

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Altrincham

September - November 2020



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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       | 112                 | 85%                      |
| Someone else   | 11                  | 8%                       |
| Both           | 1                   | 1%                       |
| Blank / Spoilt | 7                   | 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      | 119                 | 91%                      |
| Fax            | 0                   | 0%                       |
| Post           | 0                   | 0%                       |
| Email          | 4                   | 3%                       |
| Face to face   | 0                   | 0%                       |
| Internet       | 3                   | 2%                       |
| Blank / Spoilt | 5                   | 4%                       |

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

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

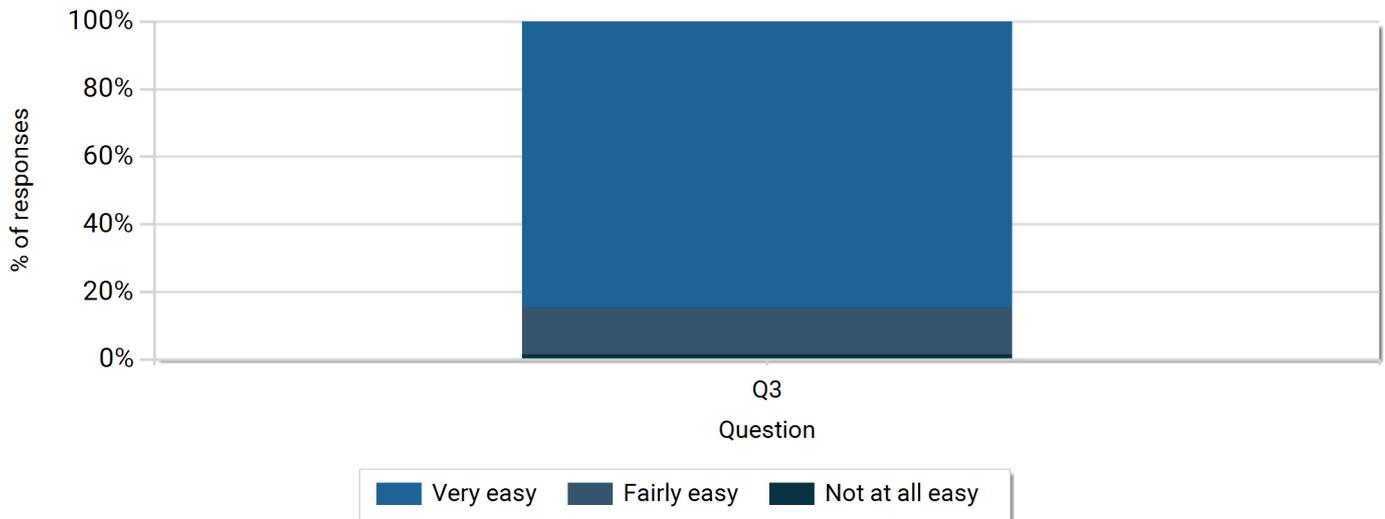
### Q3: How easy did you find it to contact them?

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? | 2               | 18          | 109       | 2              |

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

Graph 1: Percentage distribution and frequency of ratings (Q3)



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

Table 3.2: Your mean percentage scores and benchmarks

|  | Your mean score (%) | Benchmark data (%)* |                |        |                |     |
|--|---------------------|---------------------|----------------|--------|----------------|-----|
|  |                     | Min                 | Lower Quartile | Median | Upper Quartile | Max |
| Q3 How easy did you find it to contact them? | 91                  | 84                  | 88             | 89     | 92             | 95  |

\*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 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 (January 2020) | Previous score (February 2019) | Previous score (June 2017) |
|--|---------------|-------------------------------|--------------------------------|----------------------------|
| Q3 How easy did you find it to contact them? | 91            | 92                            | 93                             | 93                         |

