

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Sunderland

September - November 2020



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

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Sample questionnaire

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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	116	82%
Someone else	15	11%
Both	0	0%
Blank / Spoilt	10	7%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	118	84%
Fax	0	0%
Post	3	2%
Email	8	6%
Face to face	0	0%
Internet	3	2%
Blank / Spoilt	9	6%

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

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

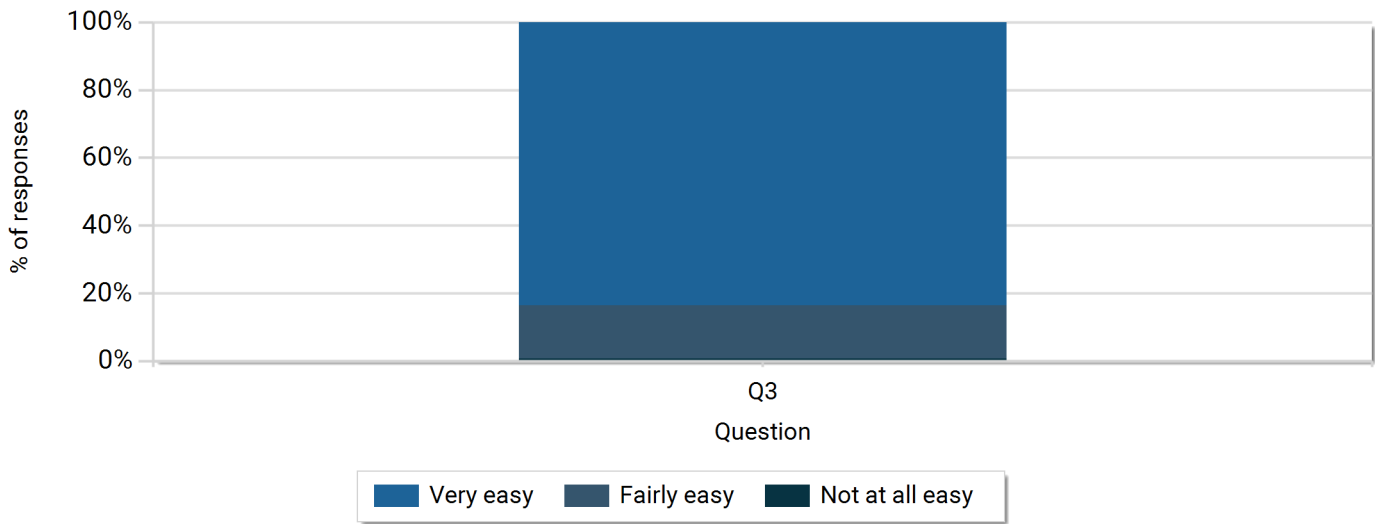
Q3: How easy did you find it to contact them?

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?	1	21	112	7

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

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



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

Table 3.2: Your mean percentage scores and benchmarks

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

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

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

Table 3.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q3 How easy did you find it to contact them?	91	92	94	94

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

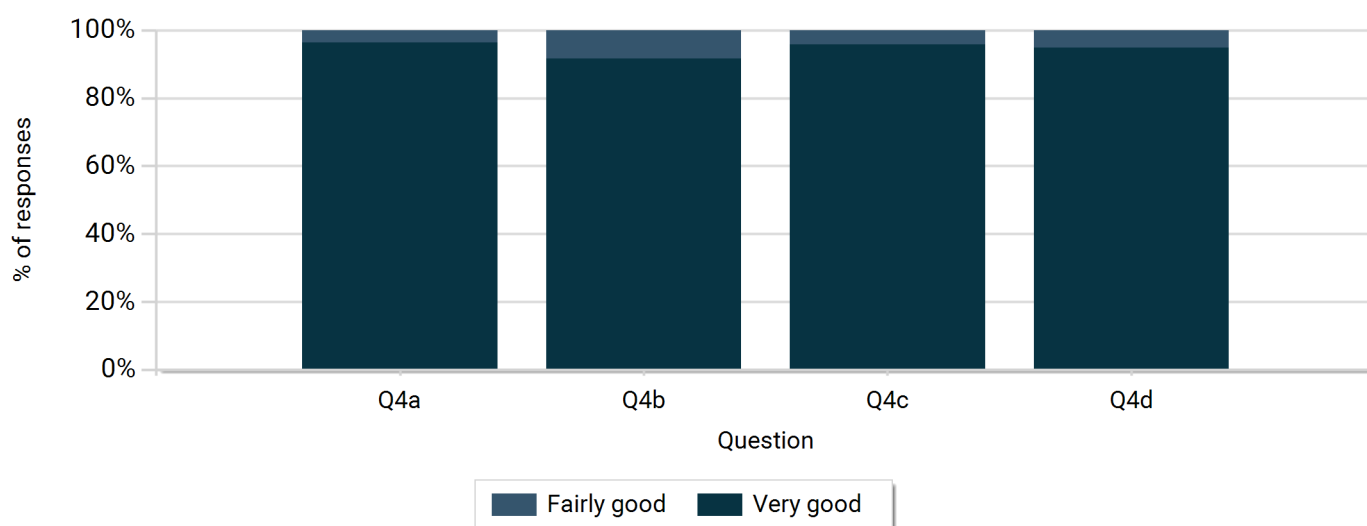
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	132	5	0	0	0	4
Q4b Answering any queries you had	121	11	0	0	0	9
Q4c Passing you on to someone who could help	91	4	0	0	15	31
Q4d How would you describe their service?	128	7	0	0	0	6

