

# Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Harrogate

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       | 110                 | 81%                      |
| Someone else   | 15                  | 11%                      |
| Both           | 1                   | 1%                       |
| Blank / Spoilt | 9                   | 7%                       |

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      | 128                 | 95%                      |
| Fax            | 0                   | 0%                       |
| Post           | 0                   | 0%                       |
| Email          | 3                   | 2%                       |
| Face to face   | 0                   | 0%                       |
| Internet       | 1                   | 1%                       |
| Blank / Spoilt | 3                   | 2%                       |

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

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

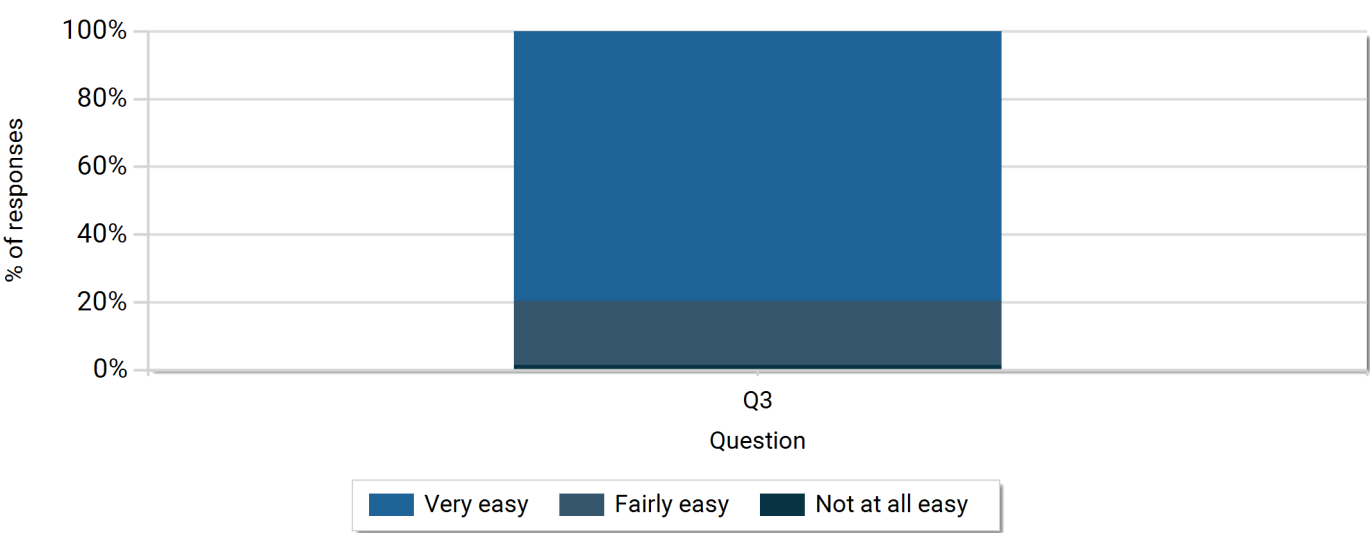
Q3: How easy did you find it to contact them?

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? | 2               | 25          | 106       | 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? | 89                  | 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? | 89            | 94                            | 90                             | 93                         |

