

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

**Cheshunt**

**September - November 2020**



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## 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	88	74%
Someone else	23	19%
Both	1	1%
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	103	87%
Fax	0	0%
Post	4	3%
Email	6	5%
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

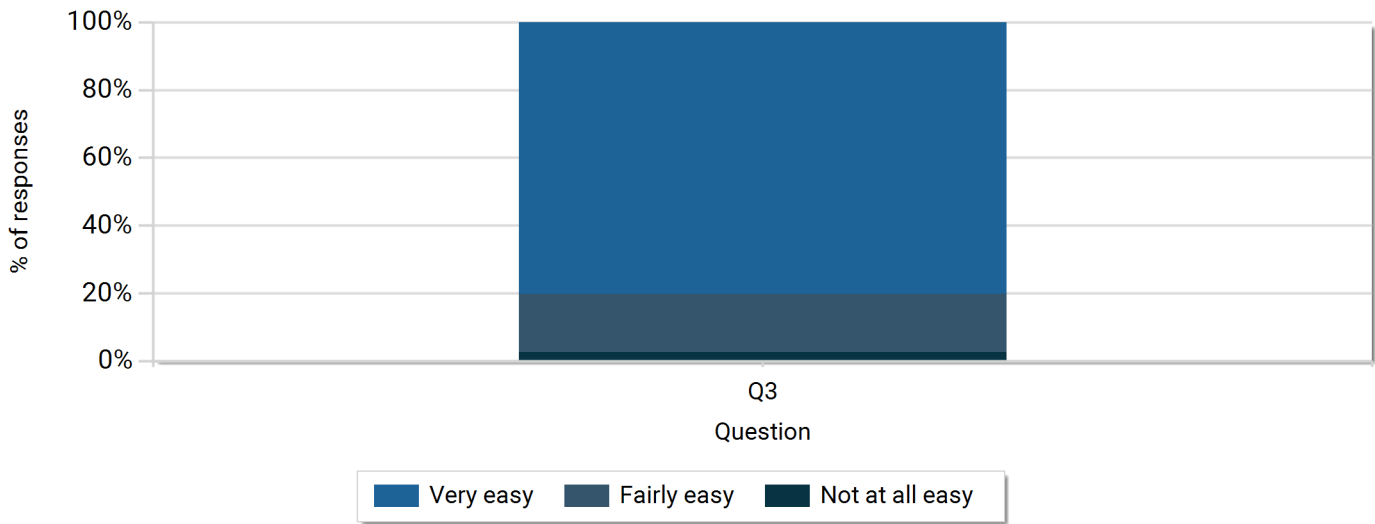
Q3: How easy did you find it to contact them?

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?	3	20	93	3

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	95	89	93

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

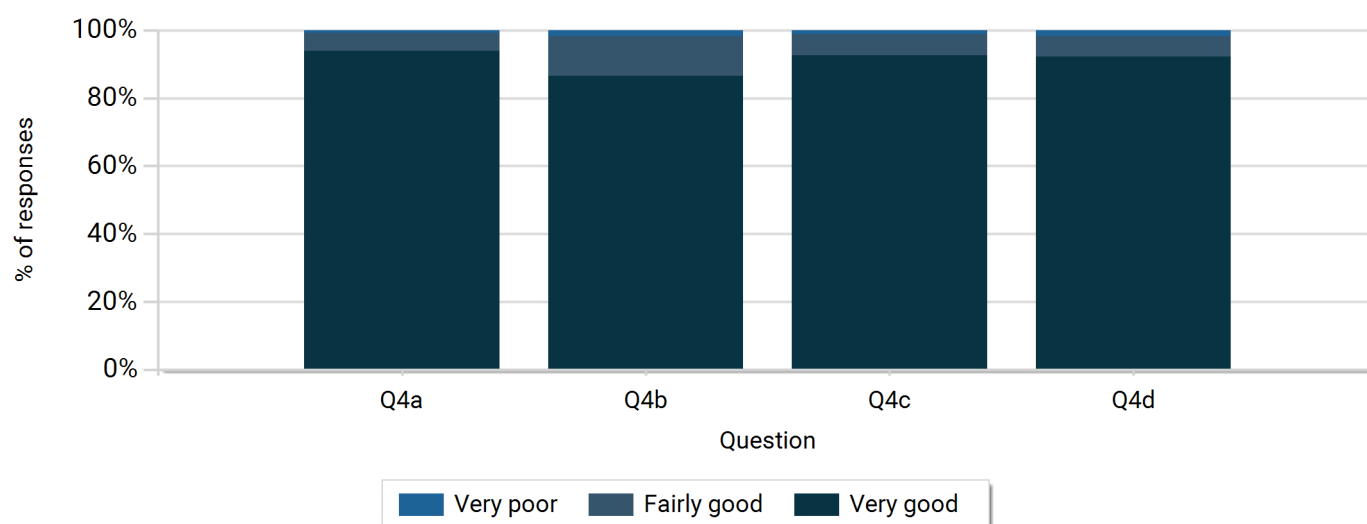
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	109	6	0	1	0	3
Q4b Answering any queries you had	97	13	0	2	0	7
Q4c Passing you on to someone who could help	74	5	0	1	16	23
Q4d How would you describe their service?	106	7	0	2	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?	97	97	98	99	99	100
Q4b Answering any queries you had	94	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?	96	96	98	98	99	100

