

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

York

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	115	83%
Someone else	11	8%
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	120	87%
Fax	1	1%
Post	0	0%
Email	5	4%
Face to face	1	1%
Internet	4	3%
Blank / Spoilt	7	5%

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

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

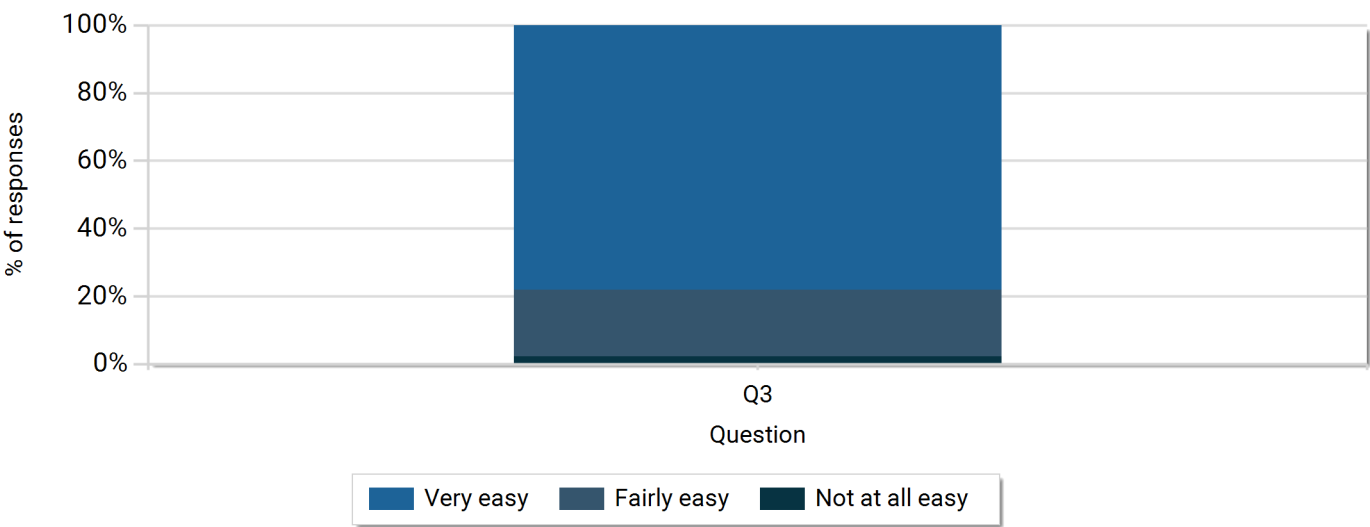
Q3: How easy did you find it to contact them?

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?	3	26	103	6

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?	88	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?	88	95	94	92

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

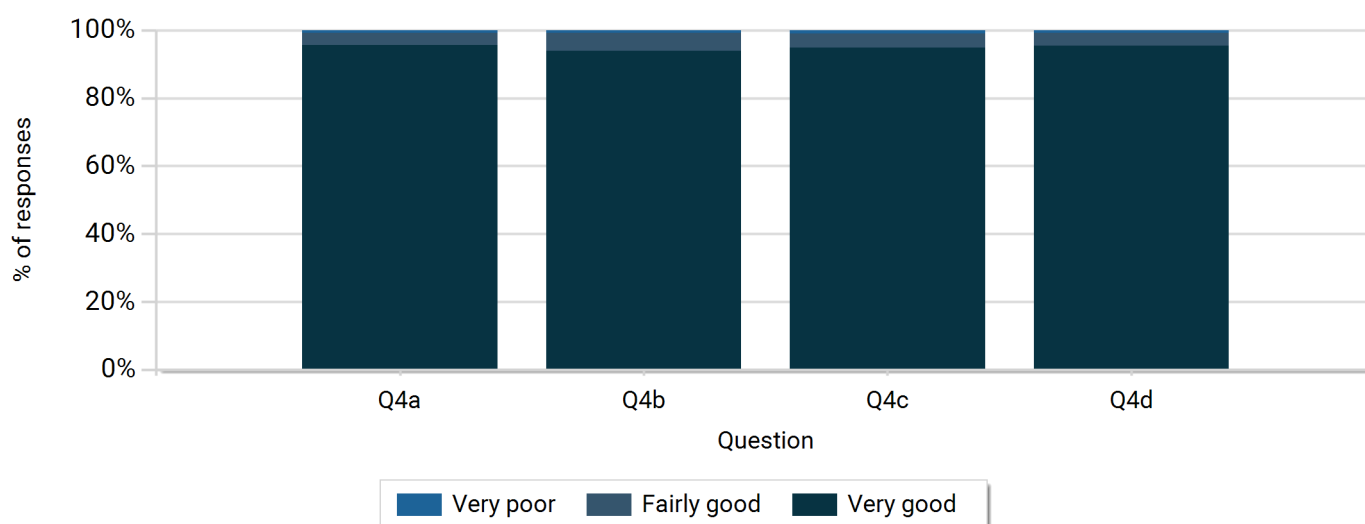
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	130	5	0	1	1	1
Q4b Answering any queries you had	122	7	0	1	2	6
Q4c Passing you on to someone who could help	92	4	0	1	16	25
Q4d How would you describe their service?	125	5	0	1	0	7

