

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Keighley

September - November 2020



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

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Sample questionnaire

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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	104	81%
Someone else	16	12%
Both	0	0%
Blank / Spoilt	9	7%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	117	91%
Fax	1	1%
Post	2	2%
Email	3	2%
Face to face	0	0%
Internet	2	2%
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

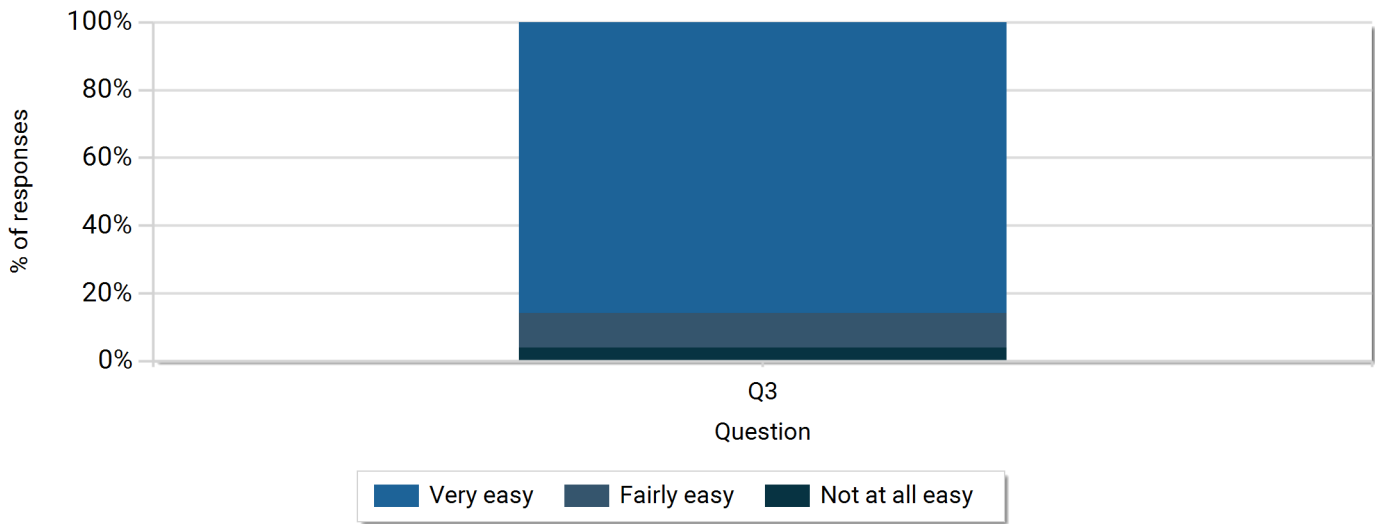
Q3: How easy did you find it to contact them?

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	13	109	2

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

Graph 1: Percentage distribution and frequency of ratings (Q3)



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

Table 3.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q3 How easy did you find it to contact them?	91	84	88	89	92	95

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.
See score explanation in the supporting documents section for score calculation and quartile information.

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

Table 3.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q3 How easy did you find it to contact them?	91	94	94	90

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

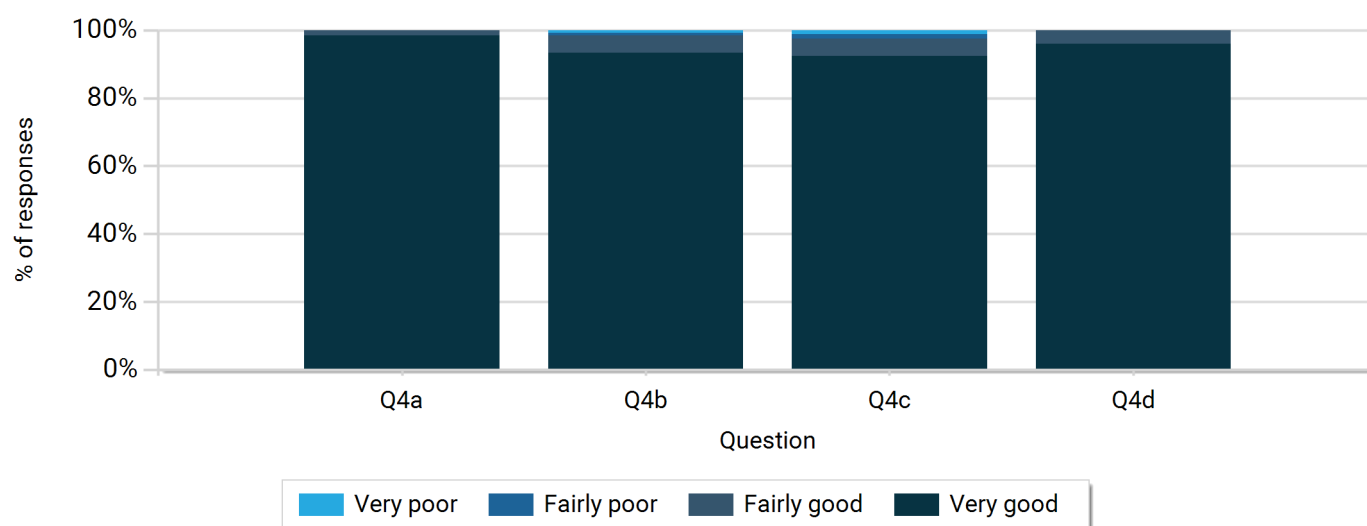
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	124	2	0	0	1	2
Q4b Answering any queries you had	112	6	1	1	2	7
Q4c Passing you on to someone who could help	72	4	1	1	21	30
Q4d How would you describe their service?	121	5	0	0	1	2

