

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

## Barnsley

November 2021 - February 2022



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

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

Table 1:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yourself       | 101                 | 82%                      |
| Someone else   | 11                  | 9%                       |
| Both           | 1                   | 1%                       |
| Blank / Spoilt | 10                  | 8%                       |

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

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

Table 2:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Telephone      | 108                 | 88%                      |
| Fax            | 0                   | 0%                       |
| Post           | 0                   | 0%                       |
| Email          | 6                   | 5%                       |
| Face to face   | 0                   | 0%                       |
| Internet       | 2                   | 2%                       |
| Blank / Spoilt | 7                   | 6%                       |

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

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

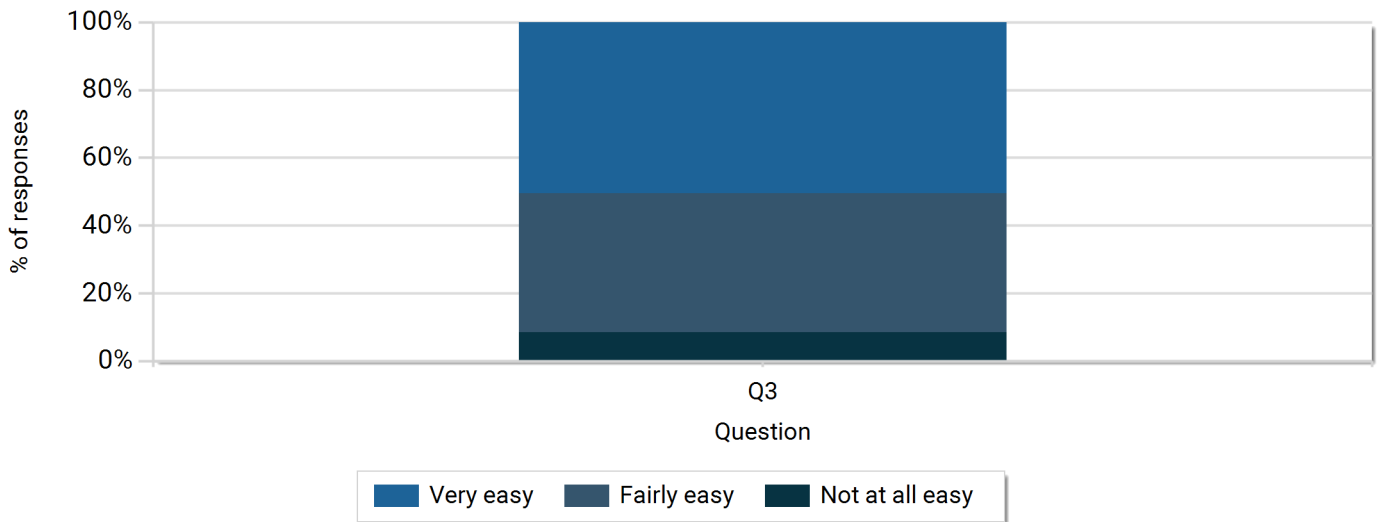
### Q3: How easy did you find it to contact them?

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? | 10              | 48          | 59        | 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? | 71                  | 63                  | 66             | 69     | 72             | 96  |

\*Benchmarks are based on data from 38 dispensing locations surveyed between November 2021 and February 2022 with 40 or more returned questionnaires and a total of 4,086 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 (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|--|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q3 How easy did you find it to contact them? | 71            | 90                             | 98                            | 94                             |

