

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Glasgow

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	168	79%
Someone else	35	17%
Both	3	1%
Blank / Spoilt	6	3%

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	197	93%
Fax	0	0%
Post	2	1%
Email	10	5%
Face to face	0	0%
Internet	2	1%
Blank / Spoilt	1	0%

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

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

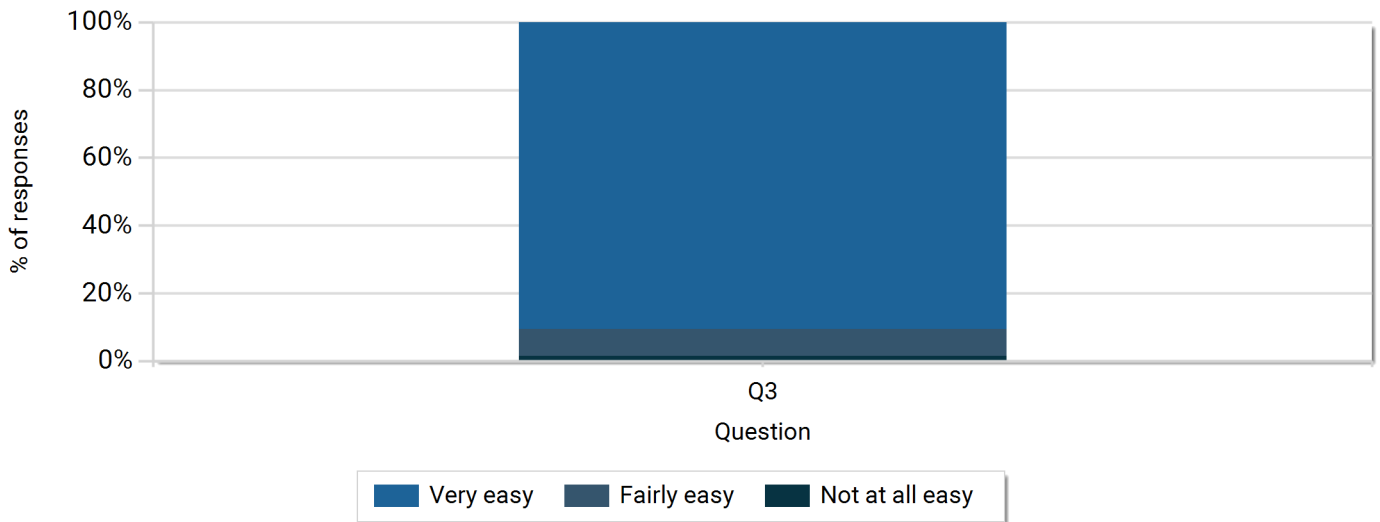
Q3: How easy did you find it to contact them?

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	17	190	2

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?	95	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)
Q3 How easy did you find it to contact them?	95	95	95

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

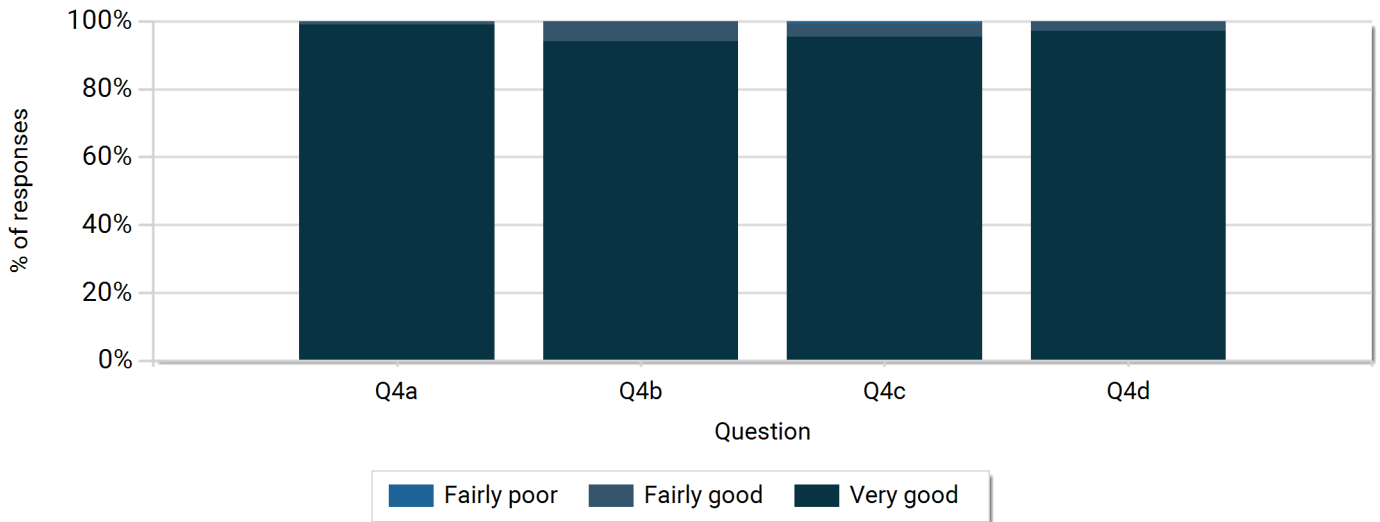
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	209	2	0	0	0	1
Q4b Answering any queries you had	194	12	0	0	0	6
Q4c Passing you on to someone who could help	127	5	1	0	20	59
Q4d How would you describe their service?	202	6	0	0	0	4

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

*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.

