

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Derby

September - November 2020



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

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Sample questionnaire

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

Q1: Why did you contact the supplier? To submit a NHS prescription for:

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	145	81%
Someone else	19	11%
Both	0	0%
Blank / Spoilt	16	9%

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	169	94%
Fax	1	1%
Post	2	1%
Email	3	2%
Face to face	0	0%
Internet	4	2%
Blank / Spoilt	1	1%

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

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

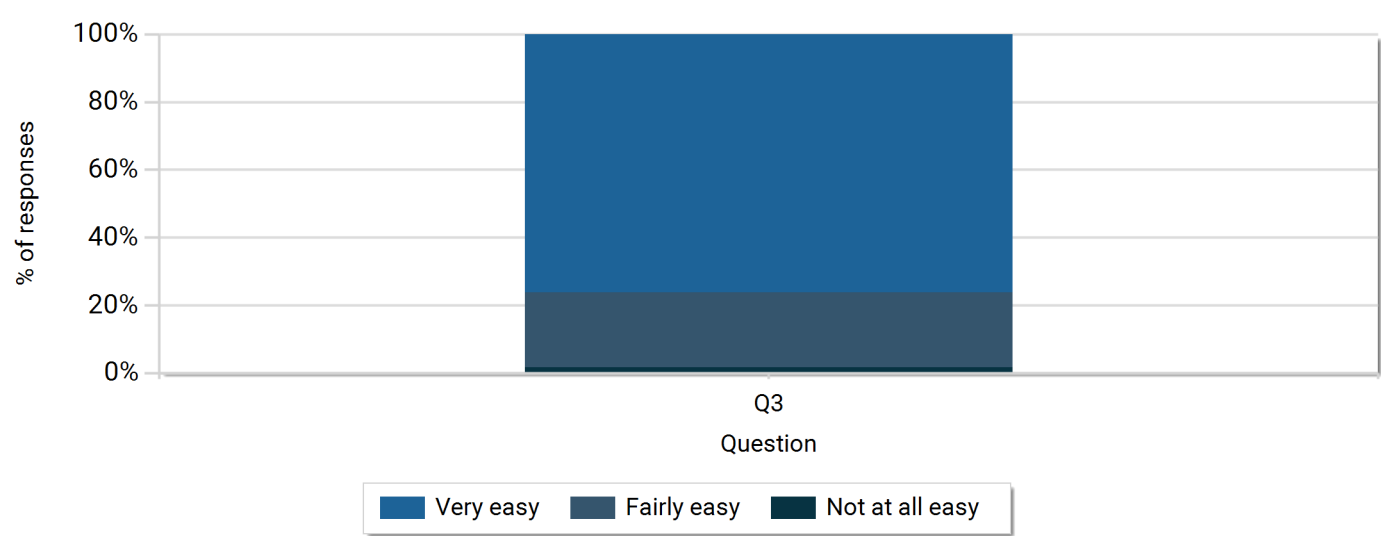
Q3: How easy did you find it to contact them?

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?	3	38	131	8

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?	87	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?	87	94	95	95

