

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Worthing

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	103	79%
Someone else	15	12%
Both	0	0%
Blank / Spoilt	12	9%

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	105	81%
Fax	0	0%
Post	1	1%
Email	13	10%
Face to face	0	0%
Internet	3	2%
Blank / Spoilt	8	6%

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

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

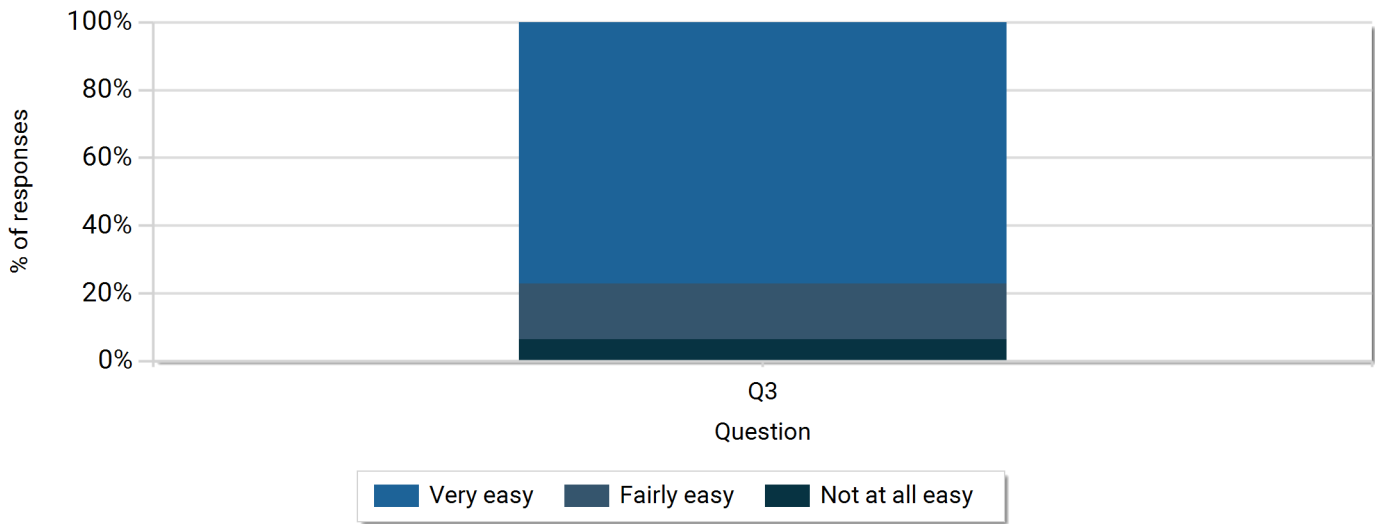
Q3: How easy did you find it to contact them?

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?	8	20	95	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?	85	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?	85	91	92	89

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

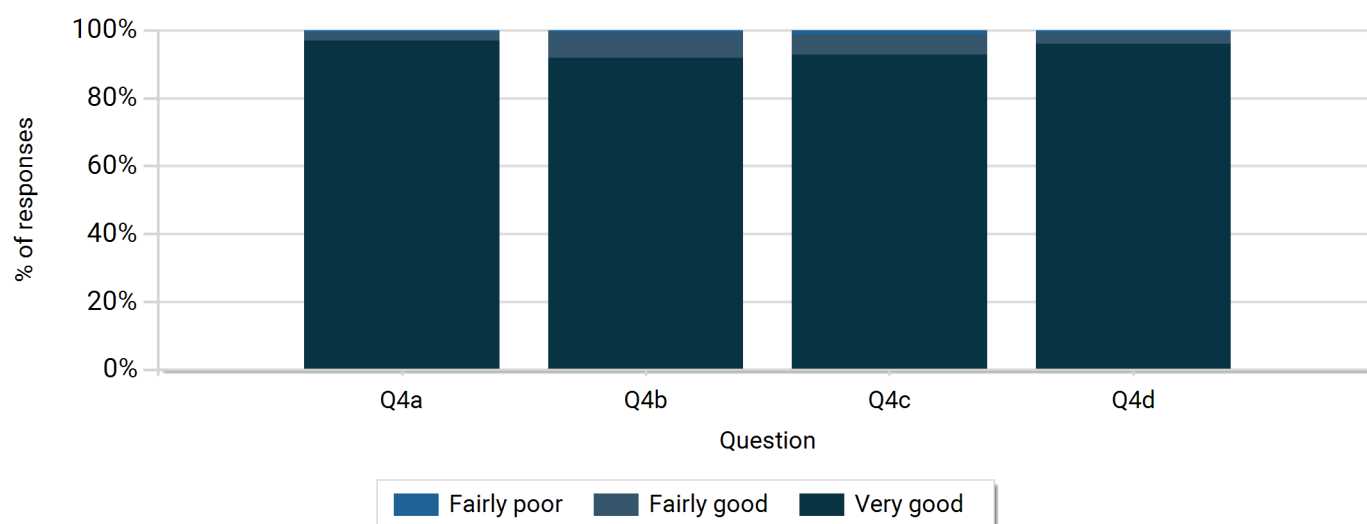
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	122	3	1	0	0	4
Q4b Answering any queries you had	112	9	1	0	1	7
Q4c Passing you on to someone who could help	76	5	1	0	17	31
Q4d How would you describe their service?	122	4	1	0	0	3

