

Fittleworth Dispensing Appliance Contractor Customer Feedback Report

Overall Report – Comparing 35 Care Centres in England

November 2021 – February 2022



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

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

Q2 How do you normally contact your supplier?

Care centre	Percentage of responses				Percentage of responses						
	Yourself	Someone else	Both	Blank/ spoilt	Telephone	Fax	Post	Email	Face to face	Internet	Blank/spoilt
Altrincham	88	10	0	3	79	0	0	13	0	3	6
Barnsley	82	9	1	8	88	0	0	5	0	2	6
Bournemouth	80	12	1	7	79	0	0	13	0	4	5
Broadstairs	81	9	0	10	59	1	4	10	0	8	19
Carnforth	87	8	0	5	71	0	1	14	1	6	7
Cheshunt	77	19	1	3	73	1	3	9	1	8	6
Chester	72	21	0	7	76	0	0	12	0	5	7
Colchester	81	13	2	4	76	0	1	11	0	6	6
Coventry	88	9	0	3	68	1	1	9	0	12	9
Dagenham	88	9	1	2	86	0	0	7	0	4	3
Derby	81	13	1	4	80	0	0	10	0	3	6
Doncaster	81	11	1	7	81	1	0	8	0	4	5
Exeter	80	15	1	4	72	0	1	19	0	4	4
Farnham	85	12	1	2	81	0	0	12	0	5	3
Harrogate	88	9	1	2	82	0	0	7	0	7	4
Histon	91	7	0	3	82	1	3	8	0	3	4
Ipswich	85	10	1	4	69	0	3	15	0	6	7
Islington	82	16	0	1	65	0	0	23	0	4	9
Keighley	80	13	0	7	77	0	0	7	0	6	10
Kingston	73	19	2	6	75	0	0	16	0	3	6
NDC Dispensing	79	13	1	7	82	1	2	4	0	3	9
Northampton	84	8	2	6	75	1	2	11	0	6	6
Norwich	81	12	4	3	82	0	0	13	0	2	4
Nottingham	75	20	2	4	83	0	1	10	0	2	4
Plymouth	85	9	1	5	76	1	1	11	0	5	5
Preston	85	11	0	4	79	0	1	7	0	3	10
Reading	84	10	1	5	75	0	1	20	0	3	2
Rustington	85	9	0	6	74	0	1	15	0	2	9
Salisbury	83	8	2	8	69	0	1	12	0	11	7
Southend	87	7	3	4	70	1	2	17	1	4	6
Sunderland	83	11	2	4	76	0	1	6	0	7	10
Sutton	81	14	3	2	79	0	1	7	0	4	8
Wokingham	76	15	1	7	76	0	1	13	0	4	6
Worthing	84	9	2	5	72	0	2	12	0	5	9
York	80	11	1	8	77	1	1	7	1	8	5
Overall	82	12	1	5	76	0	1	11	0	5	7

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?

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

Q4c Passing you on to someone who could help

Q4d How would you describe their service?

Percentage of responses

Care centre	Current mean percentage score (%) – 2021*	Previous mean percentage score (%) – 2020*
Altrincham	94	98
Barnsley	94	97
Bournemouth	98	97
Broadstairs	96	93
Carnforth	93	97
Cheshunt	92	97
Chester	94	96
Colchester	94	98
Coventry	95	98
Dagenham	94	96
Derby	90	97
Doncaster	91	98
Exeter	92	96
Farnham	93	99
Harrogate	96	99
Histon	90	98
Ipswich	90	99
Islington	91	95
Keighley	92	96
Kingston	93	98
NDC Dispensing	91	96
Northampton	95	96
Norwich	96	97
Nottingham	94	97
Plymouth	97	97
Preston	91	99
Reading	89	99
Rustington	94	97
Salisbury	94	98
Southend	97	98
Sunderland	95	99
Sutton	90	98
Wokingham	88	95
Worthing	93	97
York	98	98
Overall	93	97

Care centre	Current mean percentage score (%) – 2021*	Previous mean percentage score (%) – 2020*
Altrincham	93	99
Barnsley	96	98
Bournemouth	98	99
Broadstairs	95	97
Carnforth	94	98
Cheshunt	94	96
Chester	93	99
Colchester	96	98
Coventry	92	98
Dagenham	97	98
Derby	95	97
Doncaster	96	99
Exeter	93	98
Farnham	94	98
Harrogate	93	99
Histon	94	99
Ipswich	91	99
Islington	95	99
Keighley	95	99
Kingston	94	99
NDC Dispensing	93	98
Northampton	96	97
Norwich	96	99
Nottingham	96	97
Plymouth	95	97
Preston	95	100
Reading	93	100
Rustington	94	99
Salisbury	96	99
Southend	94	98
Sunderland	97	98
Sutton	96	99
Wokingham	92	97
Worthing	93	98
York	97	98
Overall	95	98