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

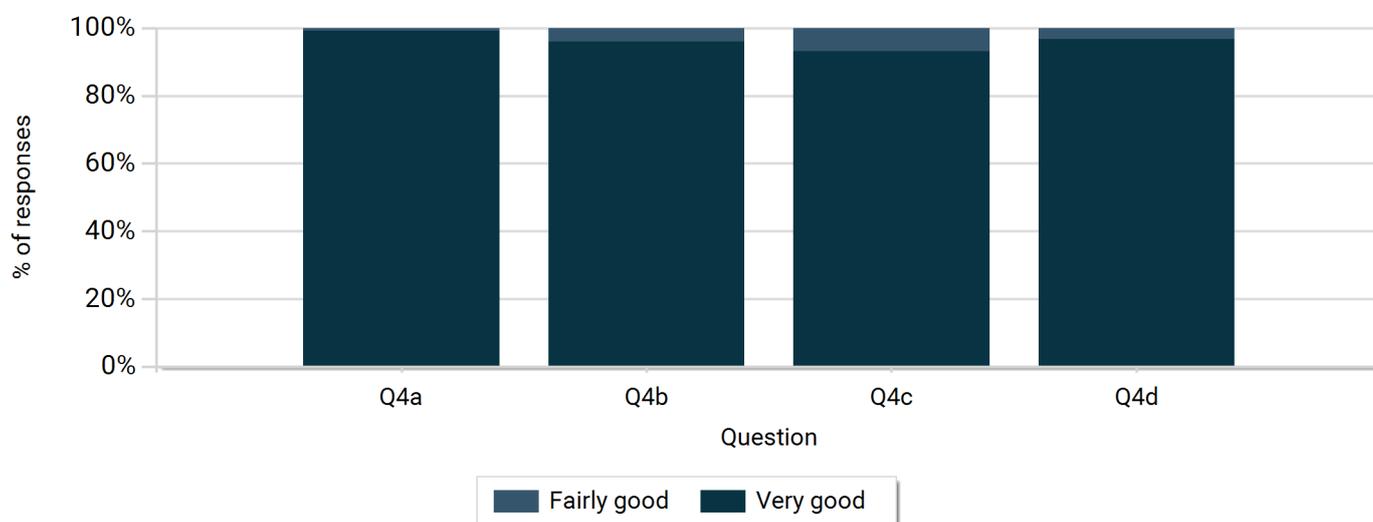
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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? | 126       | 1           | 0           | 0         | 0          | 4              |
| Q4b Answering any queries you had             | 119       | 5           | 0           | 0         | 3          | 4              |
| Q4c Passing you on to someone who could help  | 81        | 6           | 0           | 0         | 19         | 25             |
| Q4d How would you describe their service?     | 121       | 4           | 0           | 0         | 1          | 5              |

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

Graph 2: Percentage distribution and frequency of ratings (Q4)



Please note blank/spoilt and 'don't know' responses have not been incorporated in this graphical representation.

Table 4.2: Your mean percentage scores and benchmarks

|   | Your mean score (%) | Benchmark data (%)* |                |        |                |     |
|---|---------------------|---------------------|----------------|--------|----------------|-----|
|   |                     | Min                 | Lower Quartile | Median | Upper Quartile | Max |
| Q4a Polite and took time to understand needs? | 100                 | 97                  | 98             | 99     | 99             | 100 |
| Q4b Answering any queries you had             | 99                  | 94                  | 97             | 98     | 99             | 99  |
| Q4c Passing you on to someone who could help  | 98                  | 93                  | 97             | 97     | 98             | 99  |
| Q4d How would you describe their service?     | 99                  | 96                  | 98             | 98     | 99             | 100 |

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

Table 4.3 Current and previous mean percentage scores

|   | Current score | Previous score (January 2020) | Previous score (February 2019) | Previous score (June 2017) |
|---|---------------|-------------------------------|--------------------------------|----------------------------|
| Q4a Polite and took time to understand needs? | 100           | 97                            | 97                             | 99                         |
| Q4b Answering any queries you had             | 99            | 98                            | 98                             | 97                         |
| Q4c Passing you on to someone who could help  | 98            | 99                            | 97                             | 94                         |
| Q4d How would you describe their service?     | 99            | 98                            | 96                             | 100                        |

## 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            | 82                  | 63%                      |
| No             | 8                   | 6%                       |
| Don't know     | 35                  | 27%                      |
| Blank / Spoilt | 6                   | 5%                       |

\*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                  | 19%                      |
| No             | 23                  | 18%                      |
| Don't know     | 4                   | 3%                       |
| Blank / Spoilt | 79                  | 60%                      |

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

Table 6b:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 22                  | 88%                      |
| No             | 2                   | 8%                       |
| 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            | 6                   | 5%                       |
| No             | 19                  | 15%                      |
| Don't know     | 17                  | 13%                      |
| Blank / Spoilt | 89                  | 68%                      |

\*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            | 1                   | 17%                      |
| No             | 1                   | 17%                      |
| Don't know     | 2                   | 33%                      |
| Blank / Spoilt | 2                   | 33%                      |