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

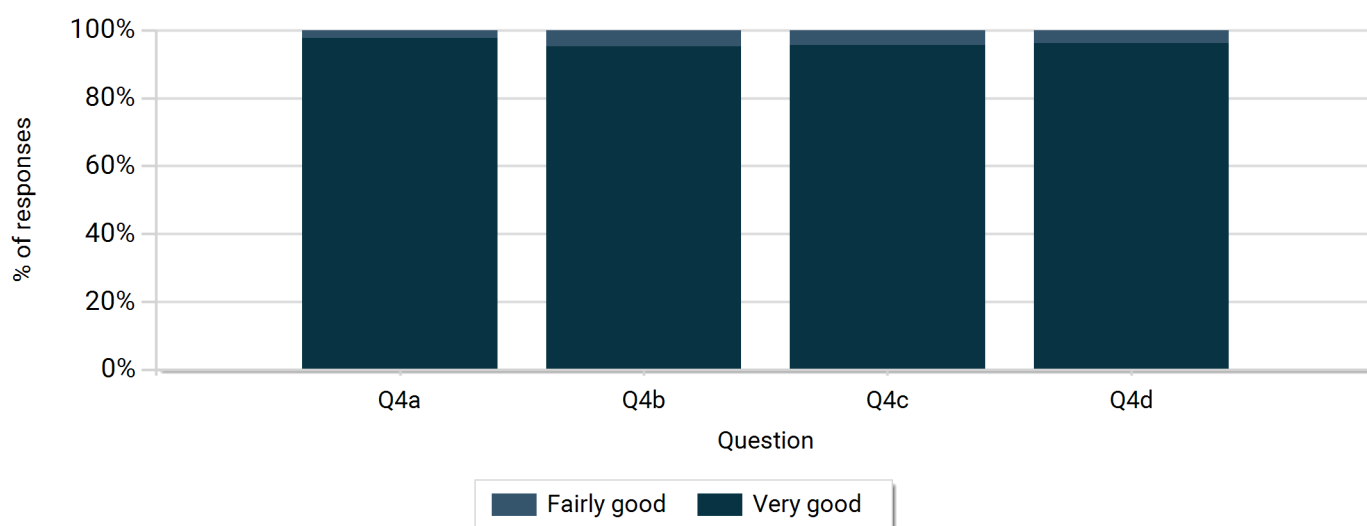
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

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? | 130       | 3           | 0           | 0         | 0          | 2              |
| Q4b Answering any queries you had             | 119       | 6           | 0           | 0         | 2          | 8              |
| Q4c Passing you on to someone who could help  | 86        | 4           | 0           | 0         | 15         | 30             |
| Q4d How would you describe their service?     | 128       | 5           | 0           | 0         | 0          | 2              |

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? | 99                  | 97                  | 98             | 99     | 99             | 100 |
| Q4b Answering any queries you had             | 98                  | 94                  | 97             | 98     | 99             | 99  |
| Q4c Passing you on to someone who could help  | 99                  | 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<br>(January 2020) | Previous score<br>(February<br>2019) | Previous score<br>(June 2017) |
|---|---------------|----------------------------------|--------------------------------------|-------------------------------|
| Q4a Polite and took time to understand needs? | 99            | 97                               | 96                                   | 98                            |
| Q4b Answering any queries you had             | 98            | 96                               | 96                                   | 96                            |
| Q4c Passing you on to someone who could help  | 99            | 95                               | 98                                   | 95                            |
| Q4d How would you describe their service?     | 99            | 97                               | 95                                   | 99                            |

## 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<br>responses | Percentage of<br>responses* |
|----------------|------------------------|-----------------------------|
| Yes            | 73                     | 54%                         |
| No             | 21                     | 16%                         |
| Don't know     | 35                     | 26%                         |
| Blank / Spoilt | 6                      | 4%                          |

\*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             | 23                  | 17%                      |
| Don't know     | 10                  | 7%                       |
| Blank / Spoilt | 74                  | 55%                      |

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

Table 6b:

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

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             | 23                  | 17%                      |
| Don't know     | 18                  | 13%                      |
| Blank / Spoilt | 87                  | 64%                      |

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

About the services you receive from this supplier

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

Table 7b:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 2                   | 29%                      |
| No             | 3                   | 43%                      |
| Don't know     | 1                   | 14%                      |
| Blank / Spoilt | 1                   | 14%                      |

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            | 58                  | 43%                      |
| No             | 22                  | 16%                      |
| Don't know     | 21                  | 16%                      |
| Blank / Spoilt | 34                  | 25%                      |

**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            | 53                  | 39%                      |
| No             | 32                  | 24%                      |
| Don't know     | 15                  | 11%                      |
| Blank / Spoilt | 35                  | 26%                      |

**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            | 31                  | 23%                      |
| No             | 44                  | 33%                      |
| Don't know     | 19                  | 14%                      |
| Blank / Spoilt | 41                  | 30%                      |

