

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Doncaster

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	111	82%
Someone else	10	7%
Both	4	3%
Blank / Spoilt	10	7%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	121	90%
Fax	0	0%
Post	1	1%
Email	3	2%
Face to face	0	0%
Internet	4	3%
Blank / Spoilt	6	4%

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

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

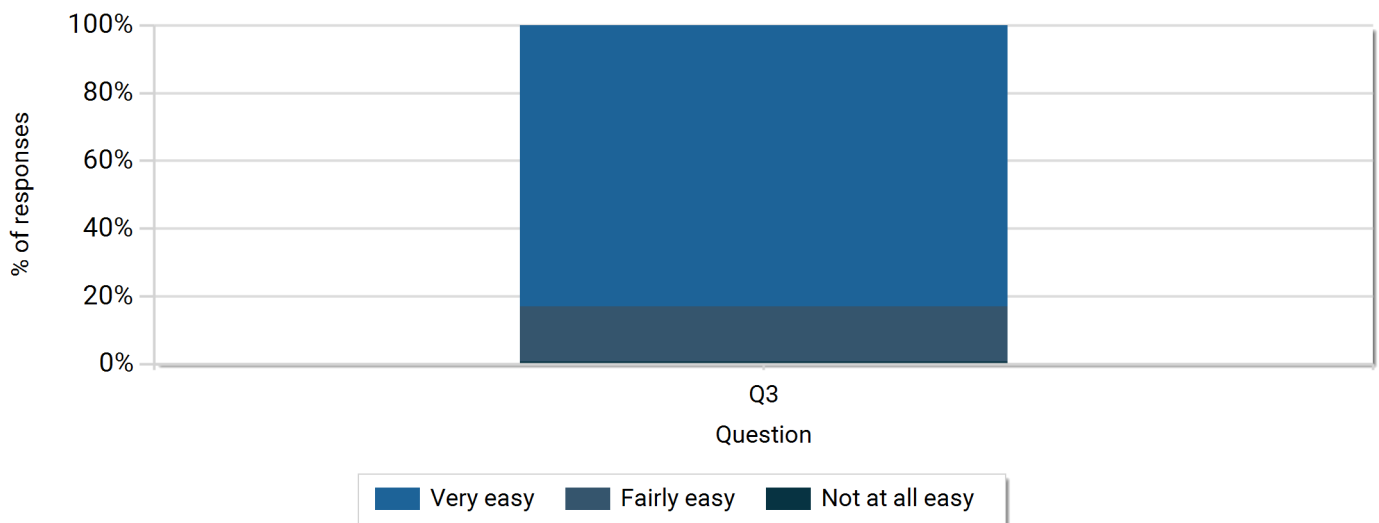
Q3: How easy did you find it to contact them?

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	21	108	5

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?	91	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?	91	94	93	91

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

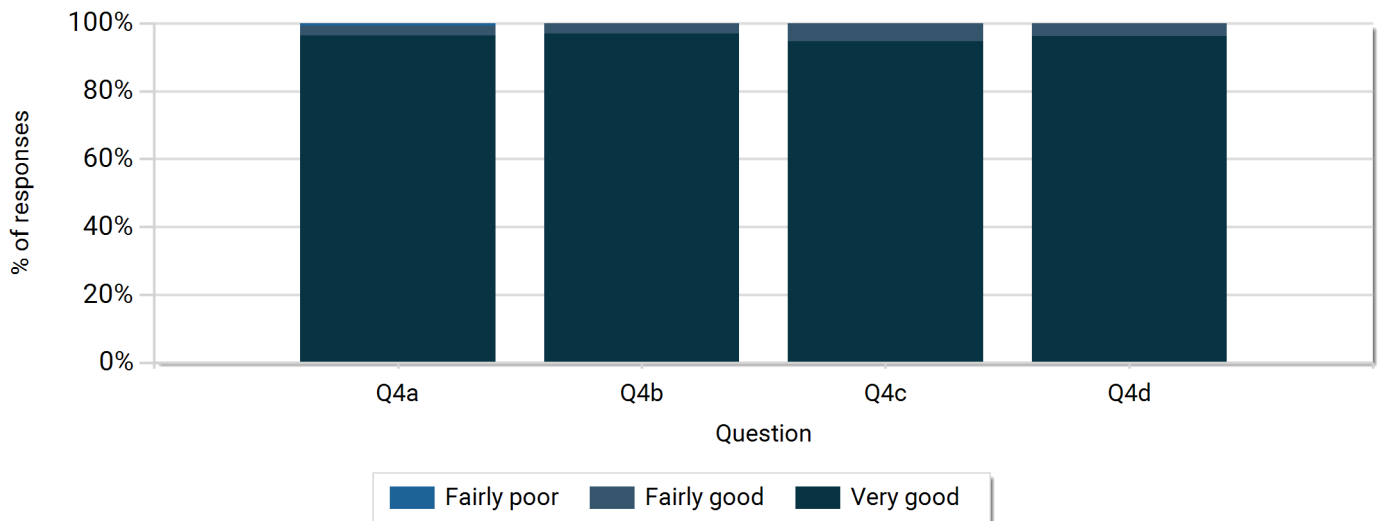
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	129	4	1	0	0	1
Q4b Answering any queries you had	123	4	0	0	2	6
Q4c Passing you on to someone who could help	89	5	0	0	17	24
Q4d How would you describe their service?	124	5	0	0	0	6

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	98	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.