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

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



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

Table 4.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q4a Polite and took time to understand needs?	98	97	98	99	99	100
Q4b Answering any queries you had	97	94	97	98	99	99
Q4c Passing you on to someone who could help	98	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?	98	99	97	99
Q4b Answering any queries you had	97	98	96	98
Q4c Passing you on to someone who could help	98	98	95	96
Q4d How would you describe their service?	98	98	96	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	90	65%
No	15	11%
Don't know	26	19%
Blank / Spoilt	7	5%

*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	24	17%
No	14	10%
Don't know	8	6%
Blank / Spoilt	92	67%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	22	92%
No	1	4%
Don't know	0	0%
Blank / Spoilt	1	4%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	5	4%
No	15	11%
Don't know	17	12%
Blank / Spoilt	101	73%

*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	40%
No	0	0%
Don't know	2	40%
Blank / Spoilt	1	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	66	48%
No	25	18%
Don't know	18	13%
Blank / Spoilt	29	21%

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	62	45%
No	30	22%
Don't know	12	9%
Blank / Spoilt	34	25%

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	49	36%
No	43	31%
Don't know	13	9%
Blank / Spoilt	33	24%

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

About the services you receive from this supplier

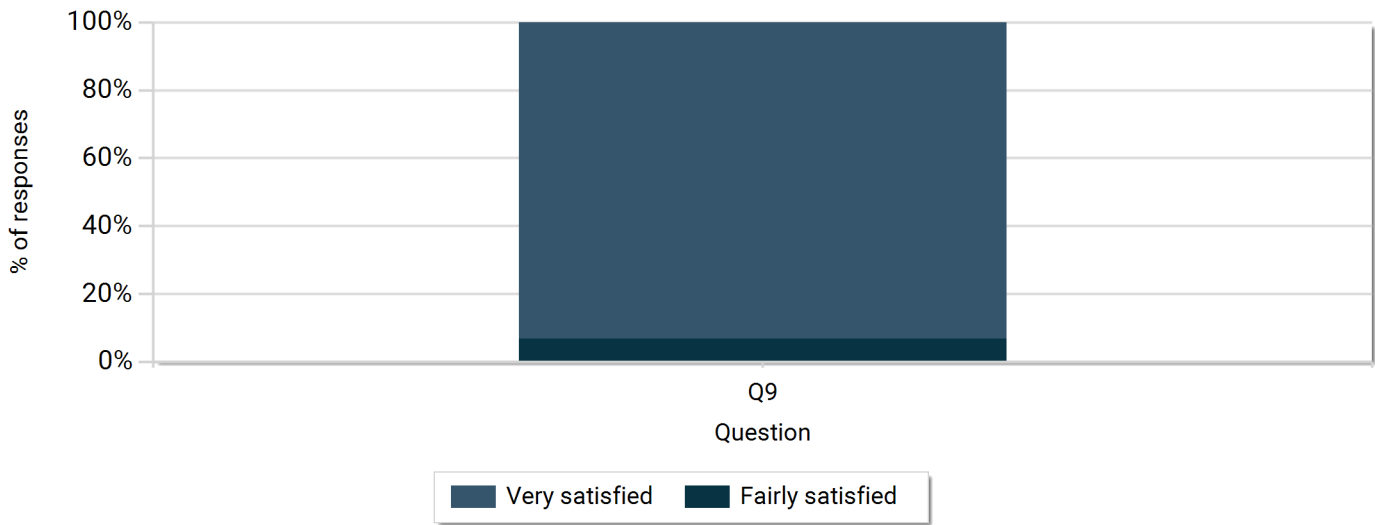
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