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

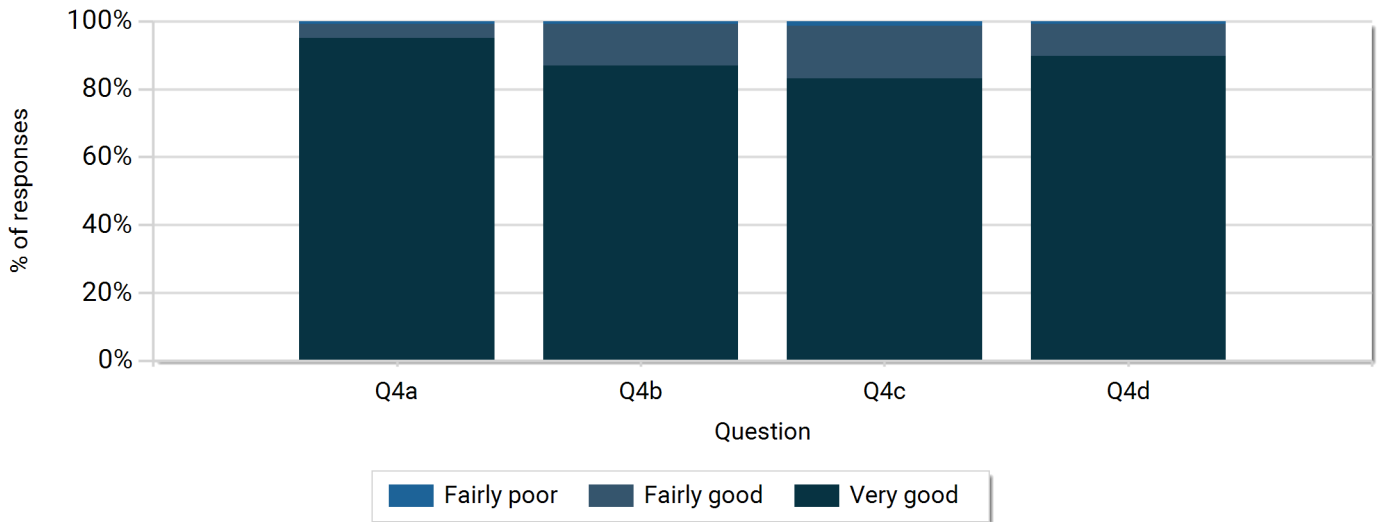
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

Table 4.1: Distribution and frequency of ratings (Q4)

|   | Very good | Fairly good | Fairly poor | Very poor | Don't know | Blank / Spoilt |
|---|-----------|-------------|-------------|-----------|------------|----------------|
| Q4a Polite and took time to understand needs? | 114       | 5           | 1           | 0         | 0          | 3              |
| Q4b Answering any queries you had             | 100       | 14          | 1           | 0         | 0          | 8              |
| Q4c Passing you on to someone who could help  | 59        | 11          | 1           | 0         | 14         | 38             |
| Q4d How would you describe their service?     | 105       | 11          | 1           | 0         | 1          | 5              |

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                  | 94                  | 97             | 97     | 98             | 100 |
| Q4b Answering any queries you had             | 95                  | 92                  | 95             | 95     | 96             | 98  |
| Q4c Passing you on to someone who could help  | 94                  | 88                  | 91             | 94     | 96             | 99  |
| Q4d How would you describe their service?     | 96                  | 91                  | 93             | 95     | 96             | 99  |

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

Table 4.3 Current and previous mean percentage scores

|   | Current score | Previous score (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|---|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q4a Polite and took time to understand needs? | 98            | 98                             | 98                            | 99                             |
| Q4b Answering any queries you had             | 95            | 96                             | 99                            | 97                             |
| Q4c Passing you on to someone who could help  | 94            | 97                             | 99                            | 98                             |
| Q4d How would you describe their service?     | 96            | 98                             | 98                            | 98                             |

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

Table 5:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 71                  | 58%                      |
| No             | 11                  | 9%                       |
| Don't know     | 29                  | 24%                      |
| Blank / Spoilt | 12                  | 10%                      |

\*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            | 23                  | 19%                      |
| No             | 26                  | 21%                      |
| Don't know     | 11                  | 9%                       |
| Blank / Spoilt | 63                  | 51%                      |

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

Table 6b:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 22                  | 96%                      |
| No             | 0                   | 0%                       |
| 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            | 7                   | 6%                       |
| No             | 29                  | 24%                      |
| Don't know     | 11                  | 9%                       |
| Blank / Spoilt | 76                  | 62%                      |

\*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                   | 29%                      |
| No             | 2                   | 29%                      |
| Don't know     | 1                   | 14%                      |
| Blank / Spoilt | 2                   | 29%                      |

