

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

**Rustington**

**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	120	84%
Someone else	11	8%
Both	1	1%
Blank / Spoilt	11	8%

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

### Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	134	94%
Fax	1	1%
Post	1	1%
Email	4	3%
Face to face	0	0%
Internet	1	1%
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

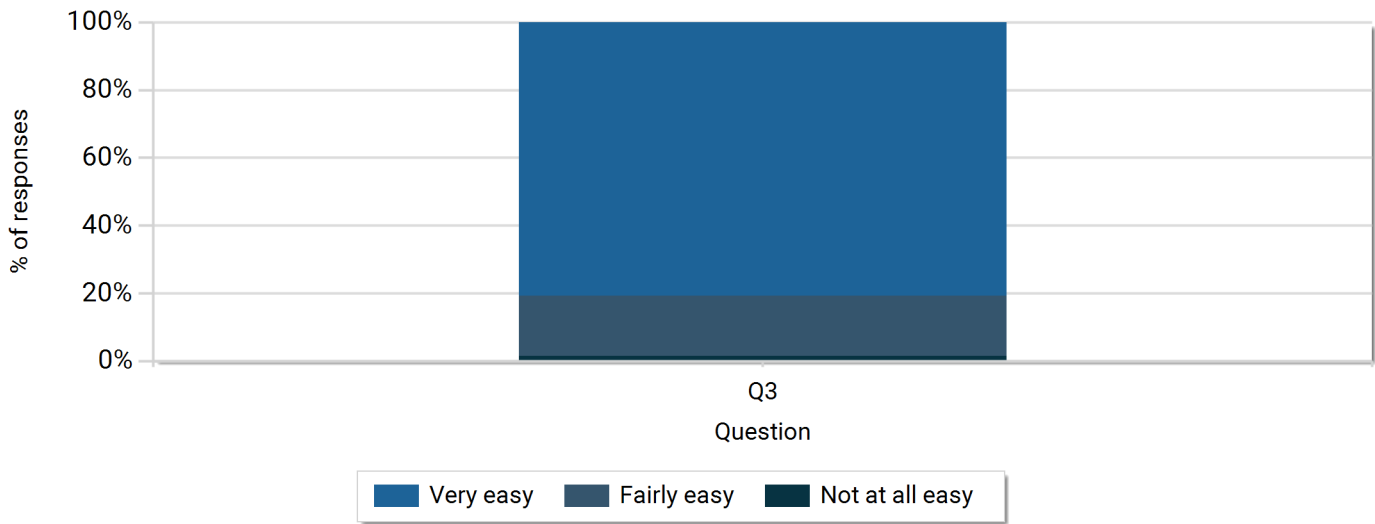
Q3: How easy did you find it to contact them?

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	25	113	3

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?	90	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?	90	94	92	96

