

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Salisbury

November 2021 - February 2022



Contents

Introduction

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

Q1-Q2 Number and percentage of responses (table 1 and 2)	1
Q3 Distribution and frequency of ratings (table 3.1 and graph 1)	2
Q3 Your mean percentage scores and benchmarks (table 3.2)	2
Q3 Comparison of current and previous scores (table 3.3)	2
Q4 Distribution and frequency of ratings (table 4.1 and graph 2)	3
Q4 Your mean percentage scores and benchmarks (table 4.2)	3
Q4 Comparison of current and previous scores (table 4.3)	4
Q5 Number and percentage of responses (table 5)	4

About the services you receive from this supplier

Q6 Number and percentage of responses (table 6a and 6b)	5
Q7 Number and percentage of responses (table 7a and 7b)	5
Q8 Number and percentage of responses (table 8a, 8b and 8c)	6
Q9 Distribution and frequency of ratings (table 9.1 and graph 3)	7
Q9 Your mean percentage scores and benchmarks (table 9.2)	7
Q9 Comparison of current and previous scores (table 9.3)	7
Q10 Number and percentage of responses (table 10)	8
Q11 Number and percentage of responses (table 11a, 11b, 11c and 11d)	8
Q12 Number and percentage of responses (table 12a, 12b and 12c)	9
Q13 Number and percentage of responses (table 13a and 13b)	10
Q14 Number and percentage of responses (table 14a and 14b)	10
Q15 Distribution and frequency of ratings (table 15.1 and graph 4)	11
Q15 Your mean percentage scores and benchmarks (table 15.2)	11
Q15 Comparison of current and previous scores (table 15.3)	11

The supplier's premises

Q17 Number and percentage of responses (table 17a, 17b and 17c)	12
---	----

Customer demographics

Q18-20 Number and percentage of responses (table 18, 19 and 20)	13
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Customer comments

Q1 Specified other reasons for contacting the supplier	Appendix1
Q16 Customer comments on how the service could be improved	Appendix2

Supporting documents

Details of score calculation

Explanation of quartiles

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	109	83%
Someone else	10	8%
Both	2	2%
Blank / Spoilt	10	8%

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

Q2: How do you normally contact your supplier?

Table 2:

Response	Number of responses	Percentage of responses*
Telephone	90	69%
Fax	0	0%
Post	1	1%
Email	16	12%
Face to face	0	0%
Internet	15	11%
Blank / Spoilt	9	7%

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

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

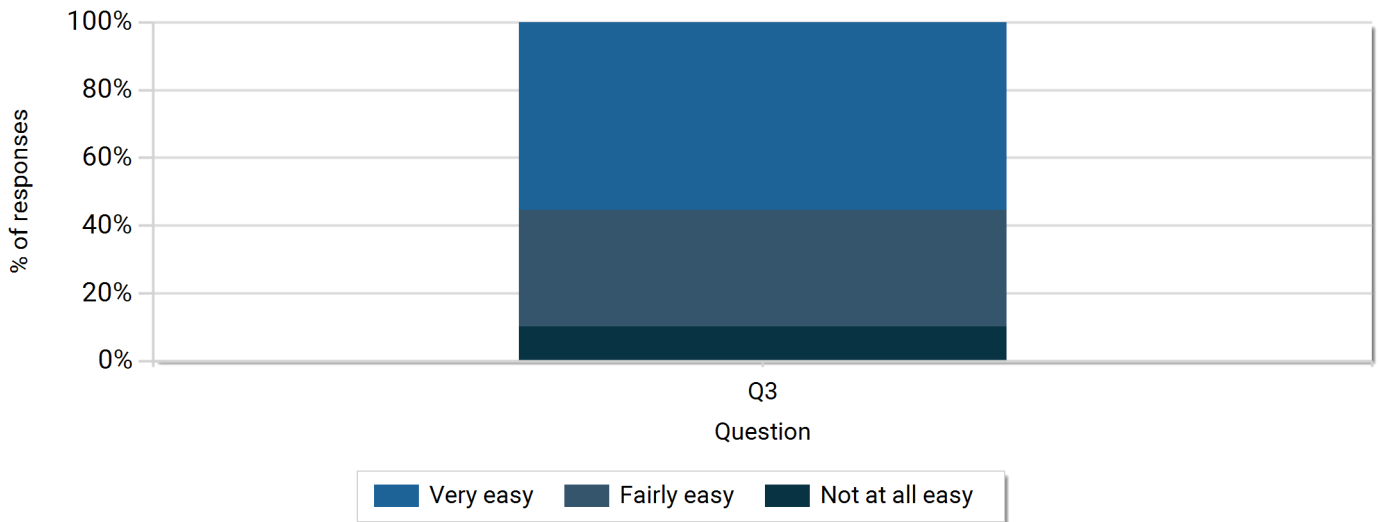
Q3: How easy did you find it to contact them?

