

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Glasgow

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	189	75%
Someone else	42	17%
Both	2	1%
Blank / Spoilt	19	8%

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	246	98%
Fax	0	0%
Post	1	0%
Email	2	1%
Face to face	0	0%
Internet	0	0%
Blank / Spoilt	3	1%

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

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

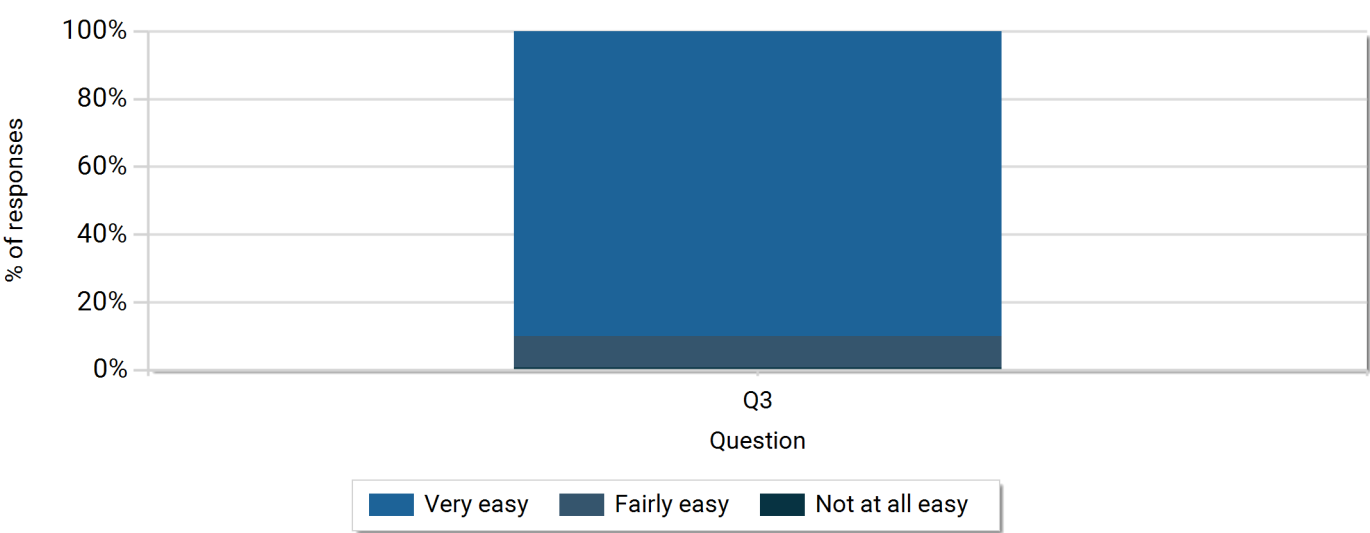
Q3: How easy did you find it to contact them?

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	22	217	11

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?	95	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)
Q3 How easy did you find it to contact them?	95	95

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

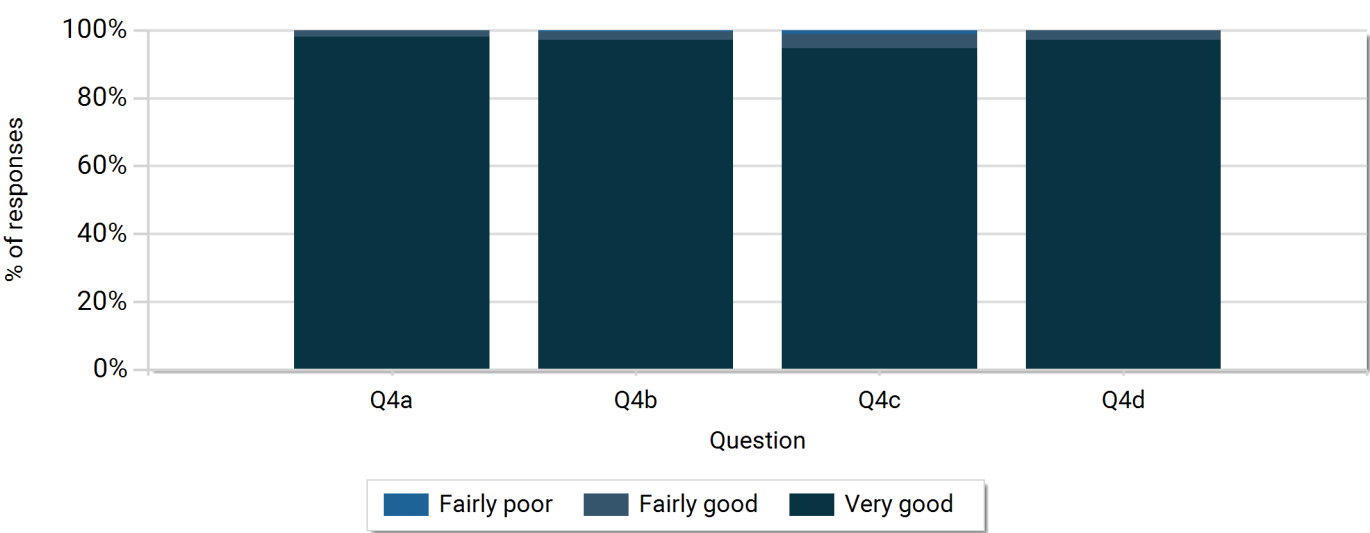
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	242	5	0	0	0	5
Q4b Answering any queries you had	237	6	1	0	1	7
Q4c Passing you on to someone who could help	157	7	2	0	31	55
Q4d How would you describe their service?	234	7	0	0	2	9

