

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Exeter

September - November 2020



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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	115	82%
Someone else	16	11%
Both	1	1%
Blank / Spoilt	8	6%

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

### Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	131	94%
Fax	0	0%
Post	2	1%
Email	4	3%
Face to face	0	0%
Internet	2	1%
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

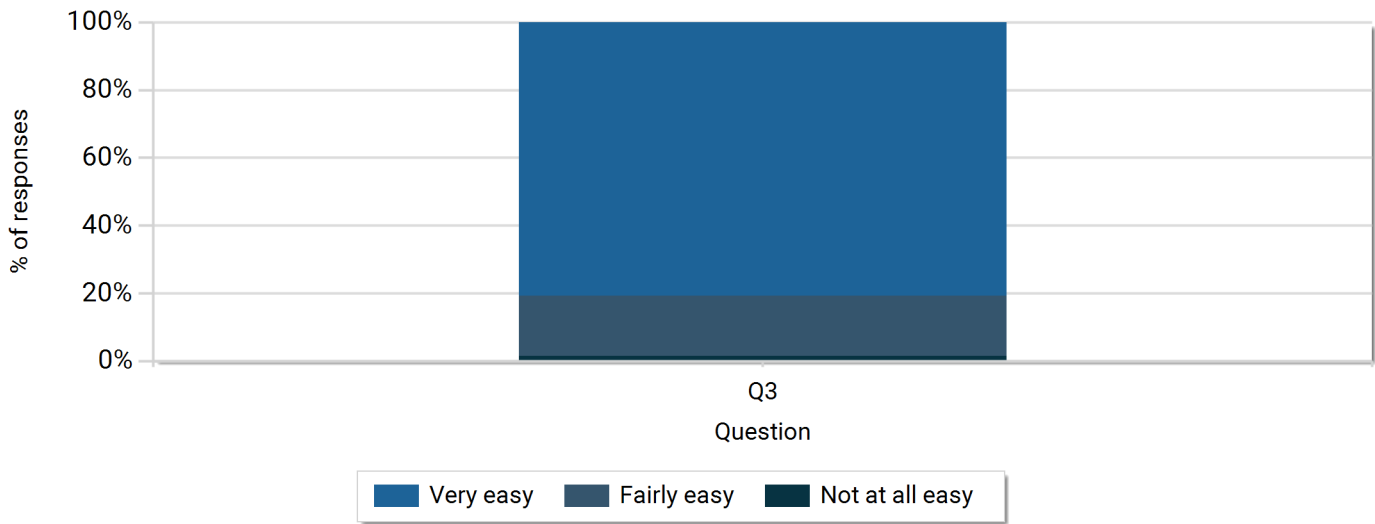
Q3: How easy did you find it to contact them?

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?	2	24	109	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?	90	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?	90	93	94	92