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?	13	44	71	3

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?	73	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?	73	94	91	90

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

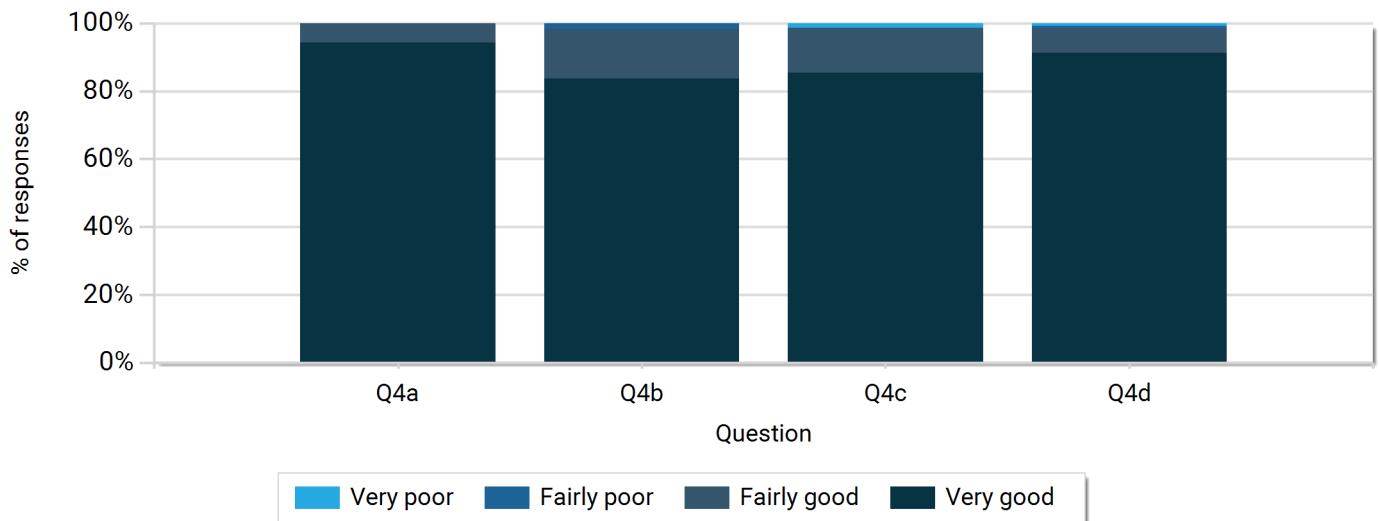
Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?

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?	117	7	0	0	1	6
Q4b Answering any queries you had	98	17	2	0	2	12
Q4c Passing you on to someone who could help	64	10	0	1	17	39
Q4d How would you describe their service?	114	9	1	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?	98	94	97	97	98	100
Q4b Answering any queries you had	94	92	95	95	96	98
Q4c Passing you on to someone who could help	94	88	91	94	96	99
Q4d How would you describe their service?	96	91	93	95	96	99

*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.

