

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

NDC Dispensing

September - November 2020



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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	160	85%
Someone else	18	10%
Both	1	1%
Blank / Spoilt	10	5%

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	169	89%
Fax	2	1%
Post	3	2%
Email	9	5%
Face to face	0	0%
Internet	2	1%
Blank / Spoilt	4	2%

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

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

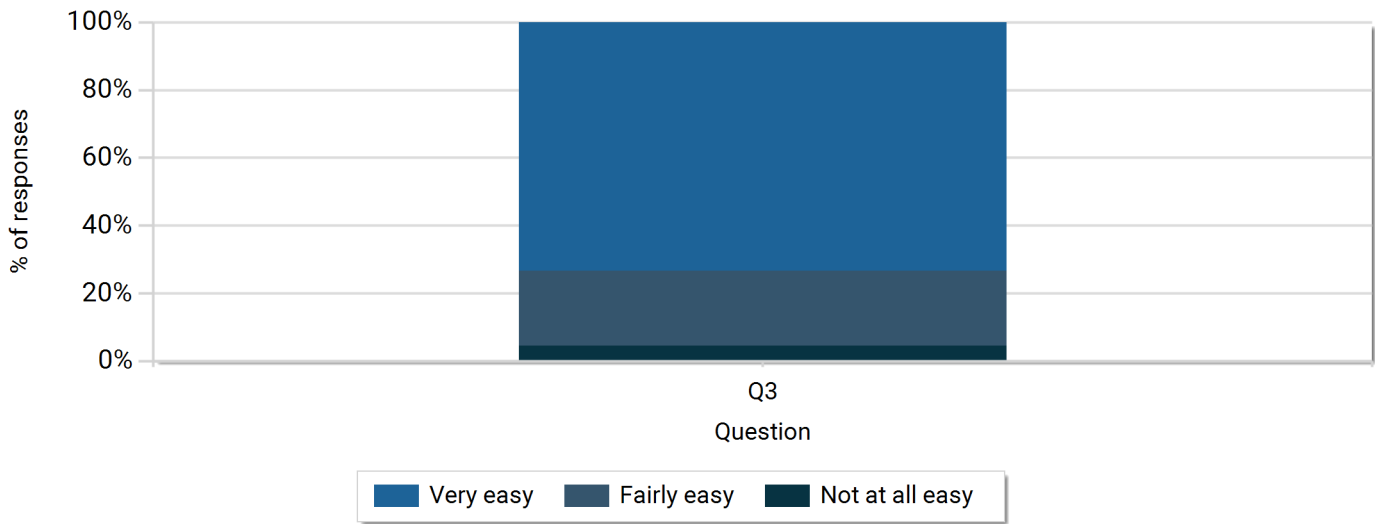
Q3: How easy did you find it to contact them?

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?	8	40	132	9

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?	84	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?	84	90	89	92

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

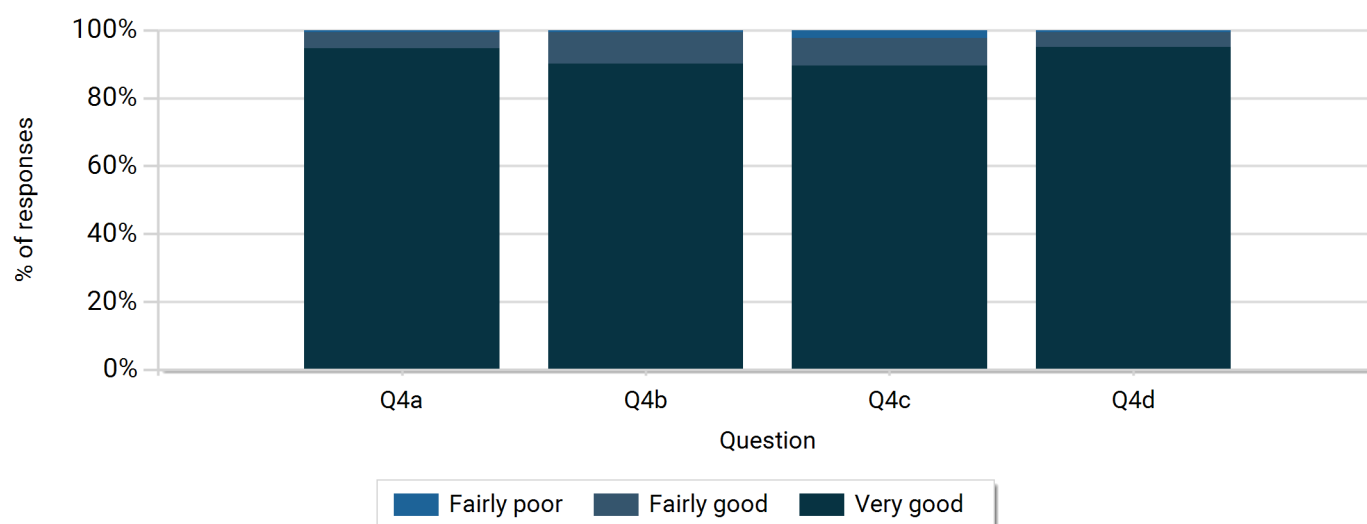
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	174	9	1	0	0	5
Q4b Answering any queries you had	163	17	1	0	1	7
Q4c Passing you on to someone who could help	119	11	3	0	16	40
Q4d How would you describe their service?	174	8	1	0	1	5

