

# **Fittleworth Dispensing Appliance Contractor Customer Feedback Report**

**Northampton**

**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	117	87%
Someone else	9	7%
Both	2	1%
Blank / Spoilt	6	4%

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	119	89%
Fax	1	1%
Post	1	1%
Email	8	6%
Face to face	0	0%
Internet	3	2%
Blank / Spoilt	2	1%

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

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

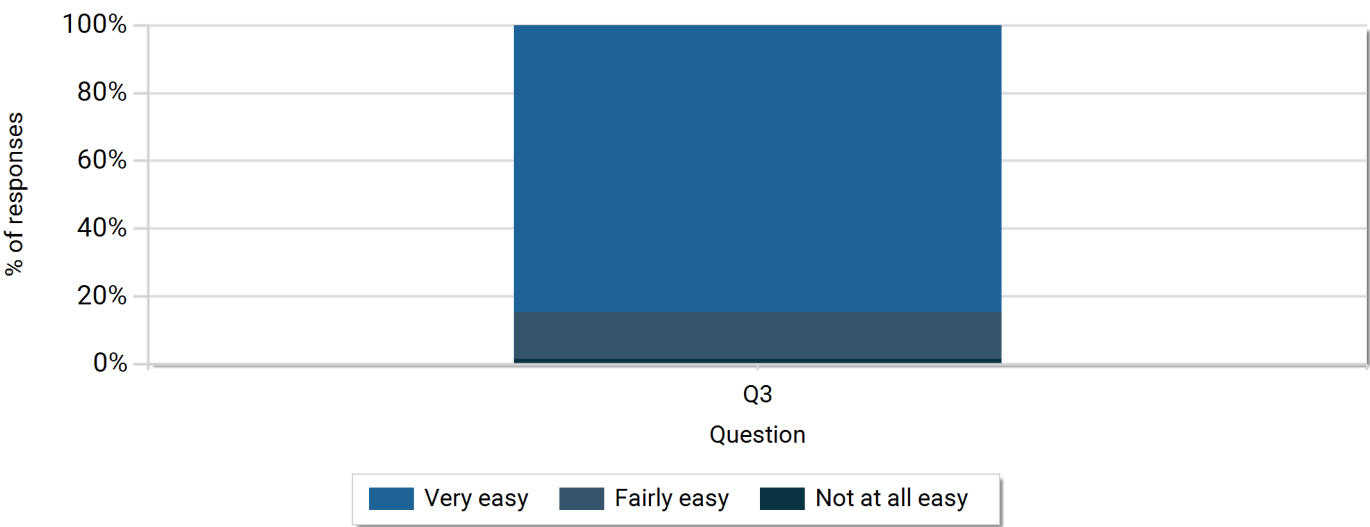
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	2	18	110	4

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?	92	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?	92	93	93	91

