

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

Overall Report – Comparing 35 Care Centres in England

September 2022 – January 2023



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

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

Care centre	Percentage of responses			
	Yourself	Someone else	Both	Blank/ spoilt
Altrincham	81	14	1	4
Barnsley	87	9	2	2
Bournemouth	77	14	4	5
Broadstairs	84	10	0	5
Carnforth	74	17	0	9
Cheshunt	79	18	0	3
Chester	83	12	0	5
Colchester	82	13	2	4
Coventry	83	13	1	3
Dagenham	78	14	4	5
Derby	83	15	0	2
Doncaster	75	20	2	3
Exeter	78	14	0	8
Farnham	82	12	0	5
Harrogate	81	15	0	5
Histon	86	7	3	5
Ipswich	83	12	1	5
Islington	73	23	0	5
Keighley	82	12	2	3
Kingston	80	18	0	2
NDC Dispensing	81	13	1	5
Northampton	79	13	2	6
Norwich	78	19	0	3
Nottingham	73	21	2	4
Plymouth	83	13	2	2
Preston	83	11	1	5
Reading	78	17	1	4
Rustington	84	11	1	4
Salisbury	79	15	2	4
Southend	80	12	2	6
Sunderland	78	16	1	5
Sutton	84	15	0	1
Wokingham	85	8	1	6
Worthing	87	5	1	7
York	78	17	0	6
<b>Overall</b>	<b>81</b>	<b>13</b>	<b>1</b>	<b>4</b>

Q2 How do you normally contact your supplier?

Telephone	Fax	Post	Email	Face to face	Internet	Blank/spoilt
85	0	1	6	0	3	5
84	1	0	8	0	3	4
83	0	0	7	0	5	5
72	0	5	9	0	7	7
77	2	2	10	0	4	5
77	0	1	14	0	3	5
83	0	0	8	0	3	6
81	0	0	11	0	4	5
81	0	3	8	0	7	0
77	0	0	10	0	9	5
88	0	0	4	0	5	3
83	0	0	5	0	5	7
81	0	1	5	0	5	8
70	0	1	14	0	10	5
84	0	0	6	0	5	5
80	0	0	9	0	5	6
70	0	2	13	0	8	6
77	0	0	14	0	9	0
79	0	0	10	0	3	8
79	0	0	8	0	8	5
81	0	1	7	0	3	8
73	0	3	14	0	5	5
76	1	1	12	0	5	5
88	0	1	2	0	2	6
78	0	2	10	0	6	6
84	0	2	4	0	3	7
79	0	0	8	0	8	5
80	0	1	10	0	7	2
76	0	1	9	0	9	5
78	0	0	13	0	3	5
71	0	1	4	0	7	17
84	0	0	10	0	6	0
84	1	0	6	0	4	4
76	0	1	15	0	1	7
80	0	2	13	0	2	4
<b>80</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>5</b>	<b>6</b>

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

Care centre	Current mean percentage score (%) – 2022*	Previous mean percentage score (%) – 2021*
Altrincham	83	66
Barnsley	91	71
Bournemouth	89	74
Broadstairs	84	83
Carnforth	87	69
Cheshunt	87	68
Chester	89	72
Colchester	87	66
Coventry	89	73
Dagenham	87	70
Derby	88	64
Doncaster	92	66
Exeter	87	70
Farnham	86	65
Harrogate	88	66
Histon	85	66
Ipswich	89	71
Islington	86	70
Keighley	88	69
Kingston	87	66
NDC Dispensing	89	65
Northampton	80	70
Norwich	89	72
Nottingham	88	69
Plymouth	89	69
Preston	87	68
Reading	92	70
Rustington	85	63
Salisbury	86	73
Southend	85	72
Sunderland	92	79
Sutton	90	66
Wokingham	89	64
Worthing	89	68
York	86	70
<b>Overall</b>	<b>88</b>	<b>69</b>

**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 service listed below?**

**Q4a Were they polite and took time to understand your needs?**

Current mean percentage score (%) – 2022*	Previous mean percentage score (%) – 2021*
97	98
98	98
98	100
95	97
96	96
98	98
99	95
99	96
97	94
97	97
98	97
99	97
99	97
100	97
96	97
97	97
97	97
92	97
96	97
97	97
97	95
95	98
97	97
99	97
98	96
99	97
97	96
97	97
98	98
97	97
97	98
97	97
98	95
99	97
97	97
<b>97</b>	<b>97</b>

**Q4b Answering any queries you had**

Current mean percentage score (%) – 2022*	Previous mean percentage score (%) – 2021*
96	96
96	95
96	98
94	97
94	95
95	95
97	92
96	95
97	95
95	96
95	95
99	96
97	95
97	95
96	95
95	94
94	95
94	94
95	95
94	94
94	93
94	96
96	95
96	96
98	97
97	93
97	93
95	96
95	94
95	97
96	97
94	97
97	93
98	95
96	96
<b>96</b>	<b>95</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.

