

# **Fittleworth Dispensing Appliance Contractor Customer Feedback Report**

**Preston**

**September - November 2020**



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Sample questionnaire

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

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

Table 1:

Response	Number of responses	Percentage of responses*
Yourself	109	89%
Someone else	9	7%
Both	1	1%
Blank / Spoilt	4	3%

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	104	85%
Fax	1	1%
Post	2	2%
Email	3	2%
Face to face	0	0%
Internet	5	4%
Blank / Spoilt	8	7%

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

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

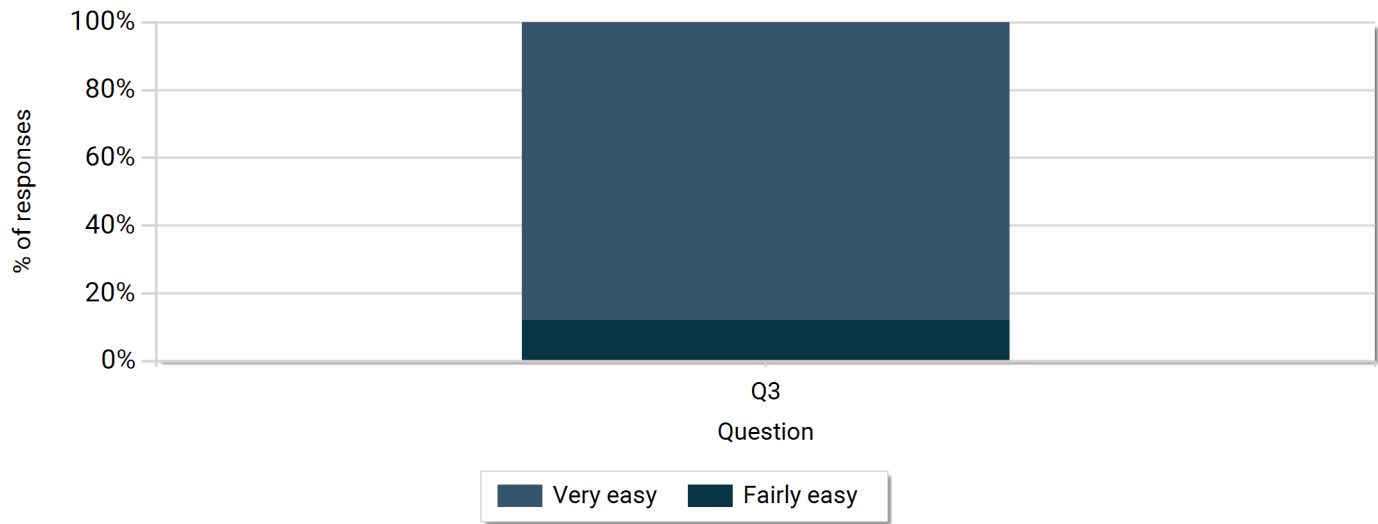
Q3: How easy did you find it to contact them?

Table 3.1: Distribution and frequency of ratings (Q3)

	Not at all easy	Fairly easy	Very easy	Blank / Spoilt
Q3 How easy did you find it to contact them?	0	14	102	7

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?	94	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?	94	94	90	92