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?	98	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?	98	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?	98	96	98	95
Q4b Answering any queries you had	97	94	96	94
Q4c Passing you on to someone who could help	96	94	95	91
Q4d How would you describe their service?	98	97	97	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	114	60%
No	19	10%
Don't know	42	22%
Blank / Spoilt	14	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	22%
No	36	19%
Don't know	17	9%
Blank / Spoilt	95	50%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	36	88%
No	2	5%
Don't know	1	2%
Blank / Spoilt	2	5%

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	12	6%
No	37	20%
Don't know	36	19%
Blank / Spoilt	104	55%

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

About the services you receive from this supplier

Q7b: Where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	4	33%
No	3	25%
Don't know	3	25%
Blank / Spoilt	2	17%

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	90	48%
No	33	17%
Don't know	23	12%
Blank / Spoilt	43	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	92	49%
No	35	19%
Don't know	13	7%
Blank / Spoilt	49	26%

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	79	42%
No	46	24%
Don't know	14	7%
Blank / Spoilt	50	26%

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

About the services you receive from this supplier

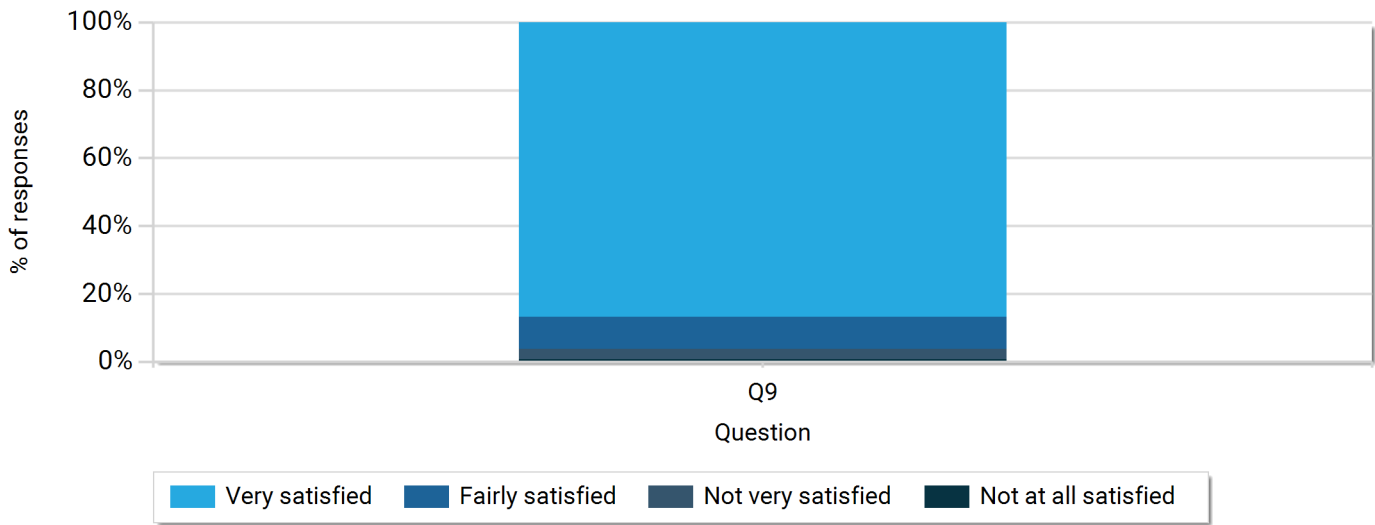
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	1	4	13	118	53