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

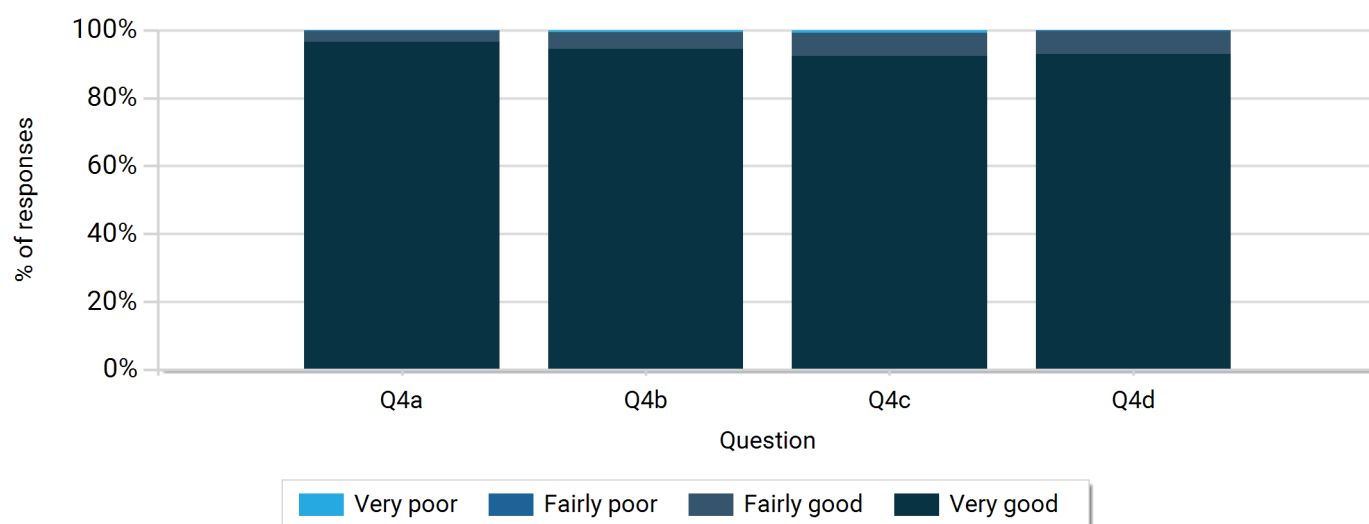
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	170	5	1	0	0	4
Q4b Answering any queries you had	156	8	0	1	1	14
Q4c Passing you on to someone who could help	108	8	0	1	25	38
Q4d How would you describe their service?	158	11	1	0	0	10

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	98	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?	97	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.

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.

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	96	98	99
Q4b Answering any queries you had	98	95	97	96
Q4c Passing you on to someone who could help	97	95	97	95
Q4d How would you describe their service?	97	98	97	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	60%
No	18	10%
Don't know	37	21%
Blank / Spoilt	17	9%

*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	16%
No	35	19%
Don't know	10	6%
Blank / Spoilt	107	59%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	27	96%
No	0	0%
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	11	6%
No	37	21%
Don't know	21	12%
Blank / Spoilt	111	62%

*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	36%
No	2	18%
Don't know	2	18%
Blank / Spoilt	3	27%

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	85	47%
No	37	21%
Don't know	26	14%
Blank / Spoilt	32	18%

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	74	41%
No	44	24%
Don't know	18	10%
Blank / Spoilt	44	24%

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	53	29%
No	59	33%
Don't know	21	12%
Blank / Spoilt	47	26%

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

About the services you receive from this supplier

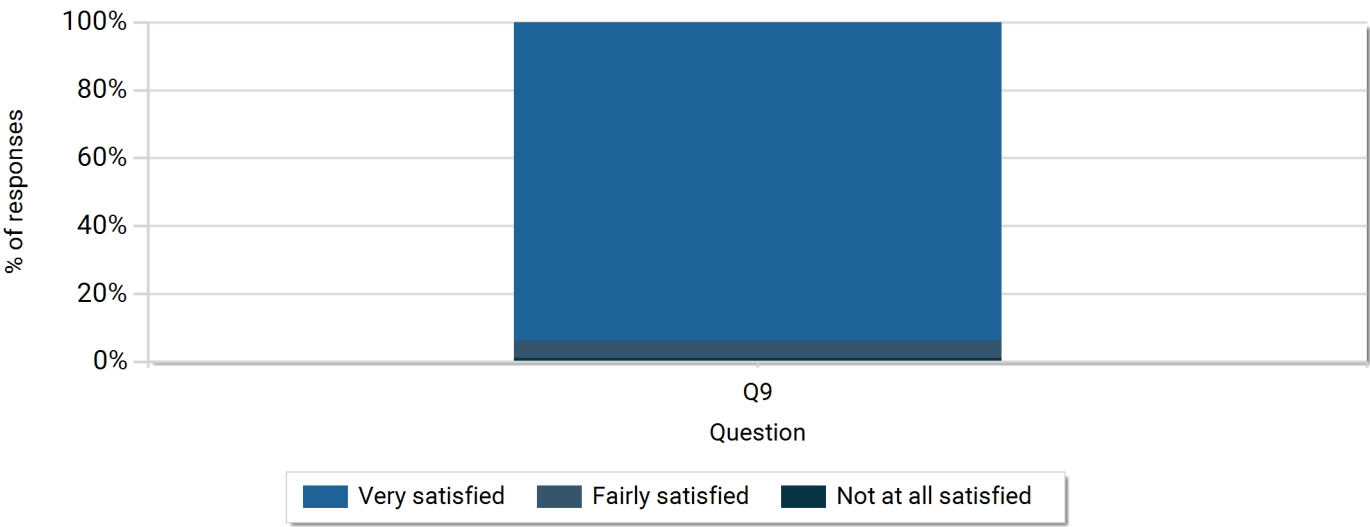
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	91	83