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

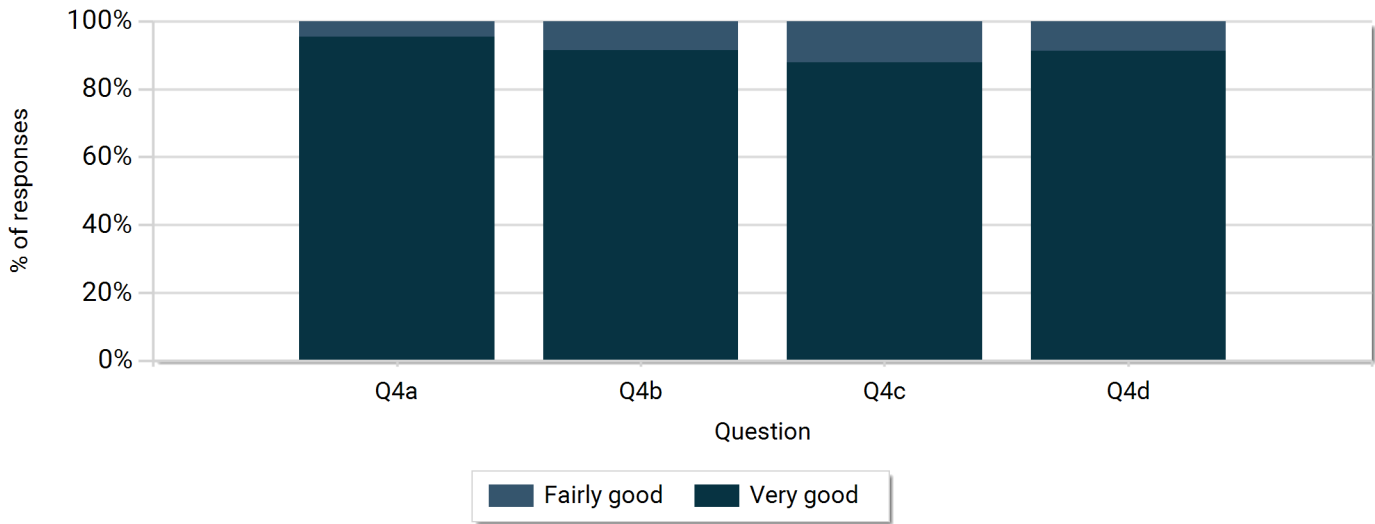
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	126	6	0	0	0	2
Q4b Answering any queries you had	118	11	0	0	2	3
Q4c Passing you on to someone who could help	72	10	0	0	22	30
Q4d How would you describe their service?	116	11	0	0	0	7

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?	97	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	98	100	96
Q4b Answering any queries you had	97	98	98	96
Q4c Passing you on to someone who could help	96	98	97	95
Q4d How would you describe their service?	97	98	98	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	76	57%
No	13	10%
Don't know	35	26%
Blank / Spoilt	10	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	19	14%
No	25	19%
Don't know	15	11%
Blank / Spoilt	75	56%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	17	89%
No	1	5%
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	4	3%
No	19	14%
Don't know	23	17%
Blank / Spoilt	88	66%

\*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	75%
No	1	25%
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 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	66	49%
No	16	12%
Don't know	16	12%
Blank / Spoilt	36	27%

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

Table 8b:

Response	Number of responses	Percentage of responses*
Yes	53	40%
No	27	20%
Don't know	14	10%
Blank / Spoilt	40	30%

**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	37	28%
No	40	30%
Don't know	17	13%
Blank / Spoilt	40	30%

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



About the services you receive from this supplier

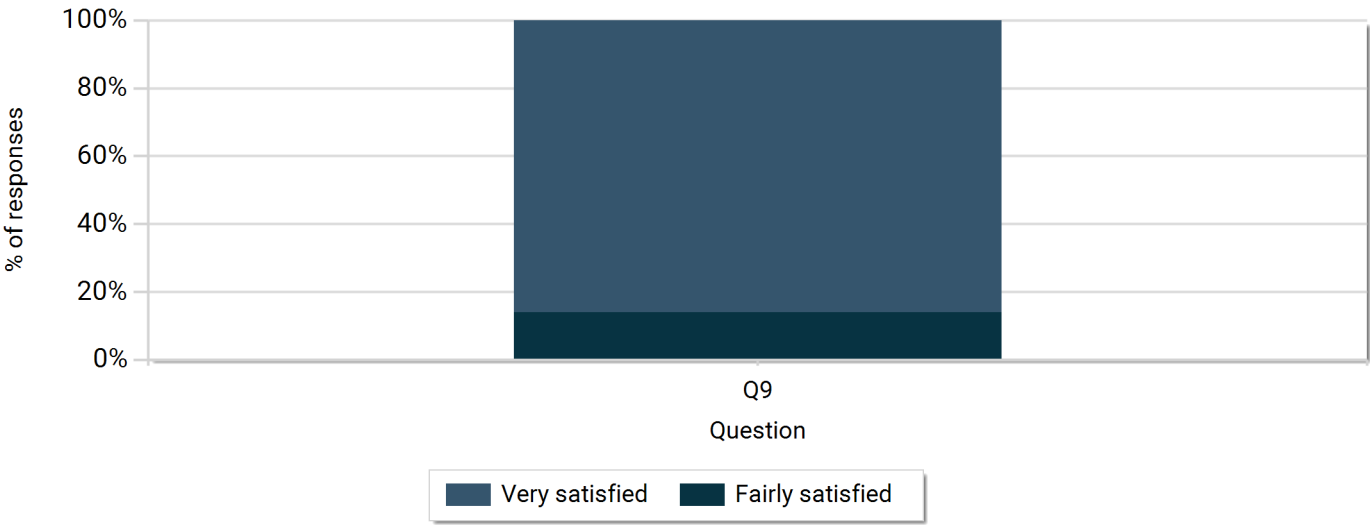
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	11	68	55

