

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Ipswich

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	118	85%
Someone else	11	8%
Both	1	1%
Blank / Spoilt	9	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	124	89%
Fax	0	0%
Post	1	1%
Email	8	6%
Face to face	0	0%
Internet	2	1%
Blank / Spoilt	4	3%

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

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

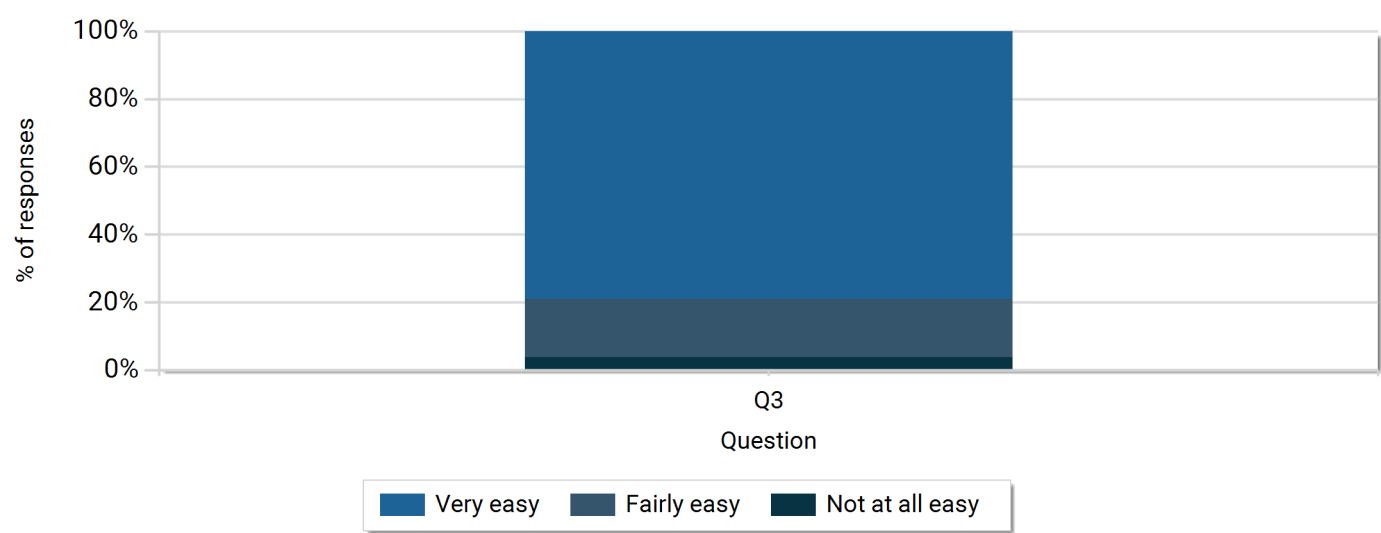
Q3: How easy did you find it to contact them?

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?	5	23	106	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?	88	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?	88	95	95	95

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

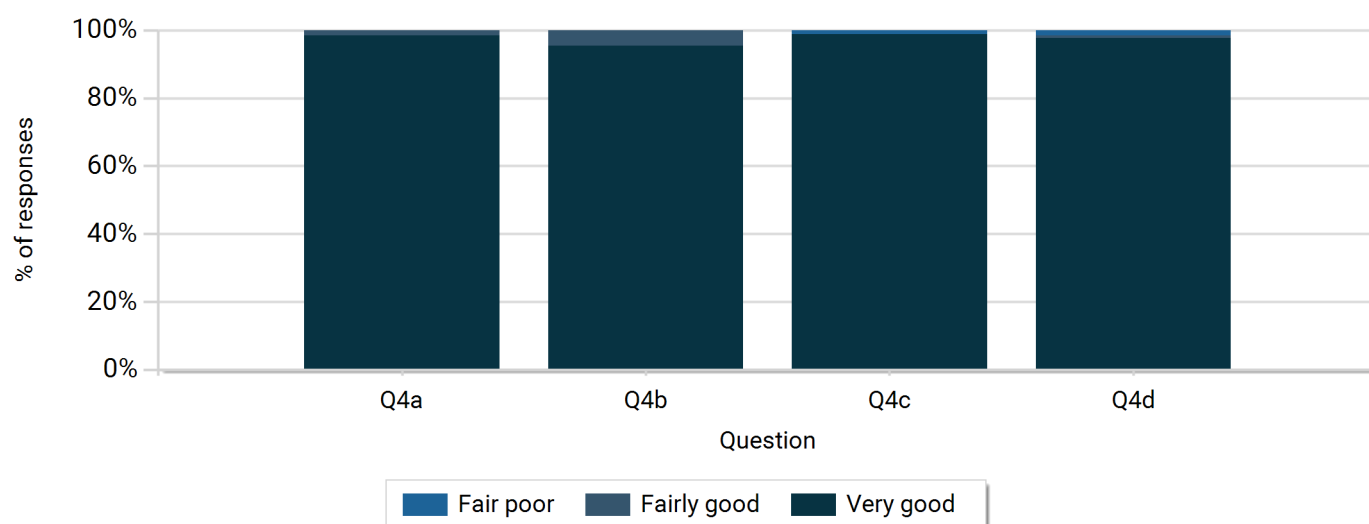
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	132	2	0	0	0	5
Q4b Answering any queries you had	125	6	0	0	2	6
Q4c Passing you on to someone who could help	84	0	1	0	21	33
Q4d How would you describe their service?	130	1	2	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?	100	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	99	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.