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



About the services you receive from this supplier

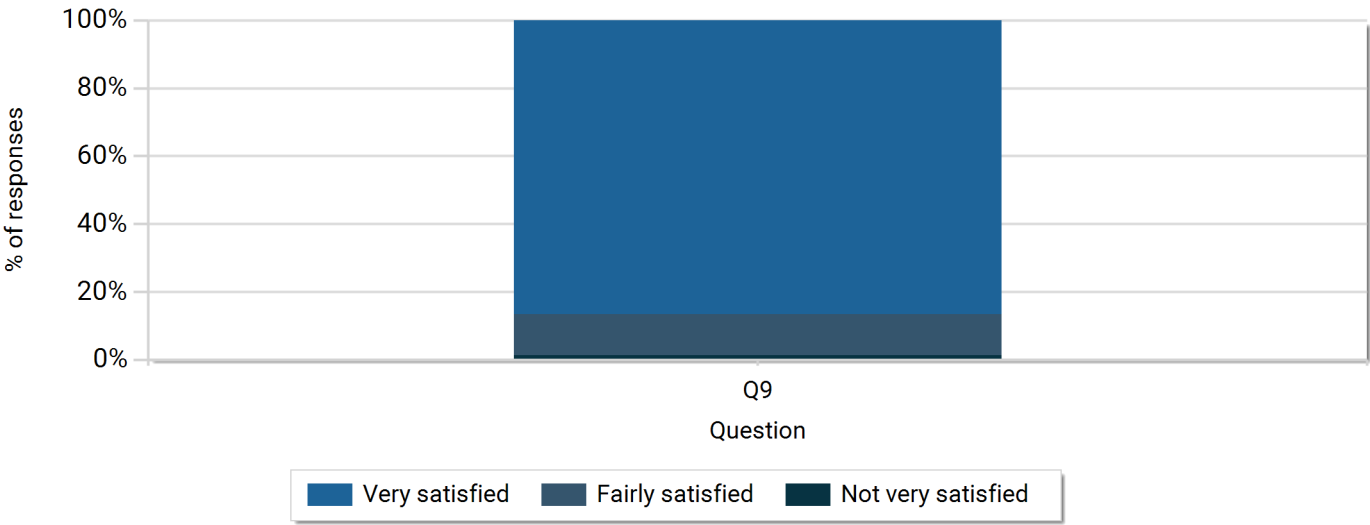
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

Table 9.1: Distribution and frequency of ratings (Q9)

|   | Not at all satisfied | Not very satisfied | Fairly satisfied | Very satisfied | Blank / Spoilt |
|---|----------------------|--------------------|------------------|----------------|----------------|
| Q9 Overall quality of customisation service | 0                    | 1                  | 10               | 71             | 53             |

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                  | 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 | 95            | 94                            | 98                             | 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            | 78                  | 58%                      |
| No             | 0                   | 0%                       |
| Don't know     | 13                  | 10%                      |
| Blank / Spoilt | 44                  | 33%                      |

**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                 | 89%                      |
| No             | 1                   | 1%                       |
| Blank / Spoilt | 14                  | 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            | 16                  | 12%                      |
| No             | 104                 | 77%                      |
| Blank / Spoilt | 15                  | 11%                      |

**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             | 102                 | 76%                      |
| Blank / Spoilt | 28                  | 21%                      |

\*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                 | 89%                      |
| No             | 1                   | 1%                       |
| Blank / Spoilt | 14                  | 10%                      |

**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                   | 6%                       |
| No             | 109                 | 81%                      |
| Blank / Spoilt | 18                  | 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            | 1                   | 1%                       |
| No             | 113                 | 84%                      |
| Blank / Spoilt | 21                  | 16%                      |

**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 | 1                   | 100%                     |

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            | 8                   | 6%                       |
| No             | 46                  | 34%                      |
| Don't know     | 28                  | 21%                      |
| Blank / Spoilt | 53                  | 39%                      |