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

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q4a Polite and took time to understand needs?	97	99	98	95
Q4b Answering any queries you had	94	98	97	94
Q4c Passing you on to someone who could help	97	97	98	93
Q4d How would you describe their service?	96	98	98	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	69	58%
No	9	8%
Don't know	29	24%
Blank / Spoilt	12	10%

\*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	24%
No	29	24%
Don't know	7	6%
Blank / Spoilt	55	46%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	25	89%
No	1	4%
Don't know	1	4%
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	13	11%
No	24	20%
Don't know	24	20%
Blank / Spoilt	58	49%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	4	31%
No	2	15%
Don't know	2	15%
Blank / Spoilt	5	38%

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	49	41%
No	24	20%
Don't know	14	12%
Blank / Spoilt	32	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	46	39%
No	27	23%
Don't know	13	11%
Blank / Spoilt	33	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	40	34%
No	33	28%
Don't know	15	13%
Blank / Spoilt	31	26%

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



About the services you receive from this supplier

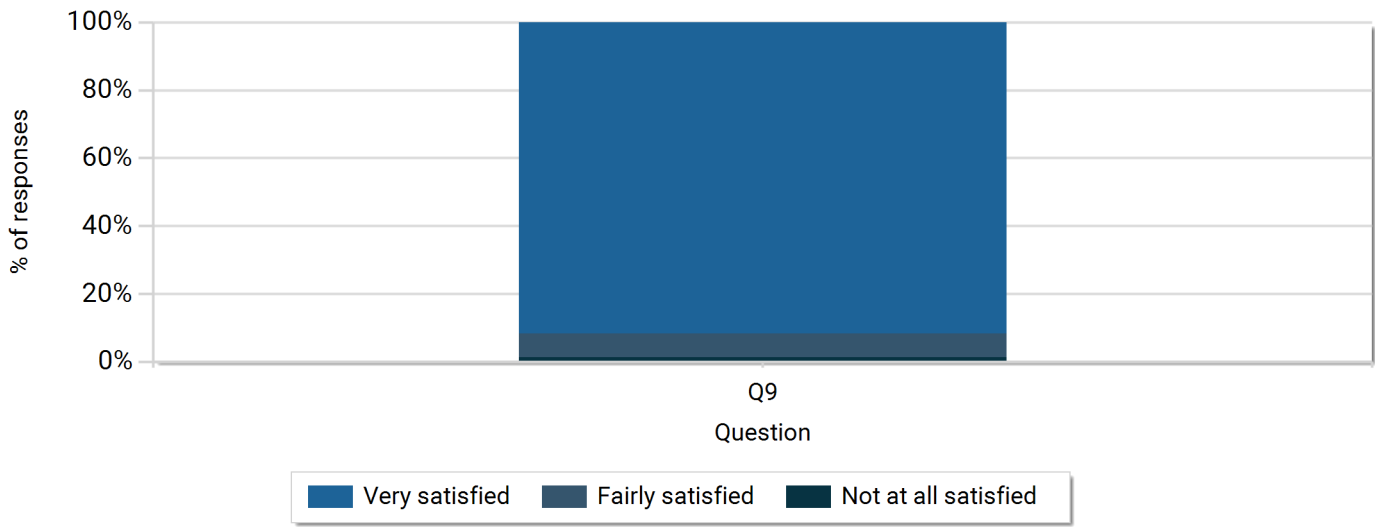
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	1	0	5	66	47