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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.

## 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?	100	98	95	98
Q4b Answering any queries you had	98	97	93	97
Q4c Passing you on to someone who could help	99	96	94	97
Q4d How would you describe their service?	99	98	94	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	63%
No	15	11%
Don't know	28	20%
Blank / Spoilt	8	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	19	14%
No	19	14%
Don't know	9	6%
Blank / Spoilt	92	66%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	16	84%
No	2	11%
Don't know	1	5%
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	6	4%
No	20	14%
Don't know	17	12%
Blank / Spoilt	96	69%

\*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	2	33%
No	2	33%
Don't know	0	0%
Blank / Spoilt	2	33%

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	46%
No	25	18%
Don't know	18	13%
Blank / Spoilt	32	23%

**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	44%
No	31	22%
Don't know	15	11%
Blank / Spoilt	32	23%

**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	50	36%
No	37	27%
Don't know	18	13%
Blank / Spoilt	34	24%

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



About the services you receive from this supplier

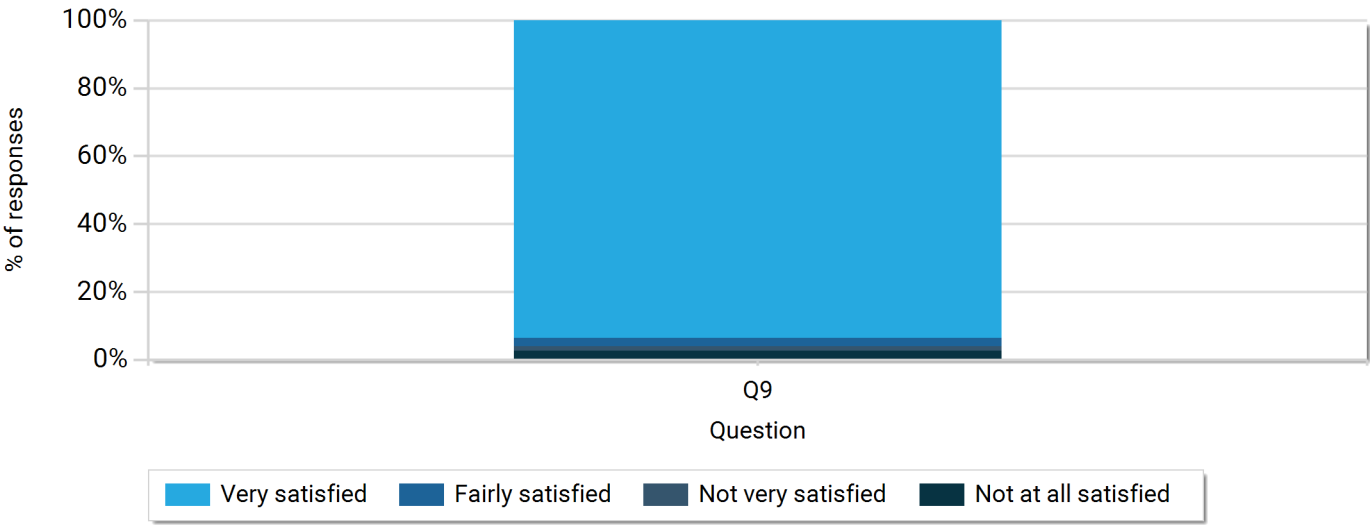
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	2	1	2	72	62

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	96	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	96	96	97	99

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	91	65%
No	0	0%
Don't know	16	12%
Blank / Spoilt	32	23%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	125	90%
No	6	4%
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	15	11%
No	113	81%
Blank / Spoilt	11	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	7	5%
No	117	84%
Blank / Spoilt	15	11%

\*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	126	91%
No	3	2%
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	5	4%
No	122	88%
Blank / Spoilt	12	9%

**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	0	0%
No	122	88%
Blank / Spoilt	17	12%

**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	0	0%
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	5	4%
No	32	23%
Don't know	34	24%
Blank / Spoilt	68	49%