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	97	98	99
Q4b Answering any queries you had	99	97	98	95
Q4c Passing you on to someone who could help	98	99	98	95
Q4d How would you describe their service?	99	98	99	98

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	88	65%
No	15	11%
Don't know	25	19%
Blank / Spoilt	7	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	32	24%
No	19	14%
Don't know	9	7%
Blank / Spoilt	75	56%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	32	100%
No	0	0%
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 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	10	7%
No	20	15%
Don't know	18	13%
Blank / Spoilt	87	64%

*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	40%
No	2	20%
Don't know	2	20%
Blank / Spoilt	2	20%

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	64	47%
No	18	13%
Don't know	15	11%
Blank / Spoilt	38	28%

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	61	45%
No	18	13%
Don't know	12	9%
Blank / Spoilt	44	33%

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	46	34%
No	31	23%
Don't know	15	11%
Blank / Spoilt	43	32%

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

About the services you receive from this supplier

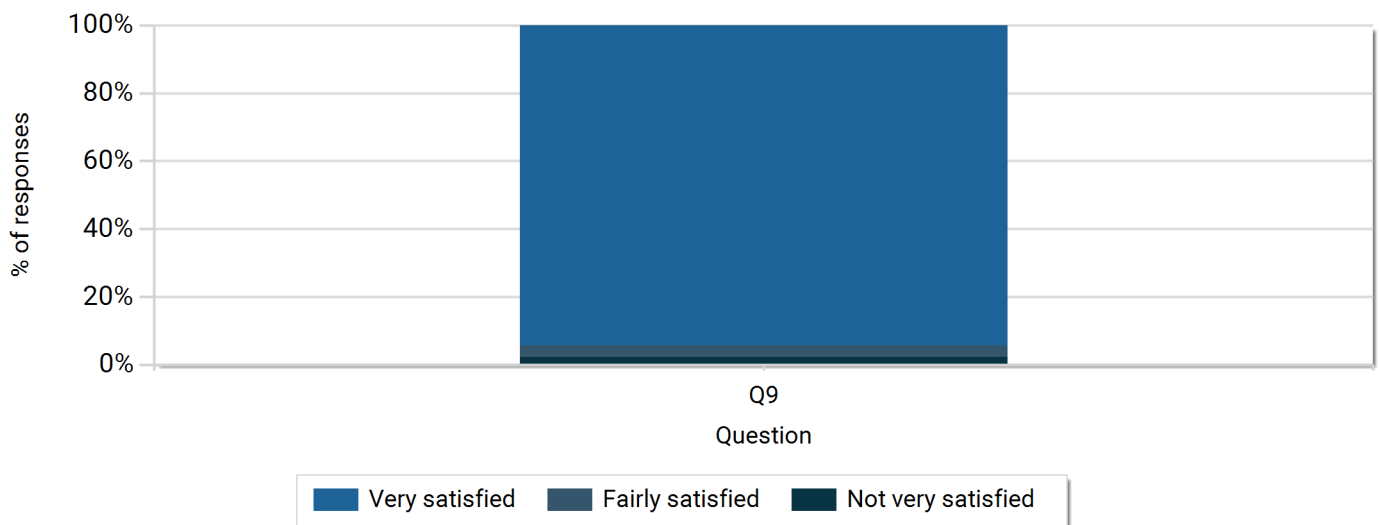
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	2	3	82	48

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	96	97	96

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	88	65%
No	1	1%
Don't know	12	9%
Blank / Spoilt	34	25%

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	123	91%
No	4	3%
Blank / Spoilt	8	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	16%
No	98	73%
Blank / Spoilt	15	11%

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	16	12%
No	103	76%
Blank / Spoilt	16	12%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	121	90%
No	4	3%
Blank / Spoilt	10	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	9	7%
No	110	81%
Blank / Spoilt	16	12%

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	120	89%
Blank / Spoilt	13	10%

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	50%
No	1	50%
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	19	14%
No	39	29%
Don't know	21	16%
Blank / Spoilt	56	41%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	1	3%
No	15	38%
Don't know	2	5%
Blank / Spoilt	21	54%