Yes	No	Don't know	Blank/spoilt
63	11	20	6
58	9	24	10
57	11	20	12
70	9	15	6
62	8	23	6
58	11	23	9
50	10	28	12
45	13	34	8
51	15	21	13
54	10	27	9
63	7	22	8
45	15	24	15
56	16	18	9
48	17	28	7
49	11	28	11
63	9	20	8
58	9	18	15
61	9	23	8
60	13	23	5
53	8	28	11
58	13	20	9
53	10	29	8
52	12	21	16
58	11	18	12
51	13	25	11
59	10	22	10
46	10	28	16
54	15	21	11
58	10	22	10
53	11	27	8
60	10	25	6
56	6	24	14
53	13	19	15
67	6	16	11
63	9	16	12
56	11	23	10

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

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?

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	20	15	8	57
Barnsley	19	21	9	51
Bournemouth	12	12	11	65
Broadstairs	25	18	6	51
Carnforth	20	14	12	55
Cheshunt	18	15	12	54
Chester	26	17	9	48
Colchester	20	21	14	45
Coventry	17	17	3	63
Dagenham	19	13	17	51
Derby	15	17	10	57
Doncaster	20	22	5	53
Exeter	21	22	6	51
Farnham	17	19	7	56
Harrogate	10	18	8	64
Histon	20	14	11	55
Ipswich	16	10	9	65
Islington	27	14	16	43
Keighley	23	23	8	46
Kingston	25	19	16	41
NDC Dispensing	20	18	13	49
Northampton	23	19	13	44
Norwich	24	15	4	56
Nottingham	17	20	12	51
Plymouth	15	17	12	55
Preston	18	21	12	49
Reading	24	15	16	46
Rustington	21	12	9	58
Salisbury	21	21	7	51
Southend	16	21	9	54
Sunderland	30	17	10	43
Sutton	16	23	5	56
Wokingham	32	20	13	35
Worthing	21	10	12	57
York	16	25	8	51
Overall	20	17	10	53

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	75	19	6	0
Barnsley	96	0	0	4
Bournemouth	71	24	0	6
Broadstairs	80	15	0	5
Carnforth	82	11	0	7
Cheshunt	76	14	0	10
Chester	93	7	0	0
Colchester	83	13	0	4
Coventry	76	12	6	6
Dagenham	100	0	0	0
Derby	86	5	5	5
Doncaster	83	11	0	6
Exeter	88	13	0	0
Farnham	89	6	0	6
Harrogate	78	0	22	0
Histon	73	7	7	13
Ipswich	91	5	5	0
Islington	76	10	5	10
Keighley	84	11	5	0
Kingston	100	0	0	0
NDC Dispensing	91	9	0	0
Northampton	80	16	4	0
Norwich	100	0	0	0
Nottingham	83	11	0	6
Plymouth	88	0	6	6
Preston	92	8	0	0
Reading	88	4	4	4
Rustington	80	20	0	0
Salisbury	86	11	0	4
Southend	76	6	12	6
Sunderland	89	3	6	3
Sutton	67	20	7	7
Wokingham	96	4	0	0
Worthing	65	24	6	6
York	88	6	6	0
Overall	85	9	3	3

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?

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?

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	4	23	15	59
Barnsley	6	24	9	62
Bournemouth	4	12	13	72
Broadstairs	6	23	10	61
Carnforth	1	20	15	64
Cheshunt	4	16	15	65
Chester	5	19	19	57
Colchester	3	21	21	55
Coventry	8	17	6	69
Dagenham	6	12	19	63
Derby	6	15	15	65
Doncaster	3	20	13	64
Exeter	8	20	8	65
Farnham	2	21	13	64
Harrogate	3	13	16	67
Histon	3	16	20	62
Ipswich	5	14	15	66
Islington	1	20	29	49
Keighley	7	21	14	57
Kingston	11	13	23	53
NDC Dispensing	7	17	20	55
Northampton	3	23	16	58
Norwich	9	16	10	65
Nottingham	7	18	16	59
Plymouth	4	17	15	64
Preston	7	15	16	62
Reading	3	19	18	61
Rustington	4	15	11	69
Salisbury	5	20	13	62
Southend	1	24	13	62
Sunderland	12	21	18	48
Sutton	4	22	7	66
Wokingham	7	25	21	47
Worthing	6	11	19	64
York	1	19	15	65
Overall	5	18	15	62