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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.

About the services you receive from this supplier

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)
Q4a Polite and took time to understand needs?	100	99	98
Q4b Answering any queries you had	98	99	98
Q4c Passing you on to someone who could help	98	98	98
Q4d How would you describe their service?	99	99	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	123	58%
No	24	11%
Don't know	45	21%
Blank / Spoilt	20	9%

*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	51	24%
No	32	15%
Don't know	8	4%
Blank / Spoilt	121	57%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	46	90%
No	3	6%
Don't know	1	2%
Blank / Spoilt	1	2%

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	14	7%
No	34	16%
Don't know	23	11%
Blank / Spoilt	141	67%

*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	5	36%
No	4	29%
Don't know	5	36%
Blank / Spoilt	0	0%

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	102	48%
No	20	9%
Don't know	13	6%
Blank / Spoilt	77	36%

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	89	42%
No	29	14%
Don't know	9	4%
Blank / Spoilt	85	40%

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	63	30%
No	40	19%
Don't know	17	8%
Blank / Spoilt	92	43%

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

About the services you receive from this supplier

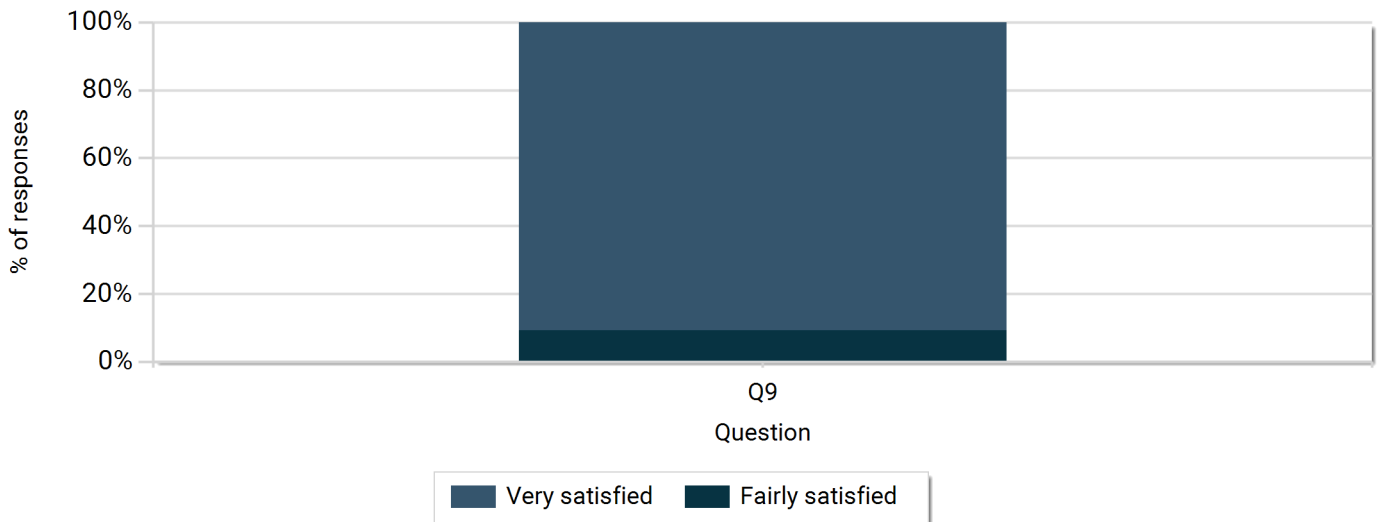
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	10	98	104

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	97	90	92	94	96	98

*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 9.3 Current and previous mean percentage scores

	Current score	Previous score (December 2020)	Previous score (January 2020)
Q9 Overall quality of customisation service	97	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	149	70%
No	2	1%
Don't know	6	3%
Blank / Spoilt	55	26%

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	201	95%
No	2	1%
Blank / Spoilt	9	4%

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	15	7%
No	184	87%
Blank / Spoilt	13	6%

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	9	4%
No	188	89%
Blank / Spoilt	15	7%

*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	202	95%
No	2	1%
Blank / Spoilt	8	4%