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	97	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.

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.

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

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

Table 5:

Response	Number of responses	Percentage of responses*
Yes	76	58%
No	12	9%
Don't know	28	22%
Blank / Spoilt	14	11%

*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	22	17%
No	20	15%
Don't know	10	8%
Blank / Spoilt	78	60%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	19	86%
No	3	14%
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	6	5%
No	18	14%
Don't know	18	14%
Blank / Spoilt	88	68%

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

About the services you receive from this supplier

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

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	4	67%
No	0	0%
Don't know	0	0%
Blank / Spoilt	2	33%

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	40	31%
No	23	18%
Don't know	21	16%
Blank / Spoilt	46	35%

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	43	33%
No	29	22%
Don't know	10	8%
Blank / Spoilt	48	37%

Q8c: If you presented a repeat prescription, did the supplier check that you were not suffering from problems with the appliance or your stoma treatment?

Table 8c:

Response	Number of responses	Percentage of responses*
Yes	37	28%
No	37	28%
Don't know	11	8%
Blank / Spoilt	45	35%

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

About the services you receive from this supplier

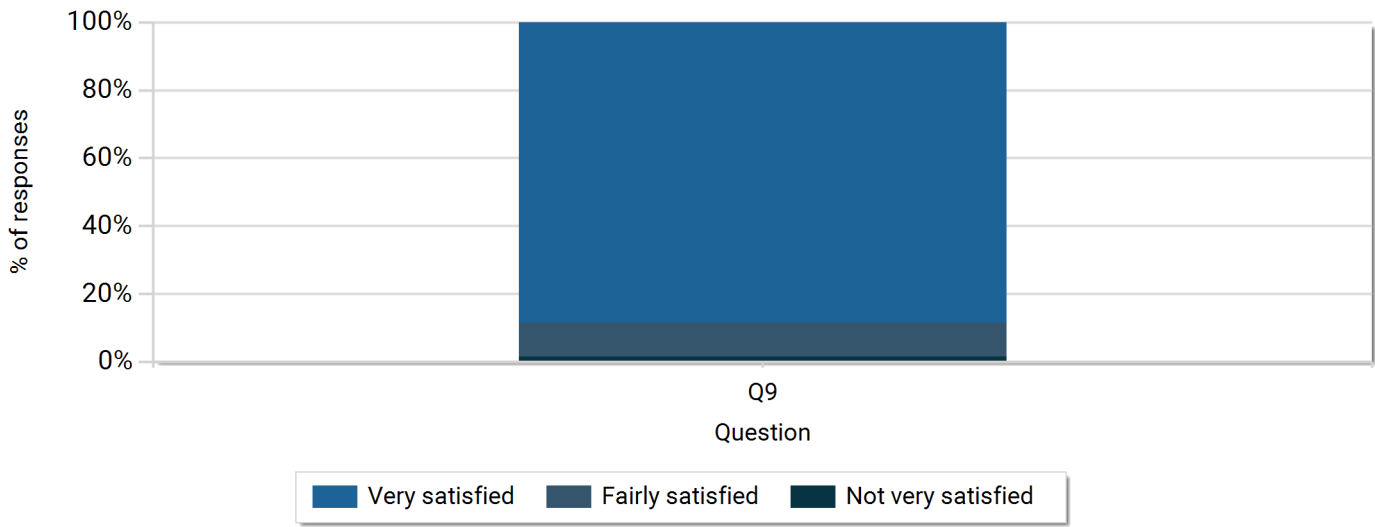
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	7	62	60