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	33	0	33	33
Barnsley	29	29	14	29
Bournemouth	40	0	20	40
Broadstairs	80	0	20	0
Carnforth	50	0	0	50
Cheshunt	20	20	0	60
Chester	0	33	67	0
Colchester	75	0	0	25
Coventry	25	0	38	38
Dagenham	40	20	40	0
Derby	38	38	13	13
Doncaster	33	0	33	33
Exeter	56	22	11	11
Farnham	50	50	0	0
Harrogate	33	33	0	33
Histon	100	0	0	0
Ipswich	43	0	14	43
Islington	0	100	0	0
Keighley	50	33	17	0
Kingston	43	0	43	14
NDC Dispensing	58	25	17	0
Northampton	67	33	0	0
Norwich	50	20	10	20
Nottingham	86	0	0	14
Plymouth	25	25	50	0
Preston	60	40	0	0
Reading	0	0	33	67
Rustington	80	20	0	0
Salisbury	71	14	14	0
Southend	0	0	100	0
Sunderland	47	20	13	20
Sutton	50	25	25	0
Wokingham	33	0	17	50
Worthing	60	20	20	0
York	0	100	0	0
Overall	48	17	17	17

Please note: The data provided for Q7b 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?

Q8b If you presented a repeat prescription, did the supplier check that you were satisfied in using the appliance?

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?

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	33	20	8	40
Barnsley	37	13	9	41
Bournemouth	35	16	8	41
Broadstairs	21	33	10	36
Carnforth	36	22	8	34
Cheshunt	35	13	9	43
Chester	34	9	17	40
Colchester	34	18	14	34
Coventry	28	16	11	44
Dagenham	44	13	9	33
Derby	35	22	8	35
Doncaster	35	23	4	37
Exeter	39	21	4	35
Farnham	44	21	6	29
Harrogate	36	26	12	26
Histon	47	11	13	29
Ipswich	39	13	11	36
Islington	44	14	10	32
Keighley	24	21	7	48
Kingston	41	23	13	23
NDC Dispensing	35	16	10	39
Northampton	34	22	9	34
Norwich	42	7	18	33
Nottingham	29	19	9	42
Plymouth	48	14	5	34
Preston	36	12	11	41
Reading	33	17	7	43
Rustington	26	24	5	45
Salisbury	32	24	16	28
Southend	35	21	9	35
Sunderland	41	11	11	37
Sutton	34	19	8	39
Wokingham	47	12	7	34
Worthing	33	17	9	41
York	33	23	15	29
Overall	36	18	10	36

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	25	25	5	45
Barnsley	37	13	7	42
Bournemouth	30	19	8	43
Broadstairs	21	33	6	40
Carnforth	34	20	10	35
Cheshunt	29	19	8	44
Chester	31	22	9	38
Colchester	34	25	8	32
Coventry	22	25	8	44
Dagenham	40	19	9	32
Derby	33	22	5	40
Doncaster	27	30	2	41
Exeter	32	27	3	38
Farnham	39	22	7	31
Harrogate	31	29	8	31
Histon	38	22	8	32
Ipswich	34	20	6	39
Islington	46	14	10	30
Keighley	20	29	4	48
Kingston	38	27	9	27
NDC Dispensing	34	16	9	41
Northampton	28	27	6	39
Norwich	44	12	9	36
Nottingham	28	20	6	46
Plymouth	35	20	5	39
Preston	32	19	11	38
Reading	31	23	2	44
Rustington	22	26	3	48
Salisbury	31	34	5	31
Southend	28	27	6	39
Sunderland	39	14	7	40
Sutton	26	29	4	40
Wokingham	36	19	8	36
Worthing	27	19	14	41
York	32	26	12	30
Overall	32	22	7	39

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	15	34	6	45
Barnsley	28	21	6	45
Bournemouth	19	28	9	45
Broadstairs	15	39	8	39
Carnforth	24	27	12	37
Cheshunt	18	28	9	45
Chester	22	24	9	45
Colchester	18	36	11	35
Coventry	17	30	7	45
Dagenham	29	27	12	32
Derby	23	28	8	41
Doncaster	24	31	3	42
Exeter	21	38	4	37
Farnham	25	31	11	32
Harrogate	28	31	10	30
Histon	24	36	4	37
Ipswich	24	28	8	39
Islington	33	28	9	30
Keighley	15	32	4	49
Kingston	27	34	16	23
NDC Dispensing	25	23	8	44
Northampton	19	35	6	40
Norwich	34	26	9	31
Nottingham	25	24	5	47
Plymouth	26	31	3	40
Preston	25	22	10	44
Reading	19	28	7	46
Rustington	13	34	5	48
Salisbury	22	37	8	32
Southend	19	35	5	42
Sunderland	31	20	7	41
Sutton	15	36	11	39
Wokingham	24	28	9	39
Worthing	23	26	9	42
York	21	34	10	35
Overall	23	30	8	40