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

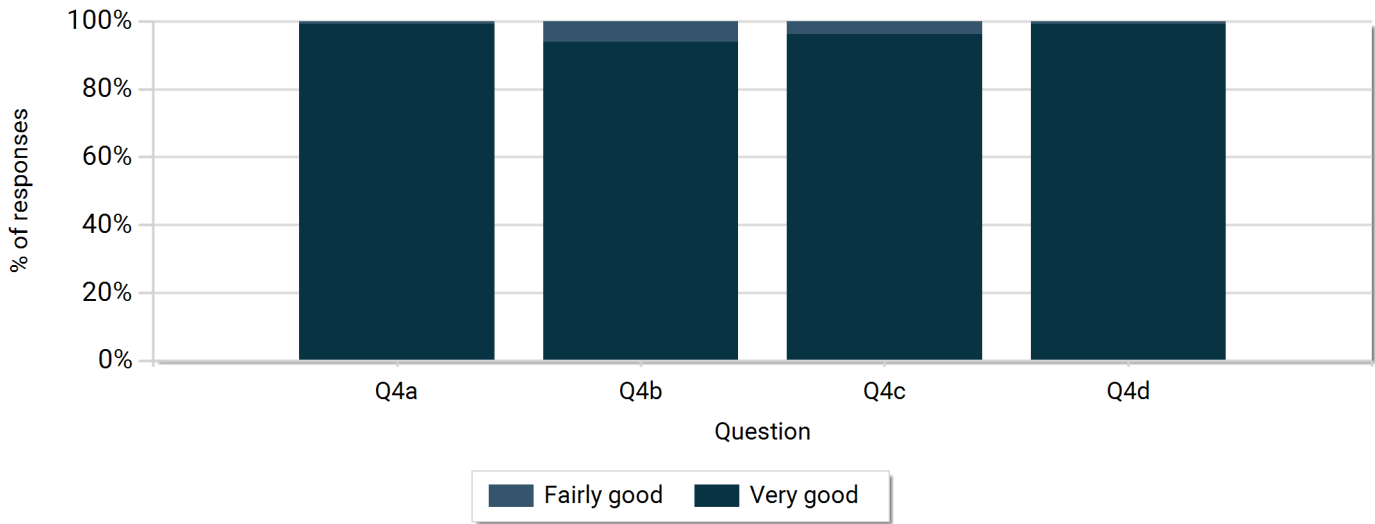
**Q4: If you have dealt with the supplier either by telephone, email or in person, based on your experience of this and other occasions, how would you rate them and the services listed below?**

Table 4.1: Distribution and frequency of ratings (Q4)

	Very good	Fairly good	Fairly poor	Very poor	Don't know	Blank / Spoilt
Q4a Polite and took time to understand needs?	120	1	0	0	0	2
Q4b Answering any queries you had	108	7	0	0	2	6
Q4c Passing you on to someone who could help	77	3	0	0	18	25
Q4d How would you describe their service?	118	1	0	0	0	4

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	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?	100	96	98	98	99	100

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

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

Table 4.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q4a Polite and took time to understand needs?	100	98	99	99
Q4b Answering any queries you had	98	98	97	99
Q4c Passing you on to someone who could help	99	97	97	99
Q4d How would you describe their service?	100	99	99	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	86	70%
No	7	6%
Don't know	20	16%
Blank / Spoilt	10	8%

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

About the services you receive from this supplier

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

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

Table 6a:

Response	Number of responses	Percentage of responses*
Yes	20	16%
No	12	10%
Don't know	14	11%
Blank / Spoilt	77	63%

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

Table 6b:

Response	Number of responses	Percentage of responses*
Yes	19	95%
No	1	5%
Don't know	0	0%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to 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	10	8%
No	15	12%
Don't know	17	14%
Blank / Spoilt	81	66%

\*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	3	30%
No	2	20%
Don't know	3	30%
Blank / Spoilt	2	20%

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	55	45%
No	20	16%
Don't know	19	15%
Blank / Spoilt	29	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	54	44%
No	25	20%
Don't know	11	9%
Blank / Spoilt	33	27%

**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	46	37%
No	28	23%
Don't know	16	13%
Blank / Spoilt	33	27%

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



About the services you receive from this supplier

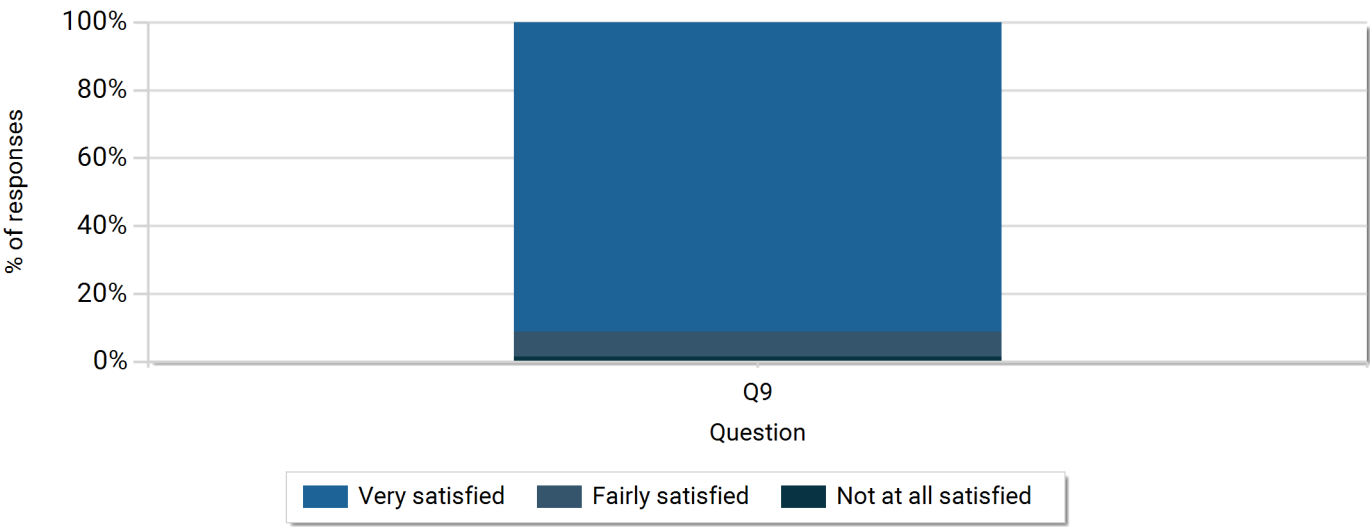
Q9: If the appliances you receive are customised in any way how do you rate the overall quality of this service from your supplier?