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

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

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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 9.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	96	99	93	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	86	72%
No	1	1%
Don't know	15	13%
Blank / Spoilt	17	14%

**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	113	95%
No	4	3%
Blank / Spoilt	2	2%

**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	19	16%
No	92	77%
Blank / Spoilt	8	7%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	10	8%
No	95	80%
Blank / Spoilt	14	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	110	92%
No	2	2%
Blank / Spoilt	7	6%

**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	6	5%
No	102	86%
Blank / Spoilt	11	9%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	100	84%
Blank / Spoilt	19	16%

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

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	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	14%
No	30	25%
Don't know	20	17%
Blank / Spoilt	52	44%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	10%
No	8	27%
Don't know	3	10%
Blank / Spoilt	16	53%

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	53	45%
No	20	17%
Don't know	32	27%
Blank / Spoilt	14	12%

**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	46	39%
No	20	17%
Don't know	32	27%
Blank / Spoilt	21	18%

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

About the services you receive from this supplier

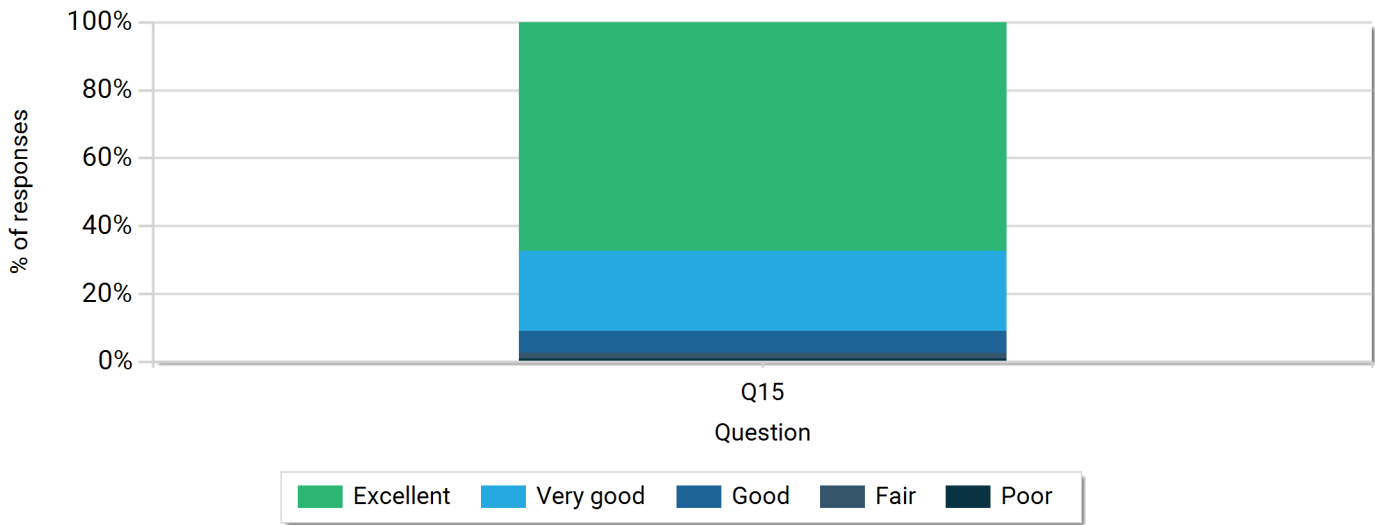
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	2	7	26	74	9

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

Graph 4: Percentage distribution and frequency of ratings (Q15)



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	89	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	89	90	88	84

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	114	96%
Blank / Spoilt	3	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	2	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	1	50%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	1	50%

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	1	1%
35 - 44	2	2%
45 - 54	8	7%
55 - 64	14	12%
65+	88	74%
Blank / Spoilt	6	5%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	61	51%
Female	50	42%
Blank / Spoilt	8	7%

\*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	4	3%
Carer for someone with a longstanding illness	14	12%
Neither	88	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:

- To order night bag stand for myself. Prescription sent from doctors for my other items.
- Getting medical supplies for my dad.
- Husband following total laryngectomy.
- They then request prescription for items from GP surgery (one point of contact for me).
- Part of the prescription was missing.
- Contacted. Not contacted - by Fittleworth.
- I was supplied these by my doctor at time of my operation.
- My husband.
- To dispense my order.
- I ask GP to send prescription to Fittleworth.
- I needed the order sooner than the delivery date.
- Goods of which my disabled brother needs.
- Recommended by fellow patients in ward.
- NH nurse.