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	99	98	99
Q4b Answering any queries you had	94	98	96	97
Q4c Passing you on to someone who could help	94	98	95	95
Q4d How would you describe their service?	96	99	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	76	58%
No	13	10%
Don't know	29	22%
Blank / Spoilt	13	10%

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

About the services you receive from this supplier

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

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

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	28	21%
No	27	21%
Don't know	9	7%
Blank / Spoilt	67	51%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	24	86%
No	3	11%
Don't know	0	0%
Blank / Spoilt	1	4%

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

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

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

Table 7a:

Response	Number of responses	Percentage of responses*
Yes	7	5%
No	26	20%
Don't know	17	13%
Blank / Spoilt	81	62%

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

About the services you receive from this supplier

Q7b: Where you did not agree, did they provide the contact details of at least 2 other suppliers who were able to provide the appliance or appliance customisation?

Table 7b:

Response	Number of responses	Percentage of responses*
Yes	5	71%
No	1	14%
Don't know	1	14%
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	42	32%
No	31	24%
Don't know	21	16%
Blank / Spoilt	37	28%

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	40	31%
No	44	34%
Don't know	7	5%
Blank / Spoilt	40	31%

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	29	22%
No	49	37%
Don't know	11	8%
Blank / Spoilt	42	32%

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

About the services you receive from this supplier

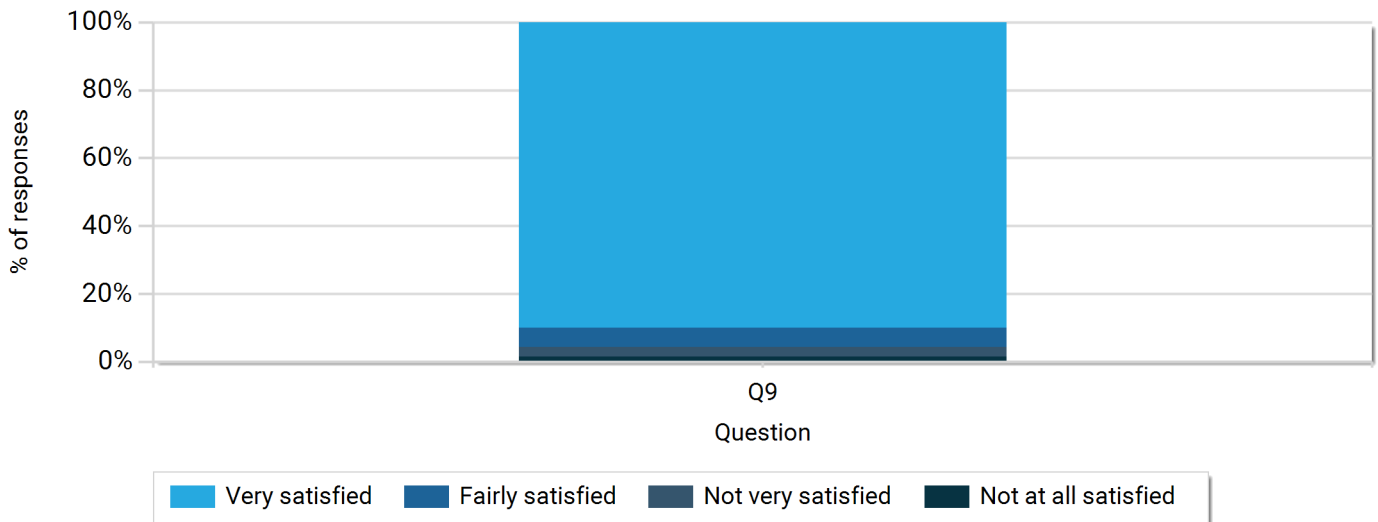
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	2	4	63	61

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

*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	95	99	97	94

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	83	63%
No	1	1%
Don't know	9	7%
Blank / Spoilt	38	29%

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	115	88%
No	6	5%
Blank / Spoilt	10	8%

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

Table 11b:

Response	Number of responses	Percentage of responses*
Yes	11	8%
No	109	83%
Blank / Spoilt	11	8%