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	94	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	94	94	96	97

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	121	64%
No	1	1%
Don't know	18	10%
Blank / Spoilt	49	26%

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	164	87%
No	5	3%
Blank / Spoilt	20	11%

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	28	15%
No	135	71%
Blank / Spoilt	26	14%

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	18	10%
No	134	71%
Blank / Spoilt	37	20%

*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	161	85%
No	6	3%
Blank / Spoilt	22	12%

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	12	6%
No	148	78%
Blank / Spoilt	29	15%

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	4	2%
No	158	84%
Blank / Spoilt	27	14%

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	25%
No	2	50%
Blank / Spoilt	1	25%

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	27	14%
No	52	28%
Don't know	40	21%
Blank / Spoilt	70	37%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	7	13%
No	15	29%
Don't know	7	13%
Blank / Spoilt	23	44%

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	77	41%
No	34	18%
Don't know	47	25%
Blank / Spoilt	31	16%

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	53	28%
No	40	21%
Don't know	50	26%
Blank / Spoilt	46	24%

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

About the services you receive from this supplier

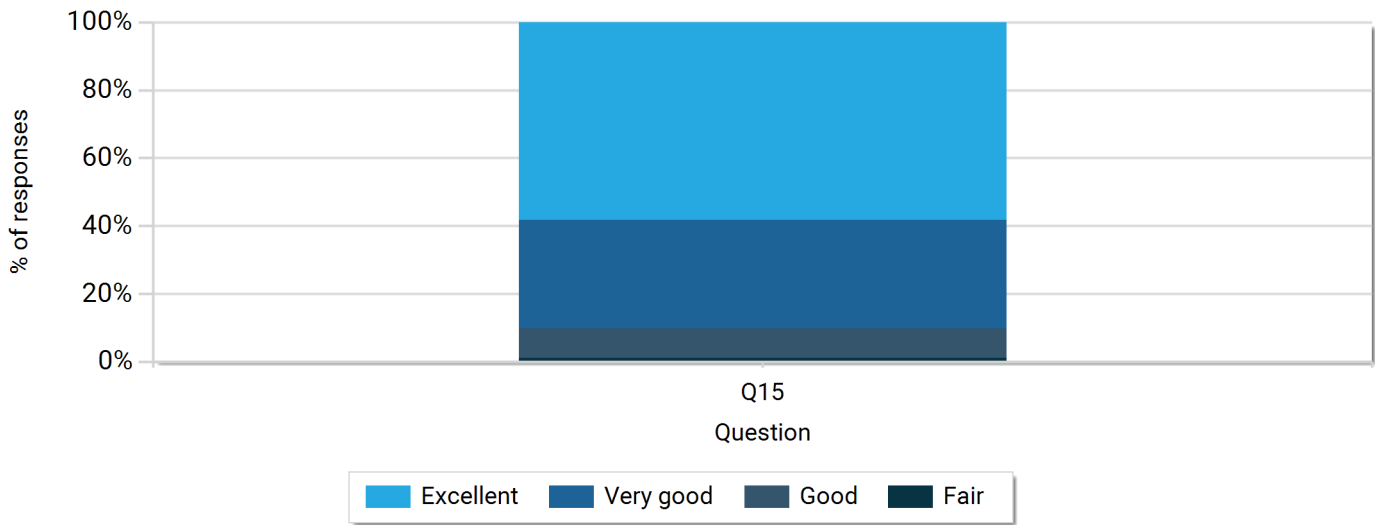
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	16	58	106	7

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	87	86	90	91	92	93

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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	87	85	85	85

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	4	2%
No	176	93%
Blank / Spoilt	9	5%