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

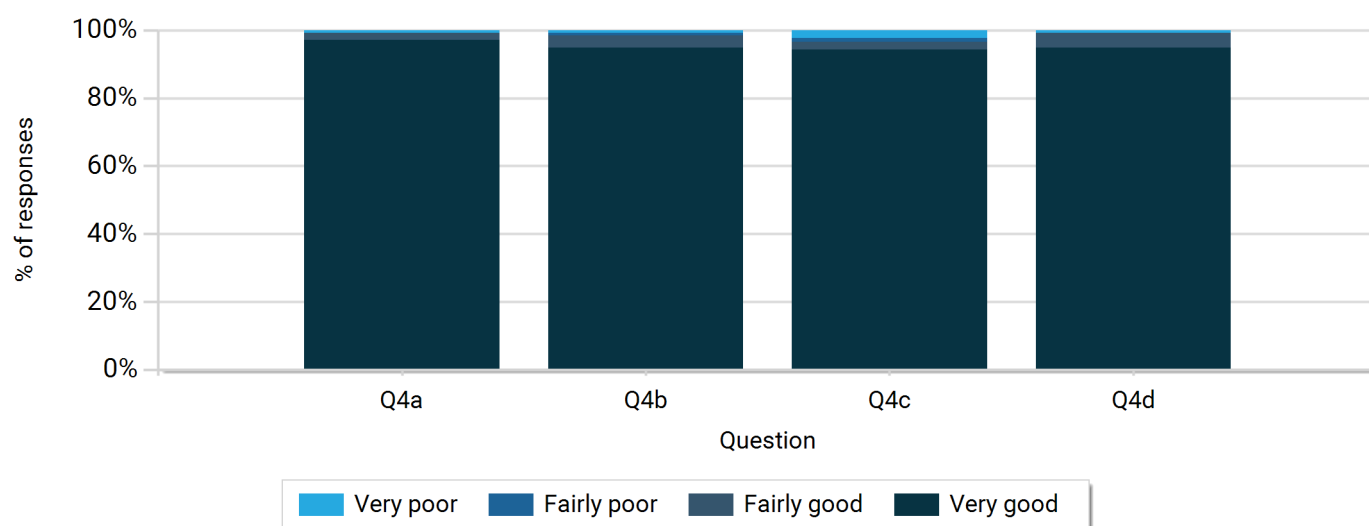
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	131	3	0	1	2	3
Q4b Answering any queries you had	127	5	1	1	1	5
Q4c Passing you on to someone who could help	82	2	1	2	27	26
Q4d How would you describe their service?	127	6	0	1	2	4

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

Graph 2: Percentage distribution and frequency of ratings (Q4)



Please note blank/spoilt and 'don't know' responses have not been incorporated in this graphical representation.

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	99	97	98	99	99	100
Q4b Answering any queries you had	98	94	97	98	99	99
Q4c Passing you on to someone who could help	96	93	97	97	98	99
Q4d How would you describe their service?	98	96	98	98	99	100

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q4a Polite and took time to understand needs?	99	99	96	97
Q4b Answering any queries you had	98	96	95	97
Q4c Passing you on to someone who could help	96	95	93	98
Q4d How would you describe their service?	98	97	95	97

## 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	90	64%
No	18	13%
Don't know	23	16%
Blank / Spoilt	9	6%

\*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	36	26%
No	16	11%
Don't know	15	11%
Blank / Spoilt	73	52%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	35	97%
No	1	3%
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	11	8%
No	22	16%
Don't know	31	22%
Blank / Spoilt	76	54%

\*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	6	55%
No	1	9%
Don't know	2	18%
Blank / Spoilt	2	18%

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	61%
No	20	14%
Don't know	7	5%
Blank / Spoilt	28	20%

**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	76	54%
No	27	19%
Don't know	7	5%
Blank / Spoilt	30	21%

**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	54	39%
No	41	29%
Don't know	13	9%
Blank / Spoilt	32	23%

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



About the services you receive from this supplier

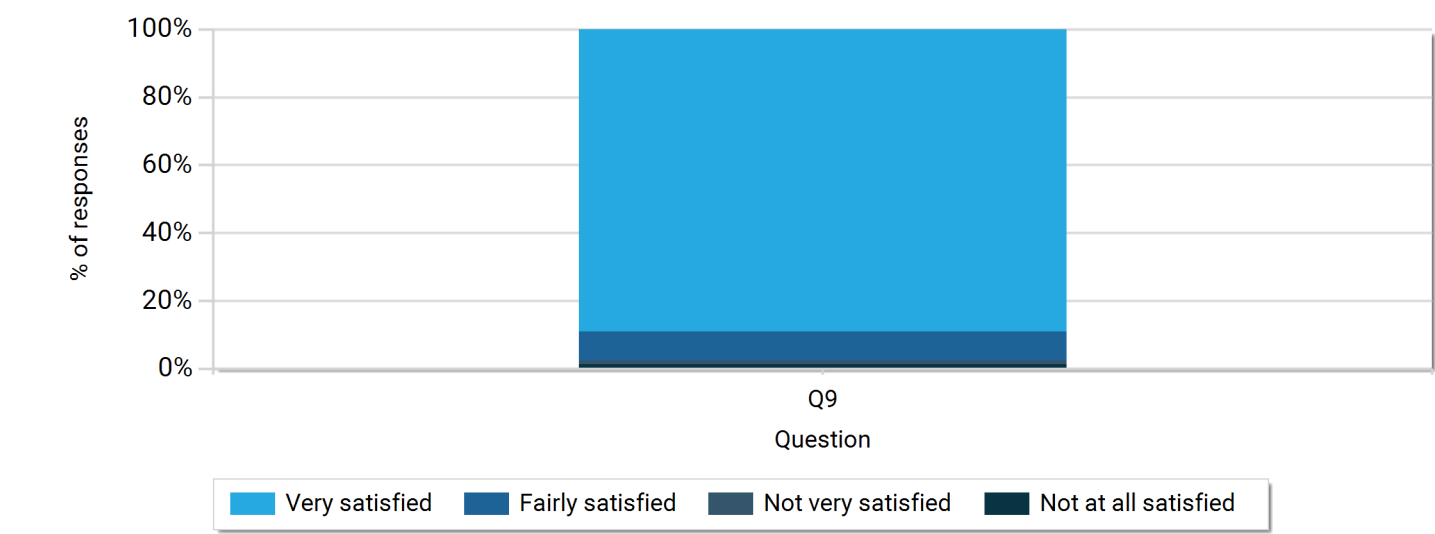
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	7	73	58