	Not at all satisfied	Not very satisfied	Fairly satisfied	Very satisfied	Blank / Spoilt
Q9 Overall quality of customisation service	0	0	6	83	49

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	98	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	98	95	95	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	88	64%
No	1	1%
Don't know	17	12%
Blank / Spoilt	32	23%

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	91%
No	3	2%
Blank / Spoilt	10	7%

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	21	15%
No	101	73%
Blank / Spoilt	16	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	11	8%
No	112	81%
Blank / Spoilt	15	11%

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

About the services you receive from this supplier

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

Table 11d:

Response	Number of responses	Percentage of responses*
Yes	122	88%
No	3	2%
Blank / Spoilt	13	9%

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	14	10%
No	106	77%
Blank / Spoilt	18	13%

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	115	83%
Blank / Spoilt	22	16%

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	14	10%
No	42	30%
Don't know	34	25%
Blank / Spoilt	48	35%

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	12	29%
Don't know	4	10%
Blank / Spoilt	23	55%

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	62	45%
No	24	17%
Don't know	30	22%
Blank / Spoilt	22	16%

Q14b: Does the supplier provide a practice leaflet containing information about the NHS services that they provide?

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	47	34%
No	29	21%
Don't know	34	25%
Blank / Spoilt	28	20%

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

About the services you receive from this supplier

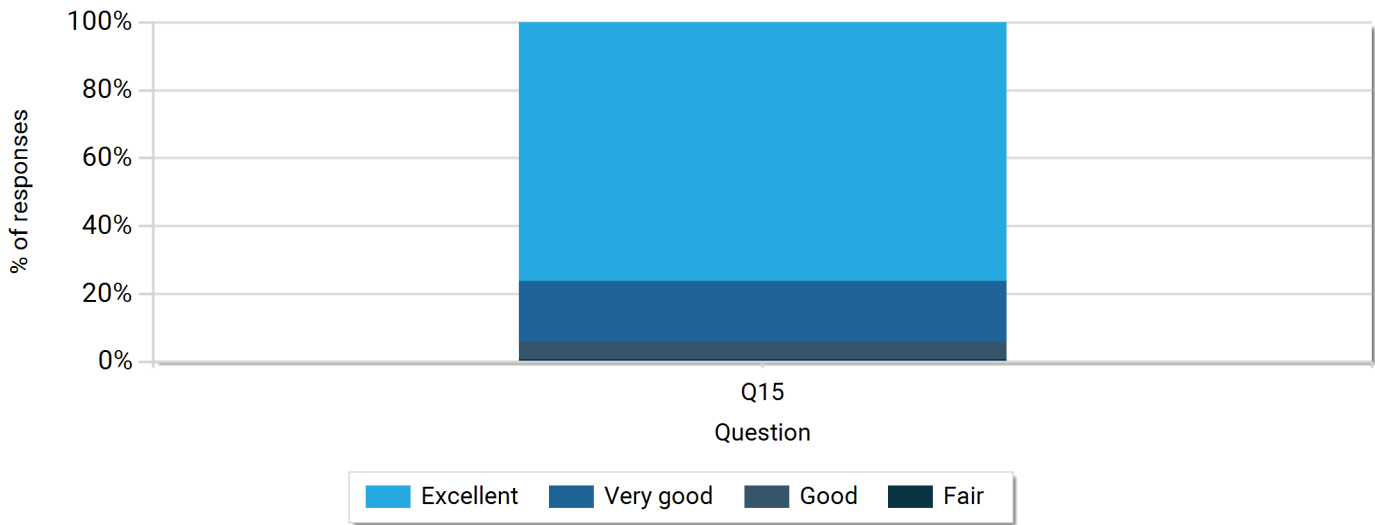
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	7	24	102	4

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

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

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

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

Table 15.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q15 Overall rating	92	89	89	92

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	2	1%
No	133	96%
Blank / Spoilt	3	2%

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	2	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	2	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	1	1%
35 - 44	0	0%
45 - 54	8	6%
55 - 64	19	14%
65+	105	76%
Blank / Spoilt	5	4%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	70	51%
Female	62	45%
Blank / Spoilt	6	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	3	2%
Carer for someone with a longstanding illness	13	9%
Neither	106	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:

