

# **Fittleworth Dispensing Appliance Contractor Customer Feedback Report**

Overall Report – Comparing 35 Care Centres in England

September - November 2020



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

Q1 Why did you contact the supplier? To submit an NHS prescription

Q2 How do you normally contact your supplier?

Care centre	Percentage of responses				Percentage of responses						
	Yourself	Someone else	Both	Blank/ spoilt	Telephone	Fax	Post	Email	Face to face	Internet	Blank/spoilt
Altrincham	85	8	1	5	91	0	0	3	0	2	4
Barnsley	82	11	1	6	94	0	1	2	0	1	2
Bournemouth	83	11	1	5	87	1	1	4	0	2	6
Broadstairs	76	13	1	10	77	1	4	7	0	2	9
Carnforth	83	9	1	7	87	1	1	5	1	3	2
Cheshunt	74	19	1	6	87	0	3	5	0	2	3
Chester	86	8	2	3	87	0	3	3	1	4	1
Colchester	85	9	1	5	92	0	3	4	0	0	1
Coventry	84	7	2	7	96	0	0	1	0	1	1
Dagenham	78	12	4	6	92	1	0	3	0	0	4
Derby	81	11	0	9	94	1	1	2	0	2	1
Doncaster	82	7	3	7	90	0	1	2	0	3	4
Exeter	82	11	1	6	94	0	1	3	0	1	1
Farnham	85	10	0	5	90	0	0	7	0	1	2
Harrogate	81	11	1	7	95	0	0	2	0	1	2
Histon	83	11	1	5	88	0	1	5	0	1	5
Ipswich	85	8	1	6	89	0	1	6	0	1	3
Islington	76	15	1	8	93	0	0	3	0	1	3
Keighley	81	12	0	7	91	1	2	2	0	2	3
Kingston	77	12	1	10	92	0	2	2	0	1	3
NDC Dispensing	85	10	1	5	89	1	2	5	0	1	2
Northampton	87	7	1	4	89	1	1	6	0	2	1
Norwich	77	15	1	7	89	2	2	3	0	2	3
Nottingham	76	17	1	7	89	0	0	4	1	1	6
Plymouth	79	16	0	5	86	0	5	2	0	2	5
Preston	89	7	1	3	85	1	2	2	0	4	7
Reading	86	10	0	4	92	0	1	3	0	2	3
Rustington	84	8	1	8	94	1	1	3	0	1	1
Salisbury	85	8	1	5	82	0	3	8	0	3	3
Southend	78	12	1	9	84	1	4	4	1	3	4
Sunderland	82	11	0	7	84	0	2	6	0	2	6
Sutton	83	9	1	7	91	0	1	5	0	1	2
Wokingham	82	9	2	7	91	0	0	4	0	2	3
Worthing	79	12	0	9	81	0	1	10	0	2	6
York	83	8	0	9	87	1	0	4	1	3	5
<b>Overall</b>	<b>82</b>	<b>11</b>	<b>1</b>	<b>6</b>	<b>89</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>3</b>

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

**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?**

**Q4a Were they polite and took time to understand your needs?**

**Q4b Answering any queries you had**

Care centre	Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
Altrincham	91	92
Barnsley	90	98
Bournemouth	91	94
Broadstairs	86	90
Carnforth	89	94
Cheshunt	89	95
Chester	93	96
Colchester	84	94
Coventry	88	93
Dagenham	88	94
Derby	87	94
Doncaster	91	94
Exeter	90	93
Farnham	89	94
Harrogate	89	94
Histon	89	93
Ipswich	88	95
Islington	89	93
Keighley	91	94
Kingston	89	93
NDC Dispensing	84	90
Northampton	92	93
Norwich	94	95
Nottingham	88	91
Plymouth	89	94
Preston	94	94
Reading	89	94
Rustington	90	94
Salisbury	94	91
Southend	92	95
Sunderland	91	92
Sutton	92	97
Wokingham	87	91
Worthing	85	91
York	88	95
<b>Overall</b>	<b>89</b>	<b>94</b>

Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
100	97
98	98
99	98
98	99
98	99
97	99
99	99
100	99
99	98
98	98
99	96
99	97
99	99
99	99
99	97
100	98
100	98
99	99
99	99
98	96
98	98
99	98
99	99
98	99
100	98
99	98
99	98
99	98
99	99
98	97
99	98
98	99
<b>99</b>	<b>98</b>

Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
99	98
96	99
97	97
96	96
97	97
94	98
99	97
99	97
99	97
99	96
97	95
99	97
98	96
99	97
98	96
98	97
98	97
96	96
97	98
98	99
97	94
97	98
98	97
97	97
97	99
98	98
99	97
98	98
98	96
98	98
97	98
98	98
98	96
98	98
97	98
98	98
98	96
97	98
97	98
<b>98</b>	<b>97</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.