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

Table 13b:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 2                   | 4%                       |
| No             | 14                  | 30%                      |
| Don't know     | 7                   | 15%                      |
| Blank / Spoilt | 23                  | 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            | 51                  | 38%                      |
| No             | 24                  | 18%                      |
| Don't know     | 34                  | 25%                      |
| Blank / Spoilt | 26                  | 19%                      |

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

Table 14b:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Yes            | 41                  | 30%                      |
| No             | 34                  | 25%                      |
| Don't know     | 29                  | 21%                      |
| Blank / Spoilt | 31                  | 23%                      |

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

About the services you receive from this supplier

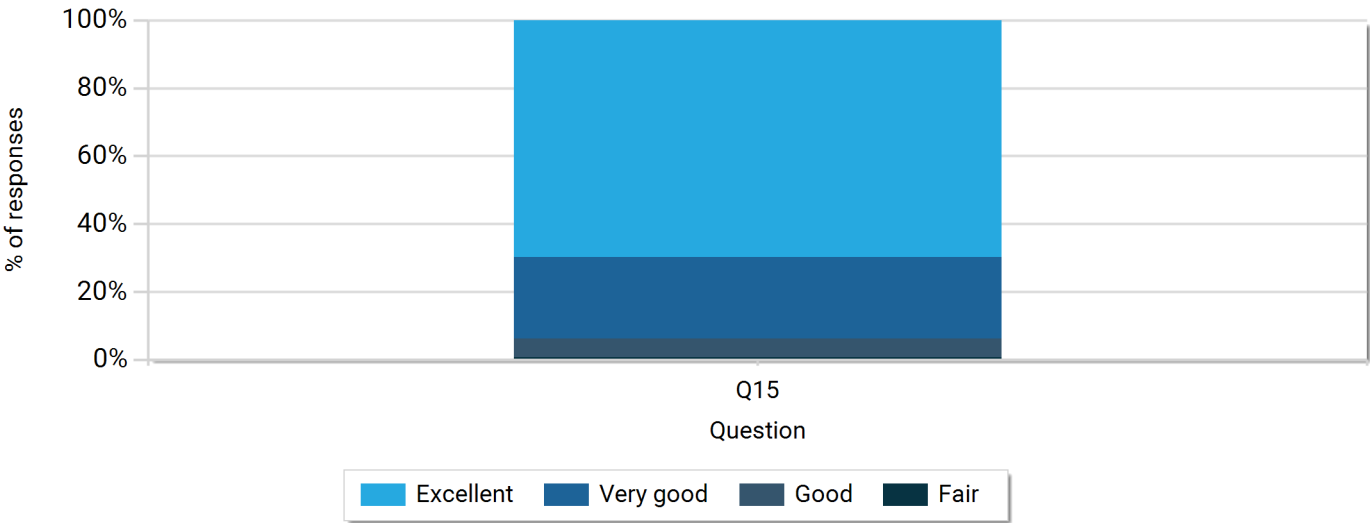
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

|                    | Poor | Fair | Good | Very good | Excellent | Blank / Spoilt |
|--------------------|------|------|------|-----------|-----------|----------------|
| Q15 Overall rating | 0    | 1    | 7    | 31        | 90        | 6              |

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 | 91                  | 86                  | 90             | 91     | 92             | 93  |

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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.

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 | 91            | 88                            | 85                             | 89                         |

## 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             | 132                 | 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        | 1                   | 1%                       |
| 25 - 34        | 1                   | 1%                       |
| 35 - 44        | 2                   | 1%                       |
| 45 - 54        | 11                  | 8%                       |
| 55 - 64        | 24                  | 18%                      |
| 65+            | 89                  | 66%                      |
| Blank / Spoilt | 7                   | 5%                       |

### Q19: Gender

Table 19:

| Response       | Number of responses | Percentage of responses* |
|----------------|---------------------|--------------------------|
| Male           | 56                  | 41%                      |
| Female         | 72                  | 53%                      |
| Blank / Spoilt | 7                   | 5%                       |

\*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      | 4                   | 3%                      |
| Carer for someone with a longstanding illness | 14                  | 10%                     |
| Neither                                       | 99                  | 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:

- A fault in the product I use.
- I place orders for my husband.
- Dewsbury Hospital arranged it in 2010.
- I was advised to use this company when I was discharged from hospital.
- You called me.
- NHS - GP.
- Bags not cut to the right size.
- To place an order.
- To check on a prescription submission from my surgery.
- The St James Hospital.
- About my bags the adhesive was thicker than usual and I was having a reaction to it, also the bags were using seemed thinner.
- Told you was good.
- Because I had bladder cancer, and had to have it totally removed. Therefore, I needed supplies, indefinitely for my ileostomy.
- Recommended and organised by specialist bowel nurse.
- Leeds Infirmary did that.
- Returning a message left on my phone from supplier.
- I was told from the hospital.
- I was recommended when I was in hospital after surgery for ileostomy for Crohns.
- They contact me to see if I need the appliance when due.
- Arranged by stoma nurse after colorectal operation 2013.
- The glue on the stoma pouch began breaking down and the pouch started to leak.
- To order catheters, wet wipes, dry wipes.
- I contact the supplier frequently.

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

- I have been using Fittleworth products for the last year and via the hospital for the previous few months and continue to be very grateful for their friendliness and helpful and very prompt attention. Never had any delays in delivery even during the pandemic.
- Between the doctor providing the prescription and supplier sending order to doctors, I have to ring every time to ask where my order is. This has happened in the last six to seven months. Who is to blame not sure. The doctors state they have not received confirmation and the supplier tells me they are waiting for the doctors.
- Excellent service on complaints.
- Would like to have the option to order online instead of having to phone.
- Why is it necessary to call for repeat prescriptions each time a request for new supplies? I have needed stoma for seven years, no reversal, when I die the prescription can be terminated, at present the GP does not always return the request, leaving a possible delay in delivery date.
- They contact me regularly to check if I require an order and when I do it is delivered on the day they specify. Very happy with the service provided.
- Occasional issue when supplier considers they have not received a return prescription from the GP. I phone the GP who insists it was released, after two phone calls eventually find that the contractors had not released the prescription.



## Customer comments

- I have been using Fittleworth's services for several years. I have found them efficient, empathetic, meticulous, reliable and helpful. I am extremely grateful to Fittleworth who provide such an excellent service on which I rely. Thank you!
- I have no problems with Fittleworth. My problem is medical practice, which seem to be very lax. My prescription gets lost somewhere in the ether. One of your questions should be "Have you a problem with your prescription?".
- In view of COVID-19, I feel the supplier should be able to provide free washable and reusable face mask (cloth). I have asked but they do not supply these other suppliers do supply them.
- When phoning my order, I have always been treated very well by the operators.
- Excellent service, no improvement needed.
- I now have to place my orders via GP as opposed to placing them direct with Fittleworth by phone. This system is very poor and not as good as placing orders direct.
- I have only ever spoken to them in normal office hours, their service and staff are very helpful. Overall excellent.
- Every time I query ABT delivery they send less items or press wrong. I have been left a good few times for 2-3 days without appliance which makes me short and have to order extra next order. At the moment I am having difficulty getting my correct order that was sent it. It is coming in bits and pieces. They blame GP. When ring ABT they confirmed what ordered but it didn't come correct, I asked for three boxes urostomy bags and three flanges and rest of stuff. No flanges so I can't go out and have to use bed pads to help me indoors. It's obvious you need flanges to go with pouches. At the moment very dissatisfied with this. It's not the first time this has happened and getting fed up. Thinking about changing.
- Very satisfied with the service I receive, I fact, could not manage without it. Thank you!
- Having read this questionnaire, I might ask Fittleworth to customise my monthly deliveries (repeat prescription).
- In all the years I have been using this product, I have never had a problem. Always had excellent service.
- I would be grateful if bags came from Harrogate only, they get the bags cut correct to size, bags from main depot not very good (hit and miss).
- Fittleworth normally telephone me rather than me having to contact them. This is always done in a timely way and provides excellent service.
- Q8 not relevant as they get the repeat prescription for me. Q14 I get various leaflets. Not exactly sure what a practice leaflet is, and as it is all done over the phone, information re opening hours and access is irrelevant.
- I have been receiving products from Fittleworth for many years. I have no complaints and I have never been let down by their service. I do however, wonder why, from ordering my 'order' to receiving it takes much longer these days. It used to be delivered in a few days! It just means that I have to remember to order earlier. Not really a problem - just a comment. Many thanks to you all.
- Completely satisfied.
- It would be hard to better the service that Fittleworth provides.
- I have no complaints.
- Always on time no problems with delivery.
- Fittleworth service is excellent. The difficulty in the system is at the GP's end. Trying to contact them to authorise the prescription. Surely these should be done electronically as before as anyone with a stoma has urgent need of supplies and should not have to wait for someone to sign these off. Especially over the weekend, which causes further delay.
- No comments. Have been satisfied with service, keep it up. Thanks.
- I have always received an excellent service.
- Just to say I am more than satisfied with the service I receive. If I need anything, I just ring and they're there, always polite and lovely and helpful.
- Five star service always. Items. Packaging. Emails for reordering. Date given for delivery. Excellent delivery or post. Phone call if problems clear explanation (always medical centre signing prescription delay).
- I have always found them very polite and very helpful.
- I have been with you and the service I get is very good and also prompt. The staff are very kind and very helpful. Yours truly.