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

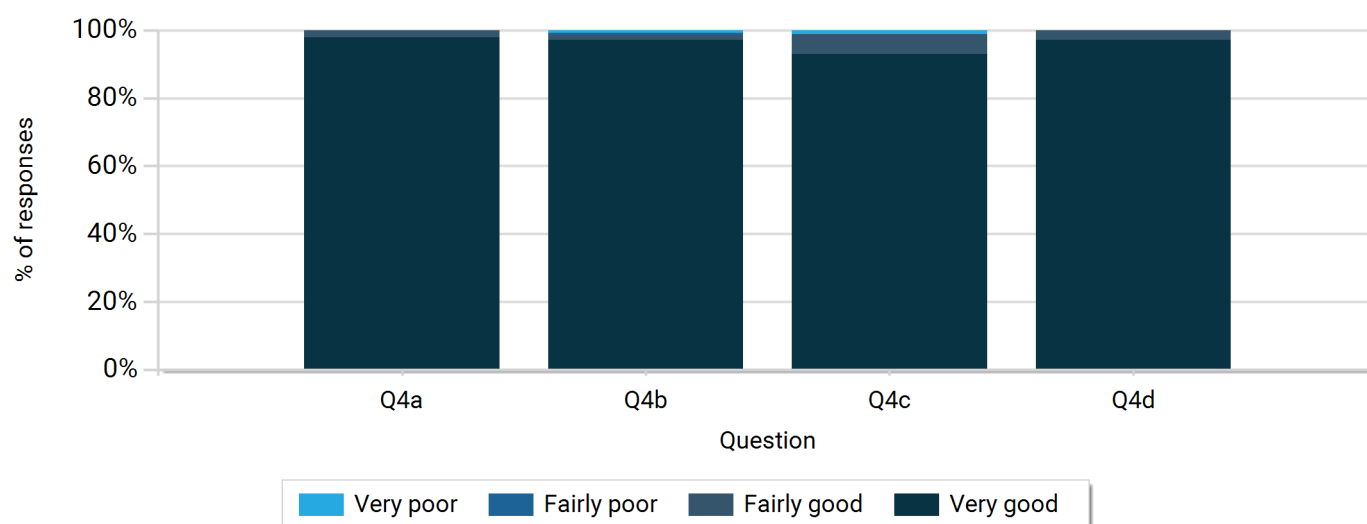
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	138	3	0	0	1	1
Q4b Answering any queries you had	132	2	1	1	1	6
Q4c Passing you on to someone who could help	80	5	0	1	21	36
Q4d How would you describe their service?	134	4	0	0	1	4

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	98	94	97	98	99	99
Q4c Passing you on to someone who could help	97	93	97	97	98	99
Q4d How would you describe their service?	99	96	98	98	99	100

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q4a Polite and took time to understand needs?	99	98	98	98
Q4b Answering any queries you had	98	98	96	98
Q4c Passing you on to someone who could help	97	98	94	96
Q4d How would you describe their service?	99	98	98	98

## Q5: If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Table 5:

Response	Number of responses	Percentage of responses*
Yes	74	52%
No	17	12%
Don't know	42	29%
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	26	18%
No	22	15%
Don't know	8	6%
Blank / Spoilt	87	61%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	19	73%
No	5	19%
Don't know	1	4%
Blank / Spoilt	1	4%

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	21	15%
Don't know	20	14%
Blank / Spoilt	98	69%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	1	25%
No	0	0%
Don't know	0	0%
Blank / Spoilt	3	75%

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	71	50%
No	22	15%
Don't know	16	11%
Blank / Spoilt	34	24%

**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	64	45%
No	30	21%
Don't know	11	8%
Blank / Spoilt	38	27%

**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	51	36%
No	42	29%
Don't know	12	8%
Blank / Spoilt	38	27%

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



About the services you receive from this supplier

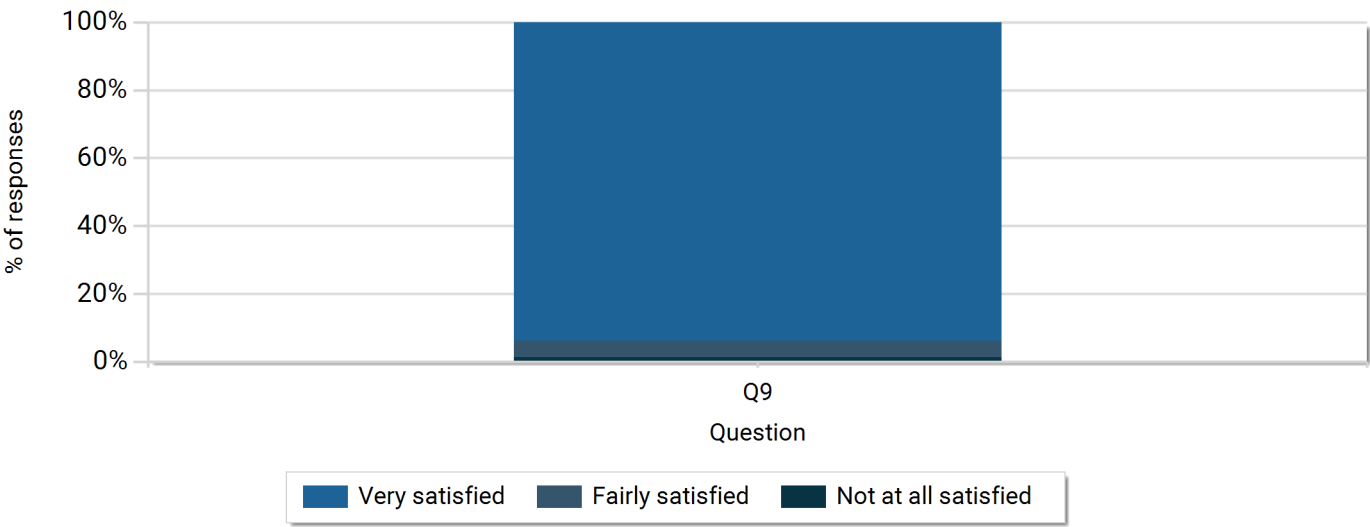
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	0	4	76	62