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

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

Care centre	Current mean percentage score (%) – 2021*	Previous mean percentage score (%) – 2020*
Altrincham	92	96
Barnsley	96	96
Bournemouth	94	94
Broadstairs	92	93
Carnforth	96	97
Cheshunt	97	96
Chester	90	98
Colchester	96	96
Coventry	97	97
Dagenham	90	98
Derby	94	97
Doncaster	93	97
Exeter	93	95
Farnham	94	96
Harrogate	93	95
Histon	95	97
Ipswich	95	96
Islington	94	94
Keighley	93	97
Kingston	95	97
NDC Dispensing	90	94
Northampton	95	95
Norwich	98	97
Nottingham	96	96
Plymouth	98	96
Preston	90	96
Reading	97	98
Rustington	91	97
Salisbury	95	99
Southend	94	98
Sunderland	95	95
Sutton	92	96
Wokingham	90	97
Worthing	92	96
York	95	98
Overall	94	96

Percentage of responses			
Yes	No	Don't know	Blank/spoilt
63	4	5	29
65	0	7	28
62	2	6	30
49	3	15	34
57	1	8	35
65	1	8	26
62	0	5	33
55	3	16	27
54	4	5	37
62	4	11	22
59	1	9	31
49	0	8	43
57	3	8	32
71	1	6	22
49	1	6	44
50	0	14	36
53	1	7	39
63	4	11	22
54	4	10	33
67	3	13	17
61	0	9	30
57	1	16	26
56	0	8	36
55	4	8	33
59	2	4	35
60	1	7	32
43	2	11	44
60	1	7	32
63	1	7	29
68	1	9	22
60	1	11	29
57	3	11	29
60	1	8	31
43	2	11	43
60	0	11	29
58	2	9	31

Percentage of responses		
Yes	No	Blank/spoilt
93	4	4
90	2	8
93	1	6
85	4	11
90	5	5
83	6	11
90	5	5
86	5	9
81	11	8
94	3	2
87	6	8
81	9	10
91	4	5
87	6	7
91	6	3
84	4	12
86	6	8
91	3	6
88	7	5
92	3	5
82	11	7
89	6	6
96	2	3
90	6	5
88	5	7
90	3	7
84	6	10
86	4	9
88	5	8
92	2	6
91	4	5
85	4	11
92	2	6
85	5	10
87	6	7
88	5	7

*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 content?

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	15	78	8
Barnsley	13	80	7
Bournemouth	9	85	6
Broadstairs	10	83	8
Carnforth	13	82	6
Cheshunt	7	82	11
Chester	10	86	3
Colchester	13	77	9
Coventry	8	83	9
Dagenham	17	78	6
Derby	9	84	7
Doncaster	14	78	8
Exeter	11	85	3
Farnham	7	86	6
Harrogate	8	87	6
Histon	8	79	13
Ipswich	7	87	6
Islington	25	63	11
Keighley	18	75	7
Kingston	13	83	5
NDC Dispensing	14	78	8
Northampton	9	84	6
Norwich	13	85	3
Nottingham	19	78	3
Plymouth	6	87	6
Preston	12	79	8
Reading	10	80	10
Rustington	9	81	9
Salisbury	8	83	8
Southend	13	80	7
Sunderland	18	77	5
Sutton	19	72	9
Wokingham	21	7	8
Worthing	12	79	9
York	14	78	8
Overall	12	81	7

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

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	9	85	6
Barnsley	8	81	11
Bournemouth	4	86	11
Broadstairs	5	83	13
Carnforth	5	87	8
Cheshunt	3	81	17
Chester	9	84	7
Colchester	8	82	10
Coventry	7	84	9
Dagenham	13	76	11
Derby	4	83	13
Doncaster	7	78	15
Exeter	3	91	7
Farnham	3	93	5
Harrogate	3	84	12
Histon	5	79	16
Ipswich	2	87	11
Islington	16	63	20
Keighley	5	88	7
Kingston	11	67	22
NDC Dispensing	7	80	13
Northampton	4	86	10
Norwich	8	85	7
Nottingham	9	80	10
Plymouth	7	85	7
Preston	5	85	10
Reading	3	83	14
Rustington	5	80	15
Salisbury	4	86	10
Southend	7	80	13
Sunderland	12	80	8
Sutton	5	79	16
Wokingham	12	74	14
Worthing	5	81	14
York	6	82	12
Overall	6	82	11