**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 service listed below?**

**Q5 Are you aware of the healthy living advice offered by Fittleworth?, e.g., 'Ostomates Kitchen' and 'Simple Steps'?**

Care centre	Q4c Passing you on to someone who could help		Q4d How would you describe their service?	
	Current mean percentage score (%) – 2022*	Previous mean percentage score (%) – 2021*	Current mean percentage score (%) – 2022*	Previous mean percentage score (%) – 2021*
Altrincham	97	94	96	93
Barnsley	93	94	96	98
Bournemouth	93	98	97	98
Broadstairs	92	96	94	95
Carnforth	93	97	96	94
Cheshunt	95	92	97	94
Chester	95	94	98	93
Colchester	94	94	95	96
Coventry	96	95	98	92
Dagenham	95	94	96	97
Derby	98	90	97	95
Doncaster	96	91	99	96
Exeter	94	92	97	93
Farnham	97	93	98	94
Harrogate	93	96	97	93
Histon	96	90	97	94
Ipswich	95	90	95	91
Islington	92	91	94	95
Keighley	92	92	96	95
Kingston	90	93	93	94
NDC Dispensing	93	91	95	93
Northampton	91	95	95	96
Norwich	94	96	97	96
Nottingham	95	94	97	96
Plymouth	98	97	99	95
Preston	94	91	97	95
Reading	95	89	95	93
Rustington	95	94	96	94
Salisbury	95	94	97	96
Southend	95	97	95	94
Sunderland	95	95	97	97
Sutton	92	90	95	96
Wokingham	95	88	96	92
Worthing	96	93	97	93
York	96	98	97	97
<b>Overall</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>95</b>

Percentage of responses			
Yes	No	Don't know	Blank/spoilt
18	67	13	3
11	70	15	4
20	56	17	7
26	64	9	2
14	66	18	3
18	67	12	3
15	65	15	4
19	61	11	8
27	61	8	3
16	60	20	4
14	71	9	6
27	54	15	3
22	68	7	3
18	66	14	3
17	65	11	6
25	60	10	5
26	58	12	4
23	68	5	5
28	64	4	3
15	61	18	7
20	62	13	5
16	70	10	4
26	63	8	3
17	66	13	4
16	60	18	6
21	61	12	6
17	66	13	5
26	61	12	1
15	72	10	3
19	63	13	4
37	41	18	4
13	70	14	3
29	55	12	3
28	57	11	3
24	58	13	5
<b>20</b>	<b>63</b>	<b>13</b>	<b>4</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.

About the services you received 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?

Q6b If yes, were you informed when it was expected to become available?

Care centre
Altrincham
Barnsley
Bournemouth
Broadstairs
Carnforth
Cheshunt
Chester
Colchester
Coventry
Dagenham
Derby
Doncaster
Exeter
Farnham
Harrogate
Histon
Ipswich
Islington
Keighley
Kingston
NDC Dispensing
Northampton
Norwich
Nottingham
Plymouth
Preston
Reading
Rustington
Salisbury
Southend
Sunderland
Sutton
Wokingham
Worthing
York
<b>Overall</b>

Percentage of responses			
Yes	No	Don't know	N/A/Blank/spoilt
23	11	0	66
25	13	2	59
11	15	2	72
26	7	2	66
18	14	2	66
20	13	4	63
26	15	3	56
19	15	4	62
16	14	1	70
30	15	0	55
23	11	0	67
14	17	2	68
23	13	2	62
15	19	3	63
21	13	3	64
21	13	4	63
14	13	1	72
23	23	5	50
22	13	3	60
8	20	2	70
22	16	2	60
19	12	2	67
14	12	1	73
20	15	2	64
19	18	1	62
19	11	1	68
14	15	2	69
20	15	7	59
21	15	1	63
15	22	4	59
27	10	2	62
16	13	1	66
19	13	6	61
13	18	1	68
13	13	3	72
<b>19</b>	<b>15</b>	<b>2</b>	<b>64</b>