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	7%
No	171	81%
Blank / Spoilt	27	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	4	2%
No	183	86%
Blank / Spoilt	25	12%

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	25%
No	3	75%
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	23	11%
No	56	26%
Don't know	33	16%
Blank / Spoilt	100	47%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	8	14%
No	15	27%
Don't know	7	13%
Blank / Spoilt	26	46%

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	91	43%
No	47	22%
Don't know	49	23%
Blank / Spoilt	25	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	65	31%
No	48	23%
Don't know	66	31%
Blank / Spoilt	33	16%

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

About the services you receive from this supplier

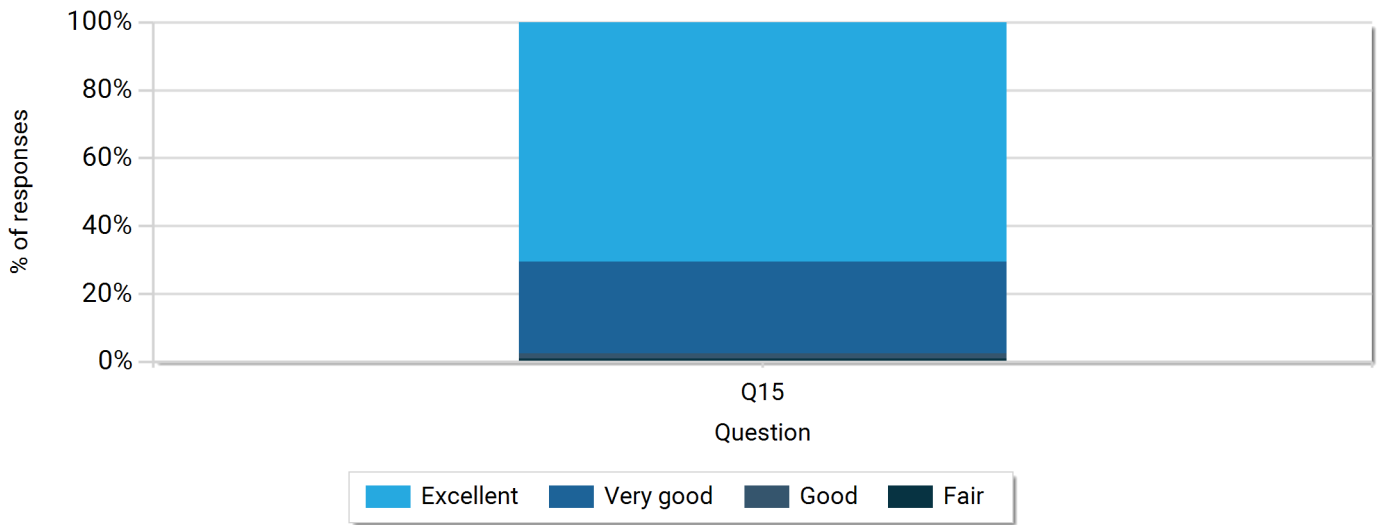
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	3	57	149	1

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	80	82	83	86	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 (December 2020)	Previous score (January 2020)
Q15 Overall rating	92	93	88

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	19	9%
No	193	91%
Blank / Spoilt	0	0%

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	17	89%
Fairly good	1	5%
Don't know	1	5%
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	15	79%
Fairly good	2	11%
Don't know	1	5%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	1	5%

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	1	0%
25 - 34	1	0%
35 - 44	3	1%
45 - 54	13	6%
55 - 64	26	12%
65+	162	76%
Blank / Spoilt	6	3%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	112	53%
Female	97	46%
Blank / Spoilt	3	1%

*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	3%
Carer for someone with a longstanding illness	28	13%
Neither	173	82%

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:

- Fittleworth often contact me when they estimate a new supply will be necessary.
- I missed the phone call to order supplies.
- The supplier always contacts me by phone.
- Husband.
- District nurse, told me to contact when the box of bags she used when I needed more.
- Referred by Monkland Hospital - many years ago - problem arose again so I contacted you direct as VaPro was not offered this time (two years ago?).
- Yes, only to ask for an emergency delivery.
- Due to surgery - stoma nurse.
- Order short of bags.
- Advice from stoma nurses at hospital, Airdrie.
- Wishaw General.
- Stoma nurses.
- It was NHS nurse that contacted you.
- To request supplies on usual four weekly basis.