Q11d If your product was delivered, did you receive a reasonable supply of supplementary items? (such as disposable wipes and disposal bags)

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	89	6	5
Barnsley	90	3	7
Bournemouth	92	1	6
Broadstairs	90	3	8
Carnforth	92	3	5
Cheshunt	87	6	7
Chester	95	3	2
Colchester	88	5	7
Coventry	88	6	6
Dagenham	92	3	4
Derby	90	4	6
Doncaster	91	4	4
Exeter	91	5	4
Farnham	93	5	3
Harrogate	90	4	6
Histon	86	4	11
Ipswich	93	1	6
Islington	90	4	6
Keighley	92	1	7
Kingston	94	2	5
NDC Dispensing	89	5	6
Northampton	94	1	5
Norwich	96	2	3
Nottingham	92	4	4
Plymouth	91	4	5
Preston	92	3	5
Reading	91	3	6
Rustington	89	4	7
Salisbury	92	2	6
Southend	93	1	6
Sunderland	91	2	7
Sutton	91	2	7
Wokingham	81	9	9
Worthing	89	2	9
York	87	4	9
Overall	94	4	6

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

Q12a Have you ever been offered a review (AUR) by your supplier?

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

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	3	89	9
Barnsley	3	79	18
Bournemouth	2	87	11
Broadstairs	3	85	13
Carnforth	8	82	10
Cheshunt	2	89	10
Chester	7	83	10
Colchester	8	82	9
Coventry	5	84	11
Dagenham	4	84	11
Derby	3	88	9
Doncaster	5	77	18
Exeter	5	84	11
Farnham	3	85	12
Harrogate	1	87	12
Histon	5	86	9
Ipswich	4	83	13
Islington	6	75	19
Keighley	7	83	10
Kingston	3	81	16
NDC Dispensing	9	79	12
Northampton	4	83	13
Norwich	4	87	9
Nottingham	7	84	9
Plymouth	2	86	12
Preston	7	85	8
Reading	8	79	13
Rustington	3	88	9
Salisbury	5	83	12
Southend	5	84	11
Sunderland	11	79	10
Sutton	3	85	12
Wokingham	5	81	14
Worthing	7	85	7
York	2	88	10
Overall	5	84	11

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	0	91	9
Barnsley	1	85	14
Bournemouth	0	91	9
Broadstairs	0	90	10
Carnforth	0	90	10
Cheshunt	1	87	12
Chester	2	88	10
Colchester	1	90	9
Coventry	0	90	10
Dagenham	0	89	11
Derby	1	88	11
Doncaster	1	86	13
Exeter	3	87	10
Farnham	1	91	8
Harrogate	0	88	12
Histon	1	93	5
Ipswich	1	87	12
Islington	4	84	13
Keighley	0	92	8
Kingston	0	88	13
NDC Dispensing	0	89	11
Northampton	0	89	11
Norwich	2	91	7
Nottingham	2	90	8
Plymouth	1	88	11
Preston	1	92	7
Reading	0	86	14
Rustington	3	90	8
Salisbury	2	89	10
Southend	2	88	10
Sunderland	3	90	7
Sutton	0	89	11
Wokingham	5	84	12
Worthing	2	86	11
York	1	89	10
Overall	1	89	10

Care centre	Percentage of responses		
	Yes	No	Blank/spoilt
Altrincham	0	0	0
Barnsley	0	100	0
Bournemouth	0	0	0
Broadstairs	0	0	0
Carnforth	0	0	0
Cheshunt	100	0	0
Chester	0	100	0
Colchester	100	0	0
Coventry	0	0	0
Dagenham	0	0	0
Derby	0	100	0
Doncaster	100	0	0
Exeter	0	67	33
Farnham	0	100	0
Harrogate	0	0	0
Histon	0	0	100
Ipswich	0	100	0
Islington	67	33	0
Keighley	0	0	0
Kingston	0	0	0
NDC Dispensing	0	0	0
Northampton	0	0	0
Norwich	100	0	0
Nottingham	0	100	0
Plymouth	0	0	100
Preston	0	100	0
Reading	0	0	0
Rustington	33	67	0
Salisbury	50	50	0
Southend	50	0	50
Sunderland	25	75	0
Sutton	0	0	0
Wokingham	25	50	25
Worthing	0	50	50
York	0	0	100
Overall	31	51	18

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

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?