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

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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)
Q4a Polite and took time to understand needs?	99	98
Q4b Answering any queries you had	99	98
Q4c Passing you on to someone who could help	98	98
Q4d How would you describe their service?	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	168	67%
No	17	7%
Don't know	50	20%
Blank / Spoilt	17	7%

\*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	41	16%
No	40	16%
Don't know	21	8%
Blank / Spoilt	150	60%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	37	90%
No	2	5%
Don't know	1	2%
Blank / Spoilt	1	2%

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	22	9%
No	39	15%
Don't know	29	12%
Blank / Spoilt	162	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	11	50%
No	5	23%
Don't know	3	14%
Blank / Spoilt	3	14%

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	130	52%
No	25	10%
Don't know	30	12%
Blank / Spoilt	67	27%

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

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	115	46%
No	33	13%
Don't know	31	12%
Blank / Spoilt	73	29%

**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	88	35%
No	60	24%
Don't know	30	12%
Blank / Spoilt	74	29%

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



About the services you receive from this supplier

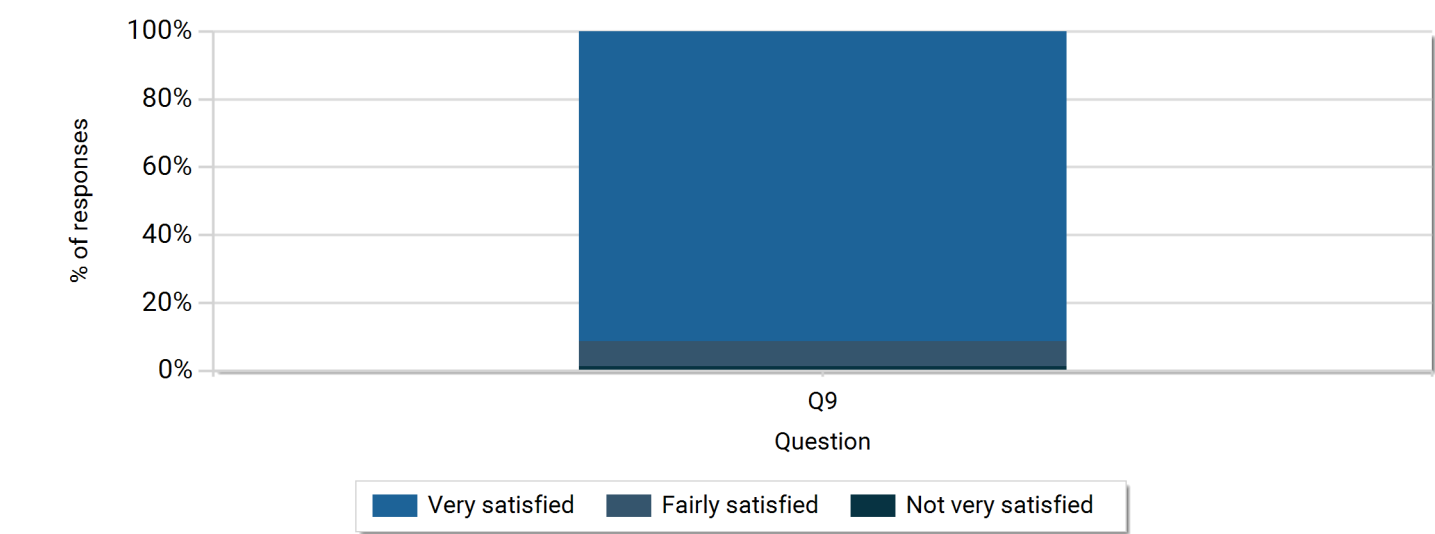
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	11	137	102