**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?**

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

**Q4c Passing you on to someone who could help**

**Q4d How would you describe their service?**

**Percentage of responses**

Care centre	Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
Altrincham	98	99
Barnsley	97	99
Bournemouth	97	95
Broadstairs	93	96
Carnforth	97	98
Cheshunt	97	97
Chester	96	97
Colchester	98	98
Coventry	98	98
Dagenham	96	96
Derby	97	95
Doncaster	98	99
Exeter	96	95
Farnham	99	95
Harrogate	99	95
Histon	98	96
Ipswich	99	96
Islington	95	97
Keighley	96	98
Kingston	98	98
NDC Dispensing	96	94
Northampton	96	98
Norwich	97	96
Nottingham	97	98
Plymouth	97	98
Preston	99	97
Reading	99	95
Rustington	97	98
Salisbury	98	95
Southend	98	97
Sunderland	99	98
Sutton	98	96
Wokingham	95	96
Worthing	97	98
York	98	98
<b>Overall</b>	<b>97</b>	<b>97</b>

Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
99	98
98	98
99	98
97	97
98	99
96	98
99	99
98	98
98	98
98	98
98	98
97	98
99	98
98	97
98	98
99	97
99	98
99	98
99	98
99	99
98	97
97	98
99	98
97	99
97	98
100	99
100	97
99	98
99	97
98	98
98	98
99	98
97	94
98	98
98	98
<b>98</b>	<b>98</b>

Yes	No	Don't know	Blank/spoilt
63	6	27	5
66	5	24	6
64	8	23	6
65	15	18	2
63	8	24	5
58	8	24	10
74	8	13	5
61	13	20	5
60	9	25	5
56	11	26	7
60	10	21	9
65	11	19	5
64	13	16	6
57	12	24	7
54	16	26	4
62	8	24	5
63	11	20	6
67	7	22	4
60	9	19	12
50	10	28	12
60	10	22	7
57	10	26	7
59	9	24	8
70	10	14	6
63	11	20	5
70	6	16	8
62	11	20	7
52	12	29	7
60	10	24	6
63	9	16	12
62	16	16	6
53	9	21	16
63	6	23	7
58	9	22	11
65	11	19	5
<b>62</b>	<b>10</b>	<b>22</b>	<b>7</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.

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?

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	19	18	3	60
Barnsley	21	17	10	53
Bournemouth	12	12	12	63
Broadstairs	24	21	7	48
Carnforth	15	12	10	63
Cheshunt	24	24	6	46
Chester	16	16	7	60
Colchester	19	13	6	62
Coventry	19	17	10	54
Dagenham	20	20	12	48
Derby	16	19	6	59
Doncaster	24	14	7	56
Exeter	26	11	11	52
Farnham	14	17	3	66
Harrogate	21	17	7	55
Histon	19	14	8	59
Ipswich	14	14	6	66
Islington	18	15	15	52
Keighley	24	16	3	57
Kingston	17	16	12	54
NDC Dispensing	22	19	9	50
Northampton	14	19	11	56
Norwich	17	14	9	61
Nottingham	20	19	8	53
Plymouth	15	13	8	64
Preston	16	10	11	63
Reading	24	15	8	53
Rustington	18	15	6	61
Salisbury	18	13	9	59
Southend	24	14	10	52
Sunderland	25	18	4	52
Sutton	16	12	8	63
Wokingham	22	16	10	52
Worthing	17	15	8	60
York	17	10	6	67
<b>Overall</b>	<b>19</b>	<b>16</b>	<b>8</b>	<b>57</b>

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	88	8	4	0
Barnsley	92	3	0	6
Bournemouth	79	5	11	5
Broadstairs	90	10	0	0
Carnforth	86	11	0	4
Cheshunt	89	4	4	4
Chester	92	4	0	4
Colchester	83	4	13	0
Coventry	92	0	4	4
Dagenham	92	4	0	4
Derby	96	0	0	4
Doncaster	100	0	0	0
Exeter	97	3	0	0
Farnham	81	10	0	10
Harrogate	86	0	4	11
Histon	96	0	0	4
Ipswich	84	11	5	0
Islington	100	0	0	0
Keighley	94	6	0	0
Kingston	89	6	0	6
NDC Dispensing	88	5	2	5
Northampton	89	5	5	0
Norwich	95	0	0	5
Nottingham	91	9	0	0
Plymouth	100	0	0	0
Preston	95	5	0	0
Reading	96	0	4	0
Rustington	73	19	4	4
Salisbury	89	7	0	4
Southend	94	3	3	0
Sunderland	94	6	0	0
Sutton	95	0	0	5
Wokingham	93	4	4	0
Worthing	86	14	0	0
York	92	4	0	4
<b>Overall</b>	<b>91</b>	<b>5</b>	<b>2</b>	<b>3</b>

Please note: The data provided for Q6b 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?**