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	0	5	61	56

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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See score explanation in the supporting documents section for score calculation and quartile information.

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

Table 9.3 Current and previous mean percentage scores

	Current score	Previous score (January 2020)	Previous score (February 2019)	Previous score (June 2017)
Q9 Overall quality of customisation service	96	98	98	99

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	91	74%
No	2	2%
Don't know	13	11%
Blank / Spoilt	17	14%

**Q11a: If your product was delivered, was the delivery prompt and at a time agreed with you?**

Table 11a:

Response	Number of responses	Percentage of responses*
Yes	115	93%
No	3	2%
Blank / Spoilt	5	4%

**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	20	16%
No	94	76%
Blank / Spoilt	9	7%

**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	8	7%
No	106	86%
Blank / Spoilt	9	7%

\*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	119	97%
No	0	0%
Blank / Spoilt	4	3%

**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	7	6%
No	109	89%
Blank / Spoilt	7	6%

**Q12b: Have you ever been advised by your supplier that they cannot provide this service?**

Table 12b:

Response	Number of responses	Percentage of responses*
Yes	2	2%
No	108	88%
Blank / Spoilt	13	11%

**Q12c: If yes, did they give you contact details of at least 2 suppliers of appliances or pharmacies, who are able to arrange for the service to be provided?**

Table 12c:

Response	Number of responses	Percentage of responses*
Yes	1	50%
No	1	50%
Blank / Spoilt	0	0%

Please note: The data provided in this table is only from those respondents who selected 'Yes' to Q12b.

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

About the services you receive from this supplier

**Q13a: If you have ever contacted the supplier's telephone care line out of hours, were they able to provide advice at the time you called?**

Table 13a:

Response	Number of responses	Percentage of responses*
Yes	9	7%
No	35	28%
Don't know	34	28%
Blank / Spoilt	45	37%

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

Table 13b:

Response	Number of responses	Percentage of responses*
Yes	0	0%
No	11	31%
Don't know	6	17%
Blank / Spoilt	18	51%

Please note: The data provided in this table is only from those respondents who selected 'No' to Q13a.

**Q14a: Does the supplier provide a practice leaflet containing information about their premises i.e. opening hours and access for disabled customers?**

Table 14a:

Response	Number of responses	Percentage of responses*
Yes	46	37%
No	32	26%
Don't know	29	24%
Blank / Spoilt	16	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	39	32%
No	28	23%
Don't know	34	28%
Blank / Spoilt	22	18%