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            | 74                  | 56%                      |
| No             | 15                  | 11%                      |
| Don't know     | 11                  | 8%                       |
| Blank / Spoilt | 31                  | 24%                      |

**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            | 66                  | 50%                      |
| No             | 24                  | 18%                      |
| Don't know     | 10                  | 8%                       |
| Blank / Spoilt | 31                  | 24%                      |

**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            | 54                  | 41%                      |
| No             | 31                  | 24%                      |
| Don't know     | 11                  | 8%                       |
| Blank / Spoilt | 35                  | 27%                      |

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

## About the services you receive from this supplier

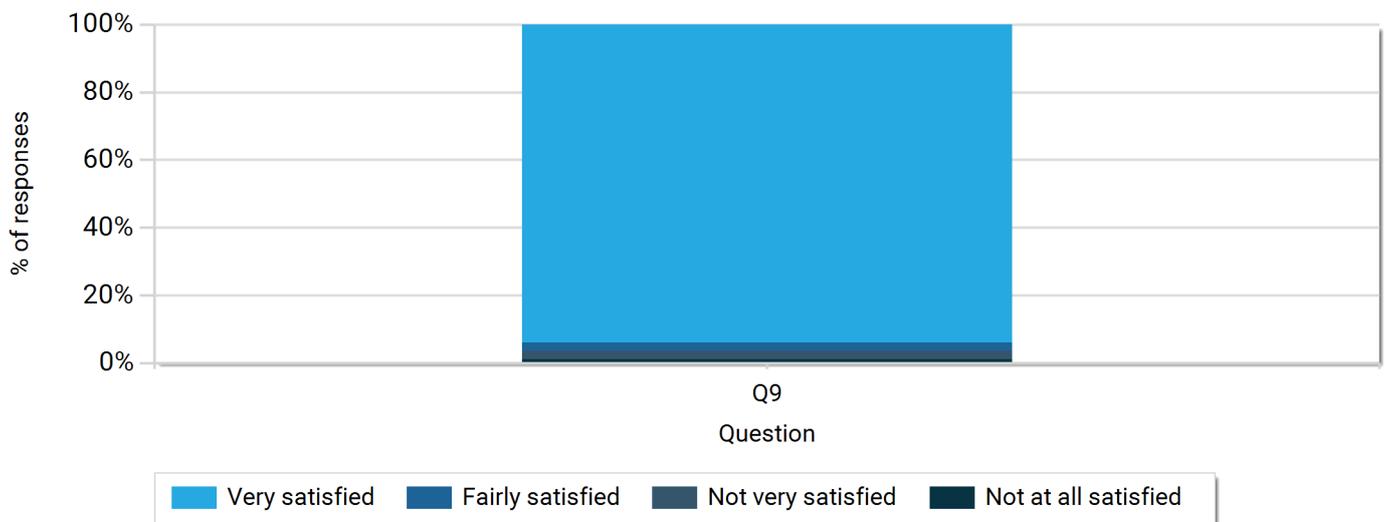
### Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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                  | 2                | 78             | 48             |

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

Graph 3: Percentage distribution and frequency of ratings (Q9)



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

Table 9.2: Your mean percentage scores and benchmarks

|   | Your mean score (%) | Benchmark data (%)* |                |        |                |     |
|---|---------------------|---------------------|----------------|--------|----------------|-----|
|   |                     | Min                 | Lower Quartile | Median | Upper Quartile | Max |
| Q9 Overall quality of customisation service | 96                  | 93                  | 96             | 96     | 97             | 99  |

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Table 9.3 Current and previous mean percentage scores

|   | Current score | Previous score (January 2020) | Previous score (February 2019) | Previous score (June 2017) |
|---|---------------|-------------------------------|--------------------------------|----------------------------|
| Q9 Overall quality of customisation service | 96            | 98                            | 97                             | 98                         |

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            | 93                  | 71%                      |
| No             | 3                   | 2%                       |
| Don't know     | 9                   | 7%                       |
| Blank / Spoilt | 26                  | 20%                      |

**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            | 120                 | 92%                      |
| No             | 0                   | 0%                       |
| Blank / Spoilt | 11                  | 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            | 23                  | 18%                      |
| No             | 98                  | 75%                      |
| Blank / Spoilt | 10                  | 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            | 15                  | 11%                      |
| No             | 99                  | 76%                      |
| Blank / Spoilt | 17                  | 13%                      |