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

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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)
Q9 Overall quality of customisation service	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	192	76%
No	5	2%
Don't know	13	5%
Blank / Spoilt	42	17%

**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	239	95%
No	1	0%
Blank / Spoilt	12	5%

**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	34	13%
No	199	79%
Blank / Spoilt	19	8%

**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	26	10%
No	201	80%
Blank / Spoilt	25	10%

\*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	234	93%
No	3	1%
Blank / Spoilt	15	6%

**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	4%
No	210	83%
Blank / Spoilt	31	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	3	1%
No	215	85%
Blank / Spoilt	34	13%

**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	33%
No	2	67%
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	32	13%
No	86	34%
Don't know	44	17%
Blank / Spoilt	90	36%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	4	5%
No	30	35%
Don't know	6	7%
Blank / Spoilt	46	53%

Please note: The data provided in this table is only from those respondents who selected 'No' to Q13a.

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

Table 14a:

Response	Number of responses	Percentage of responses*
Yes	131	52%
No	43	17%
Don't know	51	20%
Blank / Spoilt	27	11%

**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	95	38%
No	61	24%
Don't know	49	19%
Blank / Spoilt	47	19%

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

About the services you receive from this supplier

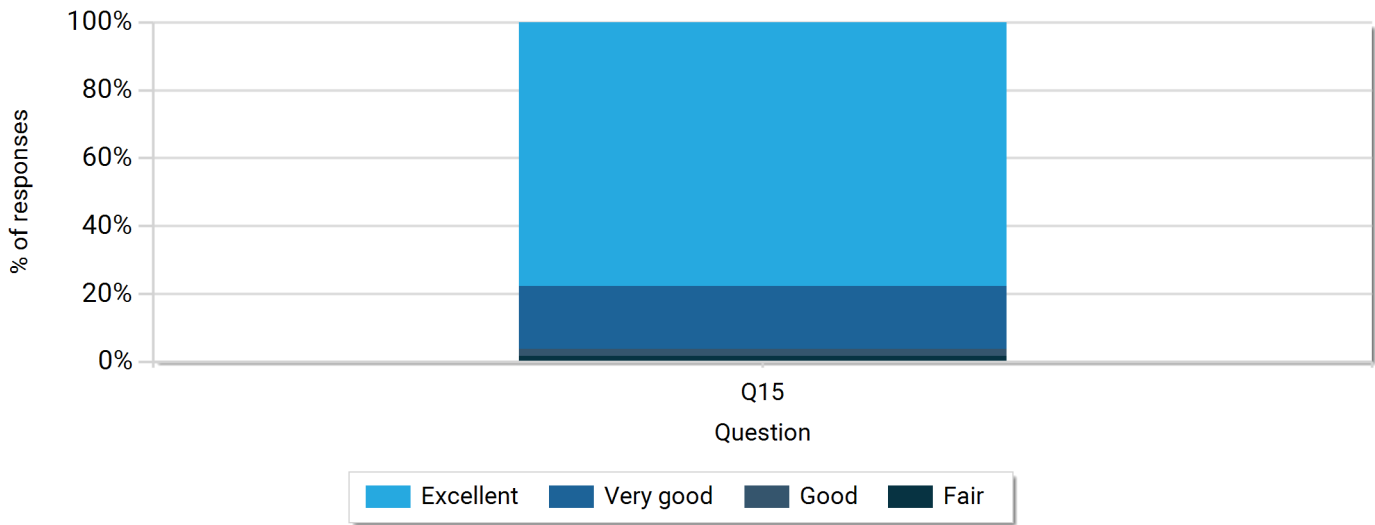
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	4	5	45	189	9

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	93	86	90	91	92	93

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Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)
Q15 Overall rating	93	88

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	17	7%
No	228	90%
Blank / Spoilt	7	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	16	94%
Fairly good	1	6%
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	13	76%
Fairly good	2	12%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	2	12%