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

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

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

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	96	95	94	99

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	79	61%
No	0	0%
Don't know	11	8%
Blank / Spoilt	40	31%

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	112	86%
No	5	4%
Blank / Spoilt	13	10%

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	10	8%
No	103	79%
Blank / Spoilt	17	13%

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

Table 11c:

Response	Number of responses	Percentage of responses*
Yes	8	6%
No	103	79%
Blank / Spoilt	19	15%

*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	113	87%
No	6	5%
Blank / Spoilt	11	8%

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	5	4%
No	109	84%
Blank / Spoilt	16	12%

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	2%
No	108	83%
Blank / Spoilt	20	15%

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	50%
No	1	50%
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	7	5%
No	28	22%
Don't know	34	26%
Blank / Spoilt	61	47%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	11%
No	9	32%
Don't know	1	4%
Blank / Spoilt	15	54%

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	45	35%
No	35	27%
Don't know	34	26%
Blank / Spoilt	16	12%

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	38	29%
No	36	28%
Don't know	32	25%
Blank / Spoilt	24	18%

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

About the services you receive from this supplier

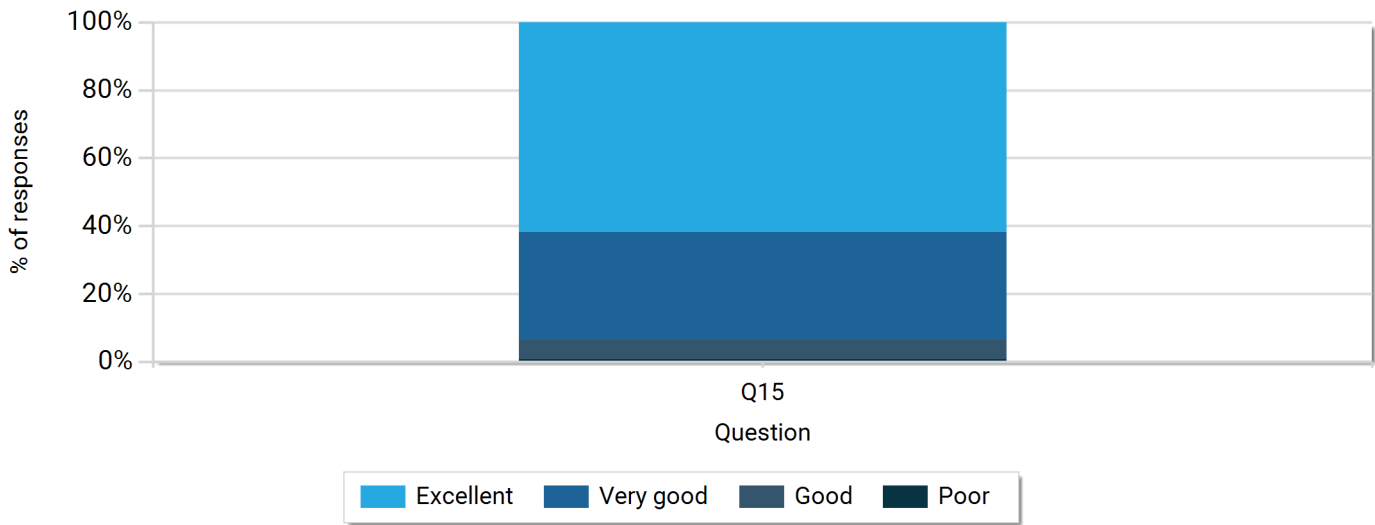
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	0	7	39	76	7

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

Graph 4: Percentage distribution and frequency of ratings (Q15)



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	88	86	90	91	92	93

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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 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	88	90	89	89

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	118	91%
Blank / Spoilt	8	6%

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	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.