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	3	75%
Fairly good	1	25%
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	3	75%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	1	25%

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	1	1%
25 - 34	2	1%
35 - 44	5	3%
45 - 54	13	7%
55 - 64	23	12%
65+	138	73%
Blank / Spoilt	7	4%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	94	50%
Female	87	46%
Blank / Spoilt	8	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	12	6%
Carer for someone with a longstanding illness	21	11%
Neither	136	72%

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:

- I contacted the East Lancashire prescription service who contacted the supplier.
- Problems with my last supplier stoma nurses opened my account.
- I am not allowed to contact Fittleworth direct. It has to be via the surgery.
- The stoma nurse helped me.
- Your courier did not leave parcel on doorstep as was clearly marked on instructions on label. I had to collect it myself from Post Office. Not impressed.
- Hospital chose my supplier.
- I am an amputee and disabled, had stroke.
- I am pleased with the service you do.
- I rang to ask why my delivery was still outstanding eight days after I had requested it (NAMS had assured me that they had forwarded it on the day I rang up).
- I am a carer filling in form on behalf of individual - already with you on arrival - unsure of original contact.
- I don't contact my supplier they ring me to see if I need my prescription.
- Have no reason to contact supplier.
- To pursue a prescription.
- To check on order.
- To place an order.
- Would normally email, but could not find the right number for the colostomy bag.
- Check if doctors had sent my order prescription.
- Stoma nurses in James Cook Hospital.
- For a new batch of bags and sprays, etc.
- I was contacted by a Fittleworth representative.

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

- I go through the local prescription service to order my normal supplies.
- Only problem I had was due to thinking they were cold calling me to sell me something as they were so circumspect about calling and explaining why they were calling.
- My only issue has been the poor adhesive on the colostomy bags I have to use. I do heavy manual work and recently had trouble with bags coming adrift with awful consequences. I have report this to Fittleworth who, I hope, will look at this problem. Otherwise all is fine.
- The call handler always reads my order back. I have had orders that arrived with no stoma bags, I have also had no glue. The bags were dispatched straight away. The stoma adhesive past the call handler said he would need to request a new prescription not sure why as it was left off my prescription.
- I am highly satisfied with the help and deliveries I get.
- Very good service always arrives when I need it.
- I've been with Fittleworth many years. The quality of service has been excellent, any problems over the years have always been dealt with swiftly and to my satisfaction. Thank you, be safe.
- Excellent service!
- Could do with more wipes don't like using paper towels.
- Their courier Parcelforce often deliver parcels that are obviously badly handled and dented. Not the fault of my supplier but their courier Parcelforce's drivers.
- Everything very satisfactory.
- Issues with supply during COVID-19 sometimes three weeks later than agreed date.

