

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Sutton

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	109	83%
Someone else	12	9%
Both	1	1%
Blank / Spoilt	9	7%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	119	91%
Fax	0	0%
Post	1	1%
Email	7	5%
Face to face	0	0%
Internet	1	1%
Blank / Spoilt	3	2%

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

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

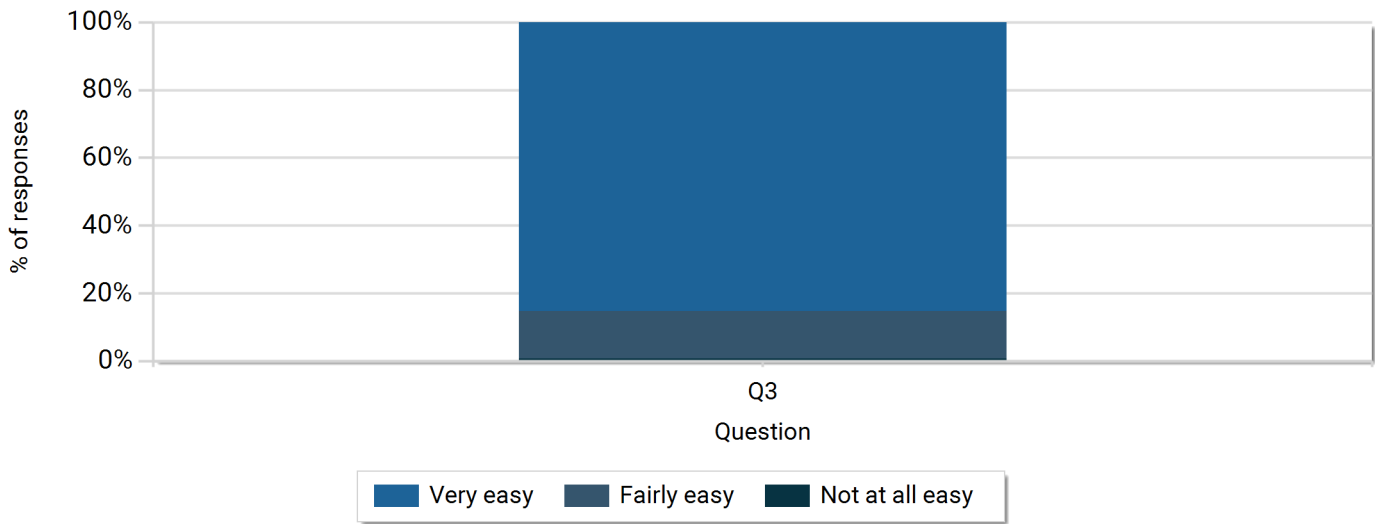
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	1	17	105	8

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	97	94	86

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

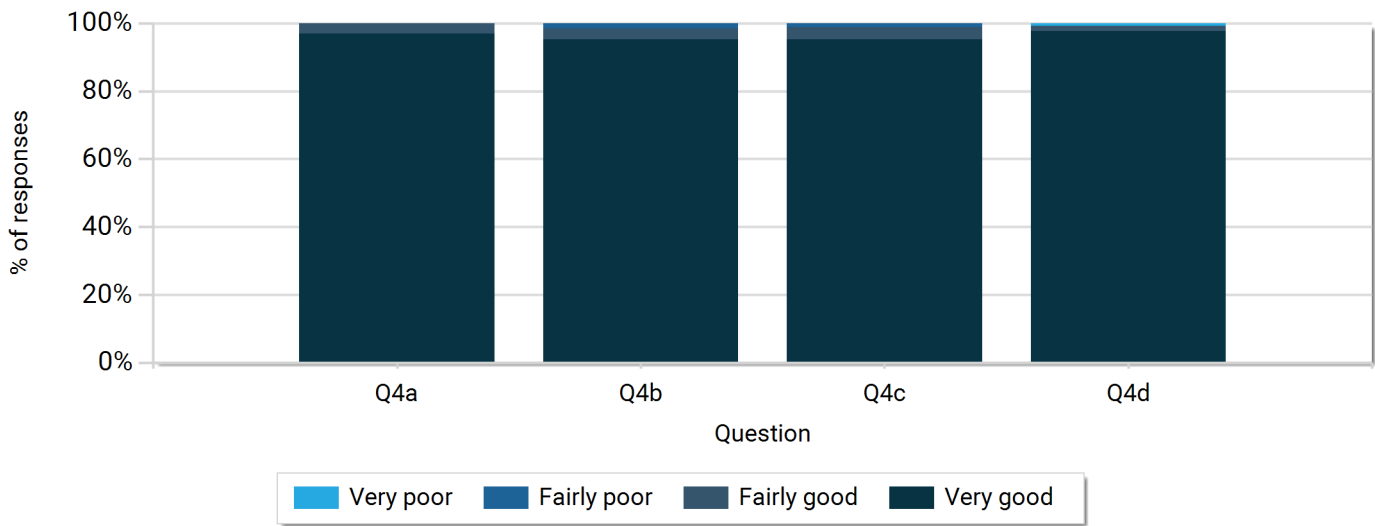
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	127	4	0	0	0	0
Q4b Answering any queries you had	118	4	2	0	2	5
Q4c Passing you on to someone who could help	79	3	1	0	19	29
Q4d How would you describe their service?	126	2	0	1	0	2

