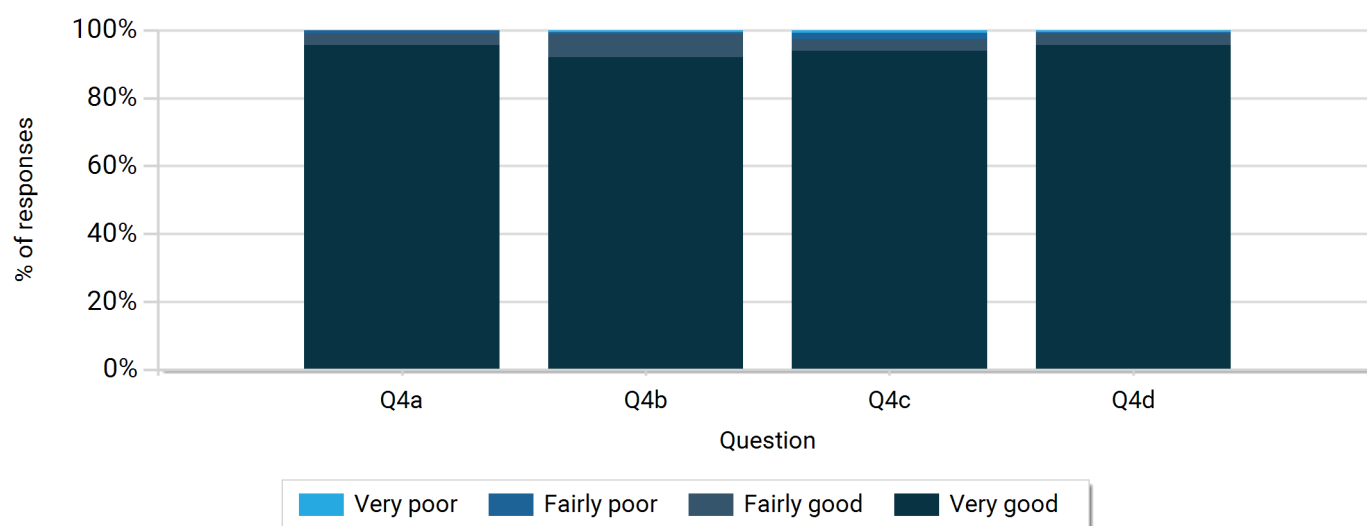
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	176	6	2	0	1	1
Q4b Answering any queries you had	161	12	1	1	1	10
Q4c Passing you on to someone who could help	106	4	2	1	27	46
Q4d How would you describe their service?	174	6	1	1	0	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?	98	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?	98	96	98	98	99	100

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q4a Polite and took time to understand needs?	98	99	95	99
Q4b Answering any queries you had	97	97	95	96
Q4c Passing you on to someone who could help	97	98	96	97
Q4d How would you describe their service?	98	99	94	96

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	118	63%
No	15	8%
Don't know	44	24%
Blank / Spoilt	9	5%

*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	28	15%
No	23	12%
Don't know	18	10%
Blank / Spoilt	117	63%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	24	86%
No	3	11%
Don't know	0	0%
Blank / Spoilt	1	4%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	4	2%
No	30	16%
Don't know	30	16%
Blank / Spoilt	122	66%

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

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

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

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	75	40%
No	36	19%
Don't know	24	13%
Blank / Spoilt	51	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	75	40%
No	39	21%
Don't know	19	10%
Blank / Spoilt	53	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	55	30%
No	54	29%
Don't know	21	11%
Blank / Spoilt	56	30%

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

About the services you receive from this supplier

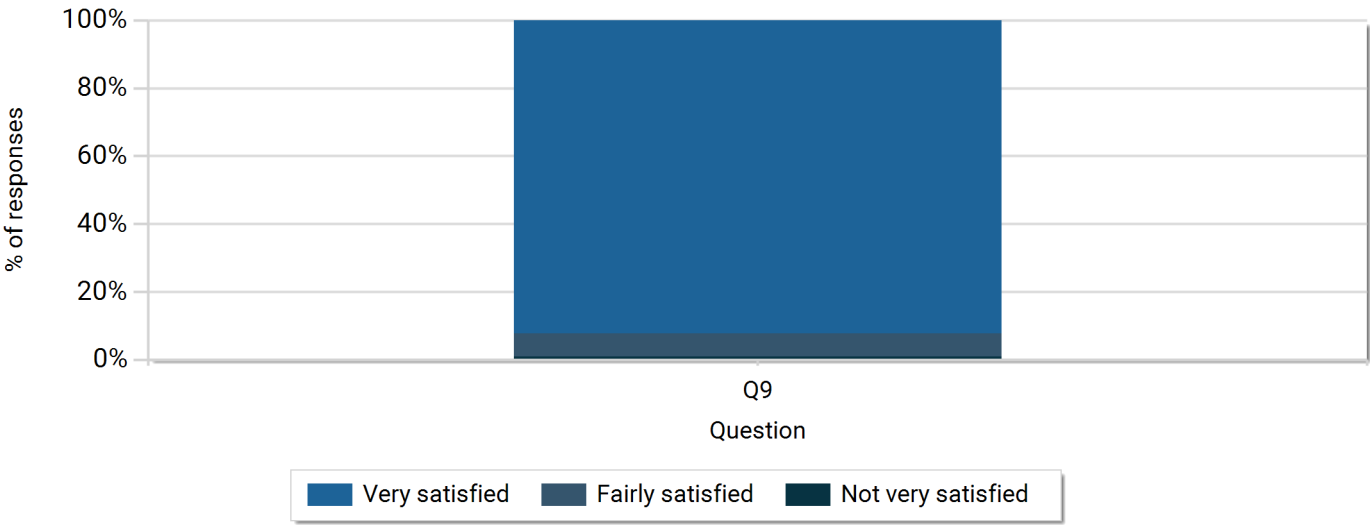
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	7	96	82