## Customer comments

- Fittleworth are absolutely great, never had a problem, I work full time, and they always deliver on my day off, to my home, on some occasions they will even deliver to my place of work, I would recommend them to everybody.
- I don't have to contact the supplier so most of the questions do not apply to me. They contact me to see if I need the item. Always polite and friendly.
- The website isn't very user friendly and there isn't a platform to view the range of products they offer maybe a brochure or online catalogue to view the different types of bags available.
- Many of the questions are not applicable the ones which are I have no complaints against the supplier and haven't had problems at any time during the several years they have supplied my appliances.
- Excellent for myself.
- Although the problem with the stoma pouch glue breaking down and causing leaks is no longer an issue, the problem just stopped with no explanation about what caused the glue to breakdown.
- The service could not be better!
- I have always been very satisfied with the service I have received.
- The service you give please do not change as it provides an excellent service. Thank you!
- This was my first order. I was extremely pleased with the service.
- Being informed the surgery have failed to supply a prescription when requested within the informed supply date does not always happen as agreed, which can delay supply. But this largely the doctors fault, although being informed in plenty of time would enable me to call the surgery and query their delay.
- Very happy with Fittleworth's service. Complimentary wipes and disposal bags are much appreciated.
- Not applicable. Fittleworth were always prompt and kind, friendly and attentive. The products my mother used were always delivered on time and every thing worked perfectly even during these troubled COVID times.
- Excellent.

## 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 = 135

| Questionnaire rating scale    | Very good | Fairly good | Fairly poor | Very poor | Non rated responses |
|-------------------------------|-----------|-------------|-------------|-----------|---------------------|
| Number of ratings             | 130       | 3           | 0           | 0         | 2                   |
| Value assigned to each rating | 100       | 66.6666     | 33.3333     | 0.00      | n/a                 |

(number of Very good ratings x 100.00) +(number of Fairly good ratings x 66.67) +(number of Fairly poor ratings x 33.33) +(number of Very poor ratings x 0.00) +(number of Don't know ratings x )

=

(130 x 100.00) +(3 x 66.67) +(0 x 33.33) +(0 x 0.00) +(0 x 0)

(135 - 2)

(total number of customer responses - number of Non rated responses)

Your mean percentage score for Q4a = 99%

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? | 99                  | 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.



## 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"/> | <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"/> |

**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"/> | <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"/> |

**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+                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q 19. Are you

Male ☐

Female ☐

Q 20. Which of the following apply to you?

|  |                          |
|--|--------------------------|
| You have, or care for, children under 16                             | <input type="checkbox"/> |
| You are a carer for someone with a longstanding illness or infirmity | <input type="checkbox"/> |
| Neither  | <input type="checkbox"/> |

**Thank you for completing this questionnaire**

Care Centre: Example