**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?**

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	5	15	13	68
Barnsley	5	22	14	59
Bournemouth	4	12	17	67
Broadstairs	9	22	10	61
Carnforth	2	16	16	66
Cheshunt	11	20	20	49
Chester	1	14	10	75
Colchester	6	13	13	67
Coventry	2	18	15	65
Dagenham	7	24	19	50
Derby	6	21	12	62
Doncaster	7	15	13	64
Exeter	8	16	22	54
Farnham	2	18	11	70
Harrogate	5	17	13	64
Histon	6	16	14	65
Ipswich	4	14	12	69
Islington	5	14	20	61
Keighley	6	19	13	61
Kingston	5	13	21	61
NDC Dispensing	6	20	19	55
Northampton	3	14	17	66
Norwich	2	18	10	70
Nottingham	4	20	13	63
Plymouth	5	11	15	69
Preston	8	12	14	66
Reading	5	19	14	63
Rustington	3	15	14	69
Salisbury	2	15	18	65
Southend	7	19	14	60
Sunderland	7	23	13	57
Sutton	5	11	12	72
Wokingham	10	19	13	58
Worthing	5	14	14	68
York	4	11	12	73
<b>Overall</b>	<b>5</b>	<b>17</b>	<b>15</b>	<b>64</b>

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	17	17	33	33
Barnsley	50	38	13	0
Bournemouth	50	17	33	0
Broadstairs	83	0	0	17
Carnforth	50	25	0	25
Cheshunt	31	15	15	38
Chester	50	50	0	0
Colchester	43	14	0	43
Coventry	0	33	67	0
Dagenham	56	0	11	33
Derby	36	18	18	27
Doncaster	40	20	20	20
Exeter	55	9	18	18
Farnham	0	33	33	33
Harrogate	29	43	14	14
Histon	33	0	22	44
Ipswich	33	33	0	33
Islington	20	20	40	20
Keighley	38	13	0	50
Kingston	20	40	20	20
NDC Dispensing	33	25	25	17
Northampton	75	25	0	0
Norwich	33	0	67	0
Nottingham	29	43	14	14
Plymouth	33	17	33	17
Preston	30	20	30	20
Reading	33	33	0	33
Rustington	25	0	0	75
Salisbury	33	0	33	33
Southend	50	30	0	20
Sunderland	30	20	30	20
Sutton	33	33	17	17
Wokingham	58	8	33	0
Worthing	67	0	0	33
York	40	0	40	20
<b>Overall</b>	<b>40</b>	<b>19</b>	<b>19</b>	<b>23</b>

Please note: The data provided for Q7b 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?**

**Q8b If you presented a repeat prescription, did the supplier check that you were satisfied in using the appliance?**

**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?**

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	56	11	8	24
Barnsley	47	14	10	29
Bournemouth	40	20	13	27
Broadstairs	21	33	9	38
Carnforth	40	19	13	27
Cheshunt	41	20	12	27
Chester	49	16	8	27
Colchester	46	14	10	29
Coventry	52	13	10	25
Dagenham	42	14	17	27
Derby	47	21	14	18
Doncaster	47	13	11	28
Exeter	61	14	5	20
Farnham	43	19	14	24
Harrogate	43	16	16	25
Histon	52	12	8	27
Ipswich	46	18	13	23
Islington	47	15	12	25
Keighley	53	17	12	17
Kingston	43	19	8	30
NDC Dispensing	48	17	12	23
Northampton	49	12	12	27
Norwich	42	15	11	32
Nottingham	47	14	12	27
Plymouth	45	18	8	30
Preston	45	16	15	24
Reading	36	19	8	36
Rustington	50	15	11	24
Salisbury	36	20	16	28
Southend	43	16	10	31
Sunderland	43	18	15	25
Sutton	50	11	10	29
Wokingham	57	11	11	21
Worthing	31	18	16	35
York	48	18	13	21
<b>Overall</b>	<b>46</b>	<b>16</b>	<b>12</b>	<b>26</b>

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	50	18	8	24
Barnsley	46	15	10	30
Bournemouth	42	22	8	28
Broadstairs	27	28	2	43
Carnforth	40	21	10	28
Cheshunt	39	23	11	28
Chester	47	17	8	27
Colchester	39	23	4	34
Coventry	50	15	8	27
Dagenham	43	16	12	29
Derby	41	24	10	24
Doncaster	45	13	9	33
Exeter	54	19	5	21
Farnham	41	25	7	26
Harrogate	39	24	11	26
Histon	48	17	10	26
Ipswich	44	22	11	23
Islington	52	15	9	24
Keighley	49	19	10	22
Kingston	44	19	7	30
NDC Dispensing	49	19	7	26
Northampton	40	20	10	30
Norwich	43	16	8	34
Nottingham	49	14	8	29
Plymouth	44	18	5	34
Preston	44	20	9	27
Reading	35	19	8	38
Rustington	45	21	8	27
Salisbury	36	21	12	30
Southend	42	17	10	31
Sunderland	50	15	10	26
Sutton	41	18	7	34
Wokingham	55	10	10	26
Worthing	33	22	8	37
York	45	22	9	25
<b>Overall</b>	<b>44</b>	<b>19</b>	<b>9</b>	<b>28</b>