*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	0	0%
35 - 44	2	2%
45 - 54	6	5%
55 - 64	21	16%
65+	97	75%
Blank / Spoilt	4	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	67	52%
Female	55	42%
Blank / Spoilt	8	6%

*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	5%
Carer for someone with a longstanding illness	15	12%
Neither	98	75%

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:

- Check GP had forwarded request.
- Missing items from prescription.
- Stoma nurse recommended you.
- To see if my doctor had sent you my prescription.
- To confirm prescription from email.
- Fittleworth insisted I contact my GP to arrange delivery of my wife's prescription.
- To check if a prescription put in through my surgery had been received as no supplies had been received. It turned out the script had been sent to my local chemist.
- First order via stoma nurse following hospital discharge carried on with Fittleworth.
- Prescription contact by GP.
- D/Nurses contacted supplier initially.
- To enquire when my order would be delivered electronically sent by my GP.
- Recommend by stoma nurse.
- Until 31/08/2020 I would telephone a request for medical items. Fittleworth would then request an official prescription from my doctors surgery, it would then get delivered on the agreed date.
- To check delivery date.
- After surgery my stoma nurse explained to me I could use Fittleworth or doctors surgery. I have been really happy with service of Fittleworth. Thank you.
- We submit the NHS prescription to our GP surgery and they submit the order. Delivery is to the house - prompt and efficient.
- The supplier mention a service (free) to clients contacting GP's prescription.
- Change in procedures.

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

- None. Very happy with prompt service.
- The service is brilliant don't change it. Kind regards.
- There have, on several occasions, been difficulties in respect of liaison between Fittleworth and my GP surgery. I cannot communicate with the surgery electronically, and they seem to be able to communicate electronically with Fittleworth. On the whole, however, the system works adequately.
- No comment can be accurate during the COVID crisis as so many "other" factors can effect the supplier!
- Discuss what's available or send comprehensive list. Send what I order (I'm awaiting bags ordered but not included in my delivery).
- Good service.
- We have only just got on to the list. It's our first time.
- Just to say keep up the good work as all the staff were friendly and very good at explaining everything to me.
- Staff always helpful, polite and considerate. Problems occur once order has been placed via telephone and them requesting prescription from GP so have to chase up prescription from GP delaying delivery of items as they seem to leave it to the last minute before informing you that your delivery date isn't going to happen because they haven't received the prescription!
- Very satisfied with the service, no complaints, delivery on time, and email two weeks before delivery of goods to confirm. So far really not sure what improvements could be made.
- Overall Fittleworth have been fine and unproblematic. However, I have asked for their free wipes to be included in my order three times and this hasn't been done. I don't understand why not.