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            | 46                  | 37%                      |
| No             | 16                  | 13%                      |
| Don't know     | 11                  | 9%                       |
| Blank / Spoilt | 50                  | 41%                      |

**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            | 46                  | 37%                      |
| No             | 16                  | 13%                      |
| Don't know     | 9                   | 7%                       |
| Blank / Spoilt | 52                  | 42%                      |

**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            | 35                  | 28%                      |
| No             | 26                  | 21%                      |
| Don't know     | 7                   | 6%                       |
| Blank / Spoilt | 55                  | 45%                      |

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



About the services you receive from this supplier

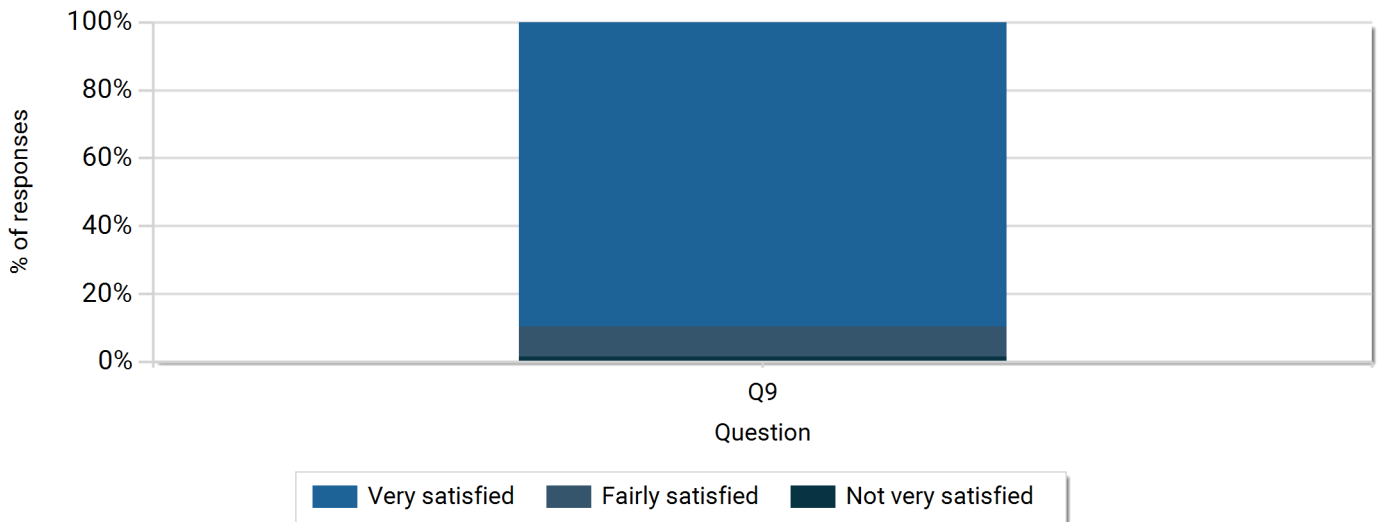
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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                  | 6                | 60             | 56             |

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                  | 90                  | 92             | 94     | 96             | 98  |

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Table 9.3 Current and previous mean percentage scores

|   | Current score | Previous score (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|---|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q9 Overall quality of customisation service | 96            | 96                             | 97                            | 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            | 80                  | 65%                      |
| No             | 0                   | 0%                       |
| Don't know     | 9                   | 7%                       |
| Blank / Spoilt | 34                  | 28%                      |

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

Table 11a:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 111                 | 90%                      |
| No             | 2                   | 2%                       |
| Blank / Spoilt | 10                  | 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            | 16                  | 13%                      |
| No             | 98                  | 80%                      |
| Blank / Spoilt | 9                   | 7%                       |

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

Table 11c:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 10                  | 8%                       |
| No             | 100                 | 81%                      |
| Blank / Spoilt | 13                  | 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            | 111                 | 90%                      |
| No             | 4                   | 3%                       |
| Blank / Spoilt | 8                   | 7%                       |

**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            | 4                   | 3%                       |
| No             | 97                  | 79%                      |
| Blank / Spoilt | 22                  | 18%                      |

**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             | 105                 | 85%                      |
| Blank / Spoilt | 17                  | 14%                      |