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	95	93	96	96	97	99

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 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	95	99	96	93

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	110	79%
No	1	1%
Don't know	14	10%
Blank / Spoilt	15	11%

**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	135	96%
No	3	2%
Blank / Spoilt	2	1%

**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	11	8%
No	124	89%
Blank / Spoilt	5	4%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	9	6%
No	119	85%
Blank / Spoilt	12	9%

\*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	131	94%
No	3	2%
Blank / Spoilt	6	4%

**Q12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)**

**Q12a: Have you ever been offered a review (AUR) by your supplier?**

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	9	6%
No	123	88%
Blank / Spoilt	8	6%

**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	1	1%
No	128	91%
Blank / Spoilt	11	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	100%
No	0	0%
Blank / Spoilt	0	0%

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

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

About the services you receive from this supplier

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

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	20	14%
No	48	34%
Don't know	31	22%
Blank / Spoilt	41	29%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	4%
No	17	35%
Don't know	4	8%
Blank / Spoilt	25	52%

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	71	51%
No	30	21%
Don't know	29	21%
Blank / Spoilt	10	7%

**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	57	41%
No	30	21%
Don't know	34	24%
Blank / Spoilt	19	14%

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

About the services you receive from this supplier

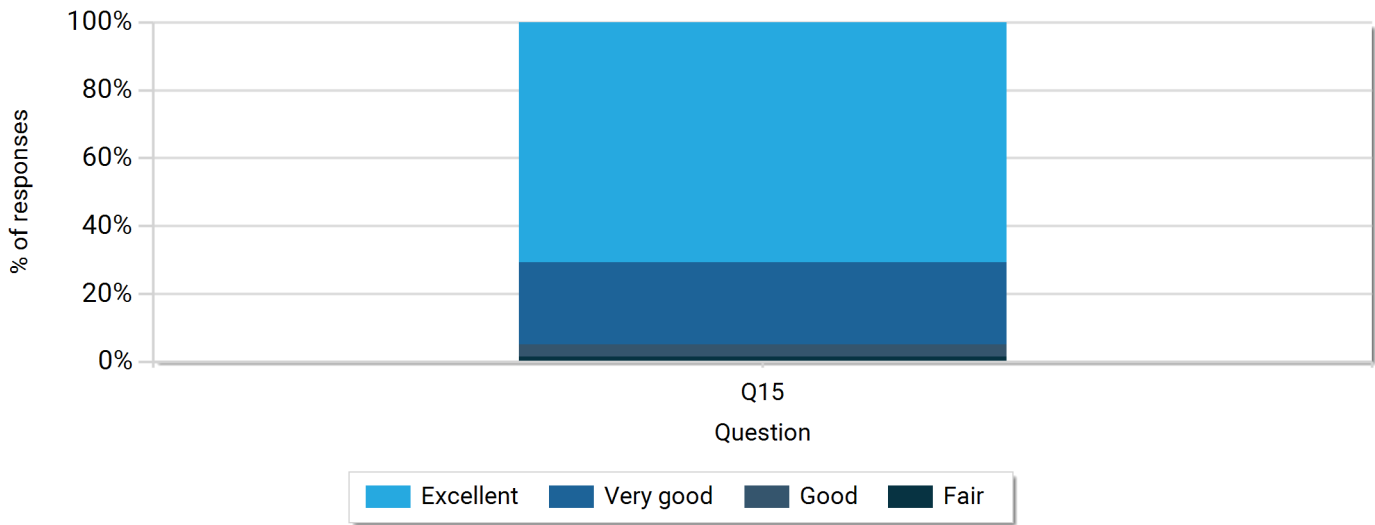
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	5	33	97	3