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

- In many years, I have no complaints, very reliable.
- The telephone representatives are always friendly, clearly spoken, and a pleasure to deal with. Over the many years I have depended on Fittleworth, the service has been exemplary - even at the height of "COVID" disruption, it has never faltered.
- It would be easier to use disposal bags with longer handles, in order to make tying them up easier. On the whole very happy with service and products.
- Service greatly depends on the person who phones to see if I need a repeat order. Sometimes the number of items I have requested is more than I need. It took over 18 months to get them to use my landline rather than my mobile (I am in my 70s and don't carry my mobile in quite the way that the young do!). A very helpful person corrected this a few weeks ago.
- With reference to Q8 I would not expect the supplier to provide this type of service.
- Always an excellent service.
- When unable to get prescription from surgery. Let client know that delivery date could be changed.
- Experienced a couple of delays between ordering and delivery only due to GP not completing prescription in a timely manner. No complaints of Fittleworth. Five star.
- On the whole it's an excellent service especially when you get two particular people to help me who have lots of experience, which means I know I can trust them. Re Q5 - but it was clearly told to me over the phone. The depot however didn't listen to the instructions. Please follow this through.
- One point of contact supplier who then requests prescription from surgery (GP) - any concerns - phone me - about any changes. Date of delivery? Or if prescription not received from surgery (late) with a new date for delivery.
- Our supplier, on the whole, is very good, products are delivered on time every month. We were issued a new prescription, only part of it was sent to us. When contacted we were told the missing part would be dispatched, but this didn't happen. We have to wait another 10 days.
- I would add at times stoma pouches don't always stick to stomach as used to which causes occasional leakage out of them.
- Sometimes the delivery seems to fall between the doctors and Fittleworth, with the customer stuck in the middle just wanting his product.
- I am always contacted before my supplies run out and the people that contact me are fantastic. They always go that extra mile.



## Customer comments

- Phone staff and delivery drivers are always polite, pleasant and helpful. Excellent service!
- They provide excellent service, cannot fault it at all.
- It cannot be improved to me it's the best.
- I would welcome an AUR to ensure the appliances I receive are suitable or whether, with changing condition on my stoma site, I could benefit from different type or brands of appliances and devices.
- I have been using this service for many years and it is always an excellent service. Well done!
- In July/August I opened a box of stoma bags that failed to stay in place because the adhesive was faulty. I tried several bags, but all failed to hold. I phoned to advise, to be told that they would be collected and replaced - but nothing happened, so I put them in the bin. Further bags have been OK.
- I had a lot of problems getting my supplies for a while. My GP blamed Fittleworth, Fittleworth blamed my GP. An advisor suggested I emailed my prescription to them, as my GP practice often didn't send it for two weeks, or it went "missing in the post". I was already ordering my supplies myself, as my GP practice blamed Fittleworth for not ordering things. Since I've ordered my supplies and email then post my prescription, and keep my GP practice out of the loop - things work really well.
- Phone request for prescription through Coloplast - they send to Fittleworth.
- Fittleworth have been excellent for the seven years I have used them. Always efficient, timely, reassuring, helpful, trustworthy and treat me with dignity.
- Fantastic service. Cannot praise them enough. Staff extremely helpful. Nothing too much trouble. First class.
- First class service. Always delivered as advised on time over many years. Excellent all round supplier.
- I can only speak as I find, and that is the service from Fittleworth and its staff are excellent. The staff I have only ever spoken to on the phone, but take the time to ask, and listen to me. The delivery service as the staff I cannot fault. It's not such a bad world.
- I do have my prescription on permanent basis so please deliver on time. Thank you.
- It is not necessary to ask more than three security questions and rude to refuse service when a refusal to answer the fourth question is received.
- The service I receive from Fittleworth is first class.
- I have always had very good service.
- I am quite satisfied with the service I receive.
- I have used Fittleworth for the last 20 years and have no complaints.
- Overall it is a very good service but the only time to get through in a reasonable period of time on the telephone is to ring at 8:00am or 7:00-8:00pm.
- Past by five years excellent delivery without fail. Many thanks.

## 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 = 119

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	109	6	0	1	3
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 )

=

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

(119 - 3)

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

Your mean percentage score for Q4a = 97%

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?	97	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

