

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Chester

September - November 2020



Contents

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

Q1-Q2 Number and percentage of responses (table 1 and 2)	1
Q3 Distribution and frequency of ratings (table 3.1 and graph 1)	2
Q3 Your mean percentage scores and benchmarks (table 3.2)	2
Q3 Comparison of current and previous scores (table 3.3)	2
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	3
Q4 Your mean percentage scores and benchmarks (table 4.2)	3
Q4 Comparison of current and previous scores (table 4.3)	4
Q5 Number and percentage of responses (table 5)	4

About the services you receive from this supplier

Q6 Number and percentage of responses (table 6a and 6b)	5
Q7 Number and percentage of responses (table 7a and 7b)	5
Q8 Number and percentage of responses (table 8a, 8b and 8c)	6
Q9 Distribution and frequency of ratings (table 9.1 and graph 3)	7
Q9 Your mean percentage scores and benchmarks (table 9.2)	7
Q9 Comparison of current and previous scores (table 9.3)	7
Q10 Number and percentage of responses (table 10)	8
Q11 Number and percentage of responses (table 11a, 11b, 11c and 11d)	8
Q12 Number and percentage of responses (table 12a, 12b and 12c)	9
Q13 Number and percentage of responses (table 13a and 13b)	10
Q14 Number and percentage of responses (table 14a and 14b)	10
Q15 Distribution and frequency of ratings (table 15.1 and graph 4)	11
Q15 Your mean percentage scores and benchmarks (table 15.2)	11
Q15 Comparison of current and previous scores (table 15.3)	11

The supplier's premises

Q17 Number and percentage of responses (table 17a, 17b and 17c)	12
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Customer demographics

Q18-20 Number and percentage of responses (table 18, 19 and 20)	13
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Customer comments

Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2

Supporting documents

Details of score calculation

Explanation of quartiles

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	126	86%
Someone else	12	8%
Both	3	2%
Blank / Spoilt	5	3%

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	127	87%
Fax	0	0%
Post	4	3%
Email	5	3%
Face to face	2	1%
Internet	6	4%
Blank / Spoilt	2	1%

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

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

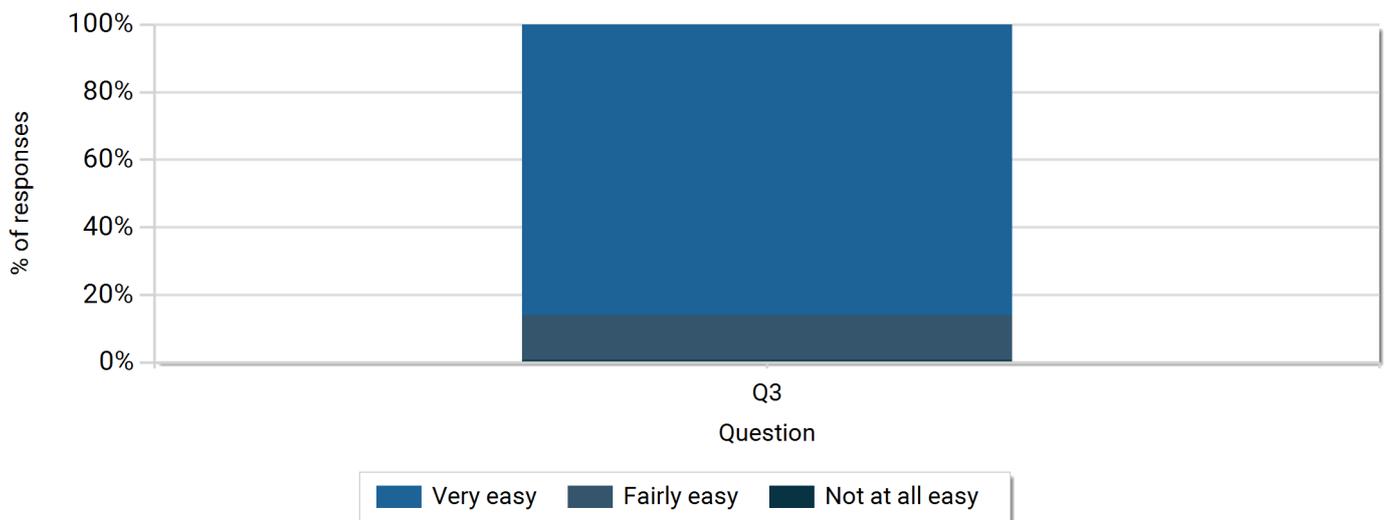
Q3: How easy did you find it to contact them?