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	47	35%
No	27	20%
Don't know	38	28%
Blank / Spoilt	23	17%

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

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	46	34%
No	28	21%
Don't know	36	27%
Blank / Spoilt	25	19%

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

About the services you receive from this supplier

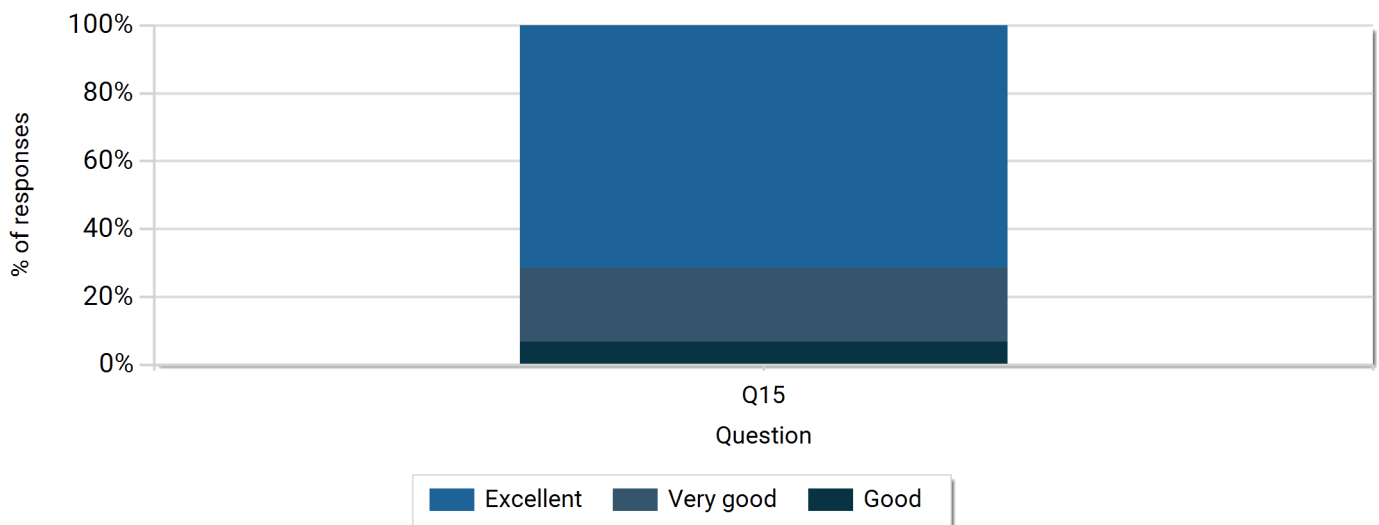
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	9	29	95	2

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	91	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	91	90	92	89

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	132	98%
Blank / Spoilt	2	1%

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	1	100%
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	1	100%
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	1	1%
35 - 44	3	2%
45 - 54	8	6%
55 - 64	17	13%
65+	105	78%
Blank / Spoilt	1	1%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	71	53%
Female	57	42%
Blank / Spoilt	7	5%

*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	5	4%
Carer for someone with a longstanding illness	15	11%
Neither	102	76%

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

Customer comments

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

- To place the monthly order.
- To tell them it's time for my next prescription.
- My medical centre made a mistake in the order to Fittleworth of the number of pouches and flanges.
- I receive my supplies each month from you.
- I was passed on your name.
- To clarify supply deliveries.
- I missed a phone call from Fittleworth about my prescription.
- A discrepancy in what I believed was ordered and what was delivered.
- Been having belt ones, wanted to change to non-belt ones, but they said they would cut off the belt loops.
- They had tried to phone me and my line was engaged so I contacted them.
- Fittleworth ring me and ask if I would like to place an order.
- Just returning their phone call asking if I need to order.
- Stoma nurse organised supplies from Fittleworth.
- I didn't contact the supplier. This was done by the stoma care nurses after my operation.

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

- Completely satisfied.
- I've always been very happy with this service since I started using it last year. Re Q12 - I've put "No" because I'm really not sure if they have.
- Very happy.
- Possible alternative to base plate outer ring very rigid.
- If the order is not complete could you show when it would be delivered. Thank you.
- I have no problems with Fittleworth, the mistakes are my medical centre I have made several complaints to them.
- I have received my supplies from you for a few years and can honestly say I have no complaints. They ring me for my order, deliver on the day they designate, if I am out place it in a place I choose. Very happy customer.
- I am a middle aged woman and I have learning difficulties and sometimes message doesn't get to my head where sometimes primary care don't send a prescription forms order could you send my things automatically to me.
- Website a bit slow, when going into order history it can take a long time to go into that part of the website, or even fail. Also I don't think any notice is taken of any appliance size changes that are updated on the customer profile. I don't think they take any notice of the cut size when we update info.
- A faster telephone response time.
- Being a busy working person, supplies can be left on doorstep in the rain and not left with a neighbour, when not at home. Cannot order online because my bags are not on your online system. Lately poor answering on your phone service although over lockdown service was good. Took five days for someone to answer the phone and emergency bag were sent out. Communication is poor between GP, myself and you. Although every person I have spoken to have been lovely and sorted every problem.
- Fittleworth has won my trust with the quality of their service - their communication is excellent and inspires confidence. I trust them to deliver and they do so time and time again.
- Some of the questions are not relevant to me. Fittleworth appear to be an organisation that is on top of every situation.
- Since 2017 we have been highly satisfied with Fittleworth.
- None. Very satisfied.
- Priceless.

