

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Reading

November 2021 - February 2022



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Sample questionnaire

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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	86	84%
Someone else	10	10%
Both	1	1%
Blank / Spoilt	5	5%

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	76	75%
Fax	0	0%
Post	1	1%
Email	20	20%
Face to face	0	0%
Internet	3	3%
Blank / Spoilt	2	2%

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

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

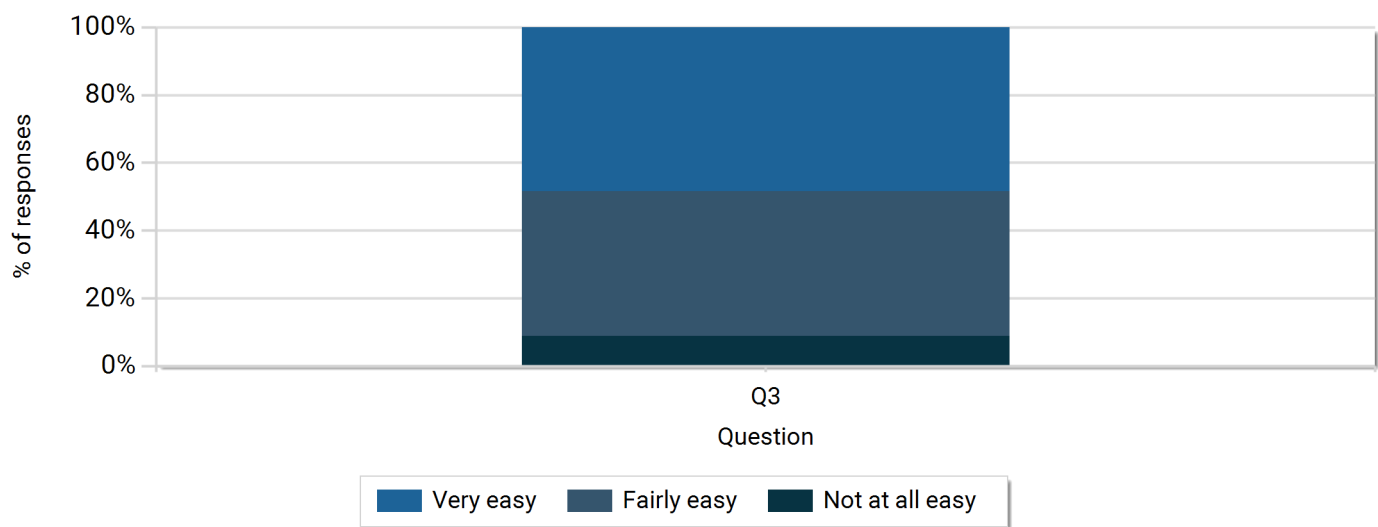
Q3: How easy did you find it to contact them?

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?	9	43	49	1

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	89	94	92

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

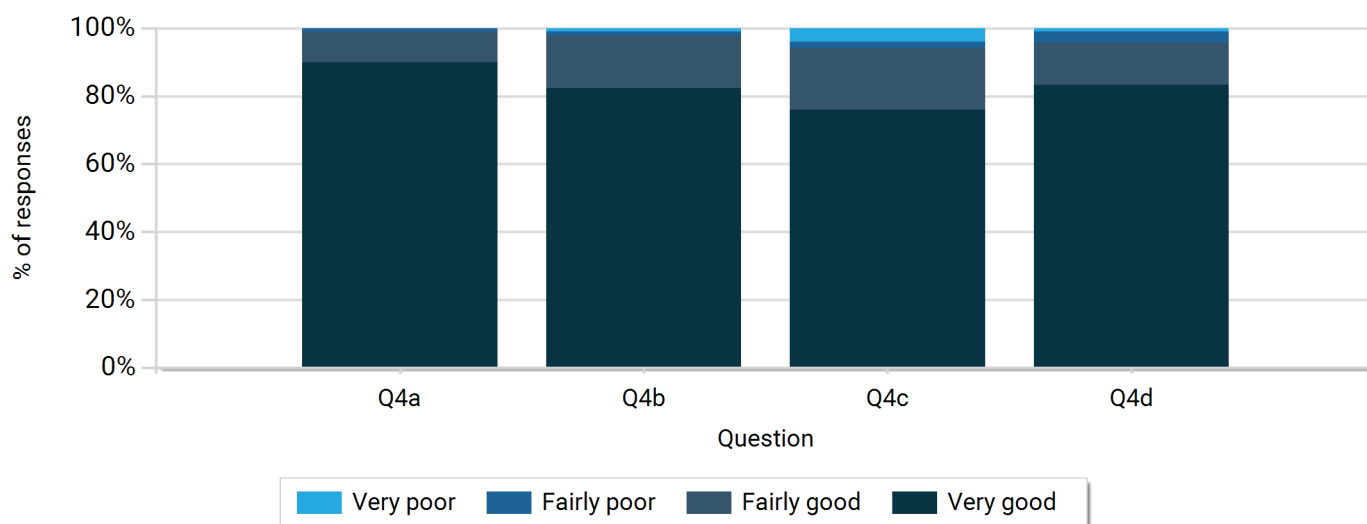
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	89	9	1	0	0	3
Q4b Answering any queries you had	75	14	1	1	0	11
Q4c Passing you on to someone who could help	38	9	1	2	22	30
Q4d How would you describe their service?	80	12	3	1	0	6