**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	8	25%
Don't know	4	13%
Blank / Spoilt	19	59%

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	60	43%
No	18	13%
Don't know	38	27%
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	45	32%
No	22	16%
Don't know	44	32%
Blank / Spoilt	28	20%

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

About the services you receive from this supplier

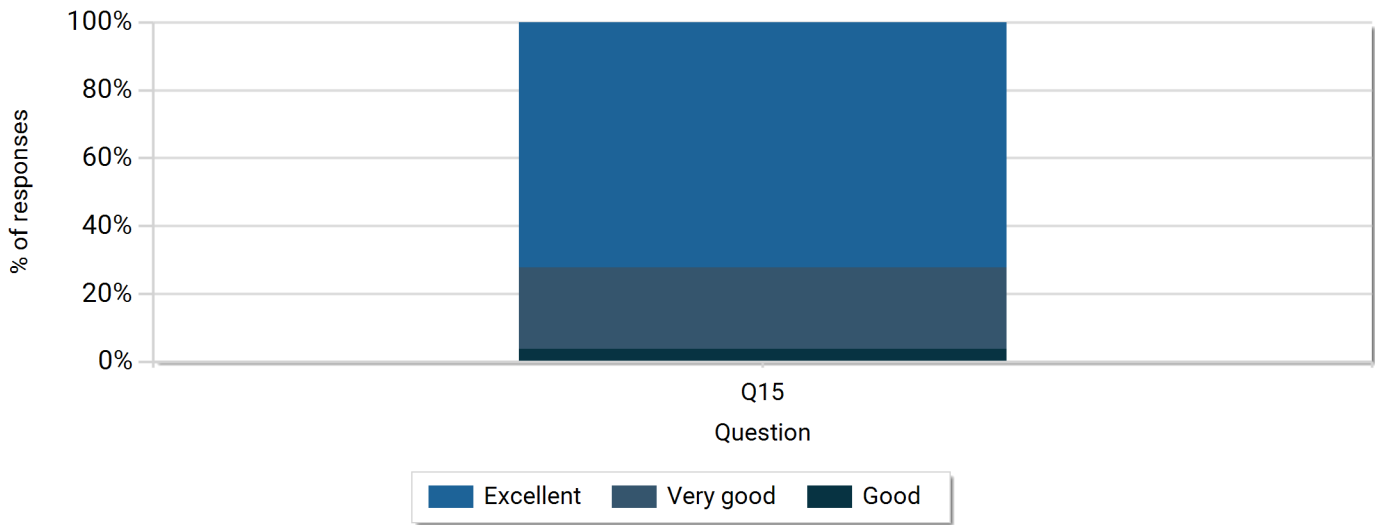
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	5	32	96	6

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	92	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	92	94	83	89

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	1%
No	134	96%
Blank / Spoilt	3	2%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	1	50%
Fairly good	0	0%
Don't know	1	50%
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	1	50%
Fairly good	0	0%
Don't know	1	50%
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	5	4%
45 - 54	5	4%
55 - 64	17	12%
65+	109	78%
Blank / Spoilt	2	1%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	70	50%
Female	68	49%
Blank / Spoilt	1	1%

\*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	13	9%
Neither	106	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:

- My daughter orders my prescription.
- Stoma nurse.
- My stoma nurse contacted supplier first.
- I have had contact for a long time as I was given the stoma equipment after my operation in 2019.
- Monthly prescription.
- GP made an error.
- I contact doctors. Request prescription online. Doctors office forward request to Fittleworth.
- Supplier was contacted by urology department of hospital on my behalf.
- Box left over gate in the rain.
- Stoma hospital nurse.
- To find an order number as we have had a change of equipment.
- To get the stoma bag cut, this was not done on the lot received.
- To reorder.
- To check delivery date.
- Order supplies.
- To order supplies.
- Was to put in an order which then you contact my doctors practice for authorisation for my medical items to be delivered once a month I do get a phone call from you to see if I require anything.
- Stoma nurse.

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

- Very good service.
- The service I receive from Fittleworth is excellent, prompt delivery exactly fulfils my needs.
- Re Q8a & Q10 - they ring me for order, then contact my GPs and post to me. Re Q8b, 8c & Q12a, that's my stoma nurse's job. Re Q14a - all done by phone.
- Excellent service provided by knowledgeable, helpful and friendly staff.
- Excellent service, no improvements as far as I am concerned.
- Always excellent service, extremely friendly and helpful staff, no complaints at all!
- You provide an excellent service, which I have benefitted from for many years always an excellent quick service and seem to be happy to do anything they can for the customer.
- I have found Fittleworth to an excellent company. They have sorted us out more than once - got us supplies incredibly fast when we ran out suddenly. Thanks a million Fittleworth!
- Fittleworth is excellent. Main problem lies with the GP practice not returning the prescription to Fittleworth to dispense my medical supplies (four times this year). Fittleworth very supportive regarding this.
- Excellent service! Delivery always arrives before expected date.
- Q3 - I contact Fittleworth for my order via email. That is easy and the order appears at the house a week or so later. But I never get confirmation of my email order and yes I have mentioned this before.
- They are very professional and helpful, no complaints only praise. No way can I think of any improvement.
- Keep up the good work!
- Company has fulfilled all my requirements satisfactorily for many years.
- Fittleworth have been fantastic company to deal with and have helped us out when we have had problems with our doctors prescription are wrong. Never let us down.