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

Graph 2: Percentage distribution and frequency of ratings (Q4)



Please note blank/spoilt and 'don't know' responses have not been incorporated in this graphical representation.

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	99	97	98	99	99	100
Q4b Answering any queries you had	97	94	97	98	99	99
Q4c Passing you on to someone who could help	99	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?	99	98	99	98
Q4b Answering any queries you had	97	98	97	98
Q4c Passing you on to someone who could help	99	98	98	98
Q4d How would you describe their service?	98	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	87	62%
No	22	16%
Don't know	23	16%
Blank / Spoilt	9	6%

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

About the services you receive from this supplier

Q6 If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier):

Q6a: Did you receive a written note of the appliance which was owed?

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	35	25%
No	26	18%
Don't know	6	4%
Blank / Spoilt	74	52%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	33	94%
No	2	6%
Don't know	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q6a.

Q7 If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

Q7a: Were you asked to agree that they should refer the prescription to someone able to supply the appliance or appliance customisation?

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	10	7%
No	32	23%
Don't know	19	13%
Blank / Spoilt	80	57%

*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	30%
No	2	20%
Don't know	3	30%
Blank / Spoilt	2	20%

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	60	43%
No	25	18%
Don't know	21	15%
Blank / Spoilt	35	25%

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	70	50%
No	21	15%
Don't know	14	10%
Blank / Spoilt	36	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	52	37%
No	35	25%
Don't know	16	11%
Blank / Spoilt	38	27%

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

About the services you receive from this supplier

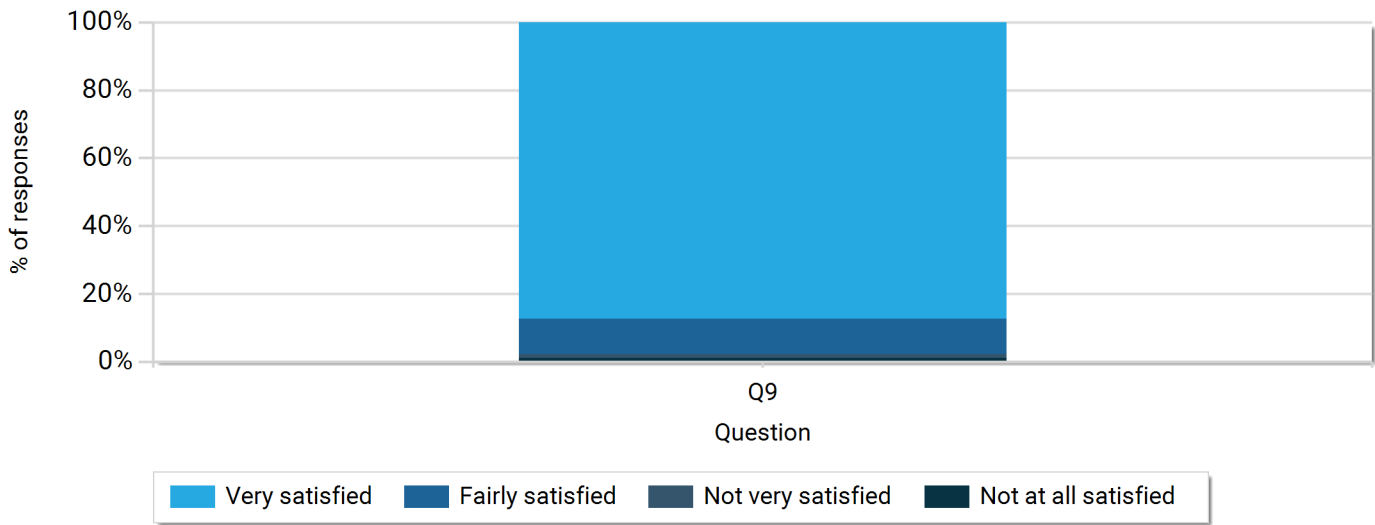
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	9	76	54

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

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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	95	95	96	96

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	102	72%
No	3	2%
Don't know	10	7%
Blank / Spoilt	26	18%

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

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	125	89%
No	7	5%
Blank / Spoilt	9	6%

Q11b: If your product was delivered, did the package display any writing or other markings which could indicate its content?