- I don't contact Fittleworth, they ring me, to ask if I need to order.
- I have help from from my son, because I am very hard of hearing.
- We contact our surgery who places order electronically.
- Hospital set it up.
- I was questioning as to my prescription being sent to you from my surgery. There was a misunderstanding by myself after speaking to one of your receptionist it was put right.
- Re stoma.
- I do not submit NHS prescription. You obtain it yourself on my behalf.
- I order my prescription through surgery and they pass this to you.
- Supplier was recommended by my specialist stoma nurse.
- The hospital after operation.
- As a new customer, I wished to check the method of supply.
- Don't really contact NHS as you do.
- The stoma bag wipes and disposable bags.
- The stoma nurse sorted it out before I left the hospital.
- To check that my prescriptions and my husband's had gone through! As it was later than normal.
- My prescription is electronically sent from my doctors surgery.
- Re: Date of delivery of current order and supply of Sportx Belt.
- Stoma nurses at Scunthorpe Hospital.
- They had a problem obtaining prescription authorisation from my surgery and had left me a message.
- The bags I had used for a long time had changed. The seal, it used to fold four times and changed to two, I found this used to dig into me.
- Recommendation.

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

- Continued problems of liaison by GP on every occasion in spite of several complaints. GP says supplier can do routine repeats on my behalf but contact always seems to fail and in latest case supplier made a part order up until full prescription was okayed.
- I get a phone call once a month, I give my order, it comes 10-14 days later, it is always correct, then repeat this each month. I cannot express my opinion of this service in this survey.
- Very difficult to contact by phone, waiting ages at times for a response, email is not easy either. But when there has been a problem, this company has acted speedily to rectify it.
- This company give a first class service in every way they can.
- New products as samples would be ideal. Your surrounding skin when using the same stoma products often gets sore, surely new products are available to help, been using the same things for years.
- I have always been very satisfied with the service provided by Fittleworth.
- I have been totally satisfied with all aspects of my needs. The staff are caring, helpful and polite. The delivery times have been faultless. Most impressed!
- Great service by Fittleworth.
- I have had my stoma now for several years and have always had my bags, etc. from you and the service I have had is excellent. All phone calls to you have been very personal and polite and I have been treated with respect. I have not had any reasons or concerns to take my prescription anywhere else. I have recommended Fittleworth to people in the hospitals I have been in. Many thanks for your services to me.

Customer comments

- Always received a fantastic service from this supplier. I find this service from this company very professional. Love the fact they cut my stoma bags to size, excellent for me as eyesight not very good.
- Very helpful and friendly service.
- The experience I have had with Fittleworth is always a joy - thank you.
- In a nutshell, I telephone my repeat order every 4 to 5 weeks, they take details, when I want the order delivered and so actioned to my satisfaction. This has been so for over 13 years.
- Ref 8220 Provox FreeHands HME Moist is not available to order online. It has to be ordered over the phone or using the old reference 7712, whereby we receive a phone call querying this.
- Have used Fittleworth for more than five years for stoma supplies. Always had brilliant, helpful, friendly service. I order prescriptions from my doctors and the doctors send the repeat prescription to Fittleworth. Fittleworth texts a reminder to me to do so, which is really helpful. When the surgery's new computer system went wrong and no prescription was sent, Fittleworth contacted me to offer an "emergency supply" in advance, if required, delivered to my door. Great service!
- I have been using these appliances for years. The first ones was absolutely horrible, then these, but I feel what with the diarrhoea I've had I've taken Imodium every day one capsule and they are not working - from 13-14 stone I am now 8 stone. I really do need help. I suffer from anxiety and I hate going to the doctors. If I had to wear a belt to stop some of the leakages I would, but truthfully feel I'd like to try another appliance. I need to see a doctor because around the stoma is little points there - they look horrible, really I do need help.
- I found the supplier very competent is all aspects. 10/10.
- Everyone I have spoken to over many years has been polite, professional and very helpful when necessary.
- Delivery has, on occasions been one - two days early, not a big problem, but in adverse weather conditions packaging and contents could be damaged should I not be at home. Perhaps waterproof packaging should be considered.
- I have had a stoma since May 2020 and I can honestly say the service I have received has been excellent. Staff always very helpful and I have changed sizes and bags several times. Nothing is too much trouble which has made having a stoma much easier - well done.
- Staff most kind and and gracious. If there is ever a delay in supplies it's because the GP has not sent the prescription to the supplier.
- Very reliable.
- When I set off with the stoma bags I was not given the small adhesive blanks for the air vent - since I was given these I have better success with keeping air in bags.
- No comments to add.
- The service is very good. Don't change a thing. I am very satisfied with service.
- The staff are always extremely helpful and have supplied pouches when our GP has been slow in sending a prescription. We have had excellent service.
- I had difficulty with some of these questions as I have to submit my repeat prescriptions via my health centre. However, I have contacted Fittleworth on several occasions and they have always been fantastic in their response. Couldn't fault them.
- Overall Fittleworth have been very good to me. But sometimes they can't seem to source the products leaving me unsure when it's going to arrive? but they are always helpful when I ring. Hope things will get better now.
- First class service, cannot be faulted in any way!
- Fittleworth provide a first class service five star.
- Very satisfied. Thank you. Especially in these traumatic times? Thanks.
- Service very good.
- Service excellent for many years.
- I have only had to phone twice, once because I was going on holiday (that was many years ago). They were very helpful, as I was worried about having enough appliances, while away. The only other times have been during this pandemic, because delivery was later, I received them the next day!
- Would appreciate being able to email my requirements.
- Excellent.