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

Graph 3: Percentage distribution and frequency of ratings (Q9)



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	95	93	96	96	97	99

\*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 9.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	95	95	97	90

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	89	66%
No	2	1%
Don't know	14	10%
Blank / Spoilt	29	22%

**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	126	94%
No	2	1%
Blank / Spoilt	6	4%

**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	13	10%
No	115	86%
Blank / Spoilt	6	4%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	8	6%
No	111	83%
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	127	95%
No	2	1%
Blank / Spoilt	5	4%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	7	5%
No	117	87%
Blank / Spoilt	10	7%

**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	91%
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	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	8	6%
No	35	26%
Don't know	36	27%
Blank / Spoilt	55	41%

**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	12	34%
Don't know	4	11%
Blank / Spoilt	18	51%

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	42	31%
No	23	17%
Don't know	47	35%
Blank / Spoilt	22	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	37	28%
No	22	16%
Don't know	42	31%
Blank / Spoilt	33	25%

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

About the services you receive from this supplier

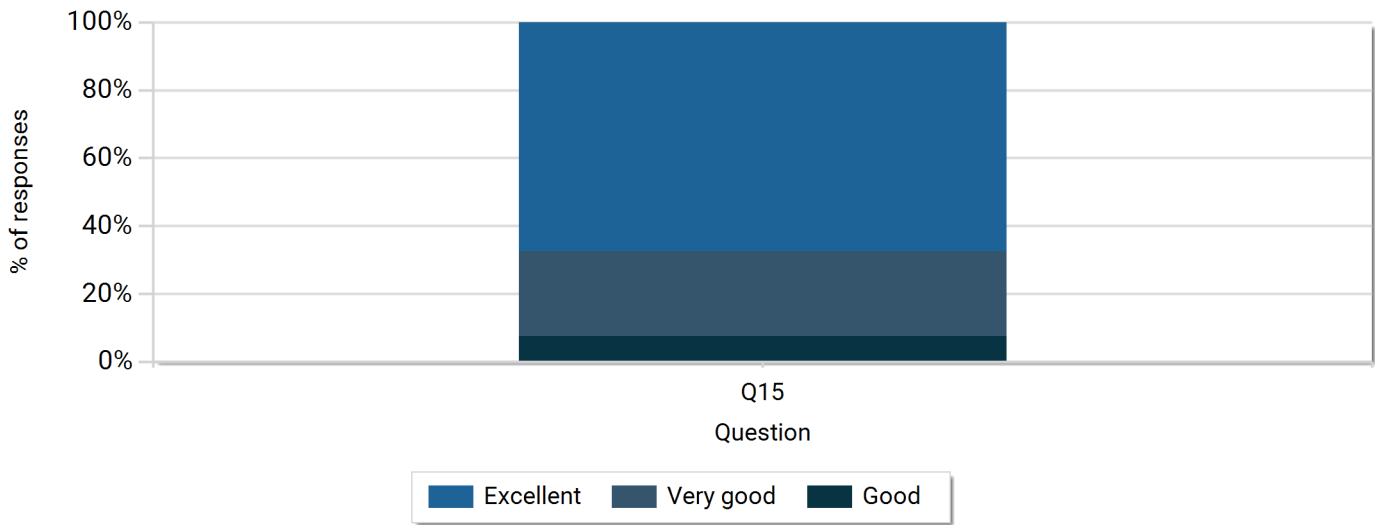
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	10	33	89	2