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Overall quality of customisation service	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	96	96	98

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	95	66%
No	0	0%
Don't know	8	6%
Blank / Spoilt	40	28%

**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	136	95%
No	1	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	16	11%
No	115	80%
Blank / Spoilt	12	8%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	10	7%
No	113	79%
Blank / Spoilt	20	14%

\*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	133	93%
No	1	1%
Blank / Spoilt	9	6%

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

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

Table 12a:

Response	Number of responses	Percentage of responses*
Yes	6	4%
No	123	86%
Blank / Spoilt	14	10%

**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	1%
No	124	87%
Blank / Spoilt	17	12%

**Q12c: If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?**

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	2	100%
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	9	6%
No	37	26%
Don't know	30	21%
Blank / Spoilt	67	47%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	5%
No	10	27%
Don't know	6	16%
Blank / Spoilt	19	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	66	46%
No	21	15%
Don't know	35	24%
Blank / Spoilt	21	15%

**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	55	38%
No	24	17%
Don't know	40	28%
Blank / Spoilt	24	17%

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

About the services you receive from this supplier

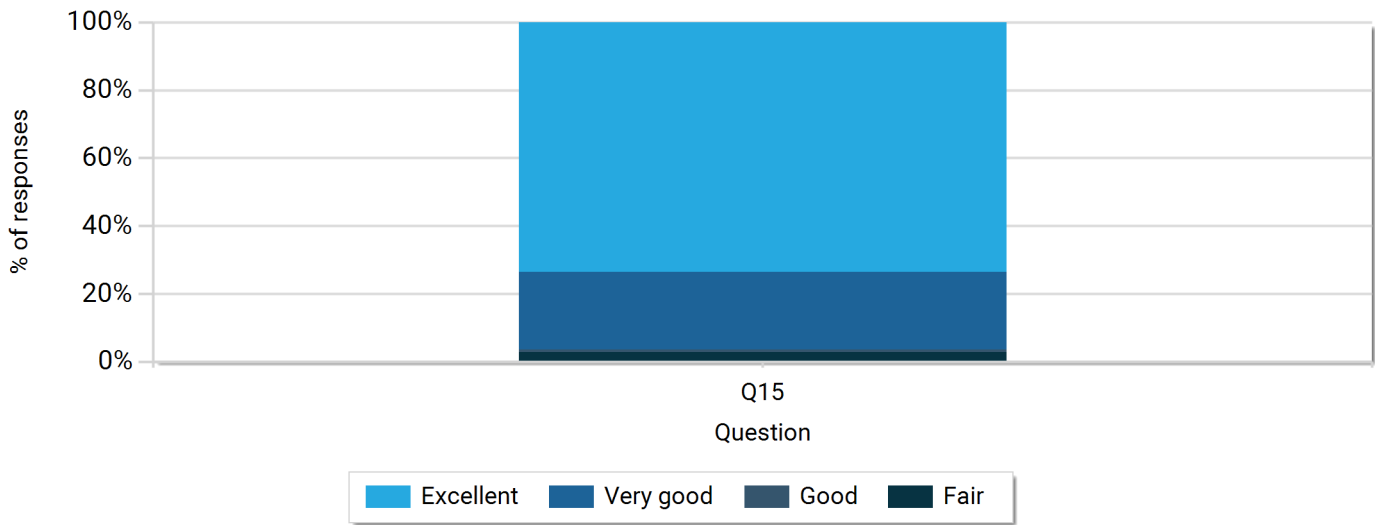
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	4	1	32	103	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	92	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	92	91	87	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	3%
No	135	94%
Blank / Spoilt	4	3%