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	5	4%
No	113	86%
Blank / Spoilt	13	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	120	92%
No	3	2%
Blank / Spoilt	8	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	6	5%
No	109	83%
Blank / Spoilt	16	12%

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	2	2%
No	116	89%
Blank / Spoilt	13	10%

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	50%
No	1	50%
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	16	12%
No	31	24%
Don't know	18	14%
Blank / Spoilt	66	50%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	2	6%
No	10	32%
Don't know	1	3%
Blank / Spoilt	18	58%

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	58	44%
No	26	20%
Don't know	29	22%
Blank / Spoilt	18	14%

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

Table 14b:

Response	Number of responses	Percentage of responses*
Yes	47	36%
No	29	22%
Don't know	32	24%
Blank / Spoilt	23	18%

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

About the services you receive from this supplier

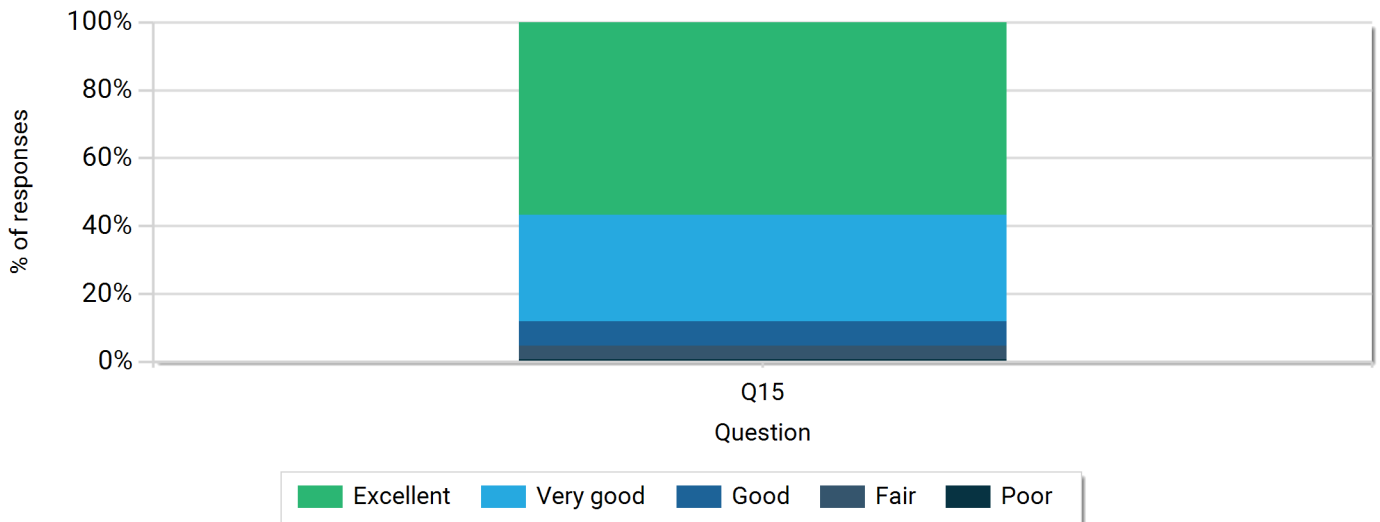
Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	1	5	9	40	72	4

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

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



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

Table 15.2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q15 Overall rating	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	92	90	88

The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	128	98%
Blank / Spoilt	2	2%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

Customer demographics

Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	0	0%
25 - 34	2	2%
35 - 44	2	2%
45 - 54	0	0%
55 - 64	16	12%
65+	108	82%
Blank / Spoilt	3	2%

Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	72	55%
Female	59	45%
Blank / Spoilt	0	0%

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

Q20: Which of the following apply to you?