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

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q15 Overall rating	91	87	85	88

## 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	135	96%
Blank / Spoilt	4	3%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	1	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	0	0%
Fairly good	0	0%
Don't know	1	100%
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	1	1%
20 - 24	1	1%
25 - 34	2	1%
35 - 44	3	2%
45 - 54	6	4%
55 - 64	27	19%
65+	97	69%
Blank / Spoilt	3	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	72	51%
Female	62	44%
Blank / Spoilt	6	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	7	5%
Carer for someone with a longstanding illness	16	11%
Neither	99	71%

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:

- My prescription was not being delivered.
- Referred by hospital.
- Running out of stoma bags as missed phone call a few weeks ago so no bags sent.
- After my radical cystostomy operation this was arranged via the stoma department at the Royal Gwent Hospital Newport South Wales.
- To order two boxes catheter.
- Because I had missed a call from Fittleworth.
- From NHS Direct prescription line.
- Housebound.
- Also to complain of late deliveries.
- Recommended from St Mark's Hosital by my surgeon.
- Received an incomplete order. Fittleworth was already taking action.
- I have to ring Gloucester for my catheters and colostomy bags.
- The hospital suggested you.
- Stoma nurses referred me after ileostomy.
- The NHS by the doctor.
- To find an alternative to Ost EZ Vent.
- Owing to the changing size and shape of my ileostomy, it was my preference to cut to size the stoma pouches myself.
- Not sure if I'd posted my prescription! Answer came you'll receive goods at five o'clock!
- For my teenage son.
- To check if Fittleworth had received the prescription from our health centre.

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

- A quick call to say they have received the prescription and when it will be delivered.
- My only problem is getting through on the phone. 40 minutes one time but someone did call back the next day to find out if I was OK because I gave up.
- I have no negative comments regarding Fittleworth. The staff are always courteous, friendly and very helpful. Particularly when I have had problems with my GP not returning prescription address to them. They are exemplary.
- I have always found my supplier helpful and informative.
- If there has ever been an issue with an order, the friendly staff always call to let me know. This might be if the GP hasn't sent the requested prescription or rarely, during lockdown, not all of my order could be filled immediately. They sent what they had and kept me informed of when the rest would arrive.
- Excellent service.
- A slight blip in normally good service occurred recently. The repeat authorisation from my doctors surgery ran into issues - my script was delayed. Once fixed, it cancelled my reorder phone call and I have to prompt Fittleworth to order.
- Fittleworth very often tell you a date for delivery, then changes it the day before, and it's always a date for a least a week later.
- I have been using this service for many years. They are always helpful and courteous, efficient and reliable. When I required extra supplies during hospital stays, the service provided them for me.
- The box of catheters should be clearly marked i.e. medical or similar and left outside my flat front door, if they are inside building if I do not seem at home.
- Very good company always ring me monthly to see if I need a new order, always arrives on time, very polite staff.