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

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	4	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	2	50%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	2	50%

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	3	2%
45 - 54	4	3%
55 - 64	17	12%
65+	112	78%
Blank / Spoilt	4	3%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	70	49%
Female	68	48%
Blank / Spoilt	5	3%

\*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	4%
Carer for someone with a longstanding illness	12	8%
Neither	120	84%

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:

- They always contact me (originally through my doctor).
- I telephone Fittleworth on my husband's behalf as his hearing is impaired.
- I requested a non-prescription item (overnight bag stand).
- Both my son and myself have to self-catheterise.
- To place an order.
- One item was short delivered because of a problem with my prescription. The supplier contacted the GPs surgery and the item was received the following week.
- They were unable to supply the type of stoma bag I requested (explanation short supply).
- Hospital.
- My stoma nurse and they are local.
- I contacted Fittleworth to make sure they had received my prescription (which my doctor sends direct to them via e-prescription).
- Hospital did it.
- Stoma surgery - contact via hospital.
- I wanted to talk with a nurse, however this never happened.
- Problem with delivering correct items.
- Hospital arranged first delivery in 2010.
- Also advice for leg bags (after COVID-19).
- Not received order two weeks after ordering.
- Because I didn't receive my pouches.

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

- I'm very happy with service especially that they send me a reminder text when I need to order. I would like a catalogue, showing the variety, especially on stoma bags for "romantic moments", would be nice to see this. Thank you.
- Lovely people to talk to. Very helpful and very professional. Extremely happy with your services. Thank you!
- Please note that some of the questions are not relevant to my husband's requirements. I have nothing but praise for Fittleworth and I find the service they provide first class.
- Service from Fittleworth is excellent, quick telephone answering, polite and knowledgeable staff and superb delivery times.
- I have ordered my husband's urostomy requirements from Fittleworth for a few years and have always been totally satisfied. Only two occasions did the items not arrive, this being the surgery's fault, by not acknowledging the request by Fittleworth.
- I have commented "Don't know" where I have never had to use the scenario. I have only been using Fittleworth service for a few months but have found every member of staff to be caring, genuinely interested in my situation, very friendly, helpful, couldn't say a bad word about them. Thank you all at Fittleworth.
- Staff are always polite, friendly and helpful. Very impressed.
- Always had no problems in receiving items ordered on time and right amounts.
- Always friendly, efficient and polite!
- I cannot fault them in any way full marks for outstanding service.
- I am very happy with Fittleworth and their service!
- The supplier has always been reliable and I always receive polite and cheerful assistance every time (Fittleworth Medical). On two occasions when they have not received the prescription directly from my surgery, they have supplied a small emergency package while awaiting this which was hugely appreciated!