## Customer comments

- Possibly any problems have been with my surgery being tardy (pre-COVID and now because of COVID). I did not like a letter being sent about my order if my phone was not answered - surely to call again would be cheaper.
- Excellent service!
- I had some problems with a particular range of appliances which I have used for years. Fittleworth was very helpful and always proactive, communicating by phone or by email. I am very grateful. Re Q8 - although not asked, I know that they will always help.
- I asked supplier to note if nobody in at time of delivery, please leave under car port. This was not done and package was consequently soaked through when I came home.
- Fittleworth, excellent services.
- Service has been exceptional every time I use them. Very helpful and knowledgeable.
- Prompt, efficient service. No problems at all.
- Excellent service - polite, informative and helpful.
- I have used your products since 2013. Everything has been excellent, your telephone staff are very friendly and helpful.
- Questions not answered are usually answered and dealt with by the stoma nurses.
- I have been using Fittleworth for many years now and they have always been brilliant. Only recently has it been a bit harder to get through on the phone, but that is understandable. All staff I have ever spoken to have been helpful and friendly. My products have always been delivered on or before dates given and helped with holiday supplies. I have no complaints or improvements to suggest.
- They are excellent and can't think of anything they need to improve on.
- I did ring up and ask to cut the bags to 38mm but this was not done. Also two Dansac EasiSpray 50ml is not enough, should be at least three.
- Some of the question I have not answered because they have not happened to me.
- The wipes are smaller and thinner than when I first used Fittleworth. I always have to buy extra wipes from the chemist. The black bags are nicer than the orange ones in previous orders. I have used the advisory stoma contact through Fittleworth for a review it was excellent. Also for information on dietary issues. I have my base plates cut to template which is great service and this is why I have not changed supplier in years! I am very happy with Fittleworth.
- Fittleworth is a good service, any problems lies with my GP practice not responding to electronic requests for prescription approval, even before COVID-19, so COVID-19 cannot be used as an excuse by GP practice.
- This is the very best service I've ever had. Everyone I'm in contact with are all so very friendly and helpful (nothing is too much trouble).10/10. I just cannot see any room for improvement.
- Have only recently acquired my stoma, so it is all very new to me. So far the service has been excellent, with monthly reminders via email or text to reorder.
- Any questions not answered don't apply to me. Normally very easy to contact but because of COVID-19, takes a little bit longer (no fault of Fittleworth).
- I started ordering by phone many years ago. Gradually and much more recently I forgot to order. I always receive a reminder phone call. I always take advantage of this Q2 unless as I did this last month, my wife needed extra supplies than ordinary quantities, I then phone. Some four times in many years, all while COVID-19 existed, my order has been changed by them, as out of stock from normal depot or manufacturer/supplier a date was given to me carefully, would that be alright or should they place the outstanding item as very urgent. They have done both with us. We always never ran out of any product. Re: Q1 - me and my wife live in same flat - Fittleworth contact my GP for prescription as soon as ordered.
- I have a very simple monthly order for bowel cancer/ileostomy. From mid-July when I have been discharged from hospital Fittleworth have blamed my surgery, my surgery have blamed Fittleworth for poor communication. Essentially I just need a repeat box, at the same time, each month. Each side claims to have sent/read emails. With COVID-19 and Brexit I hope Fittleworth can sort this out over the winter so a repeat prescription is treated exactly the same as any other of my chemo prescriptions.
- The website is very slow. Pages take 30 seconds to refresh. I have checked that my internet connection is OK. Other websites work well and respond quickly. The Fittleworth website is so slow that I seem to have made errors in my orders, because quantity of items being reordered does not update on my screen. These errors have a real impact on me, causing stress and unnecessary phone calls.

### Customer comments

- I order my repeat prescription through my GP, so therefore have very little contact with Fittleworth.
- No need for improvement. A very reliable service.
- I have not been offered specific information about the products and have not so far had contact to check if there were problems with my stoma or use of the products.
- The service offered is friendly, efficient and on 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 = 139

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	132	2	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 )

=

(132 x 100.00) +(2 x 66.67) +(0 x 33.33) +(0 x 0.00) +(0 x 0)

(139 - 5)

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

Your mean percentage score for Q4a = 100%

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?	100	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.



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## 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