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

Table 12c:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 0                   | 0%                       |
| No             | 1                   | 100%                     |
| Blank / Spoilt | 0                   | 0%                       |

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

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

About the services you receive from this supplier

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

Table 13a:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 12                  | 10%                      |
| No             | 45                  | 37%                      |
| Don't know     | 17                  | 14%                      |
| Blank / Spoilt | 49                  | 40%                      |

**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             | 16                  | 36%                      |
| Don't know     | 8                   | 18%                      |
| Blank / Spoilt | 21                  | 47%                      |

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            | 56                  | 46%                      |
| No             | 24                  | 20%                      |
| Don't know     | 26                  | 21%                      |
| Blank / Spoilt | 17                  | 14%                      |

**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            | 42                  | 34%                      |
| No             | 20                  | 16%                      |
| Don't know     | 37                  | 30%                      |
| Blank / Spoilt | 24                  | 20%                      |

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

About the services you receive from this supplier

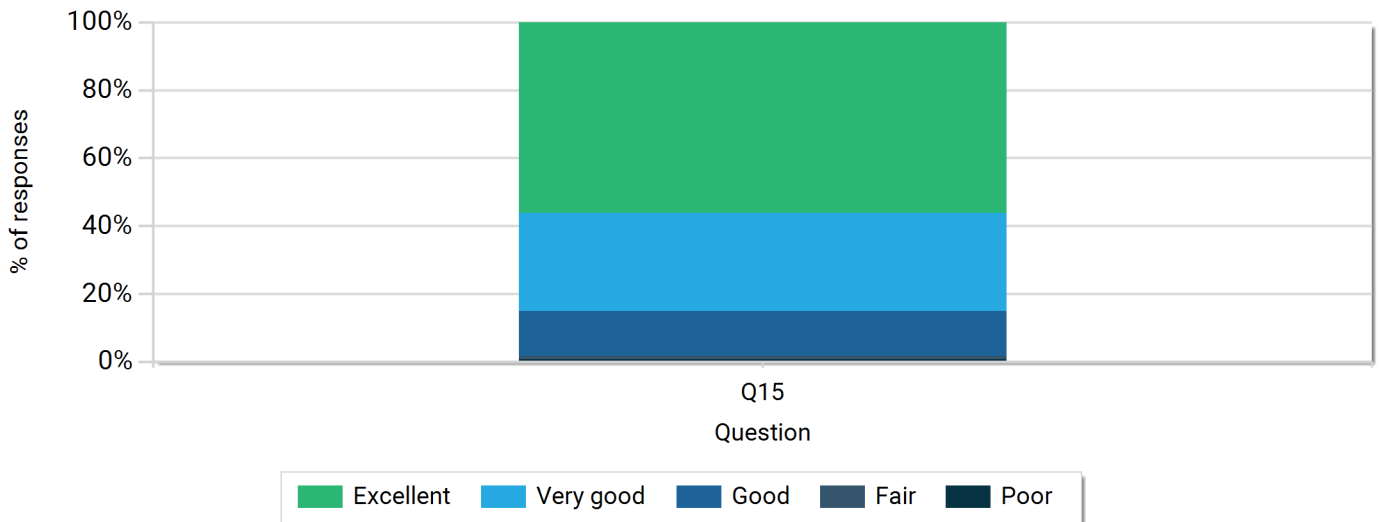
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

|                    | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 1    | 1    | 16   | 35        | 68        | 2              |

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 | 85                  | 80                  | 82             | 83     | 86             | 93  |

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

Table 15.3 Current and previous mean percentage scores

|                    | Current score | Previous score (December 2020) | Previous score (January 2020) | Previous score (February 2019) |
|--------------------|---------------|--------------------------------|-------------------------------|--------------------------------|
| Q15 Overall rating | 85            | 90                             | 90                            | 88                             |

## The supplier's premises

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

Table 17a:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 1                   | 1%                       |
| No             | 121                 | 98%                      |
| Blank / Spoilt | 1                   | 1%                       |

### 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      | 1                   | 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      | 1                   | 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        | 7                   | 6%                       |
| 55 - 64        | 12                  | 10%                      |
| 65+            | 98                  | 80%                      |
| Blank / Spoilt | 4                   | 3%                       |