Customer comments

- I have always received excellent service from receptionists taking my order request to the items being delivered to my home. Always very courteous and professional.
- I have only been a customer of yours for about five months and so far I am satisfied with the service I get.
- Some of the questions from 6-13 I do not think apply to me. I am very satisfied with the products I receive. All the people on the telephone are polite and helpful. Delivery is excellent. I have stoma bags cut to size. Thank you. I am very satisfied.
- COVID has had the greatest affect. It is almost impossible to get samples to test the efficacy of other products.
- If there is a problem it is not at Fittleworth's end. Our CQC has made it that I need to request prescription from surgery. I get no feedback that this has been done and often have to contact Fittleworth to check that prescription received - who respond each time! NB: If we are out the deliver agent knows exactly where to leave the item safely. He is brilliant, honest and friendly, as are all the staff at Fittleworth.
- It would make economic sense if service users could order three months supply at a time rather than having little white diesel vans running around poisoning everyone once a month. Circa: twelve trips a year! (You do the maths.)
- The service is already excellent.
- The delivery seems to get slower, this may be COVID related but much longer than when we first used. I have used the online option because of delays on phone connection, but a few errors crept in this way. The confirmation email does not show quantities to double check, the ordering sometimes changes if the last does not refresh correctly. This way does not offer sufficient feedback or assurance, not knowing whether order placed correctly or whether prescription was accepted by practice means it is a bit of a guess as to what and when will be delivered.
- An attempt to place a request online rather than by telephone resulted in the service being unusable. There has been no response to me after informing them of the problem.
- Fittleworth always deliver promptly and we have a place where they know to leave it if we have to go out. If I have a problem whilst away from home they will deliver an emergency supply anywhere in the UK as soon as possible. The doctor's surgery often messes up the prescription (they do it with my routine medication prescriptions as well) but Fittleworth always deal with the problem very well. They have even delivered a part order to keep me supplied and then delivered the rest when the doctors do their bit properly. A truly excellent service.
- 10 years good service.
- I don't contact the supplier direct. I use GPs website to request a repeat prescription. GP sends prescription to supplier.
- An excellent service. Always helpful. I do not know what I would do without it. Professional, courteous and very efficient.
- If I was unhappy with supplier or needed a review, etc., I would contact them and am sure that they would accommodate my requests.
- I have used this company for quite a few years and have never had anything but good service always very polite to speak with them - we are not in contact very often as the service is so good.
- The repeat prescription for the catheters is sent direct by the health centre when it has been asked for by the client.
- Everything is fine apart from one delivery person leaves my order outside the sheltered housing complex where I live, they do not ring my doorbell to let me know the package is there. So anybody could take it, I would not know about it but my warden has picked it up three or four times and brought it to my flat.
- I have used my supplier for a lot of years and have found their service to be excellent in every way. I also contacted the person in charge to comment how good they were and asked them to pass my thanks on to all their staff who at all times are without fault.
- Fittleworth have been excellent for me.
- I am perfectly satisfied with everything to do with my suppliers and their deliveries are perfect. Thank you, and the young man that brings them is very polite and sociable. Thank you very much.
- The service from Fittleworth is fantastic, the staff that calls for my order are friendly and efficient in what they do, the phone calls are on time and delivery is on time. The Fittleworth driver who delivers the order is a lovely friendly man, always asks how we are and is a credit to Fittleworth.
- Fantastic service I get nothing is too much trouble, excellent.
- I am very happy with the service I receive from Fittleworth. Always helpful. My orders are always here on time and are easy to deal with. I cannot think of anything that could improve their service.

Customer comments

- Fittleworth have always send everything I have requested on time, when I ring, or they ring me for my order they are always very polite and helpful.
- Very good.
- I have found them to be excellent. When I was having repeated issues with my GP sending a different prescription to Fittleworth, I rang and one of the agents helped me quickly and with great understanding every time.

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 = 135

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	129	4	1	0	1
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(129 \times 100.00) + (4 \times 66.67) + (1 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(135 - 1)}$$

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

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+

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