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	0%
20 - 24	1	0%
25 - 34	6	2%
35 - 44	5	2%
45 - 54	14	6%
55 - 64	35	14%
65+	183	73%
Blank / Spoilt	7	3%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	120	48%
Female	123	49%
Blank / Spoilt	9	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	9	4%
Carer for someone with a longstanding illness	34	13%
Neither	177	70%

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:

- Initial referral made by hospital after discharge home.
- Stoma nurse recommended you.
- Advised to make contact after a medical complication.
- To order my stoma supplies.
- Surgery hadn't sent on prescription.
- First arranged by my stoma nurse.
- The nurse in the hospital arranged it for me.
- Because of my old age and medical conditions I want to continue.
- Son.
- Recommended by Hairmyers Hospital.
- I normally do not have to contact the supplier as someone from Fittleworth usually phones me.
- I made a quick phone call as my catheter supply was running low - and did not wish to be caught out.
- To confirm next delivery date of supplies.
- To dispense night bags for catheter.
- Fittleworth phoned me to say that my surgery had not put prescription through for my monthly delivery. They sent me small supply until authorised by surgery to keep me going.
- For my son.
- Hospital.
- Stoma nurse.
- For supplies.
- District nurses.
- Bladder problems.
- The hospital started the order first and I found it was so easy and just kept it up.
- Was recommended by stoma nurse.
- Doctor prescribed for long standing illness.
- Regular repeat order for my brother in law.
- Contacted Fittleworth because my appliances were dispatched by my local pharmacy - this was an error by my medical practice. Fittleworth have solved this problem for me - excellent service as always.
- I order on behalf of my husband. When he was discharged from the hospital, the hospital arranged for Fittleworth to deliver the first supplies of items he required. I didn't submit a prescription.
- To get my supplies from a different company and for them to be delivered to my home.
- At the beginning, I never contacted Fittleworth. The MS nurse made the arrangement. I rarely have to phone as they phone me.
- Recommended by stoma care nurse in hospital.
- My order was not what I had ordered, only received one box of stoma bags, I had ordered two boxes. I phoned GP surgery and changed repeat prescription from one box to two boxes.
- My problem is that the GP practice does not get the prescription to the supplier in time. I usually am phoned by Fittleworth to tell me and I contact my health centre.
- To order catheters for my husband.
- The stoma nurse at I.R.H. recommended that I contact Fittleworth for supplies after I had an irreversible procedure.
- I have not contacted the supplier they telephone me.



## Customer comments

- The urinary staff at Monklands Hospital where I was being treated for my problem arranged for me to receive my first batch.
- I am housebound so the surgery deals with all the paperwork this end.
- Missed phone call, returned call.
- Great information.
- The stoma nurse at Crosshouse Hospital.
- Supplier called by telephone and I missed the call.
- To place an order.
- I didn't contact you, my doctor did.
- Organising delivery.
- Needed more supplies.

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

- Excellent in all aspects, well done all at Fittleworth.
- Excellent service, courteous and helpful on the phone. Monthly call to check on my request for supplies. Any problems (usually with GP prescriptions) solved quickly. Delivery usually by Parcelforce - excellent.
- You're always helpful, courteous and reliable.
- No it is first class service.
- Very good service! No complaints!
- I preferred it when Fittleworth made the delivery, they used to come about 8 in the morning that was okay with me. With Parcelforce they give you a time within an hour for e.g. 10 to 11, 10 to 12. It has occasionally not worked.
- Have dealt with Fittleworth for some years and have always received excellent service.
- I appreciate the "reminder" phone call to check which supplies I will need to order. Ensures continuity of supplies which can have a long lead-in time. Also, staff all very knowledgeable, and helpful in discussing requirements.
- Cannot think of any way the service could be bettered, staff friendly and informative.
- N/A, as the company have looked after my needs for many years, excellent service, thanks.
- If possible please supplier should supply without any phone call.
- Every time they call me they are very polite and helpful, no problem with this service, they will try and help you every time. Very nice people.
- Very satisfied staff could not be more helpful.
- Excellent service. Customer care first class. Prompt delivery.
- Excellent service well satisfied.
- Delivery drivers for Parcelforce leave parcel at front door and not as requested in clean bin at side of garage if no answer.
- I contacted Fittleworth after having a poor service from my original supplier. I have been supplied stoma care from Fittleworth for several years now and find the staff very helpful and friendly and am always given a definite delivery date. I would highly recommend this company.
- An excellent service. Never been any problems. Very mannerly on phone. No problems whatsoever.
- The suppliers are very accommodating.
- Re Q13 - Never contacted out of hours. Re Q11d - Noticed in a magazine other suppliers offer more supplementary items, i.e. toilet keys, mirrors, toilet bags, etc.
- Service excellent.
- The service you provide is excellent.
- All my appliances were recommended by my stoma nurses, and she supplied my GP with the details. Normally Fittleworth call me to see if I am ready for my repeat prescription.