Customer comments

- I find the supplier is very good and helpful.
- All staff are very friendly, polite very helpful when you ring no matter what time of day. If I miss their call to order I ring back. My products are cut to size and are correct all the time, if anything is going to take longer they always inform me. Excellent service. Any problems with sores, etc., product fitting I ring my dedicated stoma nurse. I cannot thank Fittleworth's staff enough, everyone is so pleasant. Miss my delivery driver too due to COVID.
- We are new to stoma care. So far so good.
- There is not a lot more this supplier can achieve, they have always provided an excellent service. The improvement needed is by my GP surgery, which fail on occasions to respond to the request made by the supplier but the supplier always finds a way to deliver the goods.
- Fittleworth are and have been in the last several years one of the best. Very helpful, friendly, reliable. Always on time ordering repeat prescriptions. Great gals and guys.
- I have been with Fittleworth for many years and I have always found their service to be excellent and the staff to be helpful and friendly.
- I have no comments about the supplier it is excellent service.
- A larger size disposable wipe would be better I find the small ones sometimes not able to meet my needs.
- I find that the service of the supplier is excellent and always very helpful. I am very satisfied.
- One spray adhesive remover is not enough for one box of colostomy bags delivered. You do need two adhesive removers per box of colostomy bags.
- Recently I was asked to hold the line immediately after my phone call was answered but after approximately six minutes I was apparently cut off. When I rang back later the call was answered fairly quickly but I was given some alarming and, as I later learned, incorrect information about where my prescription had been sent and the failure to deliver my appliances. Apparently there is scope for better training and/or monitoring of inexperienced personnel.
- Would like to be able to purchase some products privately. Have been told this is not possible.
- Assurance from Fittleworth required in COVID-19 times to assure appliance users that their stoma bags (in my case) will be available from alternative suppliers. Thank you.
- Fittleworth have been amazing with ordering and delivering of supplies. I have not had any issues with availability of my stoma supplies since having to use them a year ago. They have always answered any queries I've had to the best of their knowledge and provided extra information for future use to myself. I cannot fault this service especially during these difficult time in 2020. Thank you to all staff across the Fittleworth company.
- By checking information supplied so the wrong things don't get sent.
- Q13 - I have not contacted base line. Q14 - Have not had a requested practice leaflet.
- Excellent services, staff always polite and friendly.
- Ordering is done over the phone, staff are very helpful and polite. So far able to help with any queries that occur. Delivery has been prompt and correct.
- As a relatively new user, I have to say that Fittleworth is the most efficient company I have ever dealt with. They keep me advised of any delays due to problems receiving the prescription from the GP surgery. (This has only occurred once). The system runs like clockwork and the staff are always most helpful on the phone.
- Making sure order is correct, not sending substitutes that are no good. Terrible through lockdown. Left with two pouches. Had to phone hospital stoma clinic, who contacted you on two occasions for pouches and sprays. This left me extremely stressed. We are now back to normal, please continue. There could be another lockdown. I don't want this repeated. Thank you.
- When a supplier knows you always get the prescription but the surgery is a little tardy, they should just issue the product, because ringing us just causes anxiety and we're not in control. One nurse is, and she gets round to it when she can but is so much in demand, and never turns anyone away, that paperwork takes a back seat.
- Could not be better.
- No if it's not broken don't mend it the service Fittleworth provides is excellent they are very professional but at the same time very caring thank you Fittleworth. Best regards.
- No questions. Just excellent. Staff wonderful.

Customer comments

- Any problems are invariably due to my GP surgery only doing such prescriptions for Fittleworth just once a week, so if I miss the due date a week passes before my GP sends Fittleworth the prescription, which can, and has, resulted in delay and uncertainty once or twice.
- Fittleworth are first class. They are dependable. They are reliable. They are polite and cheerful. They are always available. There are never mix-ups. If Fittleworth methods were applied to other industries and services the country would be better run!
- I am very happy with service Fittleworth as given me for the last few years.
- Please ask delivery driver to allow more time for door to be opened.
- Excellent service. Quick response.
- Excellent service always from the customer service team who call me each month to see if I need an order to be placed. Despite the COVID-19 lockdown, the superb customer service and helpful and friendly team (who worked from home to ensure we always had access to them) were second to none. Never, ever have I spoken to a 'grumpy' customer service agent at Fittleworth and I have used them for many years! Wonderful team in the warehouses too! And I get a Christmas card from them every year! Wonderful.
- On the very rare occurrence of a problem it was either a fault by my GP wrong or late prescription - or the delivery van - must say - but very rarely! Being as my condition is permanent and for life the GP's prescription should be 'open' repeat - I order 'what' is needed and 'when'. Thank you!
- I would like to be able to return used catheters for proper recycling. I am not happy about the plastic waste generated by these catheters. I am not happy about taking them to the local recycling centre or just disposing of them in household waste. Please invent an environmentally friendly catheter.
- Excellent service.
- I don't think I can say anything other than I have had exceptional service from you and all your employees who phone each month for my order. With grateful thanks.
- All requests for supplies are phoned through to Nottinghamshire Appliance Management Service.
- Delay in getting prescription to doctors and doctor to Fittleworth is not satisfactory.
- I recommend Fittleworth's services, they are polite, prompt in dealing with queries and delivery.
- Satisfactory and reliable service always.
- I find the service very good, the only little thing I would suggest if the company could text me or telephone when it should arrive.
- No improvements can be identified.
- No complaints. Good service.
- Works OK for me.
- Communications between GP/supplier is often a problem. I've been asked, on a few occasions, to contact my GP regarding a repeat order.
- It would be good to order repeat prescriptions online rather than by telephone every month.
- As this is a repeat prescription, automatically process it every month without me having to call each time. The prescription hasn't changed for years!
- Complimentary wipes was not in the pack!
- I am very satisfied with the service provided.