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?	1	19	123	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?	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 (February 2019)	Previous score (June 2017)
Q3 How easy did you find it to contact them?	93	96	91	93

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

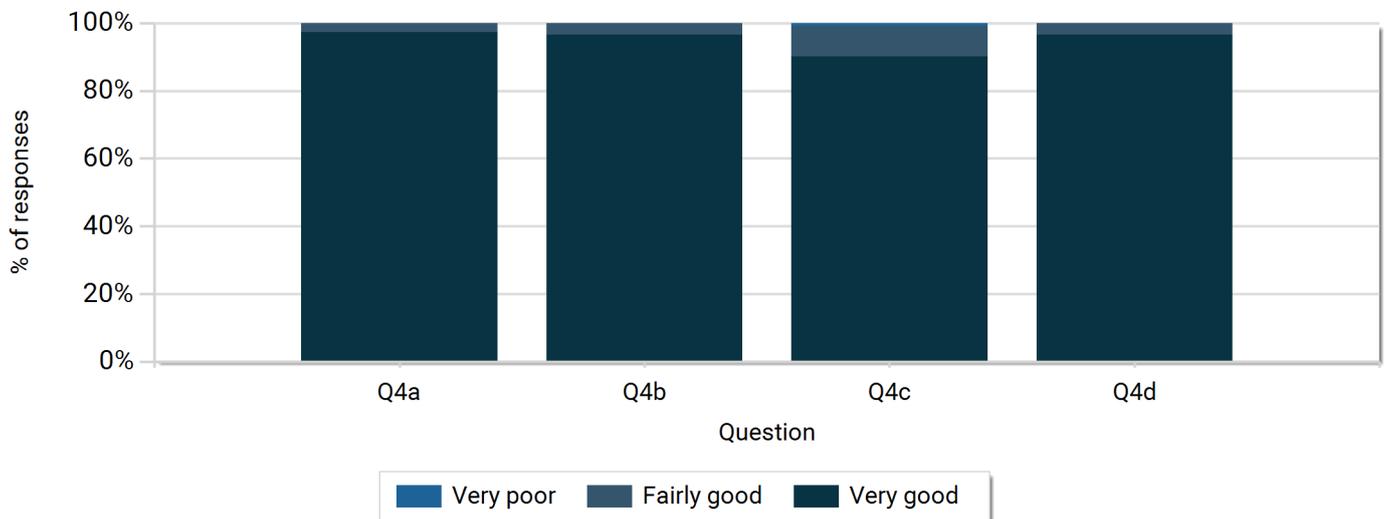
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	140	4	0	0	0	2
Q4b Answering any queries you had	137	5	0	0	0	4
Q4c Passing you on to someone who could help	92	9	0	1	19	25
Q4d How would you describe their service?	137	5	0	0	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?	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	96	93	97	97	98	99
Q4d How would you describe their service?	99	96	98	98	99	100

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

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

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

Table 4.3 Current and previous mean percentage scores

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

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

Table 5:

Response	Number of responses	Percentage of responses*
Yes	108	74%
No	11	8%
Don't know	19	13%
Blank / Spoilt	8	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	24	16%
No	24	16%
Don't know	10	7%
Blank / Spoilt	88	60%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	22	92%
No	1	4%
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	2	1%
No	20	14%
Don't know	14	10%
Blank / Spoilt	110	75%

*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	1	50%
No	1	50%
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 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	72	49%
No	24	16%
Don't know	11	8%
Blank / Spoilt	39	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	69	47%
No	25	17%
Don't know	12	8%
Blank / Spoilt	40	27%

Q8c: If you presented a repeat prescription, did the supplier check that you were not suffering from problems with the appliance or your stoma treatment?