## Customer comments

- Staff are always extremely helpful. Orders always delivered on time. Very prompt at giving me my orders early when in case of emergency. I have always been very satisfied with the service supplied by Fittleworth.
- Twice I was late in ordering my supplies and they were patient and did everything to accommodate me in getting my order quickly. As a new client the agent did all she could to help me.
- Excellent service. No improvement needed on my part.
- My only query is why can I not order by email and Fittleworth request my prescription by email (from GP)? Instead of the age it takes because they write a letter and send it to my GP surgery who then has to send the prescription to Fittleworth and then the order is sent. All of this takes 10 days and more and I cannot understand how this cannot all be done by emails to quicken the process.
- Service excellent and staff very polite and helpful.
- Very pleased by overall service.
- A good service, have no complaints other than being late for the last three times and have been unable to contact the Glasgow office as their phone has not been working for over two weeks. I therefore contacted another number where they were very helpful.
- Great service friendly phone manners. Always have time to answer queries would recommend to other people just continue this good work.
- I have no complaints at all about Fittleworth and their service to me. I ring my order in and they follow my wishes very efficiently and extremely friendly. We have had problems with my doctor's when the prescription has been passed to them for approval but Fittleworth have always chased it have conveyed all details to me. They are a super company and I have no complaints at all of them and their lovely staff.
- Any time I have contacted the supplier they are always polite and very helpful. More so at present with this pandemic my doctor's surgery have been forwarding my script for me and sometimes there has been a delay of me receiving my items which is the doctor's fault. Fittleworth are always helpful. Great fantastic service.
- Give a text message if phone call is not answered, or give a follow up call.
- I've never had the need to contact the supplier out of hours. All the staff I have spoken to on the phone have all been very friendly and helpful.
- My doctor prescribes to Fittleworth of my requirements. The only time I am in contact with yourselves is when I am about to start my last box of 30.
- Staff are great and go the extra mile prioritised delivery when hiccup at doctors end delayed them getting my script (I was going on a break and they ensured I got supplies on time). My surgery has never offered a repeat script I have to do it monthly!
- Satisfied with service.
- I have been receiving my supplies from Fittleworth for years. I have never experienced any problems in all this time. The staff have always been polite and extremely helpful, e.g. if there was any kind of delay, etc., I was kept informed at all times as to the reasons why.
- Staff are always so helpful and try to go the extra mile. I had to collect an order for my daughter during COVID lockdown and arrived and the member of staff was waiting outside. Excellent service and staff!
- Product is excellent, service is first class, delivery is prompt and efficient, staff are unfailingly courteous.
- I receive a box of stoma items - pouches, flanges, removal spray, bags and wipes on my request. Delivery is two weeks by external carrier.
- Very pleased with the service provided and the care given to me since I started using the service. Have complete confidence and this is important for me to be able to rely on the service given to me. Thank you all.
- I have always found this service excellent.
- I struggle (as I am severely disabled) to monitor my supplies and would find it much more helpful for the supplier to be aware of my usage and send new supplies accordingly. At the moment they rely on me phoning them which isn't easy for me to do.
- The service has always been excellent, the staff helpful and delivery on the arranged day. The product quality has been superior to an alternative provider.
- Don't understand some of the questions as not applicable. Never used any other supplier for my stoma other than Fittleworth and never any problems. Always on time as per delivery statement.
- They could not improve the service I get is excellent. Please do not change.