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	97	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	97	97	92	93

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	123	66%
No	3	2%
Don't know	23	12%
Blank / Spoilt	37	20%

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	171	92%
No	6	3%
Blank / Spoilt	9	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	17	9%
No	159	85%
Blank / Spoilt	10	5%

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	10	5%
No	154	83%
Blank / Spoilt	22	12%

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

About the services you receive from this supplier

Q11d: If your product was delivered, did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	171	92%
No	6	3%
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	7	4%
No	159	85%
Blank / Spoilt	20	11%

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	160	86%
Blank / Spoilt	26	14%

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	17	9%
No	46	25%
Don't know	39	21%
Blank / Spoilt	84	45%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	4	9%
No	10	22%
Don't know	6	13%
Blank / Spoilt	26	57%

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	72	39%
No	32	17%
Don't know	51	27%
Blank / Spoilt	31	17%

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	57	31%
No	38	20%
Don't know	51	27%
Blank / Spoilt	40	22%

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

About the services you receive from this supplier

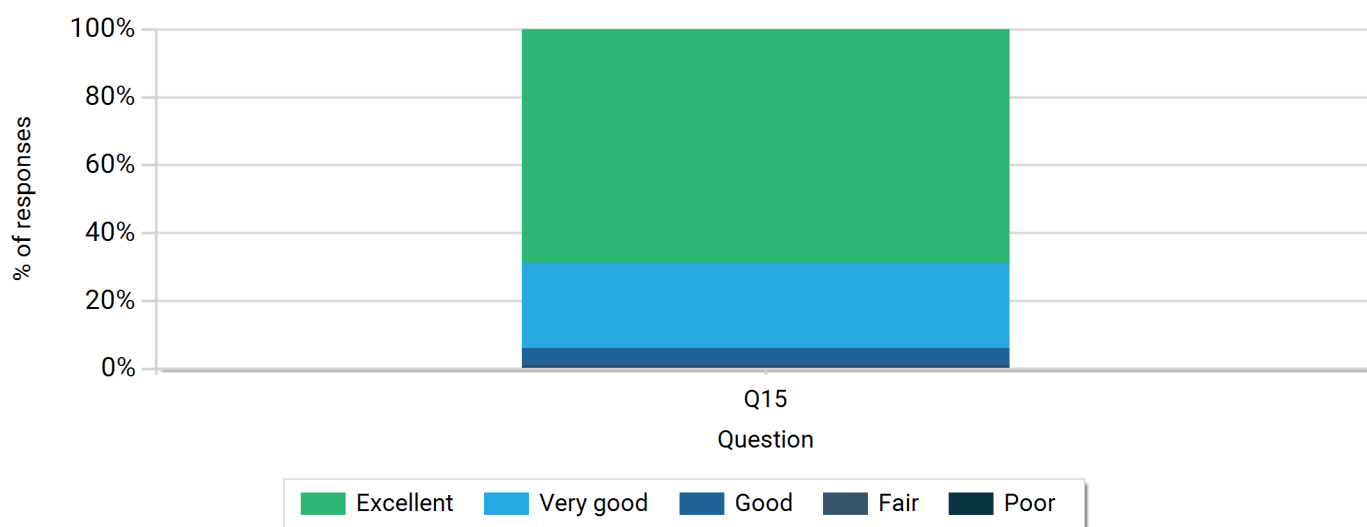
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	1	9	45	124	6

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

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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	83	85

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	180	97%
Blank / Spoilt	6	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	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	2	1%
45 - 54	15	8%
55 - 64	27	15%
65+	138	74%
Blank / Spoilt	2	1%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	95	51%
Female	83	45%
Blank / Spoilt	8	4%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	3	2%
Carer for someone with a longstanding illness	22	12%
Neither	137	74%

