

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

## Northampton

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	91	84%
Someone else	9	8%
Both	2	2%
Blank / Spoilt	6	6%

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	81	75%
Fax	1	1%
Post	2	2%
Email	12	11%
Face to face	0	0%
Internet	6	6%
Blank / Spoilt	6	6%

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

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

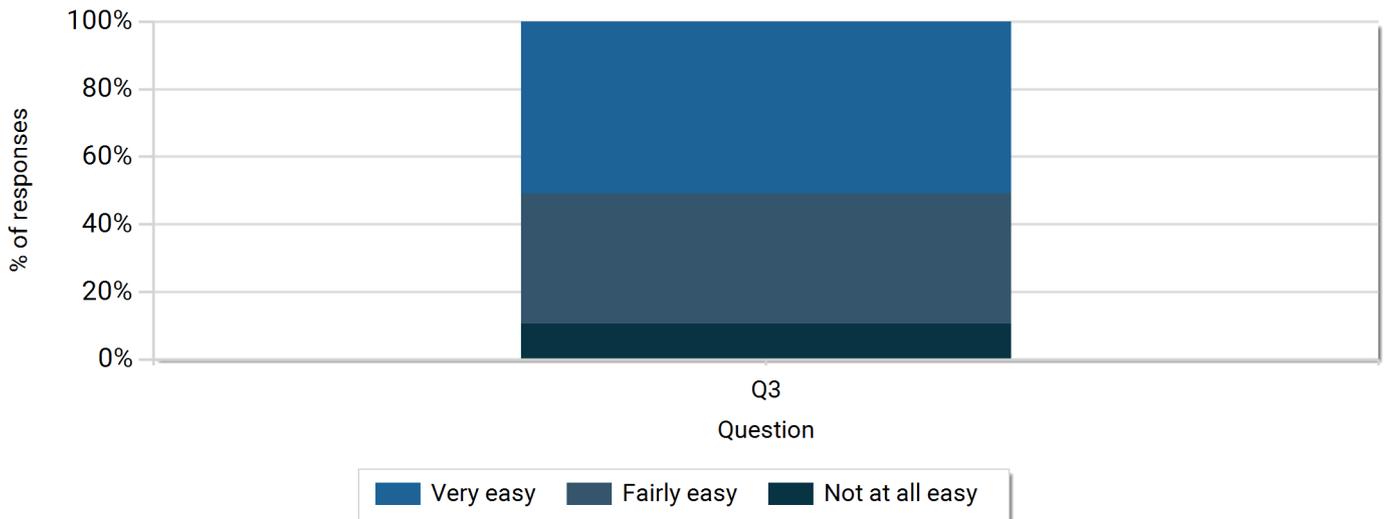
### Q3: How easy did you find it to contact them?

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?	11	40	53	4

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?	70	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?	70	92	93	93

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

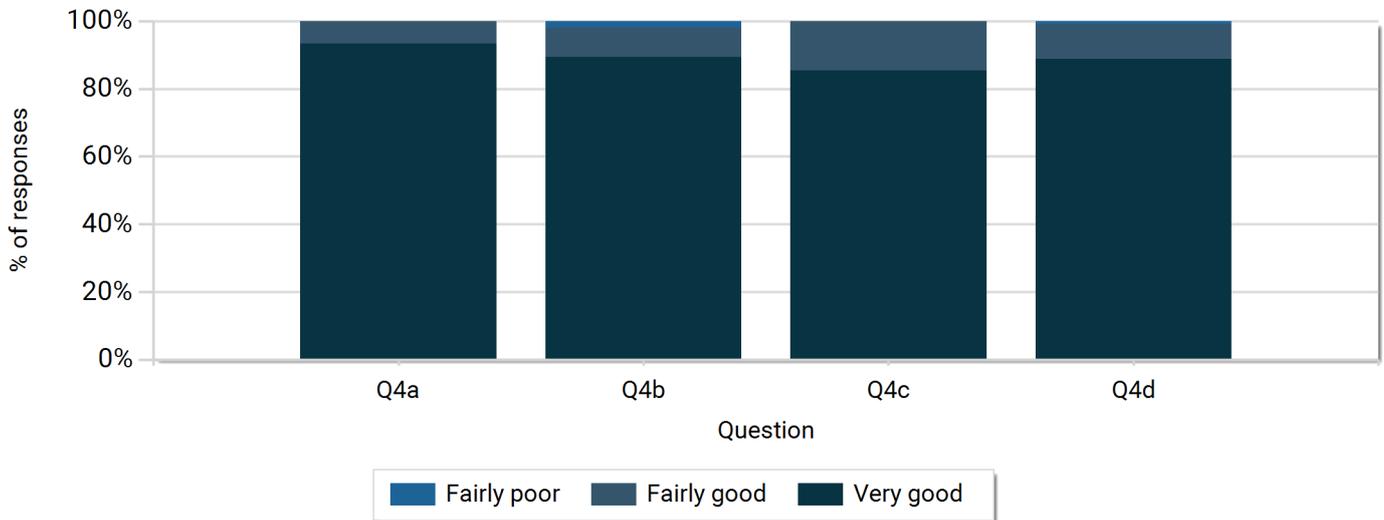
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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?	99	7	0	0	1	1
Q4b Answering any queries you had	92	9	2	0	1	4
Q4c Passing you on to someone who could help	53	9	0	0	17	29
Q4d How would you describe their service?	95	11	1	0	0	1