### Q19: Gender

Table 19:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male           | 65                  | 53%                      |
| Female         | 58                  | 47%                      |
| Blank / Spoilt | 0                   | 0%                       |

\*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 | 14                  | 11%                     |
| Neither                                       | 103                 | 84%                     |

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

## Customer comments

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

- Was advised by hospital to use them.
- My NHS prescriptions are now co-ordinated by Barnsley CCG. I contacted Fittleworth's helpline to chase up a delivery date of my order as there is no way of knowing an expected delivery date from Barnsley CCG.
- One item missing.
- To check if prescription had been sent by GP surgery, sometimes it has not.
- Returning a call for my order.
- I contacted the new NHS stoma line in Barnsley.
- I was in hospital and ward sister sent in my first prescription, for me a long time since.
- Delivery advice.
- Transferred from Wilkinson Healthcare.
- Enquiring about disposal bags. I am allergic to some of them. I need the grey plastic ones measuring 9"x7", 24x18cm. Some grey ones are much too large for the disposal of one soiled pouch (two swabs and two wipes approximately). Re contacting supplier - very easy until COVID-19, now not.
- Just to see what day you were coming.

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

- Online ordering is problematic. Telephone ordering has a wait of up to 15 minutes.
- I needed to contact the stoma nurse earlier in the summer. I didn't get an answer on her phone, and after Fittleworth emailed her, I still didn't hear from her. She's lovely, very helpful. I think it was just a communication problem. That could do with sorting out, as it's very important. I had a bad fracture, and was poorly and really struggling - I could have done with her help at the time - but couldn't get in touch. Much better now, thankfully.
- I used to telephone my order request up to 6-8 months ago until I was made to wait up to 30 minutes for someone to answer, I now email my order request. I don't understand why Fittleworth ring my home number every month and leave a message reminding me to phone in my order, in my opinion they would be best used answering the phones when we ring. When I first used Fittleworth the packs of wipes were good, then changed them to half the original size and a different material, the new wipes were useless so I don't have them now and buy my own from another supplier. I have recently learned that my stoma nurse has retired and have had no indication of who to contact if I need help or advice. I find this very poor.
- Excellent service.
- No problems ordering and receiving goods.
- Very satisfied.
- Have been impressed with Fittleworth service.
- I started using Fittleworth in March 2021 and the customer service has been excellent. All staff on the helpline are understanding, polite, professional and helpful. However, Barnsley CCG now co-ordinate all stoma product ordering and the service has deteriorated since then. I no longer get told delivery dates. Also, there's been delays from my phone call ordering with Barnsley CCG to Fittleworth receiving the order to process. For example, I ordered my most recent order on 18/11/2021 and Fittleworth did not receive this until 25/11/2021.
- The online reordering is too complicated. The telephone ordering isn't available on Fridays.
- Recently if you ring you're holding on for half an hour at a time then sometimes it goes dead so you have to start again.
- Very good service. Nothing bad about this company. The normal person who delivers is very polite and very nice person. This company is 10/10. They all deserve praise.
- Waiting time when calling to place an order could be improved.
- I am very happy with the service given!