Table 20:

Response	Number of responses	Percentage of responses
You have, or care for, children under 16	2	2%
Carer for someone with a longstanding illness	16	12%
Neither	111	85%

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:

- A problem with its repeat prescription system.
- Supplier contacted via continence service.
- Initially the original prescription was sent direct by the hospital dealing with my case.
- Put in touch through hospital after surgery.
- Arranged by the stoma nurse whilst in hospital.
- After an operation for cancer I was unable to pee.
- Doctor surgery.
- Hospital after operation.
- There were no complimentary wipes in my last delivery and I was running low.

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

- When I first started getting supplies the telephone service was excellent. Now though it's impossible to get through on the phone. Another problem I have had is my surgery took 16 days to sign off my last prescription, so I had to go through stoma nurse for help to get supplies.
- Since COVID, the response time for phone has been unacceptable. Normally would order on Littlehampton - now having to phone Glasgow to get a prompt answer.
- Fittleworth are polite, helpful and friendly. I order the supplies as and when needed. I appreciate they don't "badger" me or remind me when to reorder. Any problems always dealt with speedily and efficiently.
- I order using the internet which is easy and saves time. The problem is if the order does not arrive within the 10 days or items are missing I telephone and it takes 20-30 minutes for them to answer because they do not have enough staff or too many customers have a problem and are trying to speak to them.
- The queues for the telephone always seem so long to send my order, and I cannot use an iPad for ordering easily (if not at all!). But they call for my next order too early and I am never ready, I'm sorry, my fault!
- The supply service emanates from online repeat/prescription and whole service process has been excellent.
- The supplier has been excellent in dealing with my needs, if I need help I know what to do.
- Fittleworth - very good company.
- As GP sends repeat prescription directly to Fittleworth, if for any reason this is not done I am unaware of this failure resulting in a long wait for supplies. Would be helpful if GP or Fittleworth emails/texts to say prescription sent/received and approximate day of delivery.
- One complimentary item I received from a previous supplier was wet wipes invaluable to someone who catheterises. It would be nice if these were made available.
- My only criticism of the company is that I cannot telephone them when there is a problem because the demand for telephone access is so high.
- Thanks for all the care you have given me, with the service you give. Enjoy Christmas, all good wishes to you for 2022.
- No problem with supplier, continence service not quite as good!
- Deliveries take a long time. The order acknowledgement email said 2-10 days, but it actually took 15. I was told the order was incomplete, but not which item was missing or when it would be delivered. It takes a long time to get through on the phone. The holes cut in customised stoma pouches were too big and at the wrong angle, so I asked for them not to be customised. I had to ask twice for this.
- When I started using Fittleworth it took a few minutes for them to answer my call. Now it can take over an hour and it's very time consuming and frustrating. It's absolutely terrible. The staff however are very helpful and polite.
- I'd like to say thank you to all your staff for delivering my order every month. Well done!
- Not all filled in as only six weeks since surgery so all new.

Customer comments

- I have had nothing but the best service from Fittleworth. They phone regularly to see if I am ready to place an order. If not ready I will contact them later. The staff have always been very polite and a pleasure to deal with.
- I have been supplied by Fittleworth for many years. Staff are always courteous and helpful. Products are always delivered on time and I have never had a problem with any product.
- Often takes a long time for a telephone call to be answered so be prepared for a wait. The time between placing the order and receiving the goods is variable and can be up to two weeks so I always have to ensure that I order early and keep a stock. The goods always arrive on or before the committed date.
- On a number of times I have given up trying to contact them in the phone after 45 minutes.
- Once, the GP had not sent in the necessary prescription but I was not informed about this until almost three weeks later. However, when I said the order was now an emergency, the products were sent as an urgent delivery straight away.
- In the last six months, telephone wait times have deteriorated. From three minutes (approximately) to up to 25 minutes.
- None at present. Currently it seems to work very well for me.
- Long phone queues, not told time or how many waiting, no voicemail, getting worse.
- First class service. Telephone staff are so polite and pleasant.
- Quicker response to telephone enquiry.
- I was introduced by the urology department in Basingstoke so I did not approach your company personally.
- Fittleworth have been excellent but last two deliveries have taken nearly two week from email sent etc.
- If I was unable to take my prescription to the pharmacy by car through other illness I should have a problem.
- Fittleworth have been supplying me with stoma related products monthly for a few years, and I always used to order them by telephone, receiving a friendly service. However, a few months ago I found it impossible to contact them by phone, and had to change to email. This is now working well, but it would have been good to have acknowledgement of my change of address when I moved house, rather than worrying that my delivery would go to my old address.
- Very happy in every respect thank you.
- I cannot fault or find fault with the services. Telephone conversation so polite, understanding, so very helpful. Better than excellent. Thank you for your help.
- I either receive no wipes or disposal bags, or very large quantity. I recently requested wipes but received bags as well, which I don't require yet as I received a large quantity the last time I requested some.
- The telephone line (understandably) gets very busy. The auto message given an email address as an alternative but it's far too quick to be able to note! Hence I just continue to call! I would be happy to email.
- More than happy with the care and service that you give me. So thank you.