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	99	97	98	99	99	100
Q4b Answering any queries you had	98	94	97	98	99	99
Q4c Passing you on to someone who could help	98	93	97	97	98	99
Q4d How would you describe their service?	99	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	98	98
Q4b Answering any queries you had	98	98	96	97
Q4c Passing you on to someone who could help	98	96	98	96
Q4d How would you describe their service?	99	98	97	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	70	53%
No	12	9%
Don't know	28	21%
Blank / Spoilt	21	16%

*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	21	16%
No	16	12%
Don't know	11	8%
Blank / Spoilt	83	63%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	20	95%
No	0	0%
Don't know	0	0%
Blank / Spoilt	1	5%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	6	5%
No	15	11%
Don't know	16	12%
Blank / Spoilt	94	72%

*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	2	33%
No	2	33%
Don't know	1	17%
Blank / Spoilt	1	17%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q7a.

Q8a: If you presented a repeat prescription, did the supplier check to see if you still needed the appliance?

Table 8a:

Response	Number of responses	Percentage of responses*
Yes	66	50%
No	14	11%
Don't know	13	10%
Blank / Spoilt	38	29%

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	54	41%
No	24	18%
Don't know	9	7%
Blank / Spoilt	44	34%

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	44	34%
No	35	27%
Don't know	9	7%
Blank / Spoilt	43	33%

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

About the services you receive from this supplier

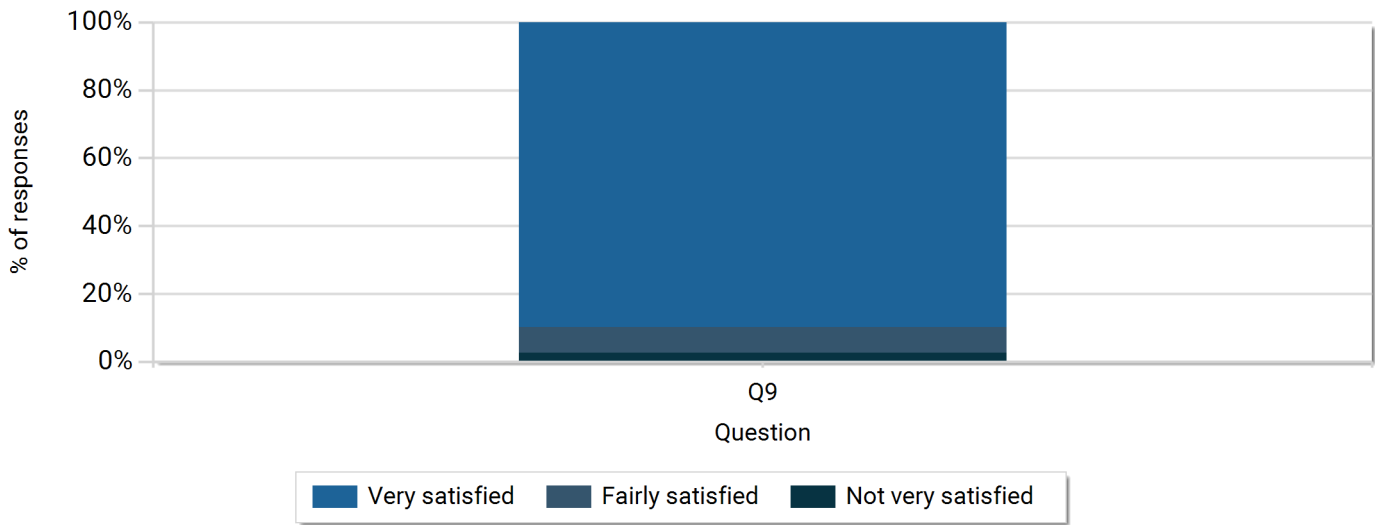
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	2	6	70	53

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

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



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

Table 9.2: Your mean percentage scores and benchmarks

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

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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 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	96	98	97	95

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	90	69%
No	4	3%
Don't know	14	11%
Blank / Spoilt	23	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	119	91%
No	1	1%
Blank / Spoilt	11	8%

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	20%
No	90	69%
Blank / Spoilt	15	11%

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	19	15%
No	89	68%
Blank / Spoilt	23	18%