Customer comments

- Time taken to answer phone - this has exceeded 20 minutes, this is not good.
- On two occasions recently the quantity ordered (stoma products) was more or even less than the items sent. If it happens again, I will take it up with the surgery ordering system.
- I have always used Fittleworth for years now I am very service always on time with my order. No problem.
- For many years I have found Fittleworth exemplary in all respects: efficient, reliable, prompt, thoughtful and unfailingly polite.
- Very caring people.
- I am totally incontinent, half blind and deaf and fortunately for me and my bad memory Fittleworth ring me every four weeks to make sure of my needs and then delivers. They are good and I couldn't wish for anyone better.
- As I have both a colostomy and urostomy, I use a lot of the complimentary wipes. I often run out of them before I need to order the urostomy and colostomy bags, however I am often advised that the company cannot send me wipes without any other product, so I end up ordering product I don't need in order to get the wipes that I do need - this seems like a waste.
- I have always found the staff friendly and helpful. On the last occasion there had been a problem with my surgery and the Fittleworth staff were very reassuring and very prompt in sorting it out.
- Very efficient, reliable monthly service. Provides excellent customer service in every aspect.
- When there have been problems receiving prescriptions from surgery Fittleworth have chased as appropriate and kept me informed of anticipated delivery dates.
- The female members of staff are always very helpful when I telephone Fittleworth. But unfortunately the male members sometimes let the side down! (On one occasion a male member of staff was extremely rude and argumentative.)
- If a product changes I would like to be informed. As stated before my bag changed, I arranged to see stoma nurse who then offered me alternative but this unfortunately I must have been allergic too, as I had a problem with itchy skin when taking the bag off. I saw the stoma nurse again and we tried another one, this seems to be OK. Must say I found the stoma nurses very helpful. Bless them.
- Fittleworth's service has been absolutely excellent for many years.
- Fittleworth have been polite, helpful and provide a great service.
- The only problems that arise are when the surgery delays the return of Fittleworth's prescription. On a number of occasions I have had to go to the said surgery to ask about the delays. It has never been the fault of my suppliers. They always ring to tell me about delays. The firm is A1.

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 = 138

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	130	5	0	1	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

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

=

(130 x 100.00) +(5 x 66.67) +(0 x 33.33) +(1 x 0.00) +(1 x 0)

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

(138 - 2)

Your mean percentage score for Q4a = 98%

The same basic calculation method is used for all the questions where a mean percentage score has been provided, but the values assigned to the ratings will differ depending on the number of rated responses available.