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

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

*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	97	94	95	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	126	70%
No	0	0%
Don't know	13	7%
Blank / Spoilt	41	23%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	164	91%
No	8	4%
Blank / Spoilt	8	4%

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	40	22%
No	123	68%
Blank / Spoilt	17	9%

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	22	12%
No	135	75%
Blank / Spoilt	23	13%

*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	165	92%
No	3	2%
Blank / Spoilt	12	7%

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	11	6%
No	154	86%
Blank / Spoilt	15	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	6	3%
No	159	88%
Blank / Spoilt	15	8%

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	1	17%
No	3	50%
Blank / Spoilt	2	33%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	16	9%
No	52	29%
Don't know	39	22%
Blank / Spoilt	73	41%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	6%
No	17	33%
Don't know	9	17%
Blank / Spoilt	23	44%

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	80	44%
No	46	26%
Don't know	33	18%
Blank / Spoilt	21	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	68	38%
No	44	24%
Don't know	41	23%
Blank / Spoilt	27	15%

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

About the services you receive from this supplier

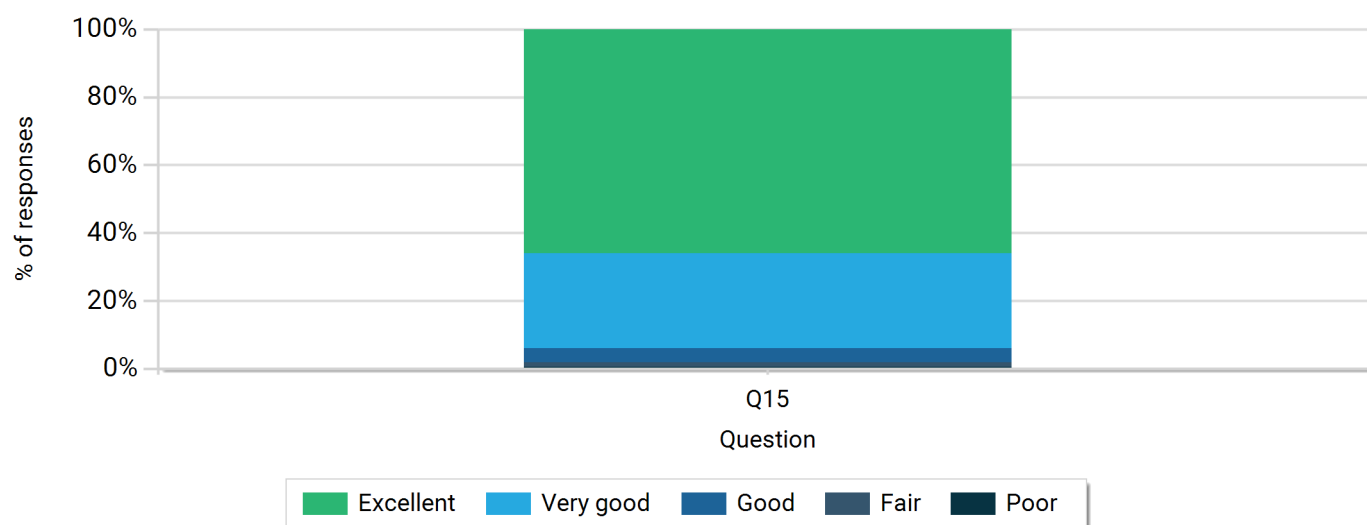
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	2	7	47	111	12