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	97	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?	99	96	98	98	99	100

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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?	99	99	98	98
Q4b Answering any queries you had	97	98	95	95
Q4c Passing you on to someone who could help	96	98	95	94
Q4d How would you describe their service?	99	99	96	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	78	60%
No	11	9%
Don't know	25	19%
Blank / Spoilt	15	12%

*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	31	24%
No	20	16%
Don't know	4	3%
Blank / Spoilt	74	57%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	29	94%
No	2	6%
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	8	6%
No	25	19%
Don't know	17	13%
Blank / Spoilt	79	61%

*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	3	38%
No	1	13%
Don't know	0	0%
Blank / Spoilt	4	50%

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	69	53%
No	22	17%
Don't know	16	12%
Blank / Spoilt	22	17%

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	63	49%
No	24	19%
Don't know	13	10%
Blank / Spoilt	29	22%

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	49	38%
No	35	27%
Don't know	16	12%
Blank / Spoilt	29	22%

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

About the services you receive from this supplier

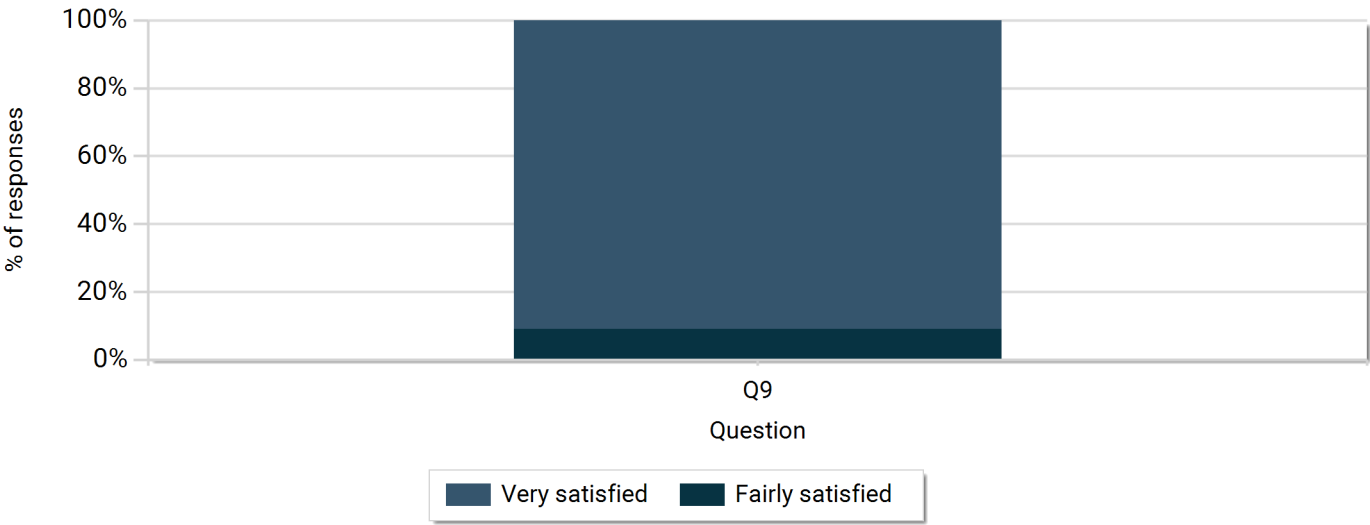
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	0	7	70	52

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)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	97	95	96	94

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	96	74%
No	0	0%
Don't know	8	6%
Blank / Spoilt	25	19%

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	127	98%
No	0	0%
Blank / Spoilt	2	2%

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	20	16%
No	98	76%
Blank / Spoilt	11	9%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	12	9%
No	102	79%
Blank / Spoilt	15	12%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	120	93%
No	3	2%
Blank / Spoilt	6	5%

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	6	5%
No	113	88%
Blank / Spoilt	10	8%

Q12b: Have you ever been advised by your supplier that they cannot provide this service?