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

About the services you receive from this supplier

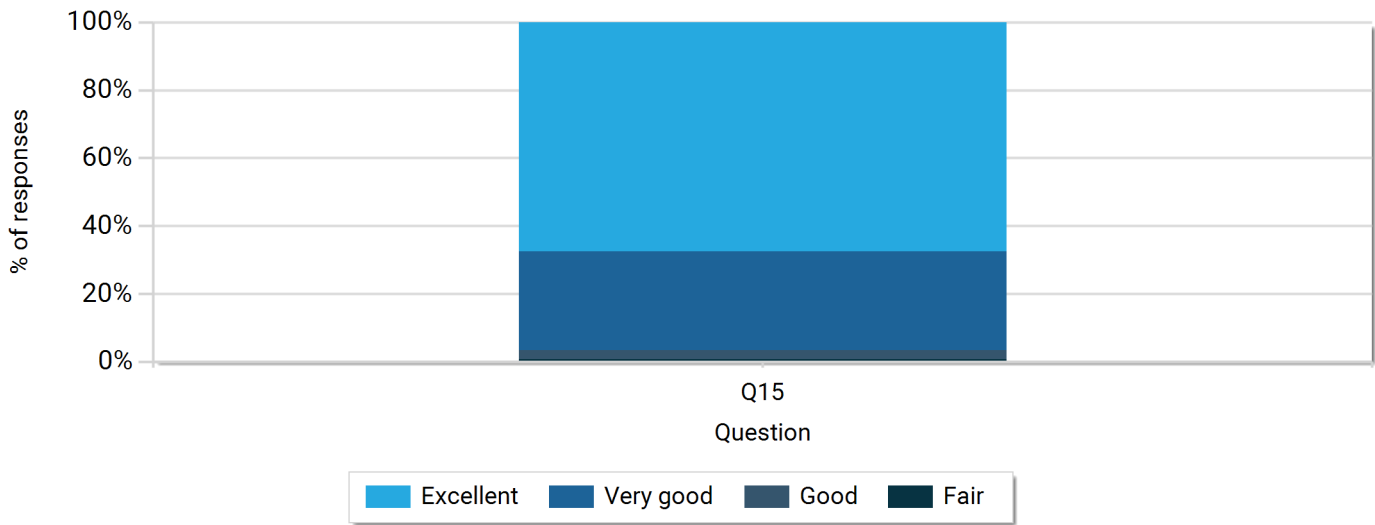
**Q15: Taking everything into account - the staff, the information materials, contact options, quality and reliability of delivery and the overall service provided - how would you rate the supplier who sent you this questionnaire?**

Table 15.1: Distribution and frequency of ratings (Q15)

	Poor	Fair	Good	Very good	Excellent	Blank / Spoilt
Q15 Overall rating	0	1	3	35	81	3

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

\*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.  
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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	91	89	90

## The supplier's premises

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

Table 17a:

Response	Number of responses	Percentage of responses*
Yes	1	1%
No	121	98%
Blank / Spoilt	1	1%

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

Table 17b:

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

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

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

Table 17c:

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

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

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

## Customer demographics

### Q18: Age

Table 18:

Response	Number of responses	Percentage of responses*
16 - 19	0	0%
20 - 24	1	1%
25 - 34	1	1%
35 - 44	2	2%
45 - 54	3	2%
55 - 64	22	18%
65+	91	74%
Blank / Spoilt	3	2%

### Q19: Gender

Table 19:

Response	Number of responses	Percentage of responses*
Male	81	66%
Female	39	32%
Blank / Spoilt	3	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	4	3%
Carer for someone with a longstanding illness	11	9%
Neither	92	75%

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:

- I had a problem with catheters I was using. They were changed to a different type. Very pleased.
- Hospital submitted prescription to doctors.
- Stoma nurses Blackburn Royal Hospital.
- They always ring me once a month without fail!
- I contact East Lancs dispensing service not direct to Fittleworth so don't know if this survey is appropriate for me to answer.
- Prescriptions transmitted by email from GP now. Previously posted by me.
- I do not personally submit a prescription. Fittleworth contact GP surgery.
- Hospital: Convenience to me and my family.
- Blackpool Victoria Hospital.
- Via GP.
- I requested my prescription via the doctors surgery by using the patient app.
- To chase late orders.
- Spinal injury resulting in nerve damage.
- I phone my doctors to request a prescription be sent.
- My health centre sends prescription direct to Fittleworth.
- Prescription for my son.
- Placing order.
- Replenish supply of catheters.
- To arrange my delivery of stoma supplies. These come every four weeks. Fittleworth ring every four weeks to check if I need a repeat order. I have chosen to ring them the last three times after checking what I need.
- To order catheters.