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	96	92	95	95	96	98
Q4c Passing you on to someone who could help	95	88	91	94	96	99
Q4d How would you describe their service?	96	91	93	95	96	99

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

## 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	100
Q4b Answering any queries you had	96	97	98	98
Q4c Passing you on to someone who could help	95	96	98	97
Q4d How would you describe their service?	96	97	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	57	53%
No	11	10%
Don't know	31	29%
Blank / Spoilt	9	8%

\*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	25	23%
No	21	19%
Don't know	14	13%
Blank / Spoilt	48	44%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	20	80%
No	4	16%
Don't know	1	4%
Blank / Spoilt	0	0%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	3	3%
No	25	23%
Don't know	17	16%
Blank / Spoilt	63	58%

\*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	67%
No	1	33%
Don't know	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to 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	37	34%
No	24	22%
Don't know	10	9%
Blank / Spoilt	37	34%

**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	30	28%
No	29	27%
Don't know	7	6%
Blank / Spoilt	42	39%

**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	20	19%
No	38	35%
Don't know	7	6%
Blank / Spoilt	43	40%

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

About the services you receive from this supplier

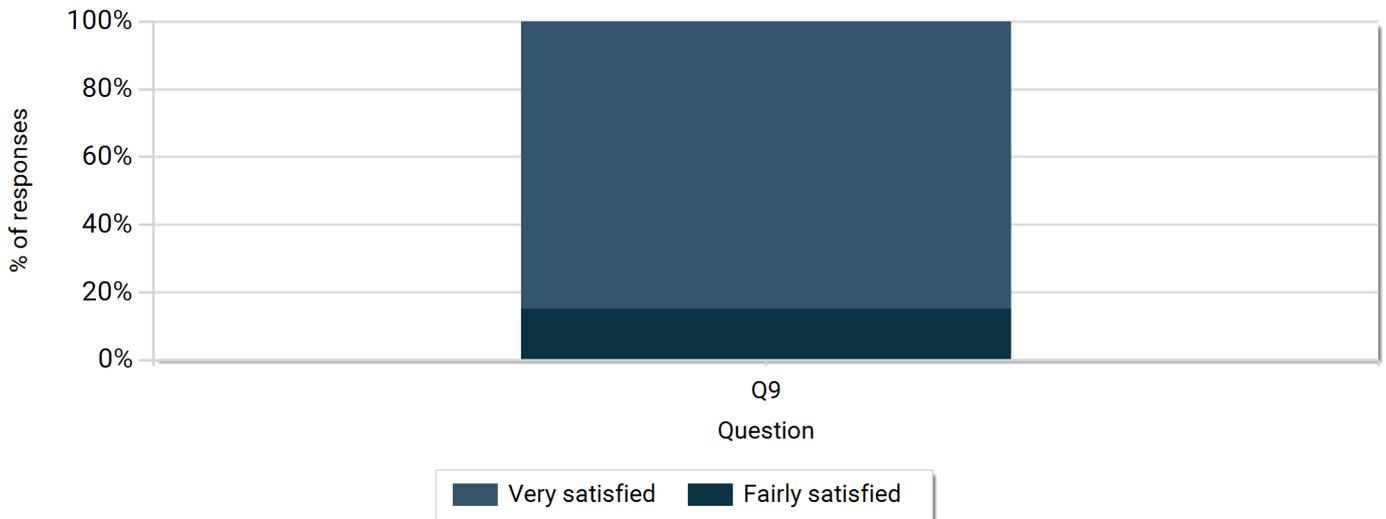
**Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?**

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	56	42

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	95	90	92	94	96	98

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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 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	95	95	95	97