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	13	43	24	21
Barnsley	10	37	14	40
Bournemouth	10	28	14	48
Broadstairs	10	28	25	38
Carnforth	11	33	18	38
Cheshunt	11	29	21	39
Chester	9	29	19	43
Colchester	13	34	24	29
Coventry	13	18	20	48
Dagenham	11	34	28	27
Derby	7	29	20	44
Doncaster	11	32	22	35
Exeter	9	37	16	38
Farnham	9	31	19	42
Harrogate	4	39	18	38
Histon	5	33	25	37
Ipswich	7	31	18	44
Islington	14	19	29	38
Keighley	6	32	29	33
Kingston	13	31	22	34
NDC Dispensing	9	39	15	37
Northampton	10	25	21	44
Norwich	12	28	16	45
Nottingham	8	36	22	34
Plymouth	5	31	25	38
Preston	5	36	19	40
Reading	4	32	25	39
Rustington	9	30	15	45
Salisbury	12	24	14	50
Southend	10	30	17	42
Sunderland	18	34	15	33
Sutton	12	26	13	49
Wokingham	9	33	20	38
Worthing	11	19	25	46
York	9	26	25	40
Overall	10	31	20	40

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	9	44	21	26
Barnsley	0	36	18	47
Bournemouth	5	33	8	55
Broadstairs	5	36	14	45
Carnforth	6	26	13	55
Cheshunt	6	52	6	36
Chester	12	29	0	59
Colchester	7	22	10	61
Coventry	6	33	6	56
Dagenham	13	39	13	35
Derby	7	26	2	64
Doncaster	3	48	7	41
Exeter	2	42	9	47
Farnham	6	42	9	42
Harrogate	6	29	14	51
Histon	0	36	20	44
Ipswich	9	35	16	40
Islington	20	20	20	40
Keighley	7	26	7	59
Kingston	15	35	15	35
NDC Dispensing	8	38	13	42
Northampton	7	30	11	52
Norwich	3	45	10	42
Nottingham	0	32	8	61
Plymouth	3	29	9	59
Preston	8	27	12	54
Reading	9	39	12	39
Rustington	3	23	6	69
Salisbury	6	32	3	58
Southend	6	34	16	44
Sunderland	12	37	20	32
Sutton	4	24	20	52
Wokingham	18	29	11	43
Worthing	13	27	7	53
York	0	27	15	58
Overall	7	34	11	48

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	41	21	28	10
Barnsley	46	20	21	14
Bournemouth	42	18	23	17
Broadstairs	46	19	21	14
Carnforth	50	17	20	13
Cheshunt	38	25	25	11
Chester	59	14	12	16
Colchester	44	23	21	13
Coventry	44	16	24	15
Dagenham	42	26	22	10
Derby	41	18	28	13
Doncaster	44	18	23	15
Exeter	41	26	21	13
Farnham	44	26	15	15
Harrogate	45	20	19	16
Histon	46	18	24	12
Ipswich	42	18	26	15
Islington	56	13	22	10
Keighley	46	18	24	12
Kingston	50	19	19	13
NDC Dispensing	45	18	24	13
Northampton	43	24	14	19
Norwich	43	22	17	18
Nottingham	44	20	21	15
Plymouth	41	22	19	18
Preston	52	18	19	11
Reading	46	12	29	13
Rustington	49	19	20	13
Salisbury	44	20	22	14
Southend	48	16	17	19
Sunderland	52	17	19	12
Sutton	52	17	19	13
Wokingham	52	18	21	9
Worthing	54	12	22	11
York	51	13	25	11
Overall	46	19	21	14

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

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

Care centre	Percentage of responses			
	Yes	No	Don't know	Blank/spoilt
Altrincham	31	19	39	11
Barnsley	34	16	30	20
Bournemouth	26	26	27	21
Broadstairs	36	26	23	15
Carnforth	36	21	27	17
Cheshunt	28	31	26	15
Chester	53	17	14	16
Colchester	34	24	27	14
Coventry	37	16	28	18
Dagenham	37	28	26	10
Derby	37	20	28	15
Doncaster	33	18	29	21
Exeter	32	30	22	15
Farnham	35	31	18	16
Harrogate	37	22	20	20
Histon	37	21	24	18
Ipswich	37	21	26	15
Islington	43	15	33	9
Keighley	36	24	29	12
Kingston	34	25	25	16
NDC Dispensing	34	23	25	18
Northampton	32	25	21	21
Norwich	38	20	25	17
Nottingham	36	27	25	11
Plymouth	37	21	24	18
Preston	47	18	22	14
Reading	32	20	30	18
Rustington	36	21	24	19
Salisbury	36	22	24	18
Southend	40	20	23	18
Sunderland	47	20	18	15
Sutton	41	23	20	16
Wokingham	36	21	29	13
Worthing	48	19	21	12
York	43	19	26	12
Overall	37	22	25	16

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?