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	41	24	8	27
Barnsley	36	22	10	32
Bournemouth	32	26	12	30
Broadstairs	27	30	4	39
Carnforth	30	29	11	30
Cheshunt	34	28	13	26
Chester	34	27	11	27
Colchester	28	32	7	34
Coventry	38	25	12	25
Dagenham	34	19	16	31
Derby	29	33	12	26
Doncaster	34	23	11	32
Exeter	39	29	9	23
Farnham	27	35	11	26
Harrogate	23	33	14	30
Histon	34	24	14	27
Ipswich	36	27	13	24
Islington	35	25	14	25
Keighley	38	27	12	22
Kingston	32	30	9	30
NDC Dispensing	42	24	7	26
Northampton	28	30	13	30
Norwich	32	23	10	35
Nottingham	40	22	8	31
Plymouth	37	24	5	34
Preston	37	23	13	27
Reading	27	25	9	38
Rustington	36	29	8	27
Salisbury	22	29	19	30
Southend	29	25	12	34
Sunderland	37	25	11	27
Sutton	34	27	7	33
Wokingham	35	23	13	29
Worthing	28	28	8	35
York	36	31	9	24
<b>Overall</b>	<b>33</b>	<b>27</b>	<b>11</b>	<b>29</b>

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

Care centre	Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
Altrincham	96	98
Barnsley	96	97
Bournemouth	94	95
Broadstairs	93	94
Carnforth	97	97
Cheshunt	96	99
Chester	98	96
Colchester	96	96
Coventry	97	95
Dagenham	9	96
Derby	97	94
Doncaster	97	96
Exeter	95	99
Farnham	96	97
Harrogate	95	94
Histon	97	95
Ipswich	96	96
Islington	94	94
Keighley	97	95
Kingston	97	96
NDC Dispensing	94	94
Northampton	95	95
Norwich	97	97
Nottingham	96	95
Plymouth	96	95
Preston	96	98
Reading	98	97
Rustington	97	96
Salisbury	99	97
Southend	98	96
Sunderland	95	95
Sutton	96	98
Wokingham	97	93
Worthing	96	95
York	98	95
<b>Overall</b>	<b>96</b>	<b>96</b>

**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?**

Percentage of responses			
Yes	No	Don't know	Blank/spoilt
71	2	7	20
70	4	5	21
76	1	8	15
56	7	10	27
66	2	12	20
72	1	13	14
68	2	9	21
74	0	8	18
68	1	7	25
69	2	11	19
70	0	7	23
65	1	9	25
79	1	10	11
76	1	3	19
58	0	10	33
72	0	12	16
65	0	12	23
64	1	16	19
74	0	6	19
77	3	6	14
64	1	10	26
66	1	10	22
62	2	9	27
69	1	10	20
61	1	9	29
74	2	11	14
65	3	8	25
66	0	6	28
68	1	7	24
72	1	7	21
72	2	7	18
69	3	11	18
67	0	10	22
61	0	8	31
64	1	12	23
<b>68</b>	<b>1</b>	<b>9</b>	<b>21</b>

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

Percentage of responses		
Yes	No	Blank/spoilt
92	0	8
91	1	8
95	1	5
84	7	9
92	3	5
95	3	2
91	3	6
87	4	9
89	2	9
90	3	7
91	4	4
91	3	6
96	2	1
95	1	3
89	1	10
90	5	4
90	4	6
88	6	6
98	0	2
89	5	7
87	3	11
94	1	4
96	0	4
88	4	8
91	5	5
93	2	4
92	4	3
95	1	4
94	1	5
93	1	7
89	5	6
91	1	8
92	3	5
86	4	10
91	2	7
<b>91</b>	<b>3</b>	<b>6</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.



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

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	18	75	8
Barnsley	21	73	6
Bournemouth	9	82	9
Broadstairs	11	78	11
Carnforth	9	85	5
Cheshunt	16	77	7
Chester	15	79	5
Colchester	7	85	8
Coventry	14	75	10
Dagenham	22	70	8
Derby	22	68	9
Doncaster	16	73	11
Exeter	8	89	4
Farnham	11	82	6
Harrogate	12	77	11
Histon	10	84	6
Ipswich	11	81	8
Islington	21	66	13
Keighley	16	76	9
Kingston	19	67	14
NDC Dispensing	15	71	14
Northampton	10	86	4
Norwich	11	82	7
Nottingham	15	78	7
Plymouth	14	79	8
Preston	16	76	7
Reading	11	82	7
Rustington	11	80	8
Salisbury	7	85	7
Southend	18	75	7
Sunderland	18	70	12
Sutton	20	69	11
Wokingham	17	72	11
Worthing	8	79	13
York	15	73	12
<b>Overall</b>	<b>14</b>	<b>77</b>	<b>9</b>