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	115	89%
Blank / Spoilt	12	9%

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	2	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	10	8%
No	32	25%
Don't know	28	22%
Blank / Spoilt	59	46%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	6%
No	10	31%
Don't know	4	13%
Blank / Spoilt	16	50%

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	62	48%
No	29	22%
Don't know	21	16%
Blank / Spoilt	17	13%

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	50	39%
No	27	21%
Don't know	22	17%
Blank / Spoilt	30	23%

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

About the services you receive from this supplier

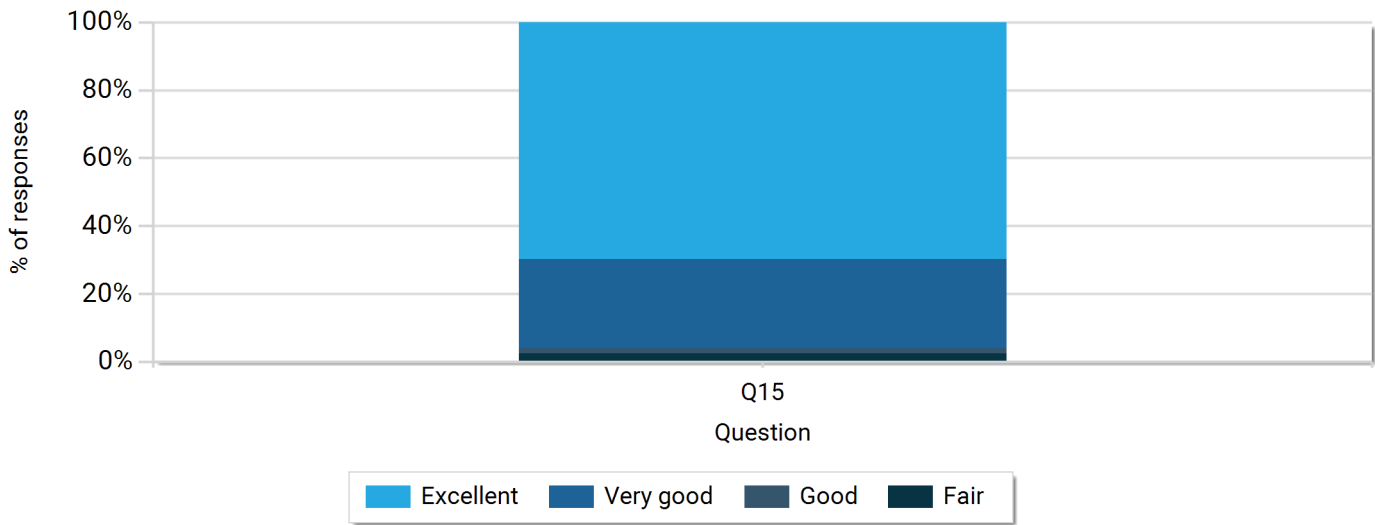
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	3	2	33	88	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	92	90	84

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	124	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	1	50%
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	1	50%
Fairly good	1	50%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	0	0%
35 - 44	4	3%
45 - 54	8	6%
55 - 64	16	12%
65+	98	76%
Blank / Spoilt	3	2%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	68	53%
Female	54	42%
Blank / Spoilt	7	5%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	6	5%
Carer for someone with a longstanding illness	10	8%
Neither	101	78%

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

Customer comments

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

- To get stoma bags every month. If they don't arrive it's because they were sent Parcelforce.
- I now ring my GP practice for my repeat prescription on their instructions.
- Someone from CUI contacted to do one year assessment and changed belt size prescription.
- Reorder.
- The surgery forwards the script.
- I was asked to contact you because I missed your original call.
- I have used this service for a few years. It was set up by my stoma nurse.
- Stoma nurse.
- Stoma nurse requested new appliance for me.
- Fittleworth contact me usually.
- Had forgotten the date for delivery - new to this situation!
- To establish delivery date during COVID-19 crisis.
- Bowel cancer.