Percentage of responses			
Yes	No	Don't know	N/A/Blank/spoilt
94	6	0	0
78	17	4	0
100	0	0	0
60	27	7	7
81	10	0	10
90	0	5	5
90	10	0	0
81	14	0	5
80	7	13	0
83	13	4	0
78	13	0	8
50	13	13	25
85	4	0	12
80	5	0	15
87	9	0	4
86	5	5	5
89	6	6	0
80	0	20	0
90	0	0	10
80	0	0	20
84	8	4	4
88	8	4	0
86	0	14	0
81	13	0	6
67	17	4	13
95	5	0	0
73	13	13	0
80	5	15	0
83	13	0	4
50	36	7	7
68	23	5	5
82	18	0	0
82	12	0	6
100	0	0	0
92	8	0	0
<b>82</b>	<b>10</b>	<b>4</b>	<b>5</b>

Please note: The data provided for Q6b 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?**

Care centre	Percentage of responses			
	Yes	No	Don't know	N/A/Blank/spoilt
Altrincham	3	24	0	74
Barnsley	3	23	10	64
Bournemouth	4	9	5	82
Broadstairs	7	12	3	77
Carnforth	6	9	3	81
Cheshunt	5	18	2	75
Chester	3	24	0	73
Colchester	3	15	4	79
Coventry	5	10	2	83
ODagenham	5	21	6	68
Derby	1	12	1	87
Doncaster	8	5	5	81
Exeter	8	12	3	78
Farnham	2	12	4	82
Harrogate	4	15	7	45
Histon	4	15	6	75
Ipswich	3	11	2	83
Islington	14	18	5	63
Keighley	3	12	4	80
Kingston	5	13	5	77
NDC Dispensing	7	17	4	73
Northampton	6	13	3	78
Norwich	5	12	4	79
Nottingham	7	20	4	70
Plymouth	2	13	2	84
Preston	3	12	1	83
Reading	4	14	4	80
Rustington	5	14	6	76
Salisbury	3	15	3	81
Southend	3	26	6	64
Sunderland	5	17	5	74
Sutton	4	14	3	80
Wokingham	4	13	4	77
Worthing	6	17	5	72
York	3	17	3	77
<b>Overall</b>	<b>5</b>	<b>15</b>	<b>4</b>	<b>77</b>

**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?**

Percentage of responses			
Yes	No	Don't know	N/A/Blank/spoilt
0	0	0	100
67	33	0	0
20	20	40	20
25	25	25	25
29	0	43	29
40	20	20	20
0	50	0	50
67	0	33	0
60	0	0	40
50	0	25	25
0	100	0	0
40	20	0	40
33	33	0	33
0	67	0	33
25	0	0	75
75	0	25	0
0	0	25	75
67	0	0	33
33	0	33	33
100	0	0	0
44	10	8	38
14	0	29	57
60	0	0	40
50	0	0	50
50	0	0	50
0	0	0	100
50	0	0	50
20	0	0	80
67	0	0	33
67	0	0	33
50	0	0	50
0	100	0	0
50	25	0	25
0	20	40	40
0	33	0	67
<b>37</b>	<b>13</b>	<b>11</b>	<b>39</b>

Please note: The data provided for Q7b is only from those respondents who selected 'Yes' to Q7a.

Care centre	Q8a If you presented a repeat prescription, did the supplier check to see if you still needed the appliance?			
	Percentage of responses			
	Yes	No	Don't know	N/A/Blank/spoilt
Altrincham	39	10	10	40
Barnsley	46	10	8	37
Bournemouth	29	12	9	50
Broadstairs	19	34	5	41
Carnforth	26	19	7	47
Cheshunt	41	22	3	34
Chester	35	18	8	40
Colchester	38	14	8	41
Coventry	28	22	7	43
Dagenham	36	14	11	40
Derby	30	10	6	55
Doncaster	25	12	12	51
Exeter	32	15	7	46
Farnham	34	18	13	35
Harrogate	45	19	6	30
Histon	43	17	7	34
Ipswich	37	18	5	40
Islington	50	14	5	32
Keighley	24	12	8	56
Kingston	36	15	11	38
NDC Dispensing	32	16	6	46
Northampton	31	22	4	43
Norwich	35	12	9	44
Nottingham	30	17	10	43
Plymouth	36	15	6	42
Preston	33	12	9	45
Reading	35	14	5	47
Rustington	33	15	7	46
Salisbury	38	15	4	42
Southend	38	18	6	37
Sunderland	35	18	10	37
Sutton	25	14	6	55
Wokingham	36	13	11	40
Worthing	30	14	6	51
York	35	22	7	36
<b>Overall</b>	<b>34</b>	<b>16</b>	<b>7</b>	<b>43</b>