## Customer comments

- As stated earlier, Fittleworth have often to contact me to state they have not received the prescription from my GP surgery and therefore delivery is delayed. I then phone the GP surgery to find out if the prescription has been dispatched. This happens each time and the delivery is then delayed. Fittleworth are very good at phoning and keeping me informed of delivery and responding to my needs, the product is excellent!
- I've never had any trouble receiving my prescriptions and the staff have been polite and courteous at all times.
- They have been marvellous. We live on an island and the weather can be stormy during the colder winter months when ferries are cancelled and also flights. This affects delivery times, so I tend to order a little in advance so that my husband does not run out of catheters. When I call to explain this, the 'team' seem to understand this. There is also someone who calls on the telephone now and again to check our needs (based on supplies left). That is a very helpful aid to us and we would like to thank them.
- Please include next delivery date on customer delivery note. Please convey my gratitude to all members of staff that are responsible for this excellent service.
- Superb treatment by very caring and understanding staff. Wonderful service - excellent friendly staff.
- The service is excellent in all regards.
- Fittleworth is an excellent company. Always very helpful and friendly. Delivery is always prompt. We have no complaints as the service is perfect.
- Very satisfied with how the business is conducted, especially if I have run out of anything the supplier goes that extra mile to make a special delivery.
- I usually get a phone call from them to see if I need my items. If not needed at the time I phone up myself. Staff is so lovely and helpful you get to know them. 100% first class a great service. Highly recommended.
- The time taken from phoning in an order and having the order delivered is a long time. Over the phone staff weren't fully knowledgeable on the products.
- Questions not answered are not applicable to the set-up used by me as I live in a remote area. This set-up is very satisfactory and carried out in an excellent and friendly way.
- Excellent service and very friendly, helpful staff.
- Always find the staff on the telephone exceptionally helpful and really nice.
- Certain questions were inappropriate as the prescription was organised directly from the hospital to GP. They telephone to confirm name, address, GP, my requirements and check on suitability of the date.
- A few years ago I had a problem with the adhesive on my stoma bags. The supplier put me in touch with the manufacturer and the problem was rectified. Excellent service.
- There often seems a disconnect between the supplier and the surgery. When I query missing items the supplier always blames the surgery for not including items on the prescription. It's very annoying but doesn't seem to be the suppliers fault.
- The service of the supplier could not be equalled in any way that I can think of. The staff are kind, considerate and always polite and helpful.
- Have not got any problems if I need any advice when if I need help they are always pleasant and helpful.
- Very friendly and helpful staff. Very effective and timeous delivery.
- Always helpful and accommodating. A great service.
- Fittleworth have always been extremely helpful. The staff are very friendly and polite. They always take their time to chat on the phone about my needs. They provide an excellent service.
- As I have only commenced ordering on behalf of an elderly customer, I have answered questions as far as the customer advised.
- I can only say the service has been excellent. Have never let me down.
- The service is very good. They phone to ask what I require once a month. I tell them what I need and it is sent to me. Wonderful service.
- Excellent service is provided. Staff are professional and great to deal with.
- The service is first class and the staff are excellent and are just so friendly.
- I have always been very impressed the service that Fittleworth provide. Of late I have mainly communicated via email. Early on everything was done by phone and I found those contacts invariably prompt, polite and efficient.
- As far as I'm concerned they provide a first class service, staff are amazing. Goes above and beyond to help.

## Customer comments

- The overall service from my supplier is excellent. Very reliable and helpful. Good quality products. Only criticism another pack of disposal black bags - maybe one less of dry wipes! Thank you very much.
- In the few years since my surgery, the supplier has provided excellent service. I am always kept informed, and the staff members I have spoken to have always been both helpful and friendly. I cannot think of any area in which they need to improve.
- No complaints ever. I'm over 80. Had your delivery and product for years!
- I always receive excellent service. Staff are always polite, friendly and very helpful.
- Why can't I have my prescriptions dispensed at the same time (day or week) of each month automatically? I have asked for this and my stoma nurse has said I should be able to get this, then why isn't it happening for me yet? I have three critical illnesses and this affects my memory so sometimes I'm struggling for pouches. Why does it take almost 7-10 working days to receive my prescription normally when ordered, yet if I'm in emergency I can get my prescription in a much quicker timeframe?
- Every single person we've spoken to, asked help/advice from, and sought basic information from, including the delivery people - have been excellent and highly professional.
- Service supplied is excellent.
- Excellent.
- Better quality packaging. Sometime the parcel arrives burst/open. It can be two boxes taped together!

## 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 = 252

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	242	5	0	0	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 )

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

=

(242 x 100.00) +(5 x 66.67) +(0 x 33.33) +(0 x 0.00) +(0 x 0)

(252 - 5)

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.



## 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+
<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