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

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	11	76	13
Barnsley	12	75	13
Bournemouth	3	88	8
Broadstairs	9	77	15
Carnforth	5	83	12
Cheshunt	8	80	12
Chester	6	83	11
Colchester	4	82	13
Coventry	4	77	19
Dagenham	16	68	16
Derby	12	75	13
Doncaster	12	76	12
Exeter	6	85	9
Farnham	9	81	10
Harrogate	4	76	21
Histon	4	82	14
Ipswich	5	84	11
Islington	13	67	20
Keighley	9	79	12
Kingston	14	67	19
NDC Dispensing	10	71	20
Northampton	6	83	11
Norwich	11	77	13
Nottingham	9	78	13
Plymouth	5	81	15
Preston	7	86	7
Reading	4	78	18
Rustington	7	79	14
Salisbury	4	83	13
Southend	11	78	11
Sunderland	11	77	12
Sutton	15	68	18
Wokingham	11	71	18
Worthing	6	79	15
York	8	81	11
<b>Overall</b>	<b>8</b>	<b>78</b>	<b>14</b>

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

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	92	1	8
Barnsley	94	1	5
Bournemouth	90	3	7
Broadstairs	88	6	6
Carnforth	92	3	5
Cheshunt	92	2	6
Chester	95	1	4
Colchester	91	2	8
Coventry	86	2	12
Dagenham	88	2	10
Derby	92	2	7
Doncaster	90	3	7
Exeter	94	2	4
Farnham	90	3	7
Harrogate	89	1	10
Histon	93	1	5
Ipswich	91	2	7
Islington	90	1	9
Keighley	93	2	5
Kingston	90	1	10
NDC Dispensing	85	3	12
Northampton	95	1	4
Norwich	95	0	5
Nottingham	88	3	9
Plymouth	93	3	4
Preston	97	0	3
Reading	91	2	8
Rustington	93	1	6
Salisbury	91	1	7
Southend	93	1	6
Sunderland	91	3	6
Sutton	93	1	6
Wokingham	91	2	7
Worthing	87	5	8
York	88	2	9
<b>Overall</b>	<b>91</b>	<b>2</b>	<b>7</b>

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?

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

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?

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	8	80	12
Barnsley	8	79	13
Bournemouth	3	86	10
Broadstairs	4	84	12
Carnforth	4	85	11
Cheshunt	5	86	9
Chester	8	84	8
Colchester	6	80	14
Coventry	7	81	12
Dagenham	6	79	16
Derby	6	86	8
Doncaster	7	81	12
Exeter	6	88	6
Farnham	1	89	9
Harrogate	6	81	13
Histon	3	85	12
Ipswich	4	88	9
Islington	7	80	13
Keighley	5	88	8
Kingston	1	80	19
NDC Dispensing	6	78	15
Northampton	5	87	7
Norwich	8	82	10
Nottingham	9	77	14
Plymouth	2	87	11
Preston	6	89	6
Reading	4	84	12
Rustington	4	86	10
Salisbury	3	87	10
Southend	3	88	10
Sunderland	8	84	9
Sutton	2	83	15
Wokingham	9	78	14
Worthing	4	84	12
York	10	77	13
<b>Overall</b>	<b>5</b>	<b>83</b>	<b>11</b>

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	0	85	15
Barnsley	1	83	16
Bournemouth	1	86	13
Broadstairs	0	88	12
Carnforth	0	86	14
Cheshunt	0	84	16
Chester	1	88	11
Colchester	0	87	13
Coventry	2	87	11
Dagenham	2	87	11
Derby	3	88	8
Doncaster	1	89	10
Exeter	1	91	8
Farnham	1	91	9
Harrogate	1	84	16
Histon	0	88	12
Ipswich	0	88	12
Islington	1	80	19
Keighley	2	89	9
Kingston	4	79	17
NDC Dispensing	2	84	14
Northampton	0	91	9
Norwich	1	89	10
Nottingham	1	85	14
Plymouth	0	89	11
Preston	2	88	11
Reading	1	85	14
Rustington	1	87	12
Salisbury	1	86	13
Southend	1	88	10
Sunderland	1	90	9
Sutton	1	81	18
Wokingham	2	83	15
Worthing	2	83	15
York	1	83	16
<b>Overall</b>	<b>1</b>	<b>86</b>	<b>13</b>

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	0	0	0
Barnsley	50	0	50
Bournemouth	100	0	0
Broadstairs	0	0	0
Carnforth	0	0	0
Cheshunt	0	0	0
Chester	100	0	0
Colchester	0	0	0
Coventry	33	0	67
Dagenham	100	0	0
Derby	17	50	33
Doncaster	50	50	0
Exeter	100	0	0
Farnham	0	100	0
Harrogate	0	0	100
Histon	0	0	0
Ipswich	0	0	0
Islington	0	100	0
Keighley	100	0	0
Kingston	25	25	50
NDC Dispensing	25	50	25
Northampton	0	0	0
Norwich	0	100	0
Nottingham	100	0	0
Plymouth	0	0	0
Preston	50	50	0
Reading	100	0	0
Rustington	0	100	0
Salisbury	100	0	0
Southend	50	0	50
Sunderland	100	0	0
Sutton	100	0	0
Wokingham	0	100	0
Worthing	50	50	0
York	100	0	0
<b>Overall</b>	<b>47</b>	<b>33</b>	<b>20</b>

Please note: The data provided for Q12c is only from those respondents who selected 'Yes' to Q12b.