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:

- For alteration to bag.
- The incontinence nurse introduced me to Fittleworth, she made the first contact for me.
- They took longer than usual.
- To request further supplies.
- Given details by nurse at hospital, Friarage.
- My husband had a catheter fit and the hospital must have contacted Fittleworth.
- Given supplier's name and number by hospital on discharge.
- I wanted two more sprays.
- Had bowel cancer.
- I rang to change the size of the bag.
- The supplier obtains the NHS prescription on my behalf from doctors surgery.
- Because she is not getting her complete order sent this is due to her doctor surgery.
- Check if my GP had sent my prescription.
- To coordinate a delivery date which is convenient for both parties.
- The hospital provided me with a good selection of materials I would need.
- To confirm that my ileo products are on their way.
- To place an order over the phone.
- Prescription goes from surgery electronically. Only contact supplier if I have a query.
- The stoma nurses at Queen Elizabeth Hospital contacted my supplier on my behalf.
- Needed stoma appliances and live in a rural area.
- Because I needed certain items that you supply.
- I have to order prescription from the doctors surgery and they contact Fittleworth.
- Just to ask when they would deliver goods because I had missed call.
- I was in hospital with kidney disease, was fitted with bags.

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

- Most of this questionnaire does not apply to me. However I have always found Fittleworth outstanding in every way. The staff are courteous, goods always arrive on the date promised, cannot fault them in any way.
- Always polite. Always friendly. Always on time. Thanks.
- The problem I have occasionally is making sure my doctors surgery direct my prescription to Fittleworth Medical rather than sending it to my local pharmacy. They can't seem to send a repeat prescription for these items on a monthly basis without me having to "tick" more than the box.
- No improvements needed, excellent on all counts.
- Find the website difficult to use. Could be made easier then possibly would free up telephone line.
- The only problem I have is my GP not sending the prescription back to you. It seems to happen on every order now. I phone Fittleworth for updates on my order. They resend to my GP, I get letter from you saying no prescription has been received. However things seem to get sorted out and sometimes I get two deliveries.
- No advice, always provide excellent customer service and are always prepared to go above and beyond for their customers.
- Great service, great people.
- I have been using Fittleworth for quite a while and their service is excellent. But they are let down by the deliveries (in my case Parcelforce) with deliveries late, missed and the latest one was "address not found".

Customer comments

- Very satisfied with the service provided with Fittleworth - staff on the telephone are helpful, competent and professional. Only criticism I have is that a lot of packaging is used, maybe they could put the catheters all in one box instead of three. Everything else is perfect - thank you so much.
- Only ring when I require the catheters and have them delivered within about a week. No problems. Thank you.
- Perfect, I need these catheters. Excellent service quality. No complaints at all.
- The supplier contacts the GP for prescription however the GP is very slow to respond sometimes and/or missed items off the prescription with no explanation yet all items are vital.
- Extremely pleasant and polite, never had any problems with them, delivery is always on time and correct, if delivery is going to be late they always warn me. Could not wish for a better service.
- I have always found the service and staff excellent, which makes the day to day living with a stoma so much easier, as I know my supplies are going to be delivered on time. Even during this time of uncertainty due to the virus staff have worked through it to maintain the service. Well done.
- I wish there was less time between ordering and delivering. My husband receives items from another firm - sometimes the day after ordering. We have the same doctor to provide a prescription!
- Some questions could be answered with N/A.
- First class service in all respects.
- Very good service - prompt delivery. Discreet packaging - all in all a superb service.
- None to add, as very satisfied with the company.
- Very good, they ring for info every month prescription emailed to them from my doctors delivery very good always rang from outside of flats to let them into building. Goods are always well packed, in a few years only had delivery not complete but follow within 10 days.
- Re Q7 - My product was out of stock, Fittleworth provided me with an alternative product. I rang myself to enquire if the prescription item was back in stock! COVID-19 had just started.
- I have no problems with ordering I telephone in and they send an email to my daughter and she prints it out. I also receive a copy on the post but by this time I have put the prescription into doctors.
- By investigating inevitable changes in stoma size and condition, in order to recommend, refine or develop products. Specialist visit or telephone call required.
- Very satisfied with the service provided. Staff very friendly and helpful.
- They have never failed to provide the required medical items even in today's trying times (COVID).
- The service provided by Fittleworth has always been excellent. There is, however, a problem having stoma bags listed on repeat prescriptions in that, unlike tablets, etc., the quantity of stoma bags used in any one month may be unpredictable, which means it doesn't conform to the cycle of regular repeats. Can this be flagged up to the doctors?
- I am sure that there must be something in the service that could be improved, but I cannot think of it - they are excellent and very friendly and helpful.
- There have been a few problems in the last 6-12 months in Fittleworth getting the authorised prescription from my GP surgery and I have needed to chase this with my surgery on two or three occasions. Also, had the problem that if the order was not placed on time it seemed to get cancelled (even when I did not necessarily need to place an order in the four week timeframe), i.e. if I did not place order by first of month it was assumed it should be cancelled!
- Re Q19 - the patient is male but unable to care for himself. I am his wife.
- Very happy with everything. Very good.
- Fittleworth staff are first rate, always.
- Completely satisfied with your service you supplied everything she had asked for.
- Initially would run out of supplies but always had access to rapid delivery if needed. Now order delivery well in advance so no longer an issue.
- We would love more disposable wipes, but when we requested them we did get some.