## Customer comments

- Have used the supplier for 20 years and been completely satisfied.
- I have been dealing with Fittleworth for several years, hard to believe, there has never been a mistake, excellent.
- The supplier is excellent. Recently they have had problems with my GP surgery approving the prescription at the first time of asking. They have always kept me informed if this has happened and always checked I had enough supplies to keep me going until the prescription could be completed.
- The service should include a phone call to say where a delivery has gone if it's not been delivered to your home.
- Fittleworth have been great. You have provided a good service so far, I would like to see other samples, i.e. small bags, adhesive remover, odour removal tablets.
- None I have been receiving the catheters for four years I phone with order they give me a date and deliver it to store. Only about twice did it not come on the agreed date.
- Excellent service from Fittleworth - always helpful when there is occasionally a problem getting the prescription on time.
- For my part as a stoma patient and have to use these services, they have always been obliging and for that I am most grateful. Thank you so much.
- I have had a problem on several occasions where my doctor's surgery has failed to respond to a request from Fittleworth for a prescription. Fittleworth were a huge help in ensuring I had a continuous supply of my appliance.
- Call centre staff have poor product knowledge. Hard to obtain samples and swap to new product, recently took four weeks to change to new pouch. Meanwhile, mighty leaks were occurring. Otherwise good, responsive and monthly reminder calls are invaluable.
- On rare occasions there is a problem between the surgery sending the prescription through. They always blame Fittleworth but sometimes they simply do not send the prepaid envelope and give to local pharmacy - really depends on what staff are working - but Fittleworth always ring to inform of delay or problems and have sent out emergency supplies to cover.
- I only have stoma prescription. All done by NHS Direct prescription line and my doctor. All excellent.
- The one thing that would be of benefit to ostomy patients is, a quick reminder by telephone call/text message, to remind people that your next order is due. I really found this useful from my last supplier. Another point that I would like to raise is that over the last few months my orders have not arrived on time. This has left me in a very difficult situation when I ran out of my product, in fact the delivery was five days late. I have mentioned this on several occasions.
- First class service. Prompt, efficient and courteous.
- I have a stoma but I developed hernias around the stoma - side and top. This makes the stoma pads too small to fit and I have to cut them to fit. I have mentioned it on phone and asked to have them cut larger.
- Fittleworth has always provided a first rate service, with very pleasant and obliging staff.
- I only answered questions relevant to me. Many thanks.
- The service from Fittleworth is excellent. They're very nice and caring over the telephone. I need to use catheters for life for my bladder.
- No improvement necessary.
- Q15 - Usually excellent, but COVID-19 causing some problems, both with repeat prescription (GP practice) and actual delivery.
- Doctors surgery not very good at supplying the prescription to Fittleworth which did result in a delay to one of the deliveries. We have had this problem with prescription to another supplier as well.
- Good service from Fittleworth. The company do not covertly encourage one to order specific items from specific companies. Seem completely unbiased on what brands are chosen.
- Excellent service.
- Always helpful and polite.
- I find Fittleworth an excellent supplier. When I ring Gloucester then they have to get prescription from my doctor surgery.
- The service which I have received has been very good, would recommend them to anyone who asks me.
- Excellent team. Very caring and helpful.

### Customer comments

- They provide a great service, thank you for many years of satisfaction.
- I have been receiving catheters for almost 12 months off you, I haven't had any problems at all with the service, so thank you very much. Take care and stay safe.
- I have had excellent service at all times, and have had no reason to complain. Service could not be improved upon.
- Re Q8 - All I do is ring Fittleworth and they have the repeat prescription from my GP.
- The service is excellent. I am contacted to discuss requirements of next order. Telephone system uncomplicated by multi choice selection. Staff polite and helpful.
- No envelope sent to send next prescription. Wipes are dry!
- Service has been faultless for many years. Many thanks!
- I am extremely satisfied with the service I receive from Fittleworth.
- I have used Fittleworth now for many years, they are always ready to help and assist in any way they can. They also have a community stoma nurse which I use and I feel is invaluable as I am not always physically able to get to my hospital to the stoma care team.
- Perfect service by wonderful people.

## 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 = 140

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	131	3	0	1	5
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 )

=

(131 x 100.00) +(3 x 66.67) +(0 x 33.33) +(1 x 0.00) +(2 x 0)

(140 - 5)

(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

