SUPPLY OF STOMA CARE APPLIANCES
PATIENT SURVEY RESULTS

The following are the highlights from the analysis of the questionnaires returned from patients in Lothian, Ayrshire and Arran, Dumfries and Galloway, Grampian, Glasgow and Clyde.:-

OVERALL SATISFACTION
There is a very high patient satisfaction with this service. Ninety-seven percent of patients rated very good or excellent. Grampian should establish the causes of the few incidents of non satisfaction.

SERVICE
Overall, twenty percent of patients did not know their supplier had to work within National Standards.

The average delivery period nationally is 2.7 days. However, one patient in Glasgow had a delivery period of 3 weeks, which may require further investigation.

Most patients nationwide received their delivery within 7 days. Patients indicating longer than 7 day wait were twelve percent within Dumfries and Galloway and ten percent within Grampian, although the frequency of incidents were low.

The cutting service is used by twenty four percent of patients nationwide. The highest requirement for this service was in Lothian where there was a 43% requirement. The lowest is in Clyde where there is an 8% requirement. There was a satisfaction level of 100% from all surveyed.

Eighty seven percent of the patients nationwide were satisfied with the confidentiality arrangements. However, Dumfries and Galloway had the lowest rating with fifty percent satisfaction. Most people surveyed were fully satisfied with the confidentiality arrangements

DELIVERY
Twenty seven percent of people surveyed nationally received home deliveries. The highest usage of this service was in Lothian where seventy six percent of patients received home deliveries. There were no users of the service in Dumfries and Galloway, however here is no available data to confirm if users are aware of this service.

Of patients who do not receive home delivery, twenty two percent nationwide were not aware that the service was available.

Nationwide the level of split batch delivery is nineteen percent but there is no indication of dissatisfaction.
Where wrong product has been supplied, this has generally resulted from a number of causes, e.g. prescription error, item product detail. There are errors Nationwide that may warrant further detailed investigation.

Most patients are satisfied with the provision of disposal bag and cleaning wipe supplies.

PACKAGING
Nationwide there is an issue with external markings on delivery packaging.

There are incidents of additional products being included, especially Lothian. There were no incidents reported from Dumfries and Galloway.

ADDITIONAL COMMENTS FROM THOSE SURVEYED
These are detailed in the report.