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

*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 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	89	88	87

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	176	98%
Blank / Spoilt	4	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	5	3%
45 - 54	12	7%
55 - 64	22	12%
65+	137	76%
Blank / Spoilt	1	1%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	88	49%
Female	85	47%
Blank / Spoilt	7	4%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	8	4%
Carer for someone with a longstanding illness	22	12%
Neither	135	75%

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

Customer comments

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

- I forgot to order an item when speaking to Fittleworth, so rang to order this item.
- No other reason.
- Derby Royal Hospital sent the original prescription for my needs.
- I verbally order goods (repeats) from Fittleworth. Fittleworth obtain prescription from my doctors.
- There was a failure to deliver items on the date previously arranged. I phoned Fittleworth and they explained there had been difficulty securing supplies of this item recently. A suitable alternative was agreed and delivery date arranged.
- Delay in receiving supplies. You called us to inform of GP surgery not releasing prescription early enough. Surgery denied this.
- The hospital started me on to you then eventually I was allowed to order myself many years now I have stayed with you.
- After hospitalisation, senior nurse arranged the supplier.
- To expediate my order due to shortage.
- To obtain further medical supplies.
- Initially my GP surgery, Cornwall.
- Fittleworth contacted via GP prescription service. Initially I contacted Fittleworth directly.
- To check on supplies and delivery date. GP sends order.
- To increase the amount I needed.
- To check on delivery date.
- Stoma nurse many years ago.
- The hospital kidney department set this up for me via my GP. Monthly prescription provided by GP to supplier.
- Selected by district nurses.
- For my father.
- Derby Royal Hospital.

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

- We cannot fault the service we receive.
- The only problem I have is the driver never leaves my supplies in the place which I have asked them to do, they are always left on my doorstep.
- Very satisfied with service. Thank you.
- None all good.
- When the delivery people come can they not put box at back of gate if it is raining as it has happened few times please. Also can they please wait until we get to the door.
- I am very pleased with the service I receive from Fittleworth. The staff are very knowledgeable and friendly.
- I can't fault them, through the pandemic they have been very reassuring about continuity of supply.
- I am very pleased with the service they are always most helpful and polite and understanding.
- I am satisfied with the service given.
- No need.
- Would be great to be able to place an order online via the website rather than an email or phone call. For long term prescriptions it would be helpful not to need to put in a weekly order.
- My doctor is the weak link in the chain. Fittleworth have to wait for my doctor to send the prescription.
- Re Q7 - if my catheters are not in stock (i.e. due to supply) I am offered an alternative. Re Q11 - no time agreed, but usually the day.