\*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             | 1                   | 1%                       |
| Blank / Spoilt | 10                  | 8%                       |

**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            | 10                  | 8%                       |
| No             | 105                 | 80%                      |
| 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            | 0                   | 0%                       |
| No             | 112                 | 85%                      |
| Blank / Spoilt | 19                  | 15%                      |

**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            | 12                  | 9%                       |
| No             | 44                  | 34%                      |
| Don't know     | 23                  | 18%                      |
| Blank / Spoilt | 52                  | 40%                      |

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

Table 13b:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 1                   | 2%                       |
| No             | 14                  | 32%                      |
| Don't know     | 7                   | 16%                      |
| Blank / Spoilt | 22                  | 50%                      |

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            | 65                  | 50%                      |
| No             | 20                  | 15%                      |
| Don't know     | 29                  | 22%                      |
| Blank / Spoilt | 17                  | 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            | 54                  | 41%                      |
| No             | 20                  | 15%                      |
| Don't know     | 32                  | 24%                      |
| Blank / Spoilt | 25                  | 19%                      |

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

About the services you receive from this supplier

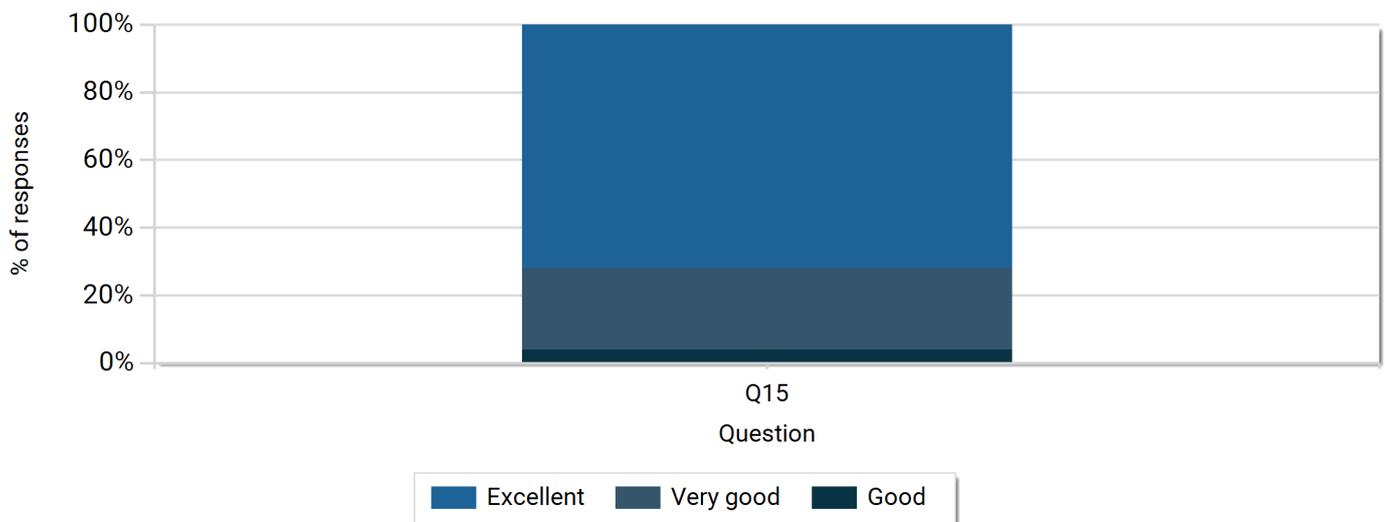
## Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?

Table 15.1: Distribution and frequency of ratings (Q15)

|                    | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 0    | 0    | 5    | 31        | 93        | 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 | 92                  | 86                  | 90             | 91     | 92             | 93  |

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Table 15.3 Current and previous mean percentage scores

|                    | Current score | Previous score (January 2020) | Previous score (February 2019) | Previous score (June 2017) |
|--------------------|---------------|-------------------------------|--------------------------------|----------------------------|
| Q15 Overall rating | 92            | 87                            | 88                             | 86                         |

## The supplier's premises

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

Table 17a:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 0                   | 0%                       |
| No             | 128                 | 98%                      |
| Blank / Spoilt | 3                   | 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      | 0                   | 0%                       |
| 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      | 0                   | 0%                       |
| 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        | 5                   | 4%                       |
| 35 - 44        | 2                   | 2%                       |
| 45 - 54        | 6                   | 5%                       |
| 55 - 64        | 19                  | 15%                      |
| 65+            | 93                  | 71%                      |
| Blank / Spoilt | 6                   | 5%                       |