Table 8c:

Response	Number of responses	Percentage of responses*
Yes	50	34%
No	40	27%
Don't know	16	11%
Blank / Spoilt	40	27%

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

About the services you receive from this supplier

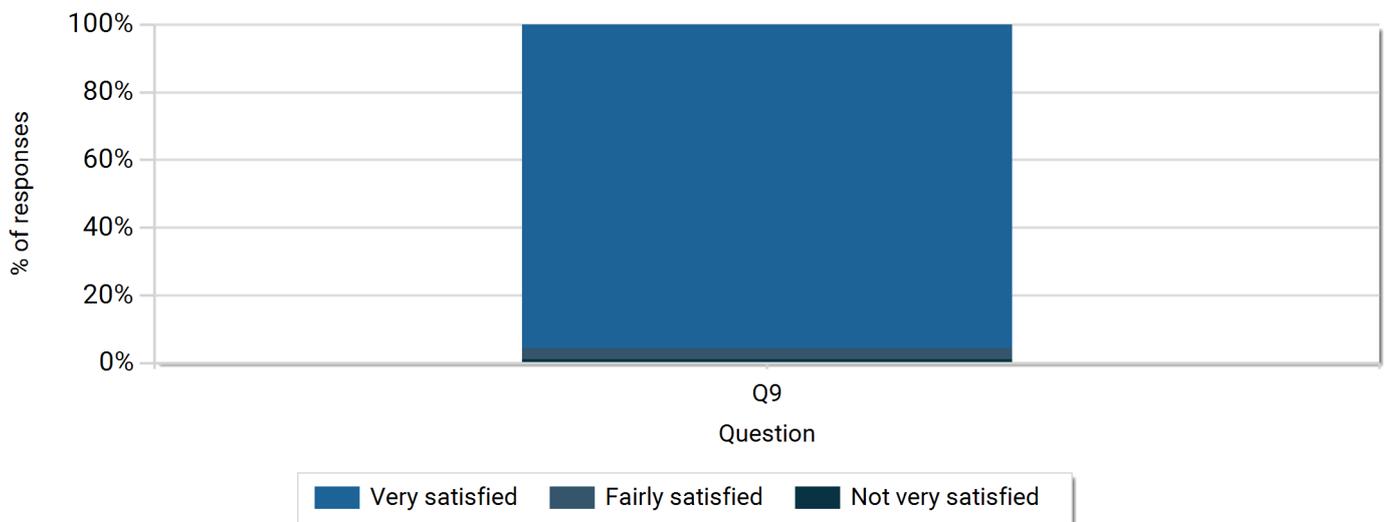
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	3	88	54

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	98	93	96	96	97	99

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

See score explanation in the supporting documents section for score calculation and quartile information.

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

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	98	96	97	97

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	100	68%
No	3	2%
Don't know	13	9%
Blank / Spoilt	30	21%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	133	91%
No	4	3%
Blank / Spoilt	9	6%

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	22	15%
No	116	79%
Blank / Spoilt	8	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	9	6%
No	121	83%
Blank / Spoilt	16	11%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	139	95%
No	1	1%
Blank / Spoilt	6	4%

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	12	8%
No	122	84%
Blank / Spoilt	12	8%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	2	1%
No	128	88%
Blank / Spoilt	16	11%

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	2	100%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	14	10%
No	43	29%
Don't know	34	23%
Blank / Spoilt	55	38%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	2%
No	11	26%
Don't know	8	19%
Blank / Spoilt	23	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	65	45%
No	30	21%
Don't know	29	20%
Blank / Spoilt	22	15%

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	56	38%
No	37	25%
Don't know	25	17%
Blank / Spoilt	28	19%

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

About the services you receive from this supplier

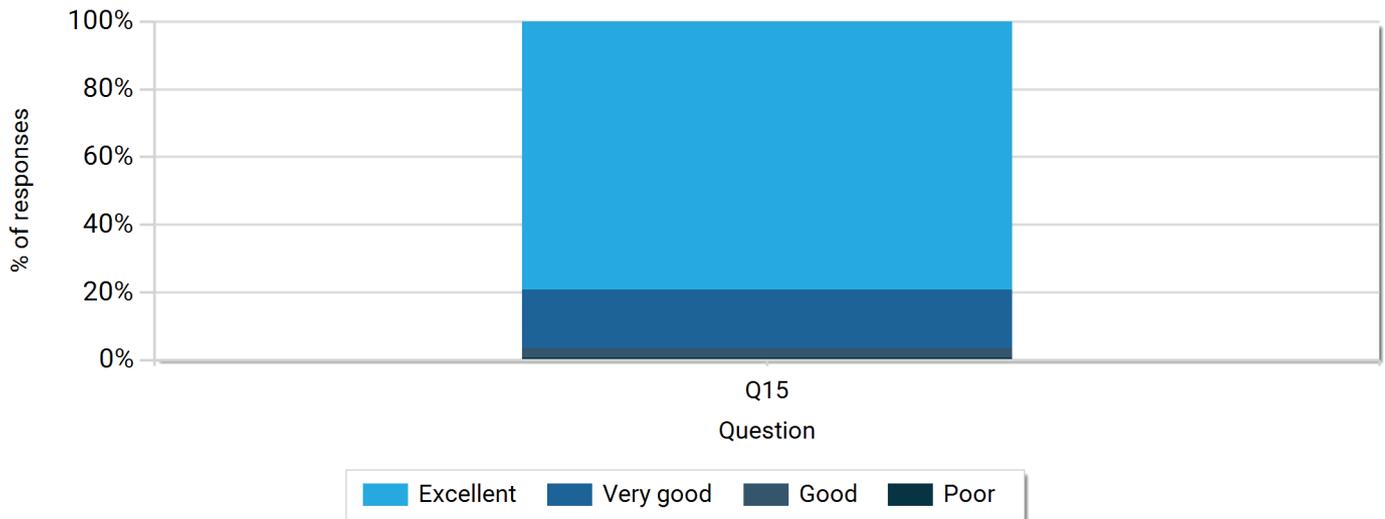
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	0	4	24	110	7