Care centre	Q8b If you presented a repeat prescription, did the supplier check that you were satisfied in using the appliance?			
	Percentage of responses			
	Yes	No	Don't know	N/A/Blank/spoilt
Altrincham	39	14	3	44
Barnsley	47	14	3	36
Bournemouth	28	15	5	52
Broadstairs	19	31	5	45
Carnforth	23	21	3	52
Cheshunt	31	31	2	36
Chester	31	22	5	42
Colchester	28	23	5	44
Coventry	29	22	3	46
Dagenham	33	19	7	41
Derby	27	11	6	57
Doncaster	34	10	5	51
Exeter	28	17	4	51
Farnham	31	27	5	37
Harrogate	41	25	4	30
Histon	37	21	7	34
Ipswich	35	15	4	46
Islington	23	27	9	41
Keighley	28	11	6	55
Kingston	26	26	8	39
NDC Dispensing	35	18	3	44
Northampton	28	25	4	43
Norwich	31	16	8	45
Nottingham	30	22	6	42
Plymouth	33	19	3	46
Preston	32	15	1	51
Reading	31	14	4	51
Rustington	34	15	4	48
Salisbury	31	22	4	43
Southend	41	16	1	42
Sunderland	36	17	5	42
Sutton	20	16	5	59
Wokingham	36	19	6	39
Worthing	31	11	8	50
York	32	23	3	42
<b>Overall</b>	<b>32</b>	<b>19</b>	<b>4</b>	<b>45</b>

Care centre	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?			
	Percentage of responses			
	Yes	No	Don't know	N/A/Blank/spoilt
Altrincham	28	25	1	46
Barnsley	33	22	1	44
Bournemouth	11	21	8	59
Broadstairs	12	40	5	43
Carnforth	15	25	4	56
Cheshunt	19	32	4	45
Chester	18	33	1	48
Colchester	23	28	5	45
Coventry	20	28	3	49
Dagenham	23	23	6	47
Derby	20	20	4	57
Doncaster	20	15	7	58
Exeter	17	23	3	58
Farnham	18	36	7	39
Harrogate	19	36	6	38
Histon	26	33	6	35
Ipswich	27	20	5	49
Islington	14	41	5	41
Keighley	19	18	4	58
Kingston	18	26	8	48
NDC Dispensing	26	24	4	47
Northampton	18	33	3	46
Norwich	24	23	8	45
Nottingham	24	23	4	48
Plymouth	21	25	4	49
Preston	23	16	6	54
Reading	19	23	5	52
Rustington	25	24	4	48
Salisbury	20	26	3	51
Southend	26	31	3	39
Sunderland	24	25	4	47
Sutton	18	21	4	57
Wokingham	27	24	3	46
Worthing	21	17	6	56
York	23	30	7	40
<b>Overall</b>	<b>22</b>	<b>25</b>	<b>5</b>	<b>48</b>

**Q9 If the appliance you received are customised in any way how do you rate the overall quality of this service from you supplier?**

Care centre	Current mean percentage score (%) –2022*	Previous mean percentage score (%) – 2021*
Altrincham	96	92
Barnsley	93	96
Bournemouth	96	94
Broadstairs	91	92
Carnforth	98	96
Cheshunt	95	97
Chester	94	90
Colchester	97	96
Coventry	95	97
Dagenham	92	90
Derby	97	94
Doncaster	73	93
Exeter	98	93
Farnham	97	94
Harrogate	95	93
Histon	92	95
Ipswich	98	95
Islington	98	94
Keighley	92	93
Kingston	100	95
NDC Dispensing	95	90
Northampton	98	95
Norwich	97	98
Nottingham	94	93
Plymouth	96	98
Preston	99	90
Reading	94	97
Rustington	97	91
Salisbury	96	95
Southend	95	94
Sunderland	98	95
Sutton	95	92
Wokingham	90	90
Worthing	94	92
York	94	95
<b>Overall</b>	<b>95</b>	<b>94</b>