**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?**

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	9	34	18	40
Barnsley	10	39	17	34
Bournemouth	6	25	26	43
Broadstairs	12	32	17	39
Carnforth	9	25	21	45
Cheshunt	14	25	17	44
Chester	10	29	23	38
Colchester	13	24	18	44
Coventry	12	27	22	39
Dagenham	10	35	27	28
Derby	9	29	22	41
Doncaster	14	29	16	41
Exeter	14	34	22	29
Farnham	2	34	21	43
Harrogate	6	34	21	39
Histon	9	24	21	46
Ipswich	4	23	24	49
Islington	17	32	20	30
Keighley	8	25	22	46
Kingston	6	28	22	45
NDC Dispensing	14	28	21	37
Northampton	6	26	27	41
Norwich	12	27	13	48
Nottingham	11	28	22	39
Plymouth	11	30	22	37
Preston	7	28	28	37
Reading	6	25	22	47
Rustington	6	26	21	47
Salisbury	8	24	21	47
Southend	13	21	21	45
Sunderland	16	30	18	36
Sutton	13	29	21	37
Wokingham	16	29	18	37
Worthing	5	22	26	47
York	10	30	25	35
<b>Overall</b>	<b>10</b>	<b>28</b>	<b>21</b>	<b>41</b>

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	2	32	16	50
Barnsley	12	32	9	47
Bournemouth	8	31	13	49
Broadstairs	12	38	8	42
Carnforth	9	22	13	57
Cheshunt	10	27	10	53
Chester	2	26	19	53
Colchester	7	24	10	59
Coventry	3	14	11	72
Dagenham	12	35	2	51
Derby	6	33	17	44
Doncaster	3	38	5	54
Exeter	4	35	8	52
Farnham	6	30	12	52
Harrogate	4	30	15	50
Histon	6	14	8	72
Ipswich	3	25	13	59
Islington	3	28	31	38
Keighley	6	31	13	50
Kingston	10	34	14	41
NDC Dispensing	13	29	13	44
Northampton	3	34	11	51
Norwich	11	36	6	47
Nottingham	4	28	23	45
Plymouth	3	38	8	51
Preston	0	31	17	51
Reading	7	23	7	63
Rustington	5	27	16	51
Salisbury	3	29	14	54
Southend	3	28	10	59
Sunderland	7	40	9	44
Sutton	0	39	8	53
Wokingham	14	31	11	44
Worthing	11	32	4	54
York	7	29	10	55
<b>Overall</b>	<b>6</b>	<b>30</b>	<b>12</b>	<b>51</b>

**Q14a Does the supplier provide a practice leaflet containing information about their premises i.e. opening hours and access for disabled customers?**

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	50	15	22	13
Barnsley	50	18	22	9
Bournemouth	50	19	18	13
Broadstairs	48	17	15	21
Carnforth	39	17	27	17
Cheshunt	45	17	27	12
Chester	45	21	20	15
Colchester	46	22	18	13
Coventry	43	20	28	9
Dagenham	39	17	32	12
Derby	44	26	18	12
Doncaster	35	20	28	17
Exeter	51	21	21	7
Farnham	44	18	25	13
Harrogate	38	18	25	19
Histon	41	18	26	14
Ipswich	43	13	27	17
Islington	40	16	30	13
Keighley	48	22	16	13
Kingston	41	16	23	20
NDC Dispensing	41	18	25	16
Northampton	31	17	35	16
Norwich	51	13	22	14
Nottingham	45	15	23	17
Plymouth	55	17	15	14
Preston	37	26	24	13
Reading	51	14	20	15
Rustington	46	15	24	15
Salisbury	36	20	28	16
Southend	41	21	26	13
Sunderland	40	23	22	15
Sutton	45	22	23	10
Wokingham	38	25	23	14
Worthing	35	27	26	12
York	45	17	22	16
<b>Overall</b>	<b>43</b>	<b>19</b>	<b>24</b>	<b>14</b>

Please note: The data provided for Q13b is only from those respondents who selected 'No' to Q13a.