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	94	86	90	91	92	93

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

See score explanation in the supporting documents section for score calculation and quartile information.

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

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	94	92	89	90

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	143	98%
Blank / Spoilt	3	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	0	0%
25 - 34	3	2%
35 - 44	2	1%
45 - 54	10	7%
55 - 64	19	13%
65+	107	73%
Blank / Spoilt	5	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	77	53%
Female	64	44%
Blank / Spoilt	5	3%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	9	6%
Carer for someone with a longstanding illness	11	8%
Neither	115	79%

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

Customer comments

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

- Missing items from order - GP fault not Fittleworth.
- Stoma nurse organised it.
- I had an emergency colostomy I was given the product in the hospital and decided this was the one for me, especially as a smaller pouch was available.
- Recommended.
- Very good with delivery on time.
- Re delivery of prescription, prescriptions submitted by GP surgery.
- To request them to 1) supply what I needed 2) to send a request for the related prescription to my GP practice.
- Follow on from my GP.
- When had ileostomy hospital just sorted everything and just carried on. They're so helpful and delivered when said. Even the driver is helpful.
- Once a month I call off four boxes of catheters for which my GP surgery has issued Fittleworth with a 12 month prescription.
- My supplier contacts me to check what I need, original contacts were stoma clinic/GP/hospital.
- To alter the make of the catheter valve that was being supplied. This was dealt with efficiently.
- Short delivery.
- Needed more dry wipes.
- The supplier phones me and I order my items. And they always get them right.
- To request the delivery date.
- You are excellent - always contacting me to see if I need my items.
- To ask for some complementary dry wipes and wet wipes because I wasn't putting in my usual order for a few weeks.
- Via GP surgery or direct from any query.
- Please note all orders placed through my doctor.

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

- I think they could send out text messages to patients when the order is about to be delivered as it is frustrating not knowing when the delivery is due, i.e. I live on my own and can only get out now and again to do my shopping. It would be a great help to know about my delivery day so that I can be here to accept it.
- Excellent service.
- Very satisfied good service.
- None - they are excellent.
- Superb service.
- I have used Fittleworth for some years. Always courteous and understanding. Always able to give me a day of delivery. Thank you.
- Q8 - Every month Fittleworth ring me and ask what items I need for another month. Usually it's the same, but they ring just in case I need more of any of the items. I am very happy with the service I receive.
- Everything I have asked of the company has been answered straight away or a return call (from Fittleworth) was needed with the answer. If I have had a problem it has always been sorted straight away. On one occasion I was very, very low on bags and my order was due in 10 days time but thanks to the company it got my order two days later. If they were not able to do this they did say I could go to my nearest hospital to get supplies, they always solved any issues I have. Thank you.
- First class service provided already. No need for any change!
- No improvement needed, excellent staff and service.