Percentage of responses	
Current mean percentage score (%) – 2021*	Previous mean percentage score (%) – 2020*
82	92
85	90
89	91
87	86
84	90
82	89
81	94
82	91
85	91
86	91
82	89
82	91
82	91
81	90
82	91
83	89
82	92
86	90
83	91
82	92
80	87
85	90
89	93
83	89
87	91
83	91
83	92
81	92
85	92
85	92
88	89
85	93
80	89
80	88
82	92
84	91

Q17a Have you ever visited the supplier's premises?

Percentage of responses		
Yes	No	Blank/spoilt
0	99	1
1	98	1
1	99	1
1	96	3
0	98	2
3	97	0
0	100	0
1	98	1
3	96	1
0	99	1
1	99	0
1	97	2
1	98	1
2	98	0
0	100	0
0	99	1
1	99	0
4	95	1
2	98	0
3	97	0
2	95	3
1	95	4
0	99	1
1	98	1
0	98	2
0	99	1
3	97	0
1	99	0
1	98	2
2	98	0
0	99	1
0	99	1
0	100	0
2	98	0
0	99	1
1	98	1

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

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

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

Care centre	Percentage of responses					
	Very good	Fairly good	Don't know	Fairly poor	Very poor	Blank/spoilt
Altrincham	0	0	0	0	0	0
Barnsley	100	0	0	0	0	0
Bournemouth	0	0	100	0	0	0
Broadstairs	100	0	0	0	0	0
Carnforth	0	0	0	0	0	0
Cheshunt	67	0	33	0	0	0
Chester	0	0	0	0	0	0
Colchester	100	0	0	0	0	0
Coventry	100	0	0	0	0	0
Dagenham	0	0	0	0	0	0
Derby	100	0	0	0	0	0
Doncaster	100	0	0	0	0	0
Exeter	100	0	0	0	0	0
Farnham	100	0	0	0	0	0
Harrogate	0	0	0	0	0	0
Histon	0	0	0	0	0	0
Ipswich	0	100	0	0	0	0
Islington	100	0	0	0	0	0
Keighley	50	0	50	0	0	0
Kingston	50	0	0	0	0	50
NDC Dispensing	100	0	0	0	0	0
Northampton	0	0	100	0	0	0
Norwich	0	0	0	0	0	0
Nottingham	100	0	0	0	0	0
Plymouth	0	0	0	0	0	0
Preston	0	0	0	0	0	0
Reading	100	0	0	0	0	0
Rustington	100	0	0	0	0	0
Salisbury	100	0	0	0	0	0
Southend	100	0	0	0	0	0
Sunderland	0	0	0	0	0	0
Sutton	0	0	0	0	0	0
Wokingham	0	0	0	0	0	0
Worthing	0	0	0	0	50	50
York	0	0	0	0	0	0
Overall	79	3	11	0	3	5

Care centre	Percentage of responses					
	Very good	Fairly good	Don't know	Fairly poor	Very poor	Blank/spoilt
Altrincham	0	0	0	0	0	0
Barnsley	100	0	0	0	0	0
Bournemouth	0	100	0	0	0	0
Broadstairs	100	0	0	0	0	0
Carnforth	0	0	0	0	0	0
Cheshunt	67	0	33	0	0	0
Chester	0	0	0	0	0	0
Colchester	100	0	0	0	0	0
Coventry	100	0	0	0	0	0
Dagenham	0	0	0	0	0	0
Derby	50	0	0	0	0	50
Doncaster	100	0	0	0	0	0
Exeter	100	0	0	0	0	0
Farnham	100	0	0	0	0	0
Harrogate	0	0	0	0	0	0
Histon	0	0	0	0	0	0
Ipswich	0	0	0	100	0	0
Islington	33	0	0	0	0	67
Keighley	50	0	50	0	0	0
Kingston	0	50	0	0	0	50
NDC Dispensing	100	0	0	0	0	0
Northampton	0	0	0	100	0	0
Norwich	0	0	0	0	0	0
Nottingham	100	0	0	0	0	0
Plymouth	0	0	0	0	0	0
Preston	0	0	0	0	0	0
Reading	67	33	0	0	0	0
Rustington	100	0	0	0	0	0
Salisbury	100	0	0	0	0	0
Southend	0	50	0	0	0	50
Sunderland	0	0	0	0	0	0
Sutton	0	0	0	0	0	0
Wokingham	0	0	0	0	0	0
Worthing	50	0	0	0	50	0
York	0	0	0	0	0	0
Overall	63	11	5	5	3	13