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	41	15	24	19
Barnsley	40	18	26	15
Bournemouth	28	30	25	16
Broadstairs	37	27	12	24
Carnforth	31	20	27	22
Cheshunt	39	17	27	18
Chester	38	25	17	19
Colchester	33	24	26	17
Coventry	36	22	26	16
Dagenham	27	20	35	17
Derby	38	24	23	15
Doncaster	34	21	27	19
Exeter	41	21	24	14
Farnham	32	17	28	22
Harrogate	30	25	21	23
Histon	31	22	27	21
Ipswich	32	16	32	20
Islington	31	18	29	21
Keighley	39	21	17	23
Kingston	30	19	30	21
NDC Dispensing	28	21	26	24
Northampton	28	16	31	25
Norwich	41	17	24	19
Nottingham	31	20	25	24
Plymouth	47	18	18	17
Preston	32	23	28	18
Reading	40	12	29	19
Rustington	38	17	28	17
Salisbury	33	17	26	24
Southend	34	20	23	24
Sunderland	37	25	23	15
Sutton	33	18	31	19
Wokingham	37	23	21	19
Worthing	29	28	25	18
York	34	21	25	20
<b>Overall</b>	<b>34</b>	<b>21</b>	<b>25</b>	<b>20</b>

**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?**

Percentage of responses	
Current mean percentage score (%) – 2020*	Previous mean percentage score (%) – 2019*
92	87
90	90
91	88
86	90
90	90
89	90
94	92
91	89
91	87
91	88
89	89
91	90
91	87
90	91
91	88
89	85
92	94
90	87
91	92
92	89
87	85
90	88
93	93
89	90
91	91
92	89
92	91
92	90
92	93
89	89
93	90
89	85
88	90
92	89
<b>91</b>	<b>89</b>

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

Percentage of responses		
Yes	No	Blank/spoilt
0	98	2
1	97	3
2	94	4
1	99	0
0	97	3
2	96	3
0	98	2
0	98	2
2	96	2
2	96	2
0	98	2
1	98	1
1	96	3
2	96	2
0	98	2
1	97	2
1	96	2
1	96	3
2	96	2
0	96	4
2	93	5
1	98	1
2	95	3
1	95	4
0	98	2
1	98	1
5	92	3
3	94	3
1	97	1
1	96	4
0	97	3
0	92	8
0	98	2
3	91	6
1	96	2
<b>1</b>	<b>96</b>	<b>3</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.

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

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

Care centre	Percentage of responses					
	Very good	Fairly good	Don't know	Fairly poor	Very poor	Blank/spoilt
Altrincham	0	0	0	0	0	0
Barnsley	100	0	0	0	0	0
Bournemouth	100	0	0	0	0	0
Broadstairs	100	0	0	0	0	0
Carnforth	0	0	0	0	0	0
Cheshunt	100	0	0	0	0	0
Chester	0	0	0	0	0	0
Colchester	0	0	0	0	0	0
Coventry	67	0	0	0	0	33
Dagenham	100	0	0	0	0	0
Derby	0	0	0	0	0	0
Doncaster	0	100	0	0	0	0
Exeter	100	0	0	0	0	0
Farnham	67	33	0	0	0	0
Harrogate	0	0	0	0	0	0
Histon	100	0	0	0	0	0
Ipswich	50	0	50	0	0	0
Islington	100	0	0	0	0	0
Keighley	50	50	0	0	0	0
Kingston	0	0	0	0	0	0
NDC Dispensing	75	25	0	0	0	0
Northampton	100	0	0	0	0	0
Norwich	100	0	0	0	0	0
Nottingham	100	0	0	0	0	0
Plymouth	0	0	0	0	0	0
Preston	100	0	0	0	0	0
Reading	83	17	0	0	0	0
Rustington	100	0	0	0	0	0
Salisbury	100	0	0	0	0	0
Southend	100	0	0	0	0	0
Sunderland	0	0	0	0	0	0
Sutton	0	0	0	0	0	0
Wokingham	0	0	0	0	0	0
Worthing	100	0	0	0	0	0
York	100	0	0	0	0	0
<b>Overall</b>	<b>87</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>

Care centre	Percentage of responses					
	Very good	Fairly good	Don't know	Fairly poor	Very poor	Blank/spoilt
Altrincham	0	0	0	0	0	0
Barnsley	100	0	0	0	0	0
Bournemouth	100	0	0	0	0	0
Broadstairs	100	0	0	0	0	0
Carnforth	0	0	0	0	0	0
Cheshunt	50	0	0	0	0	50
Chester	0	0	0	0	0	0
Colchester	0	0	0	0	0	0
Coventry	67	0	0	0	0	33
Dagenham	100	0	0	0	0	0
Derby	0	0	0	0	0	0
Doncaster	0	100	0	0	0	0
Exeter	0	0	100	0	0	0
Farnham	67	33	0	0	0	0
Harrogate	0	0	0	0	0	0
Histon	100	0	0	0	0	0
Ipswich	50	0	50	0	0	0
Islington	100	0	0	0	0	0
Keighley	50	50	0	0	0	0
Kingston	0	0	0	0	0	0
NDC Dispensing	75	0	0	0	0	25
Northampton	0	0	0	0	0	100
Norwich	67	33	0	0	0	0
Nottingham	100	0	0	0	0	0
Plymouth	0	0	0	0	0	0
Preston	100	0	0	0	0	0
Reading	67	17	0	0	0	17
Rustington	50	0	0	0	0	50
Salisbury	100	0	0	0	0	0
Southend	100	0	0	0	0	0
Sunderland	0	0	0	0	0	0
Sutton	0	0	0	0	0	0
Wokingham	0	0	0	0	0	0
Worthing	100	0	0	0	0	0
York	100	0	0	0	0	0
<b>Overall</b>	<b>74</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>13</b>

Please note: The data provided for Q17b and Q17c is only from those respondents who selected 'Yes' to Q17a.