Customer comments

- I have been receiving my appliances from Fittleworth since the first day that I needed to have them. The service and delivery has been quite simply excellent and met my needs so effectively. Many thanks.
- I am more than happy with the service received from the supplier. In the rare event there has been a problem they have always gone the extra mile to resolve the problem. I have no complaints whatsoever with the service and will continue to use them in the future.
- The service and delivery are excellent, no complaints at all.
- Very satisfied with the service provided.
- Prompt, professional, very satisfied with service in all aspects.
- Fittleworth provide an excellent, very reliable and very well organised service. I have used them ever since the year that I had my surgical operations. I highly recommend them.
- No. Five star.
- The only problems I have had has been with the GP surgery.
- I have nothing but praise for Fittleworth's excellent and friendly service. Thank you.
- Always friendly on the telephone. Prompt delivery. Hassle free. Thank you to all the team, we couldn't ask for a better service.
- You couldn't improve the staff. When they ring you to place an order they so polite and helpful. Even the driver who brings my order is such a polite nice person. Pity staff everywhere weren't more like the staff at Fittleworth they are excellent. Should be proud of themselves.
- When on the phone I've found the staff very friendly, very polite and very helpful. Thank you.
- Excellent service from Fittleworth, regular telephone calls from them to enquire if I need more items from the GP.
- My supplier gives me an excellent service. Efficient, friendly and always deliver on the dates they give. No complaints at all.
- Take too long to deliver.
- Never needed to contact them out of hours. Always had supply of product needed. Can't improve perfection. Lovely staff very polite and helpful. After having so many problems trying to get my catheters on my repeat prescription from a chemist at one point two months due to them forgetting to phone their supplier. Disgusting service. Heard them say 'they forgot' but no apology, just excuses.
- On occasion items have been delivered after their promised date. I hope this was just due to the challenges associated with COVID-19.
- No comment. Excellence.
- I was left in the dark re procedure, re prescription. On some occasions the staff did not seem to know what had been prescribed, nor when, and had to go away to check on details which turned out to be inconsistent. They said they would contact me by phone, but then did not and I was also told my supplies would be delivered by a certain date. They were not and I had to try and cope overnight with no catheter bag.
- Fittleworth are an excellent supplier. The service is friendly and efficient and they go out of their way to get my appliances to use when there is a problem with obtaining the script from my GP practice, which happens when the practice send the script to the local pharmacy or "lose" it!
- The staff are always polite and very helpful and the delivery person is polite and very cheerful, they brighten up the day. All excellent.
- My main concern is that I have never been informed of any new products by Fittleworth that may be of interest to me! I am aware that other companies do inform their clients and send samples out of similar products, making the clients aware of all new products but I have never had this with Fittleworth! When I have asked about other products, especially new ones, some of the call centre staff are not knowledgeable and seem disinterested in my questions. Some staff are patient, empathetic and supportive, whilst other can be scripted and matter of fact, rushing the call.
- Pelican stoma pouches sometimes do not have adequate adhesive all around pouch.
- It takes time to get through the system as a whole from the first telephone call so there is a need to reorder well in advance. Elastic bands/straps for leg bags have been only problem - supply is erratic and there is a problem identifying them.

Customer comments

- I think you should not change anything as I have had no trouble with any of my orders and they are great staff. When my stoma nurse changes anything and it does not suit me they give me my old order back and I am very grateful for everything they've done.
- I am only aware that I receive a telephone request approximately every month checking my requirements and they deliver on a regular basis (telling me the date for delivery). I am very impressed with this service and on the rare occasion that an item has not been received I contact Fittleworth and receive an explanation - i.e. out of stock and will send as soon as possible which happens.
- Never had any adverse comments to make. The service provided has been faultless.
- All of your staff I talk to are so polite and pleasant at all times. Thank you.
- I am extremely satisfied with Fittleworth and their products. When I sometimes need to phone them, the staff are very helpful and obliging. I would recommend this company. First class.
- My stoma pouches are code 3041-59. They are never available to order online, so I have to ring Fittleworth.
- Excellent service from both the GP and Fittleworth system.
- I find that the telephone staff are so caring and pleasant, they phone me when my supplies are due, they do an excellent job, and I can't see any improvement is necessary.
- Fully satisfied.

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 = 146

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	140	4	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(140 \times 100.00) + (4 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(146 - 2)}$$

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"/>				
b) Answering any queries you had	<input type="checkbox"/>				
c) Passing you on to someone who could help	<input type="checkbox"/>				
d) How would you describe their service?	<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"/>				
Suitability for the purpose	<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"/>						

Q 19. Are you

Male Female

Q 20. Which of the following apply to you?

You have, or care for, children under 16

You are a carer for someone with a longstanding illness or infirmity

Neither

Thank you for completing this questionnaire

Care Centre: Example