Please note: The data provided for Q17b and Q17c is only from those respondents who selected 'Yes' to Q17a.

Customer demographics

Age

Gender

Dependants

Care centre	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	Blank/ Spoilt	You have, or care for, children under 16	Carer for someone with a longstanding illness	Neither
Altrincham	0	0	3	3	4	18	73	1	60	39	1	3	11	86
Barnsley	0	0	0	2	6	10	80	3	53	47	0	2	11	84
Bournemouth	0	0	3	0	4	13	78	3	69	30	1	2	9	86
Broadstairs	0	0	1	0	10	11	75	3	48	51	1	0	10	86
Carnforth	0	1	0	1	8	9	80	2	56	41	3	2	5	90
Cheshunt	0	0	0	3	4	14	76	3	46	50	4	5	18	75
Chester	0	0	0	0	5	10	83	2	60	40	0	0	10	88
Colchester	0	0	3	1	8	13	73	3	53	44	3	2	8	89
Coventry	0	0	0	3	2	11	82	2	58	41	1	2	8	86
Dagenham	0	0	1	3	3	18	71	3	52	47	1	2	10	86
Derby	0	1	1	1	4	12	80	2	58	40	2	1	13	82
Doncaster	0	0	1	1	3	15	77	2	49	51	0	3	12	84
Exeter	0	0	1	1	3	13	79	3	61	39	0	2	9	90
Farnham	0	0	3	3	4	14	74	3	56	42	2	3	9	82
Harrogate	0	1	1	0	4	11	82	0	54	46	0	1	11	84
Histon	0	0	0	4	5	8	82	1	57	42	1	5	7	87
Ipswich	0	0	1	1	5	14	77	2	48	50	2	1	10	85
Islington	0	0	0	5	6	15	72	1	54	39	6	5	10	84
Keighley	0	0	1	6	1	8	82	1	65	33	1	6	4	88
Kingston	0	0	5	5	3	16	69	3	64	34	2	3	14	81
NDC Dispensing	0	0	0	2	4	14	75	5	47	46	7	2	6	88
Northampton	0	0	1	0	6	16	74	4	55	42	4	3	7	87
Norwich	0	0	1	2	5	10	80	2	45	54	1	3	11	84
Nottingham	0	0	1	1	7	14	73	5	54	43	3	4	23	70
Plymouth	0	0	1	2	4	15	77	1	53	45	3	2	10	86
Preston	1	0	0	3	0	11	81	4	62	34	4	1	12	86
Reading	0	0	0	2	6	12	75	6	56	42	2	2	9	84
Rustington	0	0	2	3	6	10	77	3	50	46	3	6	6	84
Salisbury	0	0	2	2	0	12	82	2	55	45	0	2	12	85
Southend	0	0	1	0	6	7	84	3	55	44	1	2	12	83
Sunderland	1	0	0	1	3	15	78	2	55	41	4	2	9	87
Sutton	0	0	1	1	4	16	73	5	47	48	4	3	6	80
Wokingham	0	0	1	4	8	11	72	5	54	41	5	6	9	86
Worthing	0	0	0	6	7	14	70	2	52	47	1	7	11	83
York	0	0	0	0	5	17	74	4	54	45	1	5	9	85
Overall	0	0	1	2	5	13	77	3	54	43	2	3	10	85

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	80
Barnsley	123
Bournemouth	141
Broadstairs	80
Carnforth	143
Cheshunt	114
Chester	58
Colchester	119
Coventry	99
Dagenham	90
Derby	144
Doncaster	91
Exeter	117
Farnham	108
Harrogate	89
Histon	76
Ipswich	137
Islington	79
Keighley	84
Kingston	64
NDC Dispensing	163
Northampton	108
Norwich	112
Nottingham	106
Plymouth	110
Preston	73
Reading	102
Rustington	117
Salisbury	131
Southend	106
Sunderland	121
Sutton	95
Wokingham	85
Worthing	81
York	100
Overall	3646