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?	96	94	97	97	98	100
Q4b Answering any queries you had	93	92	95	95	96	98
Q4c Passing you on to someone who could help	89	88	91	94	96	99
Q4d How would you describe their service?	93	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.

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?	96	99	98	99
Q4b Answering any queries you had	93	99	97	96
Q4c Passing you on to someone who could help	89	99	95	98
Q4d How would you describe their service?	93	100	97	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	47	46%
No	10	10%
Don't know	29	28%
Blank / Spoilt	16	16%

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

About the services you receive from this supplier

Q6 If there has ever been an occasion when the appliance was not available straightaway (based on your experience of this and other occasions you have used this supplier):

Q6a: Did you receive a written note of the appliance which was owed?

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	24	24%
No	15	15%
Don't know	16	16%
Blank / Spoilt	47	46%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	21	88%
No	1	4%
Don't know	1	4%
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	3	3%
No	19	19%
Don't know	18	18%
Blank / Spoilt	62	61%

*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	0	0%
No	0	0%
Don't know	1	33%
Blank / Spoilt	2	67%

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	34	33%
No	17	17%
Don't know	7	7%
Blank / Spoilt	44	43%

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	32	31%
No	23	23%
Don't know	2	2%
Blank / Spoilt	45	44%

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	19	19%
No	29	28%
Don't know	7	7%
Blank / Spoilt	47	46%

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

About the services you receive from this supplier

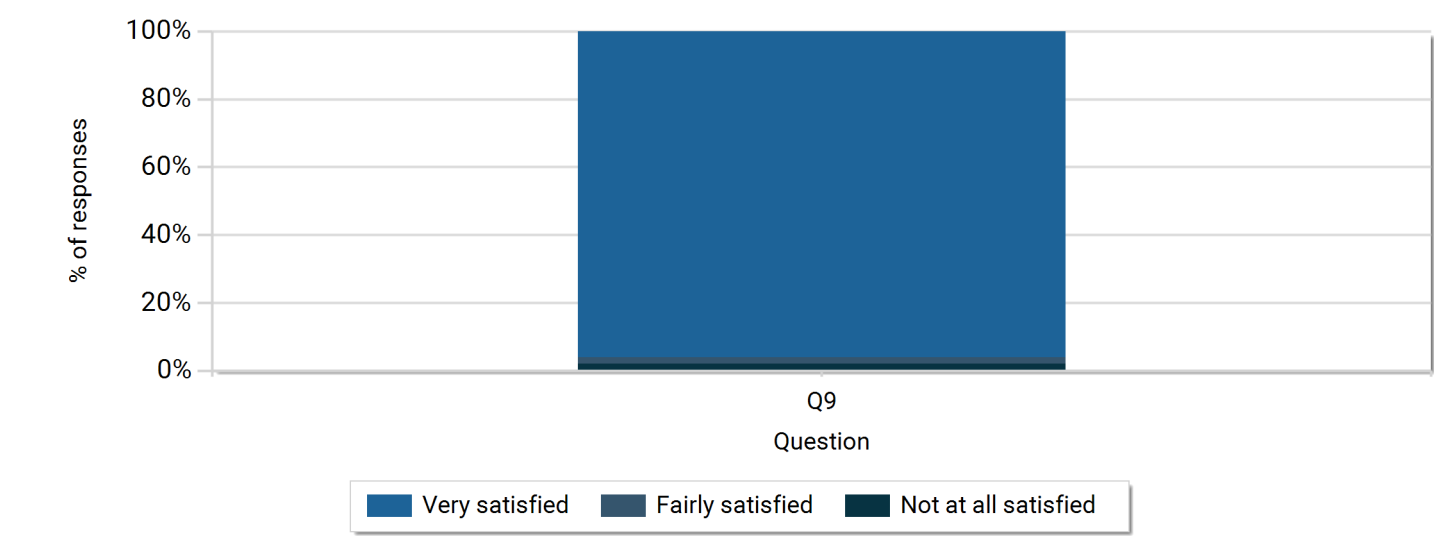
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	1	0	1	48	52