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	90	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	90	88	90	91

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	131	98%
Blank / Spoilt	2	1%

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

Table 17b:

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

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

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

Table 17c:

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

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	4	3%
35 - 44	3	2%
45 - 54	10	7%
55 - 64	24	18%
65+	91	68%
Blank / Spoilt	2	1%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	71	53%
Female	58	43%
Blank / Spoilt	5	4%

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

### Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	9	7%
Carer for someone with a longstanding illness	9	7%
Neither	107	80%

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:

- Prescribed after operation to remove colon in hospital.
- The nurses at St Cross Hospital, Rugby.
- For delivery service.
- They contacted me as unable to get my normal bags.
- Following my subtotal colectomy the stoma team contacted Fittleworth on my behalf. I left hospital in December and was very impressed to receive my first parcel before Christmas!
- Prescription sent to Fittleworth by doctor direct. I contact supplier re delivery day.
- Because I could not get any sense from the medical practice, or from the chemist, who said that they had no record of having received the prescription.
- It was done by the hospital.
- To request repeat order. (Supplier contacts GP to confirm repeat prescription.) Initial prescription pre-order by stoma nurses at local hospital.
- Re long term supplies via prescription and Fittleworth.
- Prescription was submitted by either GP or stoma nurse or NHS - I forget which.
- Order submitted by surgery.
- For my son.

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

- No problems in many years very friendly in delivery of products.
- Excellent service. Deliver when they say. Polite, understanding and thoughtful on the phone. No fault.
- I found some questions difficult to answer because my supplier and myself have experienced great difficulty in getting my prescription signed by my GP. Every time this has caused delays. My supplier has been very helpful over this and has done everything possible to make sure I do receive my requirements in time.
- Found them to go out of their way to help you and so nice on the phone. Very good to me.
- The GP surgery I use always missing my prescription. Always get my bag late not the supplier wrong.
- It is very easy to repeat order my catheters. The one time I made a mistake on my order I rang for help, the lady I talked to was very helpful and corrected my mistake.
- I have found the service to be excellent and the staff always very polite and helpful. Never had any problems at all.
- Have always found them brilliant. I phone them with my order and it is delivered two weeks later, by a very friendly person who always says "a delivery for [customer name]" which is lovely.
- Sometimes, understandably, you have to hold on the phone, but staff have always been polite, friendly and helpful.
- The service is excellent. I am contacted by phone the first Monday of each month and asked what need. I then get a delivery on the agreed date. Many of the questions in the survey do not apply in my case.
- I receive stoma pouches. These require a hole to be cut in the base plate and to be cut to size. The quality of cut is not always acceptable. Sometimes the edge of the cut is perforated. This can make my stoma bleed. You cannot feel what is happening because there are no nerve ends. You only know of a problem when you change your pouch. Broken 'skin' and poo is not a good combination.
- Very happy with the service they provide. Delivery driver very accommodating.
- Questions 6, 7, 8, 9 are not applicable. I request my repeat prescriptions from doctor and collect all others from a local chemist, my catheters are delivered direct by Fittleworth. This has been so since my operation. My specialist checks on my situation on a regular basis. I contact Fittleworth when I know prescription has been ordered who will tell me delivery details. I have a system in place if for any reason I will not be home. Can only stress how helpful they are. I do not think that they could be any better than they are.
- Excellent service from supplier. No improvement needed as far as I am concerned.
- Unfailing courtesy in response to telephone calls.