**Q10 Are you satisfied with how quickly you receive orders from Fittleworth once a prescription is issued?**

Percentage of responses			
Yes	No	Don't know	Blank/spoilt
91	5	0	4
89	3	1	7
88	2	0	10
84	7	2	7
91	3	1	6
89	4	1	6
86	4	0	10
84	4	5	7
95	2	0	3
83	2	2	12
92	2	0	6
85	2	2	12
86	2	1	11
88	4	1	7
85	8	1	5
93	1	1	5
89	6	1	5
86	14	0	0
90	6	1	3
79	3	5	13
87	6	1	7
87	6	1	6
88	3	2	7
91	1	0	7
90	3	0	6
87	1	3	9
91	2	0	7
86	4	1	9
88	2	2	9
86	6	1	6
98	1	0	1
80	12	1	7
85	1	1	12
86	5	0	9
89	2	2	7
<b>88</b>	<b>4</b>	<b>1</b>	<b>7</b>

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

Percentage of responses		
Yes	No	N/A/ Blank/spoilt
90	4	6
92	3	4
89	3	9
86	2	12
91	2	8
91	4	5
92	3	5
92	0	9
93	1	6
95	2	2
90	3	7
92	3	5
90	4	6
91	5	4
93	6	1
88	4	9
87	6	7
82	14	5
94	1	4
89	5	7
88	5	7
89	5	7
93	3	4
90	5	4
90	3	7
86	3	11
92	2	7
85	7	8
88	3	9
88	5	6
95	4	1
84	6	11
89	6	5
92	1	7
86	4	10
<b>89</b>	<b>4</b>	<b>7</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.



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

Care centre	Percentage of responses		
	Yes	No	N/A/ Blank/spoilt
Altrincham	11	85	4
Barnsley	13	82	5
Bournemouth	8	79	13
Broadstairs	5	86	8
Carnforth	3	86	11
Cheshunt	5	89	6
Chester	9	78	13
Colchester	13	81	7
Coventry	13	82	5
Dagenham	11	81	7
Derby	12	83	5
Doncaster	14	76	10
Exeter	4	86	11
Farnham	9	86	5
Harrogate	5	88	7
Histon	7	88	5
Ipswich	10	80	10
Islington	27	59	14
Keighley	10	79	11
Kingston	13	75	12
NDC Dispensing	9	82	9
Northampton	8	89	4
Norwich	9	87	4
Nottingham	12	84	4
Plymouth	8	88	4
Preston	6	85	9
Reading	6	83	11
Rustington	5	87	8
Salisbury	9	84	7
Southend	8	83	9
Sunderland	5	88	7
Sutton	10	80	10
Wokingham	8	79	14
Worthing	11	80	8
York	10	83	7
<b>Overall</b>	<b>9</b>	<b>83</b>	<b>8</b>

**Q11c If your product was delivered, did the vehicle in which the package was delivered convey the nature of the contents?**

Percentage of responses		
Yes	No	N/A/ Blank/spoilt
6	85	9
9	84	7
5	72	23
0	81	19
3	83	14
4	82	14
10	79	10
6	74	20
6	85	8
5	81	13
4	78	18
3	75	22
2	87	11
4	78	18
5	87	8
6	82	13
5	76	19
14	64	23
3	82	14
8	64	27
6	78	16
3	86	11
6	89	5
10	78	12
3	88	9
5	84	11
6	82	11
4	82	14
3	85	12
4	77	19
7	87	6
4	77	19
4	71	25
9	79	11
6	83	11
<b>5</b>	<b>80</b>	<b>14</b>

**Q11d If your product was delivered, did you receive a reasonable supply of supplementary items?, e.g., disposable wipes and bags**

Percentage of responses		
Yes	No	N/A/ Blank/spoilt
84	6	10
96	1	3
89	2	9
88	10	2
91	3	6
94	2	4
88	5	7
88	3	10
92	2	6
94	1	4
91	3	6
90	2	8
86	3	12
89	6	5
95	3	2
91	3	7
92	2	6
77	14	9
91	3	5
87	3	10
88	5	6
94	2	4
93	4	3
89	7	3
92	2	6
88	4	8
87	5	8
86	5	9
91	3	5
86	4	10
95	1	4
86	4	11
94	1	4
89	5	7
91	4	5
<b>90</b>	<b>4</b>	<b>7</b>