Customer demographics

Age

Gender

Dependants

Care centre	Percentage of responses								Percentage of responses			Percentage of respondents who selected this option		
	16 - 19	20 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Blank/ spoilt	Male	Female	Blank/ Spoilt	You have, or care for, children under 16	Carer for someone with a longstanding illness	Neither
Altrincham	0	0	4	2	5	15	71	5	56	42	2	7	11	73
Barnsley	0	0	1	3	6	17	69	3	54	41	5	5	12	73
Bournemouth	0	0	1	0	4	14	79	3	63	33	5	2	14	79
Broadstairs	0	0	0	1	9	15	72	4	52	46	1	5	7	72
Carnforth	0	1	1	1	8	15	74	1	51	45	4	2	12	74
Cheshunt	0	0	1	2	7	12	74	5	51	42	7	3	12	74
Chester	0	0	2	1	7	13	73	3	53	44	3	6	8	79
Colchester	0	0	0	2	3	12	82	2	55	38	7	3	10	77
Coventry	1	0	0	1	1	17	76	2	53	41	6	2	5	84
Dagenham	0	0	2	2	7	16	70	4	48	45	7	4	14	75
Derby	0	0	2	3	7	12	76	1	49	47	4	4	12	75
Doncaster	0	0	1	2	6	13	78	1	53	42	5	4	11	76
Exeter	1	1	1	2	4	19	69	2	51	44	4	5	11	71
Farnham	0	0	1	2	5	13	77	2	57	40	3	5	8	78
Harrogate	0	1	1	1	8	18	66	5	41	53	5	3	10	73
Histon	0	1	0	4	7	13	73	3	51	46	3	3	10	77
Ipswich	0	0	1	4	4	12	78	1	50	49	1	4	9	76
Islington	1	0	2	6	9	20	60	2	43	51	6	3	14	70
Keighley	0	0	0	3	6	12	76	2	53	42	5	5	8	78
Kingston	0	0	3	2	5	16	70	4	59	35	6	3	11	76
NDC Dispensing	0	1	1	3	7	12	73	4	50	46	4	6	11	72
Northampton	0	0	3	2	7	18	68	1	53	43	4	7	7	80
Norwich	0	0	0	2	5	14	79	1	50	47	3	2	11	74
Nottingham	0	0	1	2	6	9	78	4	55	39	6	2	15	70
Plymouth	0	0	0	3	8	16	73	0	54	43	3	1	10	80
Preston	0	1	1	2	2	18	74	2	66	32	2	3	9	75
Reading	0	0	3	1	3	10	81	2	43	47	9	5	11	75
Rustington	0	1	1	2	3	12	78	3	49	48	3	4	8	84
Salisbury	0	0	1	1	7	14	76	2	55	41	4	1	12	79
Southend	0	0	1	0	7	13	78	1	53	41	6	1	13	74
Sunderland	0	0	1	0	8	16	70	5	53	43	4	4	7	77
Sutton	1	0	3	1	5	13	74	4	50	47	3	3	6	79
Wokingham	0	1	2	2	9	15	69	2	54	42	3	8	9	80
Worthing	0	0	0	2	5	16	75	3	52	42	6	5	12	75
York	0	0	1	0	6	14	76	4	51	45	4	2	9	77
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>6</b>	<b>14</b>	<b>74</b>	<b>3</b>	<b>52</b>	<b>43</b>	<b>4</b>	<b>4</b>	<b>10</b>	<b>76</b>

Each percentage above is of the total number surveyed for that care centre. This is because more than one response option can be selected for this question or the question can be left blank.

## Supporting Information

Care centre	Number of customers providing feedback
Altrincham	131
Barnsley	175
Bournemouth	155
Broadstairs	82
Carnforth	186
Cheshunt	119
Chester	146
Colchester	119
Coventry	134
Dagenham	122
Derby	180
Doncaster	135
Exeter	140
Farnham	148
Harrogate	135
Histon	147
Ipswich	139
Islington	99
Keighley	129
Kingston	105
NDC Dispensing	189
Northampton	134
Norwich	133
Nottingham	169
Plymouth	131
Preston	123
Reading	118
Rustington	143
Salisbury	148
Southend	136
Sunderland	141
Sutton	131
Wokingham	125
Worthing	130
York	138
<b>Overall</b>	<b>4815</b>