### Q19: Gender

Table 19:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male           | 74                  | 56%                      |
| Female         | 55                  | 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      | 9                   | 7%                      |
| Carer for someone with a longstanding illness | 14                  | 11%                     |
| Neither                                       | 96                  | 73%                     |

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:

- To see if they had received my prescription.
- You were recommended to me.
- You contacted us.
- Due to the fact that my doctors always get it wrong when I order with them and it ends up at Lloyds chemist.
- To check progress of an order.
- My order was delayed, it was my doctors surgery's fault, not Fittleworth.
- Stoma nurse recommended you.
- I asked Fittleworth it were possible to have my supply sent to Spain where I was stranded.
- First contact by surgery with Fittleworth.
- Put in an order.
- Because of a delay in the prescription being returned by the doctor I checked on its progress.
- To ask that my delivery be left at Post Office for collection if no answer at house as I am unable to get to the door myself.
- I do contact for supplies, however, last time I phoned I did not receive full order. Fittleworth contacted GP and sorted it for me (was GP end).
- Doctor contacts company.

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

- When orders are placed direct by surgery then delivery date (AM/PM) could be advised to recipient.
- The only problem I have is reordering my VaPro pockets is how long it will take to arrive. It could be three or 10-14 days. If they took a fixed specified time in call centre it would be easier to judge when I would place the new order - otherwise everything is absolutely fine. Not having a fixed catheter is wonderful. Thank you.
- Fittleworth Medical Ltd. have been supplying my wife with various items since her illness this year. It was a very traumatic time for us having to cope with such a change in our normal lifestyle. The staff of Fittleworth helped us through this bad time with their help and understanding of our problems and we shall always be grateful for this. Nothing was too much trouble for whoever answered our phone calls or contacted us direct and we shall always be indebted for their help and concern at this difficult time. With grateful thanks.
- Re Q11 - they provide contents on side of delivery box.
- This is a very good company and am very happy with them.
- Perfect service.
- Very satisfied.
- The service has always been good for many years. Thank you.
- I have only dealt with my supplier (Fittleworth) by phone and they've always been pleasant and helpful and the goods have always arrived on time.
- Excellent.
- Very happy - excellent service. Thank you!
- I have always been very satisfied with the service provided. The staff are always very helpful and polite. Thank you.
- When using Parcelforce get them to leave my order behind plant pots as yourselves.
- Excellent.
- Excellent service.
- Excellent supplier. Could not be better. Thank you.
- Some of the "don't know" responses are merely because they are not relevant to my own experience. I am very pleased with the service!

## Customer comments

- The supplier contacts the GP surgery electronically to order the repeat prescription after I ring them to request the items I require. The only time there have been problems is when the surgery does not respond and the supplier has been very helpful on these occasions.
- None. Great service.
- The service is excellent and does not need improving, with thanks.
- Whilst I'd rather not be permanently on catheters, Fittleworth are a pleasure to work with.
- My prescription gets mixed up. I need open and closed stoma bags. I usually get just opened.
- Excellent, no complaints, very happy with service.
- Outer packaging box. Only using one strip of Sellotape on box to seal this could easily be opened by others suggest would definitely prefer for safety reasons and security of pack the box should be packed inside a proper outer postal grey bag as previously used.
- Text message to say received prescription to same time and money (0800 number) hanging on the phone and tying up the phone lines.
- Supplier very good with deliveries delivered on date given. Any difficulty in changing prescription is only with stoma nurse - GP - supplier chain which can be a bit 'clunky' but does eventually work. Everyone trying to get things right, just sometimes takes time. Prescription itself is the issue therefore. I suppose, making sure the supplier gets that easily.
- Fittleworth are one of the most efficient organisations I have ever dealt. All staff I have dealt with are excellent and should be commended on their service.
- Every aspect of the service is excellent. This provides reassurances that essential supplies are always available.
- Repeatedly I have to ring to remind Fittleworth to send items not prescribed, e.g. gloves/bed sheets - this is on our account but have times when it is not sent.
- I have answered these questions to the best of my ability, I hope they suffice.
- I have always found the whole team very helpful and courteous. Excellent customer care.
- It's quite regular that items are missing from the delivery and as their delivery note text shows this to be the GP surgery that is at fault. I regularly have to call my GP to chase up missing items, they are adamant that they issue prescriptions as per the request. I feel that it shouldn't be my responsibility to keep chasing missing items.
- Occasionally you are on the phone quite a long time but I accept there are a lot of clients.
- Very good and pleasant service.
- Always have had polite professional service. When I first needed the stoma supplies there was a delay, this was due to my GP surgery and Fittleworth. It was resolved by them and now for a long time I haven't had any problems.
- All prescriptions are processed through my NHS stoma care nurses at hospital at their request. Providing a very good service.
- Before lockdown there used to be a problem with liaison with the surgery - on occasions. Now the products are delivered in good time.
- Excellent service.
- Fittleworth have been so very helpful to me and I am so grateful for this professional service. Thank you.
- Very satisfied with Fittleworth both with ordering and receiving supplies on time.
- Check and double check have chosen the correct address from drop down menu (number 20 not 21). Inform me if GP has not issued full prescription prior to delivery. Above happened just once, however, incorrect address was very awkward and now my neighbour knows of my condition. Still, mistakes happen and my suppliers are always very friendly and professional.
- Object to the delay of bags between receipt of prescription from doctor and dispatch. Company working on assumption of use of one bag per day, that not always possible. Stomach decides usage.
- Everything is fine. I am very satisfied with the service I receive. The only comment is, even though I'm given extra dry wipes, the amount is never enough. It would be great if you provided bigger packets. In the hospital I used large ones (Carell Professional Care 100 patient dry wipes) which were much better.