## Customer comments

- Fittleworth gives an excellent service, I have never experienced any problems. Every member of staff has been friendly, polite and extremely helpful. Thank you!
- Until recently delivery dates were given at the time of placing an order. This was very convenient as one could ensure a recipient was available. The arrangement now seems to be on or before, which means the parcel could remain on the doorstep for several days.
- The suppliers service is excellent! I cannot comment on any improvement. The supply of complementary disposal wipes and bags is excellent and very much appreciated.
- The service is and has always been excellent.
- I have always found the people on the end of the telephone to be more than helpful. Also when my goods were delivered by then the drivers have been so pleasant. My goods now come via the Post Office. Many thanks to all.
- I have been receiving my supplies from you for 12 years and have been very happy with your service.
- Only the phone wait times.
- I have used Fittleworth for eight years and never had any problem.
- Very pleased with prompt, discreet delivery. Overall excellent service providing confidence and assurance that my medical needs are satisfied.
- I have been very pleased with your service, your staff are always very helpful, even if my surgery have not put prescription through on time for delivery.
- Fittleworth was recommended and organised by my stoma nurse specialist who had researched suppliers and their services. I have only ever had helpful, polite and efficient couriers for my monthly prescription as it varies slightly. My biggest problem has been my GP surgery not returning my prescriptions (up to four times for one order) and Fittleworth were absolutely marvellous trying to sort it out for me. They always say they will never leave me without supplies which is so reassuring. A big thank you to them.
- This service does not need improving. They are always polite, helpful and never try to rush you. Also they have been very reassuring during this pandemic.
- I rate this supplier very highly. Many suppliers in this country could learn a lot from them.
- Main issues: since lockdown, are often on hold for ages, no matter what day or time. Monthly reminder service is rubbish - if I miss their call, the reminder date automatically resets to the day I call back. It is not consistent each month. I have also been told I have to speak to hospital stoma nurses if I have any issues or want to try different items I cannot order anything different if I don't get a device code from nurses.
- To me they already supply the best service ever. Definitely better other companies. I would not change.
- I did have problems with insufficient number of boxes of stoma bags being delivered but I have amended my email style.
- When leaving hospital after operation, bag with necessary equipment was already in home. Assume hospital organised. Whatever I am very pleased with outcome. Thank you.
- Fittleworth are really helpful and understanding. They are superb. I am very pleased to be able to use them.
- Overall, I am more than happy with this supplier. They have always been polite and very helpful. I used to call the request my suppliers but since the coronavirus I have been placing my orders at their website. All requests are acknowledged within a very short time of my request, having also emailed to them confirming that I had placed an order online asking if they could give me an approximate delivery date. A date is always given, so very impressed with service.
- The staff answering the telephone are always polite, friendly and extremely helpful - they cannot be faulted.
- All perfect!
- Overall I am very satisfied with the service. The only real holdups relate to the surgery failing to get the prescription on time.
- Some questions don't apply to me.
- Ongoing issues with Parcelforce leaving packages unattended in full view if delivery takes place when I am out. Delivery is regularly several days earlier than date given when order is placed.
- Staff always friendly and helpful.
- Fittleworth's service and delivery is excellent, they are always polite and helpful.
- Delivery - the box is often broken, or looks like it has been thrown about. This can affect the products inside.

## Customer comments

- Staff are always polite and friendly. Some staff read back my order to check everything is correct. Supplies arrive promptly.
- My catheters arrive on time without fail. Very good service.
- No issues. Good information on telephone. Excellent.
- I have had problems with delivery of certain items for eighteen months to two years. I have finally tracked down the reason for this and hopefully rectified a problem with prescriptions from my surgery, which my supplier was aware of but never dealt with. Why did they allow this situation to continue? It has caused much anxiety and frustration.
- I normally phone order to Fittleworth. They raise and send prescription to GP who authorises it and returns it to them. They then send items ordered to me. System works well. Any problems I phone Fittleworth and their staff are always helpful.
- I am very satisfied. I have always found anybody I have spoken to have been polite and very helpful. Well done.
- I am very happy with the service provided.
- Excellent service for many years. Never had a problem.
- Thank you very much an excellent service and I have no complaints.
- There appears to be a problem when products are not up to standard. No one wants to understand the problem.
- In the early days I was pleased to receive call checking I know how to order and how to make contact - timeframes, etc. Very pleased.

## 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 = 143

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	138	3	0	0	2
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)

=

(138 x 100.00) +(3 x 66.67) +(0 x 33.33) +(0 x 0.00) +(1 x 0)

(143 - 2)

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.



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