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	26	18%
No	98	70%
Blank / Spoilt	17	12%

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	16	11%
No	108	77%
Blank / Spoilt	17	12%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	128	91%
No	4	3%
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	11	8%
No	118	84%
Blank / Spoilt	12	9%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	127	90%
Blank / Spoilt	13	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	1	100%
No	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q12b.

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

About the services you receive from this supplier

Q13a: If you have ever contacted the supplier's telephone care line out of hours, were they able to provide advice at the time you called?

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	22	16%
No	43	30%
Don't know	25	18%
Blank / Spoilt	51	36%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	7%
No	17	40%
Don't know	4	9%
Blank / Spoilt	19	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	57	40%
No	32	23%
Don't know	31	22%
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	52	37%
No	35	25%
Don't know	33	23%
Blank / Spoilt	21	15%

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

About the services you receive from this supplier

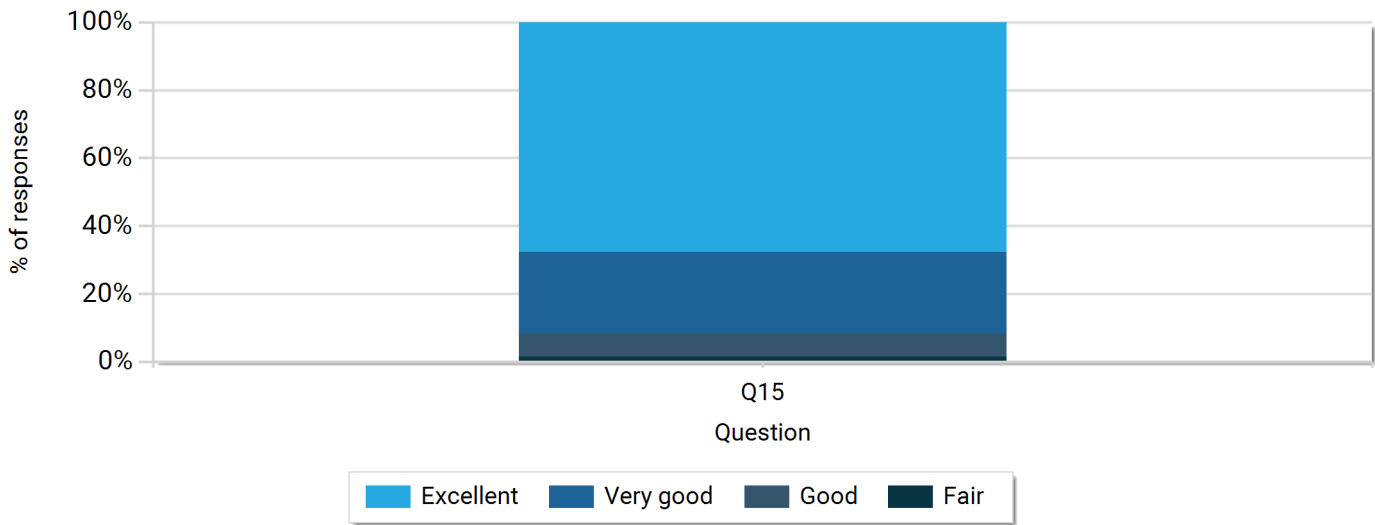
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	9	32	90	8

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	89	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	89	89	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	0	0%
No	137	97%
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	0	0%
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	0	0%

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	1	1%
35 - 44	0	0%
45 - 54	11	8%
55 - 64	23	16%
65+	99	70%
Blank / Spoilt	7	5%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	75	53%
Female	61	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	6	4%
Carer for someone with a longstanding illness	10	7%
Neither	108	77%

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:

- Stoma nurse organised my initial supplies after I came out of the hospital.
- I developed a hernia on my stoma.
- There has been a bit of misunderstanding between doctors surgery but we are getting there.
- Re supply.
- Darlington Memorial Hospital stoma nurses (2009) recommendation.
- I have been with Fittleworth for 15 years and they are top contractors no complaints over 15 years.
- I order via my stoma nurse.
- To discuss problem with delivery (Parcelforce) give a day, no time and have to wait in all day which is not practical for me.
- The supplier regularly contact me to assess my requirements.
- The nurse at the hospital set it up for me.
- I send my email request to my doctor's surgery and they email my request to Fittleworth.
- To check a prescription had been received to ask about delivery.
- Late once.
- The supplier always phones me every month.
- Repeat prescription.
- Recommended by stoma care nurse as part of my care after surgery.
- Contact was made by NHS nurse.
- Recommended by the hospital.