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

- Length of time (14 days). I know it is not their fault. The fault lies with my GP.
- Always been treated politely. Staff always very helpful and go above and beyond.
- Emailing is sometimes an issue. When you send an order or a query it seems to be different staff replying. And sometimes they don't know what the issue is. I also find that the delivery time is quite long? I know this can be down to the GP prescribing my prescription. Most of the time I have to wait two weeks for my order to arrive.
- England contact response non-existent just cannot get through. SPMG message all the time Scotland service assistance excellent.
- Fittleworth are a very good supplier and I would not change them. Staff are great and very polite.
- Shorter timescale between order and delivery of supplies.
- Excellent care and service from all at Scottish office, keep up the good work.
- Staff are very good talking to you on phone.
- There is a time issue between ordering and arrival of my equipment. The timespan has actually increased recently with the change of delivery. However this is easily overcome by early ordering. No problem!
- Very helpful, pleasant, polite staff. Service excellent.
- Since using Fittleworth I find the service first class, I'm more than happy with the staff and delivery.
- I always receive a reminder text for reordering for my husband. If I don't contact them they phone me to ask if still required. Far better service than the chemist.
- Currently having prescription reviewed to have pre-cut stoma bags organised for future orders. Never had any problems with availability of any products. Not needed out of hours service.
- Nothing.
- Service great, agents polite, friendly and very, very helpful. No changes required as far as I'm concerned, can't fault the service from Glasgow office.
- Go back to using Parcelforce, deliveries were more prompt.
- Customer service always helpful and polite. Easy to contact. Never had any problems.
- I have used this supplier for 14 years and have had excellent service from day one.

Customer comments

- Always helpful. However issues with stock that has discontinued - left to find replacement on own.
- Have always received excellent service from this supplier. Caller is always polite and helpful and caring.
- None - all good.
- Always very polite and supportive telephone operators who helped so much with initial order set-up.
- With regards to Q15, I can only state since I've had to use the service from this year I have been immensely impressed with the staff's concerns and assistance when I phone, which is usually once every 3-4 weeks. The staff talk to me with sensitivity and concern. The delivery standard is faultless. Well done! Greatly appreciated.
- I understand that at the present time due to the pandemic sometimes things have to change. When Fittleworth use their own delivery service it is 100% reliable. When another company is used the delivery is never late but a few days earlier than expected. If I am not in the bag is left on the front doorstep despite the label clearly stating "if out leave on bench at back". Only a minor point.
- I think the service is very good and has been for the last four years since my operation.
- My order takes 10-14 days. I think the blame lies with doctors surgery, who won't do online repeats. Fittleworth are great at phoning to check if I'm ready to reorder.
- Excellent supplier. No complaints. They go out of their way to ensure customer satisfaction.
- Deliver on arranged date not two days early when nobody is at home.
- Extremely thorough and very informative.
- An excellent service for 16 years. Very helpful and nice to deal with.
- Would be interested in updates on new products and other exciting products. I am happy with service Fittleworth provide, any problems I have with my order it is always due to my GP not providing you with a prescription on time. When this happens your staff always let me know and make sure I have enough products to keep me going and have also sent emergency products. Excellent service.
- I only use bags, wipes, etc., not apparatus.
- I have received my products from Fittleworth Glasgow and cannot rate them highly enough.
- I have used Fittleworth, and have the highest regard for their service.
- Delighted with service and staff always helpful on phone.
- I can't fault them at all, exceptional phone service, nothing a problem ever.
- I have been a customer for many years. I have never once had any problems. All staff have been pleasant and courteous at all times. I can't thank them enough.
- Great operator on phone who asked if I needed more supplemental.
- The service from Fittleworth Scotland has been outstanding for all of the seven years I have used them. On the odd occasion there has been a delay at my GP surgery that has prevented or slowed delivery they have contacted me to reassure, check supply and have issued catheters when needed. The call staff are always helpful and considerate.
- Maybe delivery in less than two weeks. More consistent size/shape of cut out on stoma bags.
- Around Christmas - problems getting answers to phone calls for delivery and one item wrong. Took many calls to sort out.
- On the whole staff are usually polite and helpful but frequently unable to provide requested products (catheters) and this has always been passed back to me and becomes my problem to then resolve. Excessive use of packaging. I have frequently had to ring round various hospitals then go to collect supplies when Fittleworth can't supply them. Have (on several occasions) drawn staff's attention to inaccurate opening times listed on letter - no change. Was pleased to not receive a Christmas card this year!
- It has never been explained to me how much this service costs the NHS and if it is more efficient than getting my prescription from my GP.
- The only thing I would say is when getting delivered sometimes the driver leaves them at my front door instead of in blue bin if I'm not in and my door can be seen very easy as I'm in a bungalow that is on a main street and has a lot of people going by.

Customer comments

- Very helpful and supportive especially with any urgent items as we place orders on behalf of a relative with learning difficulties. Excellent communication and customer contact.
- Very poor quality. Bags are falling apart, do not last long, three days at the most.
- Always courteous, helpful and reliable.

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 = 212

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	209	2	0	0	1
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(209 \times 100.00) + (2 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(212 - 1)}$$

Your mean percentage score for Q4a = 100%

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?	100	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