**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?**

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	3	87	10
Barnsley	2	95	3
Bournemouth	5	82	13
Broadstairs	9	88	3
Carnforth	2	91	7
Cheshunt	6	92	2
Chester	4	90	6
Colchester	5	86	9
Coventry	6	88	6
Dagenham	4	91	5
Derby	4	90	6
Doncaster	5	88	7
Exeter	5	85	11
Farnham	4	90	7
Harrogate	4	89	7
Histon	7	88	6
Ipswich	6	84	10
Islington	0	95	5
Keighley	2	88	10
Kingston	5	87	8
NDC Dispensing	6	85	10
Northampton	7	84	9
Norwich	3	94	3
Nottingham	1	95	4
Plymouth	2	94	4
Preston	3	85	12
Reading	5	83	13
Rustington	6	87	7
Salisbury	3	90	8
Southend	4	87	9
Sunderland	10	86	5
Sutton	3	83	14
Wokingham	1	88	11
Worthing	3	89	8
York	10	82	9
<b>Overall</b>	<b>5</b>	<b>87</b>	<b>8</b>

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

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	3	90	8
Barnsley	1	95	4
Bournemouth	1	84	15
Broadstairs	3	95	2
Carnforth	1	93	6
Cheshunt	1	93	6
Chester	0	92	8
Colchester	1	90	9
Coventry	3	91	6
Dagenham	1	93	6
Derby	1	92	7
Doncaster	2	90	8
Exeter	0	90	10
Farnham	0	93	7
Harrogate	0	93	7
Histon	0	93	7
Ipswich	2	91	7
Islington	0	95	5
Keighley	1	93	6
Kingston	2	90	8
NDC Dispensing	1	91	8
Northampton	1	90	9
Norwich	0	95	5
Nottingham	2	89	9
Plymouth	0	94	6
Preston	1	88	11
Reading	1	84	15
Rustington	0	93	7
Salisbury	1	89	10
Southend	1	88	11
Sunderland	1	96	2
Sutton	2	85	13
Wokingham	1	89	10
Worthing	0	93	7
York	0	92	8
<b>Overall</b>	<b>1</b>	<b>91</b>	<b>8</b>

**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?**

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	0	50	50
Barnsley	0	100	0
Bournemouth	0	100	0
Broadstairs	100	0	0
Carnforth	100	0	0
Cheshunt	0	100	0
Chester	0	0	0
Colchester	0	100	0
Coventry	100	0	0
Dagenham	0	0	100
Derby	0	100	0
Doncaster	100	0	0
Exeter	0	0	0
Farnham	0	0	0
Harrogate	0	0	0
Histon	0	0	0
Ipswich	0	100	0
Islington	0	0	0
Keighley	0	100	0
Kingston	0	100	0
NDC Dispensing	57	29	14
Northampton	0	100	0
Norwich	0	0	0
Nottingham	0	100	0
Plymouth	0	0	0
Preston	0	100	0
Reading	0	100	0
Rustington	0	0	0
Salisbury	0	100	0
Southend	100	0	0
Sunderland	100	0	0
Sutton	0	50	50
Wokingham	0	100	0
Worthing	0	0	0
York	0	0	0
<b>Overall</b>	<b>35</b>	<b>54</b>	<b>11</b>

Please note: The data provided for Q12c is only from those respondents who selected 'Yes' to Q12b.

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

Care centre	Percentage of responses			
	Yes	No	Don't know	N/A/ Blank/spoilt
Altrincham	4	23	3	71
Barnsley	10	22	4	65
Bournemouth	8	18	4	71
Broadstairs	5	26	3	66
Carnforth	11	20	3	66
Cheshunt	4	19	4	73
Chester	6	19	1	74
Colchester	6	22	4	68
Coventry	11	17	1	71
Dagenham	9	23	1	66
Derby	6	19	2	73
Doncaster	5	29	2	64
Exeter	9	19	0	72
Farnham	8	19	1	72
Harrogate	5	25	3	68
Histon	5	20	3	73
Ipswich	6	19	2	73
Islington	9	27	5	59
Keighley	7	19	4	70
Kingston	10	28	2	60
NDC Dispensing	8	25	3	64
Northampton	3	14	2	81
Norwich	7	24	5	64
Nottingham	11	21	1	67
Plymouth	10	16	1	73
Preston	7	26	1	66
Reading	7	21	3	69
Rustington	6	25	5	65
Salisbury	6	21	3	71
Southend	6	24	3	67
Sunderland	7	27	1	65
Sutton	2	22	3	73
Wokingham	10	24	4	62
Worthing	2	20	2	76
York	6	26	3	65
<b>Overall</b>	<b>7</b>	<b>22</b>	<b>3</b>	<b>68</b>