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

- We have always been very happy with the staff at Fittleworth well done to them all wonderful service.
- Cannot add any comments as I have always been happy with the services I have received.
- If I do not ring up I always only receive a minimum supply of dry wipes one or two, wet wipes one or two and two black bags/pack. This is inadequate. I have tried putting a note with the prescription and advised notes are ripped off and not used. Staff have put a note on screen at Fittleworth. Neither of these work. I have to ring up and increase to what I want. This is very frustrating.
- Fittleworth is very good to me. I cannot imagine my life without Fittleworth.
- I have ordered stoma related products for my wife for many years and the service has always been excellent with staff invariably polite. They could give lessons to some of the pharmacists we deal with.
- I have used your products for many years and never had any trouble getting them. I ring Fittleworth who give a delivery date, they ring or receive the prescription as far as I know. It is an excellent service for my needs. Thank you.
- No further comments needed for the excellent service they provide to me.
- Service or delivery always first class.
- No complaints. All fine. Thank you.
- Good service, thank you.
- Occasionally incorrect items are dispatched not in accordance with the written order. However action is quick to correct, but more care needed for final checks prior to dispatch.
- Very happy with the service, delivery person is very good.
- I have no complaints now and for the last 13 years! Keep up the good work.
- Very good service. Many thanks.

Customer comments

- Have to wait in all day once a month to get stoma bags delivered. Will give a day but not a time. Previously left behind bins but now Parcelforce will not do this. There is no one else to deliver to. Work as a nurse and having to take holidays to wait in all day for delivery. Finding this very very stressful.
- This is a very good, speedy service. Staff on telephone are very helpful at all times. Even during lockdown we have been very well looked after as my partner really relies on catheters. I cannot praise this company enough and the wonderful NHS staff.
- Could possibly provide an information leaflet on other products which may be more suitable for myself and my condition as I simply use the urostomy bag advised by my nurse because I am unaware of others available, i.e. smaller, more discreet, etc.
- Always polite on the phone. Deliveries very prompt.
- I preferred ordering direct to Fittleworth myself for what I needed before having to order through the 'system of the clinic' as I rarely receive what I need having constantly getting on to the clinic, but get nowhere, very frustrating.
- I had Fittleworth many years ago in Manchester. I moved up North and my GP changed my supplier. My GP has since changed online my supplier back to you and is more reliable. I am so pleased.
- Used the service with excellent results from 2013. Only had problems since the changes made to the prescription process. Much easier for both customer and supplier when one phone call to supplier to place the order and the supplier requested the prescription from doctor.
- I previously suffered another supplier for about 18 months whose service was awful. Since switching to Fittleworth about 18 months ago the service has been outstanding. Hopefully I will be with them for a long time to come.
- I am well pleased with the service provided.
- The service is excellent.
- During my months of having a stoma, your staff have been amazing and helped me whenever possible. Especially when I've needed my parcel more urgently. Can't thank them enough for their compassion and help. Very much appreciated. Thank you.
- Not at all, very good.
- Everything is excellent.
- By trying to organise deliveries. Frequently have had two or more deliveries for one prescription. I realise that it isn't always easy with problems between myself, the GP and Fittleworth. There has been a bit of to-ing and fro-ing over the last twelve months. However Fittleworth have usually managed quite well.
- Everything good but did not receive bags/wipes. Thought you were "cutting back!"
- No comments.
- Have used this company for a few years. No problems. My ordering is erratic as I travel (led) abroad and have to order quantities then nothing for quite a while. Never had a problem with order. Worldwide Assist is a great help and gives me confidence to travel.
- This is my first time requesting goods. To date the service has been good, but could do with more input from stoma nurse. Thank you.
- Over the past year there has been numerous times when my order was delayed for either no reason or was sent to someone else! Therefore, there have been times when I have waited 2-3 weeks for supplies! Thankfully, my stoma care nurses were incredibly supportive and helpful, the supplier - not so much.
- Been with this supplier since surgery (2011) completely satisfied with service provided.
- I have always had excellent service from Fittleworth very polite and helpful on the telephone if my products have ever been slightly late it has been because of my surgery not forwarding my prescriptions not Fittleworth's fault. Only happened once.
- Excellent service, very helpful and deliver when they say to my home. No complaints whatsoever.

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 = 141

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	132	5	0	0	4
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

(number of Very good ratings x 100.00) +(number of Fairly good ratings x 66.67) +(number of Fairly poor ratings x 33.33) +(number of Very poor ratings x 0.00) +(number of Don't know ratings x)

=

(132 x 100.00) +(5 x 66.67) +(0 x 33.33) +(0 x 0.00) +(0 x 0)

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

(141 - 4)

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