Customer comments

- I have dealt with Fittleworth for over five years and in my opinion its customer support, attention to detail and customer care are exemplary. On every occasion and with every contact regarding a supply order or query, the member of staff dealing with me has always been courteous, knowledgeable and willing to put themselves out to support my needs. Customer care is often not given sufficient priority but in that regard Fittleworth is to be regarded as top drawer.
- No problems at all, very satisfied with the service.
- I think the telephone answering/ordering staff are excellent and delivery is always on the day agreed. No improvements possible for me.
- Really put themselves out this week to let me have product in advance of getting prescription from my GP. Much appreciated, thanks.
- Very good service.
- I have a repeat prescription. Fittleworth ring each month for my requirements. Should there be a delay i.e. prescription from the surgery, they always ring back giving a new delivery date and check I have enough supplies until the new delivery is made, and if I have not on one occasion sent a single box to help out. Their service is excellent.
- Every month Fittleworth have kept me supplied with all that has been requested as a stoma patient.
- I have been dealing with this company for 16 years and the service I have received from them has been excellent. From my personal experience they could not make any improvement - well done and thank you.
- Excellent service and appliance - very pleased.
- I have found Fittleworth to be reliable and efficient. Very informative during Brexit and COVID-19 periods.
- Service is excellent. Telephone answered promptly. Supplier sometimes has difficulty with surgery.
- Lead in time from request to delivery is too long. Delivery date not guaranteed. On one occasion my prescription was cancelled by the supplier - without my knowledge and leaving me distressed at lack of supplies - then took four days to deliver 'emergency' supplies - unacceptable for essential (stoma) items.
- Make sure you have stock in at all times, instead of giving poor excuses and putting patient's lives at risk. Give patients another outlet to get the product instead of waiting until you restock the product.
- Q6 - answered no to a couple of the questions as we had an issue with a supply of leg bags. This was then sorted out to our satisfaction.
- Excellent, cannot fault the service they provide. So much easier than dealing with a pharmacy for catheters.
- I have always been satisfied completely with my supplier in every way. They take the stress and worry away regarding having my supplies delivered exactly on time.
- On occasion I have had to change products and Fittleworth have sent me a variety of alternatives to sample at very short notice Have also run out of products and they have sent them ahead of my main order. I am very happy in the service they provide having previously used another supplier. I am confident in their service and range of products which I feel is very important.
- Have no complaints. All done very professionally and discreetly, no problems at all. Get a reminder call every month which I appreciate.
- The service my supplier has provided has been excellent and has relieved me of a great deal of possible stress and anxiety, especially during the COVID lockdown. They are so reliable and the service is discreet and friendly on the telephone. I am 85 years old and the sole carer for my husband. This service has helped me cope with my own problem, saving me having to contact doctors and local chemists. Thank you so much.
- I would like to have a telephone reminder when my next order is due.
- Never been offered AUR by supplier themselves, only by hospital stoma nurses or at ostomy supplier open days (local to me). However fewer products available in my stoma size so unsure if this would be useful. Overall happy with service provided. Same delivery company for ten years.
- Your service is very good which is what people wants, thank you very much.
- I was told I had to ring the doctors for my supplies. I order them within a week I receive my supply. I live in an upstairs flat and the driver brings my supply up to my door. Twice my bags have run out due to accidents. I phone Fittleworth and they had some delivered the next day. They are a very caring and reliable company I can't thank them enough.

Customer comments

- The supplier has always generally contacted me every month to take order and specify delivery date. They have been efficient.
- I only worry about my stoma changing shape and not getting it cut to the right size now in these COVID-19 times I don't see my stoma nurse anymore? I also don't get to know about any new products that might have come onto the market which might help me deal with my stoma as I find it difficult still to accept and try and get my life back on track.
- I think the service that Fittleworth gives is very good. I am a double ostomate and have a colostomy and a urostomy to which they provide excellent products for. After having cancer they are understandable when I do enquire about something are all well informed in order to answer.

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 = 186

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	176	6	2	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)

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

=

(176 x 100.00) +(6 x 66.67) +(2 x 33.33) +(0 x 0.00) +(1 x 0)

(186 - 2)

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.



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