## Customer comments

- Very good service via website but telephone service could improve, over 20 minutes to wait for someone to answer.
- To date, the service supplied has been excellent, including support nurses when required.
- Two disposable bags missing. Says eight on delivery note, only received six.
- Nothing to improve, please note that all your drivers do take a part in this service also. Thanking you.
- Perfect!
- Waiting time when ringing.
- When telephoning at 8:00am the message I hear is that you are very busy. Then I am usually waiting about 15 minutes. This I could understand if I was telephoning in the middle of the day. Please could you reduce this waiting time when you are just starting work?
- Fantastic service from Fittleworth.
- Recently the telephone answering service has become frustratingly difficult - in the last few months. Previously very good. We would like advice about receipt of prescriptions and proposed delivery time rather than having to enquire by telephone.
- Excellent service from my suppliers, nothing too much trouble, always get my supplies on time. If there is a problem due to my GP not sending prescription they inform me by phone to say it will be late and if I'm OK for my supplies.
- Excellent service and nearly always delivered before the date given by the person taking the phone order. Male delivery driver very polite and personable. Very impressed by your service.
- The internet ordering is not easy to use. I would like an acknowledgement of what I ordered to confirm (or otherwise) that I got it right.
- Two years ago my replies would have been different and I praised your efficiency, and care (excellent). So we will just have to blame it all on COVID-19. As I live alone and am elderly, life is difficult!
- To send the goods on the due date, regardless of non-receipt of prescription, as it always arrives. Leaving a message and moving the date leads to unnecessary anxiety. Not their fault, though. Everybody is very good, and please thank the others.
- Telephone service has been difficult this year but you have now corrected this and good now. Not informed when items not delivered about when they will be delivered. This has meant that I run out of supplies on occasions. More product knowledge would be helpful for staff too.
- Used to be able to contact Fittleworth by phone for my medical supplies, but now have to email my order (why no telephone operators?). By emailing it takes longer to get order.
- Even under lockdown, etc. They are doing a marvellous job.

## 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 = 123

| Questionnaire rating scale    | Very good | Fairly good | Fairly poor | Very poor | Non rated responses |
|-------------------------------|-----------|-------------|-------------|-----------|---------------------|
| Number of ratings             | 114       | 5           | 1           | 0         | 3                   |
| Value assigned to each rating | 100       | 66.6666     | 33.3333     | 0.00      | n/a                 |

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(114 \times 100.00) + (5 \times 66.67) + (1 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(123 - 3)}$$

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                  | 94                  | 97             | 97     | 98             | 100     |

16684

\*Benchmarks are based on data from 38 dispensing locations surveyed between November 2021 and February 2022 with 40 or more returned questionnaires and a total of 4,086 returned customer questionnaires.



## Dispensing Appliance Contractor Customer Questionnaire

At Fittleworth we are always looking to improve our service. We have decided to take a moment to collect the views of our customers. We will ask about your experience and the services you receive from Fittleworth. We have partnered with CFEP UK Surveys to do this. All responses are anonymous.

To complete the survey, please mark the boxes like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice. If you are unable to answer a question, or a question doesn't apply to you, please leave it blank. Once the survey is complete, please post it using the pre-paid envelope provided.

Alternatively, if you wish to complete the questionnaire online, a web version can be found at:

**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 an NHS prescription for:**

Yourself                       Someone else                       Both

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

**Q2 How do you normally contact your supplier? (Please tick one box only)**

Telephone                       Fax                       Post  
 Email                       Face to face                       Internet

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

Not at all easy                       Fairly easy                       Very easy

**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 each of the following? (Please tick one box only)**

|  | 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"/> |

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

Yes                       No                       Don't know

**This section is about the services you receive from this supplier**

**Q6 & Q7 are about occasions when the appliance was not available at the time requested.**

**If this does not apply to you, please move to Q8.**

**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), 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

**Q7** 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

**The next questions are about repeat prescriptions, if this does not apply to you, please move to Q9.**

**Q8** 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

**The next question is about customisation, if your appliance is not customised, please move to Q10.**

**Q9** 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

**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?

Yes                       No                       Don't know



The next questions are about appliances which are delivered. If this does not apply to you, please move to Q12

**Q11 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

**Q12 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

**Q13 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

**Q14 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



**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?

Poor       Fair       Good       Very good       Excellent

**Q16** 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:

**Q17** Have you ever visited the supplier's premises?

Yes       No

If you answered yes to Q17, 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"/> |

The following questions provide us with general information about the range of people who have responded to this survey. If you would prefer not to answer any of these questions just leave them blank.

**Q18** How old are you?

16-19       20-24       25-34       35-44  
 45-54       55-64       65+

**Q19** Are you:

Male       Female

**Q20** Which of the following apply to you?

You have, or care for, children under 16  
 You are a carer for someone with a longstanding illness or infirmity  
 Neither

Thank you for your time and assistance – Please return this questionnaire in the pre-paid envelope provided.

This survey is anonymous and confidential. We do not intend to use the information for any other purpose than reviewing our service.

Care Centre: Example