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

Percentage of responses			
Yes	No	Don't know	N/A/ Blank/spoilt
6	17	17	61
5	45	10	40
4	39	9	47
13	20	7	60
4	39	4	52
11	26	11	53
7	40	7	46
1	17	17	66
6	19	0	75
5	42	5	47
0	26	0	74
6	35	0	58
0	29	0	71
8	23	12	58
0	15	19	66
10	29	0	62
13	13	4	71
0	50	0	50
6	29	0	64
6	24	0	70
8	28	4	60
0	18	6	76
4	21	4	71
0	41	6	53
0	20	10	70
4	23	0	73
0	13	9	78
4	40	0	56
4	13	4	79
5	27	0	68
9	18	0	73
0	17	17	67
0	29	14	58
6	29	6	59
4	37	7	52
<b>5</b>	<b>27</b>	<b>6</b>	<b>62</b>

Please note: The data provided for Q13b is only from those respondents who selected 'No' to Q13a.

**Q14 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 Fittleworth?**

Care centre	Percentage of responses	
	Current mean percentage score (%) – 2022*	Previous mean percentage score (%) – 2021*
Altrincham	84	82
Barnsley	88	85
Bournemouth	90	89
Broadstairs	85	87
Carnforth	89	84
Cheshunt	88	82
Chester	85	81
Colchester	86	82
Coventry	88	85
Dagenham	86	86
Derby	88	82
Doncaster	92	82
Exeter	87	82
Farnham	88	81
Harrogate	86	82
Histon	86	83
Ipswich	85	82
Islington	84	86
Keighley	87	83
Kingston	83	82
NDC Dispensing	86	80
Northampton	85	85
Norwich	87	89
Nottingham	88	83
Plymouth	91	87
Preston	88	83
Reading	87	83
Rustington	83	81
Salisbury	87	85
Southend	85	85
Sunderland	89	88
Sutton	85	85
Wokingham	87	80
Worthing	87	80
York	85	82
<b>Overall</b>	<b>87</b>	<b>84</b>

**Q16a Have you ever visited Fittleworth's premises?**

Percentage of responses		
Yes	No	Blank/spoilt
0	100	0
0	99	1
2	96	2
2	97	2
1	98	1
1	99	0
1	99	0
1	96	3
4	96	0
2	96	1
0	99	1
3	95	2
0	100	0
0	99	1
0	98	2
0	100	0
2	95	3
0	95	5
1	98	1
0	100	0
2	97	2
0	99	1
0	100	0
2	95	2
1	99	0
0	96	4
1	96	3
3	97	0
1	98	1
6	92	1
2	96	1
0	100	0
0	98	2
1	99	0
1	98	1
<b>1</b>	<b>98</b>	<b>1</b>

\*Current and previous mean percentage score dates refer to the year in which the survey period started.

**Q16b If you have attended the premises of the supplier, how do you rate the cleanliness of the premises?**

**Q16c If you have attended the premises of the supplier, how do you rate the friendliness and helpfulness of the staff?**

Care centre
Altrincham
Barnsley
Bournemouth
Broadstairs
Carnforth
Cheshunt
Chester
Colchester
Coventry
Dagenham
Derby
Doncaster
Exeter
Farnham
Harrogate
Histon
Ipswich
Islington
Keighley
Kingston
NDC Dispensing
Northampton
Norwich
Nottingham
Plymouth
Preston
Reading
Rustington
Salisbury
Southend
Sunderland
Sutton
Wokingham
Worthing
York
<b>Overall</b>

Percentage of responses					
Very good	Fairly good	Don't know	Fairly poor	Very poor	Blank/spoilt
0	0	0	0	0	0
0	0	0	0	0	0
67	0	0	0	0	33
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
75	25	0	0	0	0
100	0	0	0	0	0
0	0	0	0	0	0
50	50	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
50	50	0	0	0	0
0	0	0	0	0	0
0	0	100	0	0	0
0	0	0	0	0	0
100	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
50	0	50	0	0	0
0	0	100	0	0	0
0	0	0	0	0	0
0	0	0	0	0	100
67	0	0	0	0	33
100	0	0	0	0	0
83	0	17	0	0	94
100	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
<b>79</b>	<b>6</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>6</b>

Percentage of responses					
Very good	Fairly good	Don't know	Fairly poor	Very poor	Blank/spoilt
0	0	0	0	0	0
0	0	0	0	0	0
67	0	0	0	0	33
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
0	0	0	0	0	0
100	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
50	50	0	0	0	0
0	0	0	0	0	0
100	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
50	0	0	50	0	0
100	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	100
100	0	0	0	0	0
100	0	0	0	0	0
83	0	17	0	0	94
100	0	0	0	0	0
0	0	0	0	0	0
0	0	0	0	0	0
100	0	0	0	0	0
100	0	0	0	0	0
<b>90</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>4</b>

Please note: The data provided for Q16b and Q16c is only from those respondents who selected 'Yes' to Q16a.