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 = 189

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	174	9	1	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)

=

(174 x 100.00) +(9 x 66.67) +(1 x 33.33) +(0 x 0.00) +(0 x 0)

(189 - 5)

Your mean percentage score for Q4a = 98%

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?	98	97	98	99	99	100

16446

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.



fittleworth



Dispensing Appliance Contractor Customer Questionnaire

This section is about why you contacted your appliance supplier recently and the response you received

Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

For some other reason (please write in the reason for contacting the supplier):

Q 2. How do you normally contact your supplier? (Please tick one box only)

Telephone ☐ Fax ☐ Post ☐
Email ☐ Face to face ☐ Internet ☐

Q 3. How easy did you find it to contact them?

Not at all easy ☐ Fairly easy ☐ Very easy ☐

Q 4. If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

	Very good	Fairly good	Fairly poor	Very poor	Don't know
a) Were they polite and did they take the time to understand your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Passing you on to someone who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How would you describe their service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Yes ☐ No ☐ Don't know ☐

Providing NHS Services



This Section is about the services you receive from this supplier

The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.

Q 6. If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier), please answer the following:

a) Did you receive a written note of the appliance which was owed?

Yes ☐

No ☐

Don't know ☐

b) If yes, were you informed when it was expected to become available?

Yes ☐

No ☐

Don't know ☐

Q 7. If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

a) Were you asked to agree that they should refer the prescription to someone able to supply the appliance or appliance customisation?

Yes ☐

No ☐

Don't know ☐

b) If yes, and where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes ☐

No ☐

Don't know ☐

This question is about repeat prescriptions, if this does not apply to you please go to question 9.

Q 8. If you presented a repeat prescription, did the supplier

a) Check to see if you still needed the appliance?

Yes ☐

No ☐

Don't know ☐

b) Check that you were satisfied in using the appliance?

Yes ☐

No ☐

Don't know ☐

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes ☐

No ☐

Don't know ☐

This question is about customisation; if your appliance is not customised please go to question 10.

Q 9. If the appliances you receive are customised in any way, how do you rate the overall quality of this service from your supplier?

Not at all satisfied

Not very satisfied

Fairly satisfied

Very satisfied

☐☐☐☐

Q 10. Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes ☐

No ☐

Don't know ☐



These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.

Q 11. If your product was delivered

a) Was the delivery prompt and at a time agreed with you?

Yes ☐ No ☐

b) Did the package display any writing or other markings which could indicate its content

Yes ☐ No ☐

c) Did the vehicle in which the package was delivered convey the nature of the contents

Yes ☐ No ☐

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes ☐ No ☐

Q 12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)

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

Yes ☐ No ☐

b) Have you ever been advised by your supplier that they cannot provide this service?

Yes ☐ No ☐

c) If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?

Yes ☐ No ☐

Q 13. If you have ever contacted the supplier's telephone care line out of hours

a) Were they able to provide advice at the time you called?

Yes ☐ No ☐ Don't know ☐

b) If no, did they provide the telephone number of NHS 111?

Yes ☐ No ☐ Don't know ☐

Q 14. Does the supplier provide a practice leaflet containing:

a) Information about their premises i.e. opening hours and access for disabled customers?

Yes ☐ No ☐ Don't know ☐

b) Information about the NHS services that they provide?

Yes ☐ No ☐ Don't know ☐

Q 15. Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Poor Fair Good Very Good Excellent



☐☐☐☐☐

16. If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

Q 17. Have you ever visited the supplier's premises?

Yes ☐

No ☐

If you have attended the premises of the supplier, how do you rate the:

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These last few questions are just to help us categorise your answers

Q 18. How old are you?

16-19	20-24	25-34	35-44	45-54	55-64	65+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 19. Are you

Male ☐

Female ☐

Q 20. Which of the following apply to you?

You have, or care for, children under 16	<input type="checkbox"/>
You are a carer for someone with a longstanding illness or infirmity	<input type="checkbox"/>
Neither	<input type="checkbox"/>

Thank you for completing this questionnaire

Care Centre: Example