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)	Previous score (February 2019)
Q9 Overall quality of customisation service	97	98	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	44	43%
No	2	2%
Don't know	11	11%
Blank / Spoilt	45	44%

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	86	84%
No	6	6%
Blank / Spoilt	10	10%

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

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	10	10%
No	82	80%
Blank / Spoilt	10	10%

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	3	3%
No	85	83%
Blank / Spoilt	14	14%

*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	93	91%
No	3	3%
Blank / Spoilt	6	6%

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	8	8%
No	81	79%
Blank / Spoilt	13	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	88	86%
Blank / Spoilt	14	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	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	4	4%
No	33	32%
Don't know	25	25%
Blank / Spoilt	40	39%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	3	9%
No	13	39%
Don't know	4	12%
Blank / Spoilt	13	39%

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	47	46%
No	12	12%
Don't know	30	29%
Blank / Spoilt	13	13%

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	33	32%
No	20	20%
Don't know	31	30%
Blank / Spoilt	18	18%

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

About the services you receive from this supplier

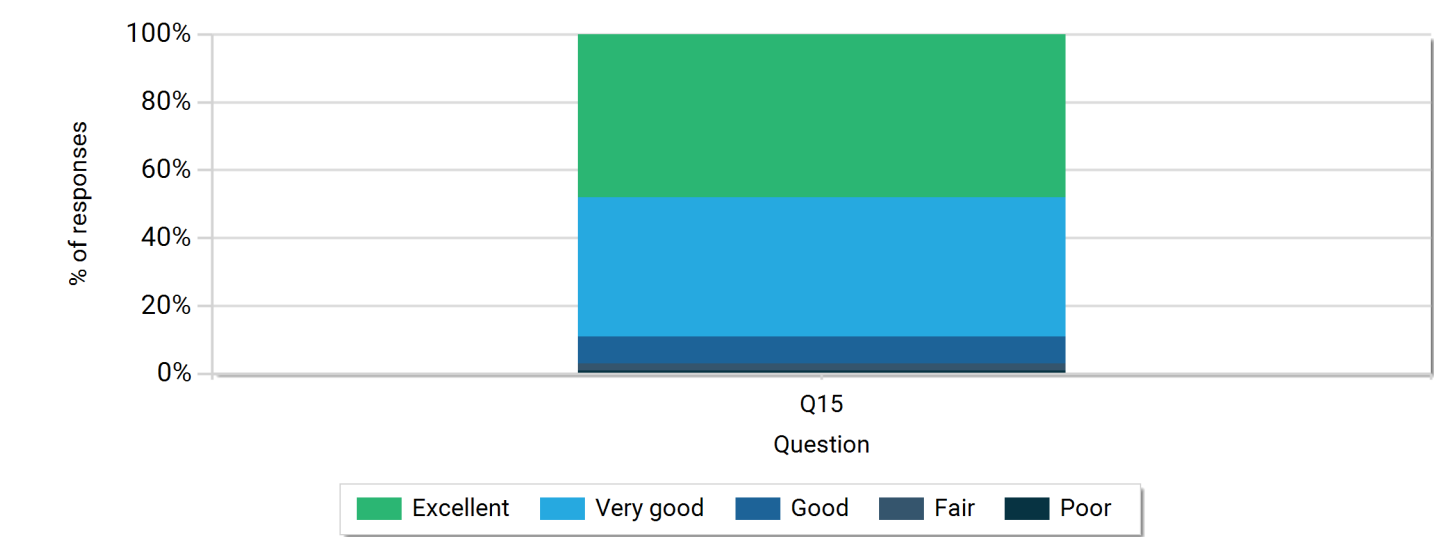
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	2	8	41	48	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	83	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.
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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	83	92	89	89

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	3	3%
No	99	97%
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	3	100%
Fairly good	0	0%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Table 17c:

Response	Number of responses	Percentage of responses*
Very good	2	67%
Fairly good	1	33%
Don't know	0	0%
Fairly poor	0	0%
Very poor	0	0%
Blank / Spoilt	0	0%

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	0	0%
35 - 44	2	2%
45 - 54	6	6%
55 - 64	12	12%
65+	76	75%
Blank / Spoilt	6	6%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	57	56%
Female	43	42%
Blank / Spoilt	2	2%

*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	2	2%
Carer for someone with a longstanding illness	9	9%
Neither	86	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:

- The stoma nurse in hospital.
- I order my father's order myself - I'm always sent a reminder text.
- My surgery send you my prescription when required.
- I had placed order for stoma supplies in November and it did not arrive. Luckily I had enough to get through (had allowed for a problem).
- Re new prescription.
- My needs came as a result of cancer operation where I needed an external bag.
- The stoma nurse contacted you on my behalf.
- Hospital. Basingstoke.