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	62	57%
No	1	1%
Don't know	17	16%
Blank / Spoilt	28	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	96	89%
No	6	6%
Blank / Spoilt	6	6%

**Q11b: If your product was delivered, did the package display any writing or other markings which could indicate its content?**

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	10	9%
No	91	84%
Blank / Spoilt	7	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	4	4%
No	93	86%
Blank / Spoilt	11	10%

\*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	102	94%
No	1	1%
Blank / Spoilt	5	5%

**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	4%
No	90	83%
Blank / Spoilt	14	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	0	0%
No	96	89%
Blank / Spoilt	12	11%

**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	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	11	10%
No	27	25%
Don't know	23	21%
Blank / Spoilt	47	44%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	7%
No	8	30%
Don't know	3	11%
Blank / Spoilt	14	52%

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	46	43%
No	26	24%
Don't know	15	14%
Blank / Spoilt	21	19%

**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	35	32%
No	27	25%
Don't know	23	21%
Blank / Spoilt	23	21%

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

About the services you receive from this supplier

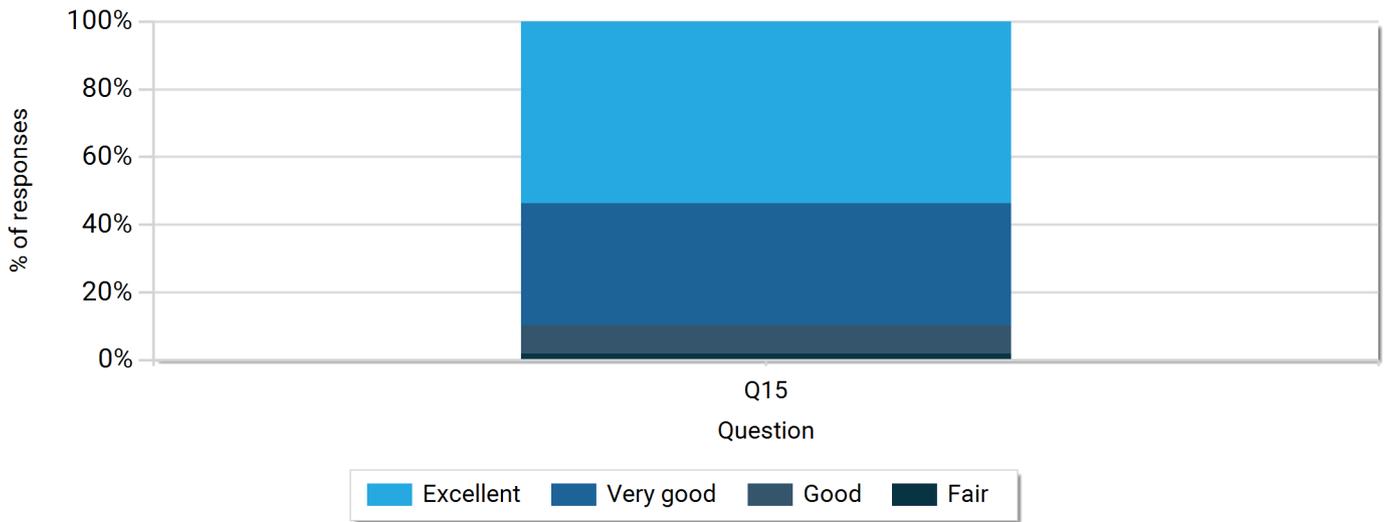
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	2	9	39	58	0

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

\*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 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	88	90

## 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	103	95%
Blank / Spoilt	4	4%

### Q17b: If you have attended the premises of the supplier, how do you rate the cleanliness of the premises?

Table 17b:

Response	Number of responses	Percentage of responses*
Very good	0	0%
Fairly good	0	0%
Don't know	1	100%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	0	0%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	1	100%
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	6	6%
55 - 64	17	16%
65+	80	74%
Blank / Spoilt	4	4%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	59	55%
Female	45	42%
Blank / Spoilt	4	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	3%
Carer for someone with a longstanding illness	8	7%
Neither	94	87%

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:

- Delays in supply.
- Not recently!
- The hospital contacted the supplier.
- Supplier notified me with SMS message.
- Son has colostomy.
- To get my medical supplies and advice.
- Originally it was the hospital who started the contact.
- Renew used supply.