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 = 131

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	117	7	0	0	7
Value assigned to each rating	100	66.6666	33.3333	0.00	n/a

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times 0)}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(117 \times 100.00) + (7 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (1 \times 0)}{(131 - 7)}$$

Your mean percentage score for Q4a = 98%

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

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

Q3 - Not at all easy = 0, Fairly easy = 50, Very easy = 100

Q4 - Very good = 100, Fairly good = 66.6666, Fairly poor = 33.3333, Very poor = 0

Q9 - Not at all satisfied = 0, Not very satisfied = 33.3333, Fairly satisfied = 66.6666, Very satisfied = 100

Q15 - Poor = 0, Fair = 25, Good = 50, Very good = 75, Excellent = 100

Explanation of quartiles

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

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

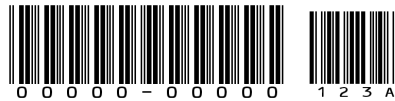
The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q4a Polite and took time to understand needs?	98	94	97	97	98	100

16684

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



Dispensing Appliance Contractor Customer Questionnaire

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

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

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

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

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

Yourself Someone else Both

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

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

Telephone Fax Post
 Email Face to face Internet

Q3 How easy did you find it to contact them?

Not at all easy Fairly easy Very easy

Q4 If you have dealt with the supplier either by telephone, email, or in person, based on your experience of this and other occasions, how would you rate each of the following? (Please tick one box only)

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

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

Yes No Don't know

This section is about the services you receive from this supplier

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

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

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

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

Yes No Don't know

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

Yes No Don't know

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

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

Yes No Don't know

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

Yes No Don't know

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

Q8 If you presented a repeat prescription, did the supplier...

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

Yes No Don't know

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

Yes No Don't know

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

Yes No Don't know

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

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

Not at all satisfied Not very satisfied Fairly satisfied Very satisfied

Q10 Some appliances may be delivered for patient convenience. Suppliers only have to deliver bulky packages, such as catheters. If your product is a bulky product, did the supplier offer to deliver the specified appliance to your home?

Yes No Don't know



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

Q11 If your product was delivered...

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

Yes No

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

Yes No

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

Yes No

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

Yes No

Q12 If the supplier believes it is appropriate to do so, they can offer you an Appliance Use Review (AUR)

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

Yes No

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

Yes No

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

Yes No

Q13 If you have ever contacted the supplier's telephone care line out of hours....

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

Yes No Don't know

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

Yes No Don't know

Q14 Does the supplier provide a practice leaflet containing....

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

Yes No Don't know

b) Information about the NHS services that they provide?

Yes No Don't know



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

Poor Fair Good Very good Excellent

Q16 If you have any comments about any of the questions above or how the service from this supplier could be improved, please write them in here:

Q17 Have you ever visited the supplier's premises?

Yes No

If you answered yes to Q17, how do you rate the:

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

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

Q18 How old are you?

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

Q19 Are you:

Male Female

Q20 Which of the following apply to you?

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

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

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

Care Centre: Example