Customer comments

- My wife is in her 80s with dementia, not very mobile, how I set up getting her prescription from your ISAs follows. I write a note to my GP asking her to contact you to supply my wife's prescription all at your insistence I do things this way. The GP practice requires five days notice to carry out my requests, I wait two days after the five days, I then call Fittleworth to check if you have received instruction from my GP. Having written a request for further prescription I take it to the GP practice by hand, with my wife, who as I've said has dementia, there is no point me trying to ring the practice during the five days their phones are always busy. So what I do at seven days I call Fittleworth, answer all your questions, have a nice polite chat with your staff, who tell me when our prescription will be delivered. At no time any pressure from me. My parents taught me to be polite, I have always gone through life that way. For several years I would pick up the phone, ring Fittleworth, answer all the questions, pass the time of day with who I was speaking to, be told when the prescription would be delivered, I would thank the person I spoke to and put the phone down. One polite phone call to you is by far the best way for me to arrange delivery of my wife's prescription. No need for me to get stressed taking my wife on my prescription request to our GP. Bring back the original one phone call system. But a big thank you for your help.
- The system I myself organised because of previous errors has worked well until early September 2020 when the prescription clerk at my surgery sent the prescription to the local chemist instead of Fittleworth. I am alert to late deliveries and Fittleworth expedited the order when they received it. Steps are being taken to ensure this should not occur again.
- My prescriptions are sent to Fittleworth electronically through my doctors surgery, so most questions do not apply to me.
- Helpful and polite.
- Several attempts to contact supplier by phone. On hold for over 10 minutes each time. Gave up and registered for online service, which I shall use from now onwards.
- It would be helpful if parcel tracking could be included, so you don't have to wait in all day.
- I just get email when my catheters are due, they give me the amount to be supplied and all I have to do is reply and confirm order and give any information if I need less supplies. This is always acknowledged. Very good communication services given.
- The only thing I would say is it would be nice if they could send more than one pack of dry wipes and disposable bags as I always run out and end up using toilet roll which sticks to my stoma. The dry wipes are really thin, the old style were much better.
- I have dealt with you for many years and always had wonderful service. For that I thank you.
- It would be an improvement for me if less complimentary disposal bags and more complimentary wipes would be included with the order.
- I have found them to be reliable quick acting and friendly.
- Your service are very good.
- Had issues with my repeat prescriptions but hopefully making various phone calls the issues have been sorted out and rectified. Many thanks.
- Cannot fault the service in any way.
- The service from Fittleworth is excellent. Problems now arise from doctor surgery not dealing with third parties and have to reorder from repeat prescription, which not as efficient. Not given delivery date which is unsettling to say the least.
- A very good service. Thank you very much. Over the past five years I could not do without you.
- Fittleworth are excellent, I have no complaints at all. Thank you.
- Very good.
- Very prompt service. The girls on the phone are lovely and very helpful.
- I am disappointed the service has changed, now I contact my doctors surgery and then get the surgery to fax my repeat prescription to Fittleworth. Friday will be my first time of doing this, I hope by putting the delivery date on the request Fittleworth can do it whereas before this was all arranged with Fittleworth before my doctors surgery got involved.
- An online personalised account website would be useful for reordering repeat prescriptions.

Customer comments

- It would be helpful if Fittleworth's invoices were dated. Some deliveries have been erratic, not arriving on quoted dates, not as order, e.g. I would order three boxes of pouches and receive only one box, often after delivery of the two other boxes - I always had to phone Fittleworth and enquire, then action would be taken to send on the shortfall, by that time I often had nearly used up my stock.
- For several years I have received a very good service of supplies from Fittleworth, originally set up by my hospital, and each supply ordered by my phone call to Fittleworth. I regret that, last month, the area authority decided I must now order each monthly supply with my GP practice. This means I cannot be sure when my order is received by Fittleworth and I will not know when it will be delivered (as Fittleworth used to tell me when I phoned with my order). It's also unfortunate that GPs, already very busy, now have this additional responsibility.
- We now have to ring our GP to get my things from Fittleworth, which means we can't get our complimentary wipes and disposable bags. Not the suppliers fault, but the new system.
- Thank you for a fantastic service, with excellent staff.
- They are all extremely helpful, always helping when I have to chase up my prescription from my GP, which is often. They always ask me if I need any emergency supplies.
- I find the staff very efficient and professional in all transactions.
- I have always received an outstanding service from Fittleworth over the many years I have and still am a customer.
- I have had this service from these services for 14 years approximately, everything has been just great and thank you all very much.
- They've always been extremely helpful. I've been using them for many years.
- All good.
- This is an excellent company. I am very happy with them after many years service.
- Fittleworth have been more than helpful and obliging when I had a problem.
- I order via my surgery and so do not have any direct contact with you.
- Very good and helpful supplier.
- I have always found their service is excellent. Staff are friendly and very helpful, and have gone out of their way to supply me with what I want. I just wish they could chase prescriptions like they used to, they always seem to get better results from surgeries than me.
- Do not like the new changes of prescription where you make a telephone order then you have to wait for the prescription letter by post get to you then take it to the surgery so it can be authorised by doctor. It takes me 30 minutes walk from my house to get there especially with winter coming up it is too cold outside to walk there to hand in my prescription prefer the old method.
- Most of the questions do not apply as the prescription goes to Fittleworth via my GP, I put my request to the GP by email. The service from Fittleworth is excellent.
- No improvement needed.

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 = 130

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	122	3	1	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)

=

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

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

(130 - 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.



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 ☐

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