For ease of understanding, below are the details of the values assigned to the ratings in each question where we have provided a mean percentage score:

- Q3 - Not at all easy = 0, Fairly easy = 50, Very easy = 100
- Q4 - Very good = 100, Fairly good = 66.6666, Fairly poor = 33.3333, Very poor = 0
- Q9 - Not at all satisfied = 0, Not very satisfied = 33.3333, Fairly satisfied = 66.6666, Very satisfied = 100
- Q15 - Poor = 0, Fair = 25, Good = 50, Very good = 75, Excellent = 100

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

- Quartiles comprise:
- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	98	97	98	99	99	100

16446

*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.



fittleworth



Dispensing Appliance Contractor Customer Questionnaire

This section is about why you contacted your appliance supplier recently and the response you received

Q1. Why did you contact the supplier?

To submit a NHS prescription for:

Yourself ☐ Someone else ☐ Both ☐

For some other reason (please write in the reason for contacting the supplier):

Q 2. How do you normally contact your supplier? (Please tick one box only)

Telephone ☐ Fax ☐ Post ☐
Email ☐ Face to face ☐ Internet ☐

Q 3. How easy did you find it to contact them?

Not at all easy ☐ Fairly easy ☐ Very easy ☐

Q 4. If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

	Very good	Fairly good	Fairly poor	Very poor	Don't know
a) Were they polite and did they take the time to understand your needs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Answering any queries you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Passing you on to someone who could help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) How would you describe their service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?

Yes ☐ No ☐ Don't know ☐

Providing NHS Services



This Section is about the services you receive from this supplier

The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.

Q 6. If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier), please answer the following:

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

Yes ☐

No ☐

Don't know ☐

b) If yes, were you informed when it was expected to become available?

Yes ☐

No ☐

Don't know ☐

Q 7. If the appliance was not in stock from the supplier, or if they were not able to provide an appliance customisation on request:

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

Yes ☐

No ☐

Don't know ☐

b) If yes, and where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Yes ☐

No ☐

Don't know ☐

This question is about repeat prescriptions, if this does not apply to you please go to question 9.

Q 8. If you presented a repeat prescription, did the supplier

a) Check to see if you still needed the appliance?

Yes ☐

No ☐

Don't know ☐

b) Check that you were satisfied in using the appliance?

Yes ☐

No ☐

Don't know ☐

c) Check that you were not suffering from problems with the appliance or your stoma treatment?

Yes ☐

No ☐

Don't know ☐

This question is about customisation; if your appliance is not customised please go to question 10.

Q 9. If the appliances you receive are customised in any way, how do you rate the overall quality of this service from your supplier?

Not at all satisfied

Not very satisfied

Fairly satisfied

Very satisfied

☐☐☐☐

Q 10. Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes ☐

No ☐

Don't know ☐



These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.

Q 11. If your product was delivered

a) Was the delivery prompt and at a time agreed with you?

Yes ☐ No ☐

b) Did the package display any writing or other markings which could indicate its content

Yes ☐ No ☐

c) Did the vehicle in which the package was delivered convey the nature of the contents

Yes ☐ No ☐

d) Did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Yes ☐ No ☐

Q 12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)

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

Yes ☐ No ☐

b) Have you ever been advised by your supplier that they cannot provide this service?

Yes ☐ No ☐

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

Yes ☐ No ☐

Q 13. If you have ever contacted the supplier's telephone care line out of hours

a) Were they able to provide advice at the time you called?

Yes ☐ No ☐ Don't know ☐

b) If no, did they provide the telephone number of NHS 111?

Yes ☐ No ☐ Don't know ☐

Q 14. Does the supplier provide a practice leaflet containing:

a) Information about their premises i.e. opening hours and access for disabled customers?

Yes ☐ No ☐ Don't know ☐

b) Information about the NHS services that they provide?

Yes ☐ No ☐ Don't know ☐

Q 15. Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Poor Fair Good Very Good Excellent



☐☐☐☐☐

16. If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

Q 17. Have you ever visited the supplier's premises?

Yes ☐

No ☐

If you have attended the premises of the supplier, how do you rate the:

	Very good	Fairly good	Don't know	Fairly poor	Very poor
Cleanliness of the premises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitability for the purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

These last few questions are just to help us categorise your answers

Q 18. How old are you?

16-19	20-24	25-34	35-44	45-54	55-64	65+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q 19. Are you

Male ☐

Female ☐

Q 20. Which of the following apply to you?

You have, or care for, children under 16	<input type="checkbox"/>
You are a carer for someone with a longstanding illness or infirmity	<input type="checkbox"/>
Neither	<input type="checkbox"/>

Thank you for completing this questionnaire

Care Centre: Example