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

- In all the time I have used your services there has only been one time when there was a problem (a few years). Delivery is made on the date advised and recently has been a day early. Cannot fault the service you provide.
- Service from my supplier surpasses the questions posed here. I have a repeat prescription. Once a month the supplier telephones me, asks what equipment I require, checks measurements pre-cut for my use and informs me of the date of delivery. Very, very efficient.
- The service from this supplier in my reckoning cannot be improved on as the service is perfect and the staff are very polite and helpful when you contact them.
- If I have ever had to contact staff are always really helpful and friendly.
- My only complaint is that I live on third floor the driver rings my bell and leaves the parcel inside the front door and I have to go down to recover the parcel. This did not happen when the depot used their own drivers. I am in my 80s and suffer from COPD. The stairs are difficult.
- Some of the questions were difficult to apply to my circumstances. My supplies from Fittleworth are on repeat. Either they call me to see if I want to order, or I order online (so both are used not one only). They get the script from my GP. If I have any queries, etc. I would talk to my GP or contact the hospital stoma care team. Overall their service is excellent.
- I have always found the staff very polite and friendly.
- One improvement I could suggest is to print the date on the delivery note, which I have requested on several occasions.
- The services from Fittleworth have been very good to me. Delivery men over the years have been very clear and polite always prompt. I hope they carry on forever.



## Customer comments

- Cannot say how the service can be improved.
- I find the service supplied by Fittleworth first class. The only time it has not been delivered on time was the fault of my doctor's surgery not responding. I have been using the service for several years now and find it excellent!
- I will be using urostomy bags for this part of my life. It is irreversible.
- Q8 - Checks not made with me. May have been made with GP or stoma nurse. This is not known. Q11 - Deliveries are always prompt. Times can be found out if necessary. Q13 - Care line times are known. Would not attempt to contact outside these times. Q17 - Visited two delivery centres. First one to collect parcel satisfactorily - second a social visit when they moved near to my address.
- Delivery - sometimes it's a person working for Fittleworth, sometimes Royal Mail. Prefer Royal Mail because it's more discreet. Only downside of Royal Mail is it has a sticker on it (red cross) saying 'medical products'. Would prefer this to be left off if possible.
- I have been with you many years and I have never had a problem. Thank you.
- Just one day late with delivery but no problem. Everything else was fine.
- I have always been impressed by the courtesy of the telephone service which is prompt, friendly and compliant.
- That if not at home package can be left with neighbour. Thank you.
- If possible I would like one packet more of wipes.
- I just would like there to be a quick service, e.g. 5-7 days instead of 12 days deliveries.
- Q8. I would not think any of these actions appropriate. If changes are needed I would discuss with my stoma nurse or GP. Q9. Stoma bag apertures cut. Usually fine, occasionally a bit wild! Q10. The question has never arisen, but I can't imagine how else I would get any items, bulky or otherwise. Q11. In the past I was able to specify delivery date, now I get told, but I expect I could negotiate if there were a problem. There is probably less flexibility now Parcelforce deliver, rather than supplier's van (COVID-19?). They arrive reliably. Parcels display a red and white label marked 'Priority' - whether this indicates medical content I don't know. No other markings. The staff are always friendly, helpful and supportive, and make me feel like an individual, not a "number" which is especially valuable when my condition is "being difficult" and I'm a bit down, and when GPs - who often "don't get" the system, cause problems. Their 'Reach Out' magazine is interesting and often heartening, e.g. one on public toilets closure - a big problem for those with ostomy and continence issues to manage.
- My husband had to go live with my daughter for a few months which meant a change of address. It took a while for supply to be delivered but eventually arrived - and when he came back home address changed back. All in all they have been very good.
- I find Fittleworth very efficient and call me if the doctors surgery has not confirmed my order via prescription. It has never missed being delivered on time for many years.
- Extremely helpful and polite operators who always check details thoroughly and ask if they can assist in any other way after processing the request made. Always contacted promptly if there has ever been a problem or delay in delivery of the products. More operators needed to delay wait time?
- Have to place order with my GP surgery. Sometimes they fail to send it to Fittleworth and have even suggested I get it from local pharmacy! They haven't got a clue, and not interested either. I have used Fittleworth for many years and there has never been any problems with the service. Telephone staff always polite, helpful and friendly. Excellent! Unlike my surgery.
- Since the COVID-19 pandemic, the delivery service has been quite unreliable.
- Faster delivery. Electronic prescription service.
- No specific issues to report.
- Excellent service. Can't be more helpful. Always polite and engaging. First rate.
- On one occasion delivery driver left package at the side of the house not in the agreed areas of the garage or paper bin. Raised this issue with the supplier and this has not happened since.

## 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 = 123

Questionnaire rating scale	Very good	Fairly good	Fairly poor	Very poor	Non rated responses
Number of ratings	120	1	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 )

=

(120 x 100.00) +(1 x 66.67) +(0 x 33.33) +(0 x 0.00) +(0 x 0)

(123 - 2)

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

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.



## 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