## Customer comments

- I have no problems apart from sometimes having trouble getting through on the phone, may try internet ordering.
- The hospital staff who deal with my condition organised the original procedure, and the provider Fittleworth would telephone me to ask if I was in need of supplies. If I needed them, Fittleworth got in touch with GP who provided a prescription and the parcel was delivered to my address within a few days. The GP does not ever call me in to monitor my condition, but in July they changed the management of all repeat prescriptions. 1. Patient visits surgery and puts request for repeat prescription in a box in the foyer. 2. Doctor sends prescription to chemist. 3. I collect from chemist. As a result of this fiasco, I have been without the appliances for two weeks. There was nothing wrong with your service. It worked for me.
- Sometimes liaison with the GP is poor. The prescriptions are posted I believe. In this day and age I would think that an emailed prescription would improve timings. I have waited over four weeks for delivery on occasions and the surgery blame Fittleworth and Fittleworth blame the surgery.
- All good thanks.
- Stoma bags are not cut to the 40 ring properly.
- Your call centre staff are always extremely polite, friendly, helpful and understanding and it is always a pleasure speaking to them as they never rush you and always have time to listen. Your delivery driver is also equally as friendly and understanding on delivery.
- I would like it known to person that is the only person that cuts my stoma flange to the right size I am very grateful for that, anybody else does not do it correct. Thank them for me, it means a lot.
- Used to have my flanges pre cut for the stoma opening. But they managed to muck it up somehow so cancelled the service. Once had a box of flanges where the adhesive was no good at all. Would not stick. Were changed straight away. No problem. Good service.
- Always very prompt on delivery. Will always help with any problem.
- Your service is a godsend to the 'stoma community'. It eases the load to know we can depend on you to support and help us. Thank you.
- The service from Fittleworth has improved vastly. I often had the issue with late or missing deliveries but this has been resolved now and they appear far more proactive.
- Re: Q8b, Q8c - If I have any problems with my stoma bags I have a dedicated stoma nurse to contact and discuss things with. I wouldn't expect Fittleworth to sort out any of my problems. Re: Q12a, Q12b - The same as above applies. I am extremely satisfied with the service provided by Fittleworth.
- I have been using Fittleworth's service for many years with never a problem. Thank you.
- If a change of quantity is requested the computer does not always get it correct. If you ask the operator to read back what you have ordered it's always correct but the delivery notice does not always match.
- It always takes about two weeks for delivery and delivery now comes from Royal Mail so it doesn't necessarily get left where I agreed with the company.
- I never need to visit the supplier but their support has been excellent.
- The service has always been excellent.
- I am very satisfied with all the staff who ring me to place an order. They are so caring and lovely.
- Healthy liaison with GPs and their health centres. Text, email, phone, etc. contact re delivery times and slot. Should like 'Healthcare at Home'. You are vague with regard to delivery times/dates.
- Supplier advertise a nurse to talk through particular needs but this was not offered when I asked about what to do when bags leaked. Told me to go back to GP or stoma nurse. As this was during COVID-19 lockdown this was doubly difficult. Getting in touch with either GP or stoma nurse (NHS) is problem at best of times. I know there is a nurse as seen article in magazine.
- I have put 'Don't know' to some questions as I have not needed to use this service. Overall I am very happy by the way Fittleworth ring me each month, taking the stress out of remembering to order. The staff are excellent.
- I have a stoma cap delivered, it's the same code as another product so sometimes, maybe one in four times, I get the wrong product. If they changed the product number this would improve things.
- Fittleworth are an excellent company which operates like a well oiled machine. Many companies could learn from them. They deserve recognition.
- I'm very happy with the service my son relies on catheters. They always on time.

### Customer comments

- Maybe include a leaflet of other products. I have had the same order since 2005. I maybe better with a different product now that I'm older, my lifestyle has changed and I weigh more but I don't know about any other alternatives. (I have an ileostomy.)

## 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 = 134

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	126	6	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(126 \times 100.00) + (6 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(134 - 2)}$$

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