## 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             | 126       | 1           | 0           | 0         | 4                   |
| Value assigned to each rating | 100       | 66.6666     | 33.3333     | 0.00      | n/a                 |

$$\frac{(\text{number of Very good ratings} \times 100.00) + (\text{number of Fairly good ratings} \times 66.67) + (\text{number of Fairly poor ratings} \times 33.33) + (\text{number of Very poor ratings} \times 0.00) + (\text{number of Don't know ratings} \times )}{(\text{total number of customer responses} - \text{number of Non rated responses})} = \frac{(126 \times 100.00) + (1 \times 66.67) + (0 \times 33.33) + (0 \times 0.00) + (0 \times 0)}{(131 - 4)}$$

Your mean percentage score for Q4a = 100%

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

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

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

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

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

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

## Explanation of quartiles

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

Quartiles comprise:

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

The median, cuts the data set in half

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

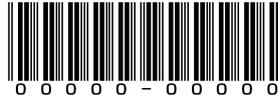
| Question                                      | Your mean score (%) | Benchmark data (%)* |                |        |                |         |
|---|---------------------|---------------------|----------------|--------|----------------|---------|
|   |                     | Min                 | Lower Quartile | Median | Upper Quartile | Maximum |
| Q4a Polite and took time to understand needs? | 100                 | 97                  | 98             | 99     | 99             | 100     |

16446

\*Benchmarks are based on data from 38 dispensing locations surveyed between September and November 2020 with 40 or more returned questionnaires and a total of 5,352 returned customer questionnaires.



fittleworth



## Dispensing Appliance Contractor Customer Questionnaire

**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 a NHS prescription for:

Yourself       Someone else       Both

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

**Q 2. How do you normally contact your supplier? (Please tick one box only)**

Telephone       Fax       Post   
Email       Face to face       Internet

**Q 3. How easy did you find it to contact them?**

Not at all easy       Fairly easy       Very easy

**Q 4. 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?**

Please tick one box for each aspect of the service listed below, to show how good or poor you think it was:

|  | 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"/> |

**Q 5. If you had a prescription dispensed, did the supplier provide you with a written note of the supplier's name, address & telephone number?**

Yes       No       Don't know

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

*The next two questions are about occasions when the appliance was not available at the time requested. If this does not apply to you please go to question 8.*

**Q 6. 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

**Q 7. 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

*This question is about repeat prescriptions, if this does not apply to you please go to question 9.*

**Q 8. 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

*This question is about customisation; if your appliance is not customised please go to question 10.*

**Q 9. 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

**Q 10. 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



These questions are about appliances which are delivered. If this doesn't apply to you please go to question 12.

**Q 11. 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

**Q 12 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

**Q 13. 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

**Q 14. 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

**Q 15. 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



16. 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:

Q 17. Have you ever visited the supplier's premises?

Yes  No

If you have attended the premises of the supplier, 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"/> |

***These last few questions are just to help us categorise your answers***

Q 18. How old are you?

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

Q 19. Are you

Male  Female

Q 20. 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 completing this questionnaire**

Care Centre: Example