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

- Have only recently needed this service so some questions N/A. Excellent service so far.
- Telephone service. Very poor. Impossible to contact.
- I would just like to say the staff I have dealt with have gone out of their way to help me. Thank you.
- I have no complaints. Fittleworth are always helpful when needed. Service excellent!
- When contacting me by telephone and I am unavailable, please leave a message on the answerphone. If you do not I do not know if you have tried to contact me.
- Any problems I have encountered are due to my surgery not responding.
- Contact by phone can be very poor. I have taken up two days for phone to be answered. I have actually been on hold for up to 60 minutes. I have hung up.
- I found some of the questions quite confusing. For two years now I've received my stoma products via parcel delivery to my home. I only order what I actually need and understand my GP has to sanction this every month. Does the surgery have to pay pro-rata or for what is on my prescription regardless of whether I actually request it?
- Three weeks from initial order to supply is too long. This is normally the time that my orders take.
- I've been dealing with this company for nearly 20 years. They are very good and helpful.
- Fittleworth have been very good, even during the pandemic, just slightly longer required for delivery, was advised to order earlier.
- Have always praised Fittleworth in the past. However, the last six months, it has been difficult to get hold of them on the phone. The orders haven't always been correct, i.e. some items missing or not enough requested. It's getting really hard work now.
- I once tried to use the supplier's website to place an order. It was very low on usability. I sent a message about this but never received a reply. In three years, my orders have always arrived on time, with one exception. The representative was able to contact the courier within minutes, and the order arrived one day late. This is feedback, not a complaint.
- We find them fine, and deliver within one week. Currently the delivery is with the post office and comes quickly - albeit the general post office delivery here is not good, and goes days without any delivery. This is a worry that the GPO causes delay but was not you.
- Never let me down in twelve years.
- I receive a monthly telephone call from my supplier for my requirements which they then raise a prescription electronically via my doctor's surgery. Over the years (five) it has offered an excellent service.
- During the last year it has been very difficult to get a quick response by phone. Often I have waited 25-30 minutes to speak to someone. No complaints when I do. I have recently moved to emailing my monthly order which has so far worked very well. I do hope that Fittleworth sort out the long delays in answering the phone as it can be very stressful.
- It is difficult to comment when my GP practice insists I order from them and they forward on the order to Fittleworth.

## Customer comments

- I am a woman in my 80s I have had this product for six years, the prescription is sent by my GP to Fittleworth monthly and delivered to my home address, wonderful idea always reliable. Thank you.
- Ordering is more difficult, used to be first class using phone but so very long to answer now. I find ordering online confusing so use email but then that takes up to two days for confirmation of receipt of it.
- I have to wait up to 30 minutes for someone to answer the phone - 5-10 minutes is acceptable but beyond that is unreasonable. Employ more staff!
- I would like to order more online but my products seem to be not available, so this service not available. Tried to order by email, they stated did not have my records. Only service to order is telephone. Answering of phones has got worse over the last few months.
- Takes over 40 minutes to contact by phone. They do not reply to emails.
- Many of the questions do not apply to this supplier as it is a postal service and they don't have premises. I also don't present a prescription, I place my order (the items are limited to those authorised by my stoma nurse) and they contact my GP for the prescription and delivery the items to my home.
- Answer the phone!
- I am contacted directly by phone by Fittleworth medical staff. All are unfailingly polite and knowledgeable. They are supportive and well trained. I am both satisfied and grateful for the support I am given.
- Telephone service very poor. Always a long wait for someone to answer. Since switching to internet and email I'm much happier with their service.
- Recently very long waits for telephone to be answered (15 minutes). This is not acceptable.
- Service suffered from staff shortages because of COVID. Until then it was excellent.
- Most of the problems with supplies have not been the fault of Fittleworth, but my health centre not promptly supplying them with the repeat prescription.
- The ordering of items online (website) very difficult to navigate and impossible to get through by phone.
- If possible, a shorter delivery time would be beneficial.
- It was clear that the company were understaffed in Autumn 2021 and it was difficult to talk to them. They struggled to follow up queries within the 48 hour timeframe. I am heartened that this company took ownership of their issues, apologised and from December onwards have significantly improved and do everything they can to help. Staffing/recruitment has also massively improved.
- An indication that the prescription has been received and an indication of the day of delivery and whether morning or afternoon.

## 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 = 108

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	99	7	0	0	2
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(99 \times 100.00) + (7 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(108 - 2)}$$

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

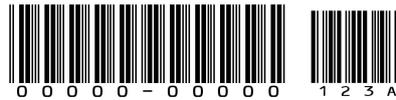
The median, cuts the data set in half

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	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"/>				
b) Answering any queries you had	<input type="checkbox"/>				
c) Passing you on to someone who could help	<input type="checkbox"/>				
d) How would you describe their service?	<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"/>				
Suitability for the purpose	<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