*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	122	93%
No	1	1%
Blank / Spoilt	8	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	3	2%
No	109	83%
Blank / Spoilt	19	15%

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

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	106	81%
Blank / Spoilt	24	18%

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	17	13%
No	38	29%
Don't know	28	21%
Blank / Spoilt	48	37%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	15	39%
Don't know	3	8%
Blank / Spoilt	20	53%

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	59	45%
No	29	22%
Don't know	30	23%
Blank / Spoilt	13	10%

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	43	33%
No	23	18%
Don't know	40	31%
Blank / Spoilt	25	19%

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

About the services you receive from this supplier

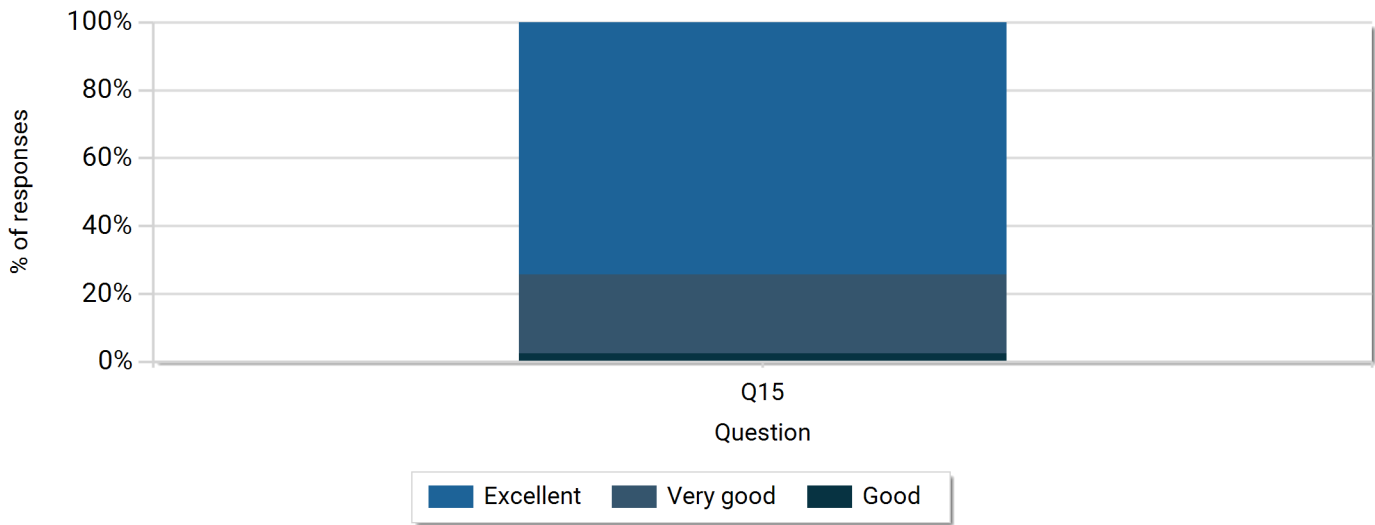
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	0	3	28	90	10

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	93	86	90	91	92	93

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.
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Median or 'middle' value: the numerical value cutting the data in half – above and below this value lies the highest and lowest 50% of the mean percentage score values of all benchmarked surveys respectfully.

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q15 Overall rating	93	90	89	87

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	121	92%
Blank / Spoilt	10	8%

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	1	1%
20 - 24	0	0%
25 - 34	4	3%
35 - 44	1	1%
45 - 54	6	5%
55 - 64	17	13%
65+	97	74%
Blank / Spoilt	5	4%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	65	50%
Female	62	47%
Blank / Spoilt	4	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	4	3%
Carer for someone with a longstanding illness	8	6%
Neither	103	79%

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

Customer comments

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

- To assure current usage. To give plenty of time for delivery of next box of 30 catheters.
- My wife.
- Fittleworth have been supplying me with products for a few years. They phone me about once a month.
- To place an order for items required.
- NHS.
- Did not receive all that was ordered.
- Wife deals with stoma care and does ordering.
- Never had to contact supplier.
- Guy's Hospital were the reason for me using your Fittleworth.
- My GP surgery submits the repeat prescription on my request.
- Requesting them to drop supplies Monday 21st September 2020 as I was running out of bags.
- Order.
- August delivery, two Peeleasys were omitted, after phone call to Fittleworth, two Peeleasys were delivered to my home.
- Stoma nurse.
- St Thomas's Hospital made this arrangement after my operation.
- One month I was short of one lot of pouches, but was sent others to replace in a week. Very good service.
- The supplier has always contacted me by telephone. This to enquire whether I need supplies. If I have to contact the supplier it is always by phone.
- The stoma nurse at the hospital I had my surgery directed me to Fittleworth.
- Stoma nurse, King's College Hospital.
- My doctor's surgery changed their system. I used to collect my prescription and post it to Fittleworth (for the last 13 years). No that system isn't allowed so I have to contact my supplier who requests the prescription on my behalf.
- I was not at home when it was delivered. Deliveries arranged through NHS?
- I contacted the supplier for my next supply because I was running out of stock.
- They usually phone me, I miss the recall, so I phoned back on free phone.