Customer comments

- Speedier delivery. Currently takes at least two weeks which is lengthy.
- Overall very pleased with the service I receive. Thanks to everyone who makes this happen, especially through these "trying" times for everybody.
- Service is brilliant. No service is as good as Fittleworth. Gold star very good. Superb service!
- Fittleworth service is excellent. As the delay seemed to be communication problems with GP surgery I called the surgery and asked why the prescription had not been issued on time. They reiterated they respond to email requests only. However you did follow up with a telephone call. Not sure how to resolve this. This is the third occasion where there has been a delay in receiving supplies, seems to be a communication problem with the surgery.
- The service is very well run. Speaking on the phone ordering my items and if I have a problem. So very polite when I speak to them and when they ring me to check everything is alright. I used many years I couldn't wish for a better service. Thank you.
- Fittleworth are professional, kind, caring and discreet. All staff take care to listen to me and my needs. First class.
- I'm very satisfied with Fittleworth. Very good delivery service. Thank you.
- Cannot fault care of staff on telephone, very polite no rushing very helpful.
- Bags are the single biggest problem I have with my illness and I have stage four cancer and on chemotherapy so that tells you how bad it is! I never have enough bags - I get one per day, which does not allow for leakage issues - there are always leakage issues so I have to telephone to expedite orders. I never have enough spray because surgery put prescription down to one per month. I therefore have skin ripping issues. I tried to purchase extra bags and the pharmacy won't arrange anything for £85 for a box of 10 - this is no use to me.
- I am very satisfied with the excellent service I receive. The telephone operators are so efficient.
- Fittleworth have always given a prompt, friendly and effective service. The hold up's normally at the surgery end in returning authorised prescriptions to Fittleworth.
- A reliable, friendly service. Thank you.
- In all, a very good service.
- In all, a very good service.
- Over the pandemic, using 6-8 catheters daily, proper sanitising of hands became an issue. If available more sanitising gel should have been offered.
- No problems.
- Initially there were problems with the start up and liaison between my GP's prescription ordering service and Fittleworth. The system has now been working smoothly for many months. The last delivery was much quicker than previously.
- Excellent service - could not be improved.
- It would be better if I could order direct with the supplier like I used to do instead of having to contact "Medicines Online" who then send the request to my GP, if approved then sent back to "Medicines Online" to send to Fittleworth to dispatch. It takes unnecessary time and delays - I wait 15 days from request to receiving my order, this used to take 7-10 days before.
- Can't better the supplier or their delivery service.
- The firm who deliver for my supplier sometimes deliver early but know where to leave items in a safe place. They are very good.
- No I don't think you could improve.
- Brilliant service however when the GP sends the prescription back for Fittleworth to dispense they should cross-reference with what was requested and notify the patient if items have been missed or crossed off by the GP. This has happened several times to me and I end up ping ponging between my GP and Fittleworth each blaming each other!
- Items requested are not always delivered. Fittleworth usually tell me (when I enquire) that the GP didn't include the missing items. When contacting my GP they tell me the item wasn't requested! I'm not sure who is at fault but I usually have to make several phone calls to both Fittleworth and my GP to obtain the missing item which is very frustrating.
- Continually late on delivery. Always problems contacting my surgery.

Customer comments

- I am very satisfied with the level of service from Fittleworth and would recommend them to anyone.
- Q20 - My wife acts as my carer. When needed or when I have a problem.
- Fantastic service. Everyone is so helpful and friendly. Wonderful company.
- Overall the service has been very good and on the odd occasion when I have forgotten to order supplies they have provided an emergency supply until the main consignment arrived. Only criticism is the excessive use of packaging. It is possible to double the amount in each box.
- Several times over the last few months the order hasn't been fulfilled and we've had to get a third party involved to help source items urgently needed. Also promised delivery deadlines that weren't met.
- My supplier is excellent.
- I'm very happy with the service. Excellent service on the phone and the people who deliver to my house.
- The only issue I have had is delivery to my home address as I have nowhere where the package can be left if I'm not home. I've changed the delivery address to a relative so the package can be left in the porch. This works really well as I don't have to worry about being at home all day.
- The care provided by the nurse that visits me is amazing. Thank you.
- I much appreciate the service I receive.
- I am curious to know why the Qufora IrriSedo mini comes in a plastic bag inside a material bag. Surely it would be more environmentally friendly to do away with the plastic bag. Also, why is there always a new pump? Again, it would be more environmentally friendly if you were asked if you needed one.
- We only order standard items - flip/flow catheter valves and washout kits. The service is excellent. I've no idea where their distribution point is.
- I recommend you on how you pick your staff they are all wonderful does not matter who answers the phone.

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 = 180

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	170	5	1	0	4
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)

=

(170 x 100.00) +(5 x 66.67) +(1 x 33.33) +(0 x 0.00) +(0 x 0)

(180 - 4)

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

Your mean percentage score for Q4a = 99%

The same basic calculation method is used for all the questions where a mean percentage score has been provided, but the values assigned to the ratings will differ depending on the number of rated responses available.