Customer demographics														
Care centre	Age								Gender			Dependants		
	Percentage of responses								Percentage of responses			Percentage of respondents who selected this option		
	16 - 19	20 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65+	Blank/spoilt	Male	Female	Other/ Prefer not to say/ Blank/ Spoilt	You have, or care for, children under 16	Carer for someone with a longstanding illness	Neither
Altrincham	0	0	5	4	1	9	78	3	62	37	1	5	9	89
Barnsley	0	0	0	3	5	14	74	3	54	43	2	2	16	80
Bournemouth	0	0	1	1	4	11	81	3	56	38	5	0	9	85
Broadstairs	0	2	0	5	9	9	74	2	53	45	2	9	5	86
Carnforth	0	0	1	3	4	17	74	2	58	40	2	3	12	79
Cheshunt	0	0	2	3	2	14	78	1	58	41	1	6	9	86
Chester	0	0	1	1	3	9	83	3	64	35	1	4	8	90
Colchester	0	0	0	1	5	13	78	4	53	41	6	3	11	83
Coventry	0	0	0	1	1	14	83	1	56	43	1	1	11	88
Dagenham	0	0	1	2	4	10	83	0	54	43	2	0	14	84
Derby	0	0	0	2	2	13	79	4	53	42	5	2	15	81
Doncaster	0	0	0	0	0	24	75	2	63	37	0	0	15	81
Exeter	0	0	3	5	5	8	79	1	53	47	0	2	12	85
Farnham	0	1	1	2	5	11	78	2	55	42	3	1	8	89
Harrogate	0	0	0	0	5	15	78	1	45	53	2	3	8	85
Histon	0	0	0	1	6	13	77	4	45	51	4	2	7	86
Ipswich	0	1	0	2	3	14	75	5	48	48	3	2	9	83
Islington	0	0	5	0	9	14	73	0	50	50	0	5	14	73
Keighley	0	0	1	7	7	13	66	6	44	51	6	6	8	84
Kingston	0	0	0	0	3	16	75	5	61	36	3	7	16	74
NDC Dispensing	0	0	1	1	4	12	79	3	47	51	2	4	10	84
Northampton	0	0	0	3	7	10	76	4	47	49	4	5	8	84
Norwich	0	0	0	0	5	13	79	3	59	40	1	0	8	91
Nottingham	0	0	1	0	1	10	87	1	55	43	2	1	17	79
Plymouth	0	0	0	1	6	13	78	2	52	46	2	4	8	88
Preston	0	0	1	0	1	12	84	2	71	25	4	1	7	87
Reading	1	0	1	3	2	11	76	7	56	43	1	4	5	88
Rustington	1	0	0	2	3	14	78	2	50	46	4	6	8	87
Salisbury	0	0	1	1	1	12	82	3	62	33	4	0	9	91
Southend	0	1	0	2	3	8	83	3	46	53	1	1	9	89
Sunderland	0	0	2	4	5	19	69	1	60	36	4	4	13	82
Sutton	0	0	1	3	1	10	80	6	50	47	3	3	9	88
Wokingham	0	0	0	0	8	7	76	9	42	56	2	1	6	90
Worthing	0	0	1	3	3	14	78	0	46	51	3	1	8	90
York	0	0	0	0	2	7	87	4	57	37	6	1	8	87
<b>Overall</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>12</b>	<b>78</b>	<b>3</b>	<b>53</b>	<b>45</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>85</b>

Each percentage above is of the total number surveyed for that care centre. This is because more than one response option can be selected for this question or the question can be left blank.

## Supporting Information

Care centre	Number of customers providing feedback
Altrincham	79
Barnsley	92
Bournemouth	131
Broadstairs	58
Carnforth	117
Cheshunt	100
Chester	78
Colchester	109
Coventry	96
Dagenham	81
Derby	101
Doncaster	59
Exeter	111
Farnham	137
Harrogate	110
Histon	107
Ipswich	126
Islington	22
Keighley	89
Kingston	61
NDC Dispensing	706
Northampton	125
Norwich	100
Nottingham	82
Plymouth	126
Preston	99
Reading	111
Rustington	101
Salisbury	117
Southend	93
Sunderland	83
Sutton	108
Wokingham	89
Worthing	87
York	103
<b>Overall</b>	<b>3994</b>