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

- Too long to answer phone (20 minutes!).
- The service has been excellent, reliable, timely and accurate.
- Always helpful and friendly on phone. Compliant and obliging with order requirements and delivery dates and times. Excellent service overall!
- I cannot fault the service from Fittleworth. I have never experienced such efficiency and due diligence from any other company be it appliances or other. They made a trauma into something more bearable. The reminder service is something that I rate the highest as with busy lives I am sure that I could have run out of stuff if they did not do follow up calls. Amazing service.
- Excellent services, no complaints.
- Very good service and product. My only gripe is about trying to contact by telephone. They are always busy using the phone so have to use email. Not a real problem though.
- Always received excellent service and care, from Fittleworth staff and delivery staff.
- Very happy with the service all round.

Customer comments

- I am the patient and have used Fittleworth for several years and the service is outstanding. I'm only too pleased to help with your questionnaire.
- I have had this service for a few years. I've never had a problem they have looked after me like I was a queen, not an old lady. I'm so grateful for all the staff of this company. They are wonderful.
- In general, Fittleworth has given very good service. The people I speak to on the telephone are very pleasant and I feel they take an interest in my prescription orders. Sometimes it could help if there was someone with a little medical knowledge/medical understanding of the products being supplied. It would be most helpful if, when an order is about to be dispatched, an email or phone text message could be sent, so I know what part of the day my order will arrive. And, delivery driver, please never leave the parcel dumped in the middle of garden path. It has happened (once). But it is why I left my last supplier. Thank you.
- Fittleworth supply me with catheters delivered direct to my home. This service for me is absolutely vital being a sufferer of secondary progressive multiple sclerosis. They are the second supplier that has provided me with this service in the many years involved. I rate Fittleworth as excellent.
- My prescription is issued to Fittleworth by my GP practice upon my online request via Patient Access. Any changes are made via specialist urostomy nurse and surgery.
- Excellent service. Staff are polite and helpful.
- Very satisfied with supplier.
- Carry on as you are.
- I have used Fittleworth for the supply of my stoma products for several years. They have always been excellent. The phone staff are always polite, friendly and efficient. The delivery of my products are always on the date specified and the products themselves are superb.
- Excellent service. Always helpful and friendly. Always on time.
- Excellent service provided - good communication via email or telephone.
- Prescription goes to medical centre who send it to pharmacy.
- All staff are helpful and polite. For me Fittleworth are providing an excellent service.
- I've been using Fittleworth supplies for just over a year. I have always experienced very good service. Staff are always helpful and polite (including delivery drivers). They will call to remind me to put in an order and also contact me if for any reason the delivery will be delayed (which has only happened once).
- The stock has always been available to send out on time. The staff are very understanding and very helpful and have given us an excellent service.
- I receive my son's appliances through delivery in a very discreet manner. If there is a problem with the orders, i.e. low stock, etc., Fittleworth representatives will call me and make me aware of the problem. I am happy with the service I receive for my son. My son is under 16 years.
- I have always found Fittleworth to be excellent regarding customer service and also prompt on their deliveries. In the one/two cases of emergencies, they have risen to the occasion.
- Staff are excellent and go the extra mile to provide help and support. Fabulous company and products.
- It's a very good service.
- I don't understand why delivery takes a week given that my surgery replies to your request within 24 hours.
- It only goes wrong if the surgery send prescription to local chemist instead of Fittleworth then I have to cut holes in pouches myself, then don't get wipes or bags, and then not too happy with doctor, but it is only now and again.
- We've always had an excellent service from you. Well done.
- Very good.
- Now I phoned my supplier for items. They contact my doctor's surgery and request a prescription which they in turn send direct to the supplier. The supplier dispatches the items to me. But the old system where I request a prescription from my doctor; I collect prescription and send to supplier who completes the order. There is a weakness in the new system where I have to check on how many times prescriptions can be made on my behalf to my surgery. I'm not accusing anyone of mis practice but the weakness is the system is there.
- Excellent service. Staff always extremely kind and helpful. Thank you.
- The supplier usually contacts me in advance of requirement which is very helpful and a useful prompt for me. Always polite and very helpful. Thank you.

Customer comments

- I'm quite satisfied with service so far.
- I'm extremely happy with the service.
- No additional comments. Supplier provides an excellent service.
- Excellent service, but it can take a while to get through by phone, which is why I email my request for a repeat prescription.

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 = 131

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	127	4	0	0	0
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(127 \times 100.00) + (4 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(131 - 0)}$$

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.



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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