For ease of understanding, below are the details of the values assigned to the ratings in each question where we have provided a mean percentage score:

- Q3 - Not at all easy = 0, Fairly easy = 50, Very easy = 100
- Q4 - Very good = 100, Fairly good = 66.6666, Fairly poor = 33.3333, Very poor = 0
- Q9 - Not at all satisfied = 0, Not very satisfied = 33.3333, Fairly satisfied = 66.6666, Very satisfied = 100
- Q15 - Poor = 0, Fair = 25, Good = 50, Very good = 75, Excellent = 100

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

- Quartiles comprise:
- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	99	97	98	99	99	100

16446

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



fittleworth



Dispensing Appliance Contractor Customer Questionnaire

This section is about why you contacted your appliance supplier recently and the response you received

Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

For some other reason (please write in the reason for contacting the supplier):

Q 2. How do you normally contact your supplier? (Please tick one box only)

Telephone ☐ Fax ☐ Post ☐
Email ☐ Face to face ☐ Internet ☐

Q 3. How easy did you find it to contact them?

Not at all easy ☐ Fairly easy ☐ Very easy ☐

Q 4. If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

	Very good	Fairly good	Fairly poor	Very poor	Don't know
a) Were they polite and did they take the time to understand your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Passing you on to someone who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How would you describe their service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Yes ☐ No ☐ Don't know ☐

Providing NHS Services



This Section is about the services you receive from this supplier

The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.

Q 6. If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier), please answer the following:

a) Did you receive a written note of the appliance which was owed?

Yes ☐ No ☐ Don't know ☐

b) If yes, were you informed when it was expected to become available?

Yes ☐ No ☐ Don't know ☐

Q 7. If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

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

Yes ☐ No ☐ Don't know ☐

b) If yes, and where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes ☐ No ☐ Don't know ☐

This question is about repeat prescriptions, if this does not apply to you please go to question 9.

Q 8. If you presented a repeat prescription, did the supplier

a) Check to see if you still needed the appliance?

Yes ☐ No ☐ Don't know ☐

b) Check that you were satisfied in using the appliance?

Yes ☐ No ☐ Don't know ☐

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes ☐ No ☐ Don't know ☐

This question is about customisation; if your appliance is not customised please go to question 10.

Q 9. If the appliances you receive are customised in any way, how do you rate the overall quality of this service from your supplier?

Not at all satisfied Not very satisfied Fairly satisfied Very satisfied
☐ ☐ ☐ ☐

Q 10. Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes ☐ No ☐ Don't know ☐



These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.

Q 11. If your product was delivered

a) Was the delivery prompt and at a time agreed with you?

Yes ☐ No ☐

b) Did the package display any writing or other markings which could indicate its content

Yes ☐ No ☐

c) Did the vehicle in which the package was delivered convey the nature of the contents

Yes ☐ No ☐

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes ☐ No ☐

Q 12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)

a) Have you ever been offered a review (AUR) by your supplier?

Yes ☐ No ☐

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

Yes ☐ No ☐

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

Yes ☐ No ☐

Q 13. If you have ever contacted the supplier's telephone care line out of hours

a) Were they able to provide advice at the time you called?

Yes ☐ No ☐ Don't know ☐

b) If no, did they provide the telephone number of NHS 111?

Yes ☐ No ☐ Don't know ☐

Q 14. Does the supplier provide a practice leaflet containing:

a) Information about their premises i.e. opening hours and access for disabled customers?

Yes ☐ No ☐ Don't know ☐

b) Information about the NHS services that they provide?

Yes ☐ No ☐ Don't know ☐

Q 15. Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Poor Fair Good Very Good Excellent



☐☐☐☐☐

16. If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

Q 17. Have you ever visited the supplier's premises?

Yes ☐

No ☐

If you have attended the premises of the supplier, how do you rate the:

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These last few questions are just to help us categorise your answers

Q 18. How old are you?

16-19	20-24	25-34	35-44	45-54	55-64	65+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 19. Are you

Male ☐

Female ☐

Q 20. Which of the following apply to you?

You have, or care for, children under 16	<input type="checkbox"/>
You are a carer for someone with a longstanding illness or infirmity	<input type="checkbox"/>
Neither	<input type="checkbox"/>

Thank you for completing this questionnaire

Care Centre: Example