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

- There's nothing to improve. The service is excellent. Right from the people answering the telephone for orders and the delivery men are very polite and pleasant. Thank you for all your hard work.
- Always contact made at regular intervals. Details of delivery date are confirmed at the time. 99% of time this date is met (obviously inclement weather conditions play a part). No problems with the service at all. If the item's delivery date cannot be met (as above) the company informs me at once.
- My supplies are always delivered on the date I'm given and are very satisfactory.
- Excellent service. I cannot find fault.
- The staff are very friendly and always try to help where possible.
- You are always kind and helpful. Thank you for being so understanding.
- No complaints! Only when Parcelforce have had to deliver.
- Most of the questions did not seem to be applicable. I have found the book you supplied i.e. "Hints and Tips on Ileostomy" extremely helpful.
- I preferred ordering the repeat prescription from Fittleworth which I am not able to do now as I have to order repeat prescription from doctors surgery, which can be difficult at times.
- I have used Fittleworth for a number of years and have always been very pleased with all aspects of the service - prompt telephone response, prompt delivery and courteous staff throughout. Having the condition I have is not easy but your excellent service and sensitive friendly staff make at least one aspect of it bearable. Thank you.
- Very good service.
- Satisfied.
- Excellent service.
- The delivery of my catheters has always been a satisfactory procedure - very occasionally by Royal Mail, but usually by a gentleman who had shown every care and consideration, particularly at this present time of coronavirus rules.
- Nothing to report. Only thing to say, I have a very good helpful delivery man, will always help.
- Re Q12 - Thought it's the stoma nurse's department. Re Q13 - Not needed to contact careline. A big thank you to Fittleworth for dispensing. Also thanking for delivery. Having a bag for life may it continue for years to come!
- Don't think service could be improved excellent as it is.
- I can offer no helpful suggestions to improve your service. Every time I contact the firm, I am treated very politely and helpfully - I am really pleased with the service. Thank you.

Customer comments

- I use catheters from Hollister. Hollister have begun packing them upside down. Very inconvenient for lifting from box. Phoned Fittleworth to ask this to be changed - Fittleworth person hung up on me!
- Nothing to improve.
- The supplier has always been very good. Just at the moment my doctors surgery have made things a little more awkward as I now have to physically take a repeat prescription to the surgery and post it where as before I could just ring the supplier for my order, they have been helpful ringing with a reminder and promptly sending my order when received.
- Q8 - Because I have dealt with supplier a long time and hopefully for the rest of my life, if wasn't needed and not satisfactory and giving me problems it would have been sorted.
- Highly satisfied.
- I need catheters every month - the same quantity each time. It is cumbersome and onerous to have to "order" these each time. Why can't the order be sent out automatically unless changed or cancelled by my doctor or me?
- I just want to say all the time I have been delivery the service is 100% and also the call centre I phone.
- Could be offered more variation on products, for example send freebies of other products to try.
- No dry wipes or disposable bags supplied recently. Supplies are arriving promptly now but few problems last year before Christmas and early this year only sending one box bags instead of four - balance later - no stock? Told that a supply could be obtained from nurse at hospital. Caused anxiety especially prior to Christmas.
- Happy with everything.
- Fittleworth are amazing they always provide the very highest of customer service and I have used them for many years. The staff are discreet polite and nothing is too much trouble. Their products are exactly the right ones for my needs and they always go the extra mile to help and support me. Well done Fittleworth you are brilliant from phone to delivery I have never found anything you could do better. Thank you for giving me the freedom and support to be me.
- Fittleworth have always been helpful and reliable - I would highly recommend them! During lockdown they maintained the service very well.
- I have used Fittleworth for a number of years, I would like to thank all their staff for an excellent service. Any problems have been rectified quickly, i.e. air strike, GP not forwarding prescriptions promptly, needing advice on treatment and products. Thank you.
- Fittleworth have supplied my needs for many years. During this time I have never had cause for complaint. Their service have always been of the highest quality.
- At beginning of this long process - colostomy - only had three deliveries so far, given an excellent service - may it continue! Thank you.
- The problem I have at the moment is getting any change to my prescription through the doctor, with lockdown, getting to talk to anyone is difficult. I have to take the prescription to the surgery which is three miles away, good job I have a car!
- Supply service good. Liaison with NHS prescription trying at times.
- I find their service excellent.
- All very good Fittleworth. Thank you.
- When reordering via internet you are not given the delivery date like they do when you order online, so it would be better if they did.
- Very good service from Fittleworth, only problems have been down to my doctors not send prescription quickly or being unhelpful. Cannot fault Fittleworth as they call me to let me know if doctors are slow or have made errors. 100% good service.
- The service is great, but an online ordering option/portal where you could check an order status, etc., would be nice.
- The service could not be improved. I have nothing but approval. 11 out of 10.

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 = 129

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	124	2	0	0	3
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)

=

(124 x 100.00) +(2 x 66.67) +(0 x 33.33) +(0 x 0.00) +(1 x 0)

(129 - 3)

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