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

- Lack of staff sometimes spoils the service.
- The delivery is very, very poor. I have asked for a letter to be put in the door and for the box to be put in a bin liner. The box has been wet a lot of times. The people I speak to on the phone very, very nice and helpful.
- Very good service.
- You can't get through like you did six months ago.
- Waiting on the phone to get through always saying there is 20 or more in front of you so I keep ringing sometimes I wait two days before I get through.
- Increasingly concerned with Fittleworth's ability to meet my ongoing needs.
- I did always contact them by phone this seems much harder. But the online method works very well. The phone operators were always very helpful and pleasant.
- Before COVID-19 my requests were replied to within 1-2 minutes. For the last year or so, my phone requests take anything from 20 minutes to 40 minutes to be answered. Some believe (according to the CEO) that this was due to shortage of staff, which is in the process of being improved, with new staff recruited and trained. I hope so. Whilst my orders are still being processed, a 30 minute delay on the phone is, in my view, unacceptable.
- Telephone contact has been difficult in recent months, i.e. long waiting times. Therefore I changed to email ordering instead of telephone. Recent communication assures me that telephone staff have been recruited so things should improve. The service provided by Fittleworth is excellent.
- Items never arrive when they say they will. Always have to phone up and find out when they will come.
- The service by Fittleworth has always been professional, supportive and understanding of my needs. I am very grateful to them and the service levels they provide.
- The products and supply are very good, as are your staff. My biggest problem is the difficulty using the order line, where you wait a very long time to speak to one of your agents. No matter what time I have tried to place an order, I have had to wait an inordinate time for a reply.
- My usual practice is to submit a repeat prescription to my health centre with a request to forward it to my supplier (in a prepaid and addressed envelope).
- The people on the phone are the best nothing is too much trouble thank you.
- Fantastic service. No problems. Excellent.
- Telephone contact is very poor - long waits - but I understand you are looking into this.
- Mostly really reliable - had some delays in the last two months, back on track now. Extraordinary times, the staff must have made extraordinary efforts to keep us supplied. Thank them for "keeping on keeping on" (in the wartime spirit).
- I'm very happy with the service your lovely and polite staff give - I'm a full time carer in a home sometimes I work 80 hours - your staff go above and over their duty of care to help me, as I do in home! Please thank them.

Customer comments

- No letters or invoices are undated. Very poor business practice.
- I have been supplied by Fittleworth's for over five years and in all that time the service has been excellent. It was a little frustrating during lockdown for communications with yourselves, understandable under the circumstances but still excellent!
- Takes too long to answer phone, would be good to know how long wait is or how many people are before you in the queue.
- Until six months ago, superb service. Would telephone to see if I needed anything just as my repeat order date was due, lately, it's been impossible to contact them by phone so I've reverted to email. I prefer personal contact.
- There was a glitch one month regarding stoma supplies, but in view of COVID-19 and the shortage of lorry drivers I try to keep one month's supplies in hand, just in case. It paid off. Normally excellent service. Phone times are sometimes very busy.
- Service could be improved by reducing the time to answer telephone calls.
- Service is very good but call waiting times are quite long, but I prefer to call rather than do my prescriptions online.
- Throughout the year I have received excellent service both on telephone contacts and deliveries.
- The staff at Fittleworth in my last two and a half years have been impeccable. I would give them 11 out of 10!
- Delivery service very good. The only thing is the courier doesn't ring the doorbell or knock. He leaves the box on the doorstep. We have had a couple of occasions where it has been out all night in the rain.
- My only comment is that it is very difficult to contact you by phone. Email is better, you normally reply within 1-2 days. On my last repeat prescription a delivery date was mentioned, but when no delivery was forthcoming I had repeatedly to phone. Eventually you sent a part of the order in advance of the remainder. I will try placing my next repeat order four weeks in advance of when I will run out of products.
- I have not really had any problems with the supplier other than my particular appliance is not on their website so I am unable to do an online order. My GP surgery has been poor at sending signed prescriptions back to the supplier and on these occasions I have had to chase around.
- There was a period when very difficult to get answer to telephone during office hours (in Autumn 2021). Think that's been resolved (according to their letter), by employing more staff. When I messed up by ordering later than I should have done, they were great - despatched emergency supply.

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 = 102

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	89	9	1	0	3
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(89 \times 100.00) + (9 \times 66.67) + (1 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(102 - 3)}$$

Your mean percentage score for Q4a = 96%

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?	96	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

Providing NHS Services



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?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
b)	If yes, were you informed when it was expected to become available?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
b)	Check that you were satisfied in using the appliance?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
c)	Check that you were not suffering from problems with the appliance or your stoma treatment?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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?
	<input type="checkbox"/> Not at all satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Fairly satisfied <input type="checkbox"/> 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?
	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> 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

