



Bullen Healthcare Dispensing Appliance Contractor Customer Feedback Report

Overall Report- Based on 16 Branches
across England

February-May 2018

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:

Responses	Number of Responses	Percentage of Responses
Yourself	555	68.43%
Someone else	165	20.35%
Both	10	1.23%
Other	42	5.18%
Blank	39	4.81%

Please see Appendix 1 for any specified other reasons for contacting the supplier

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

Q2: How do you normally contact your supplier?

Table 2:

Responses	Number of Responses	Percentage of Responses
Telephone	757	93.34%
Fax	0	0%
Post	3	0.37%
Email	31	3.82%
Face to face	1	0.12%
Internet	0	0%
Blank	19	2.34%

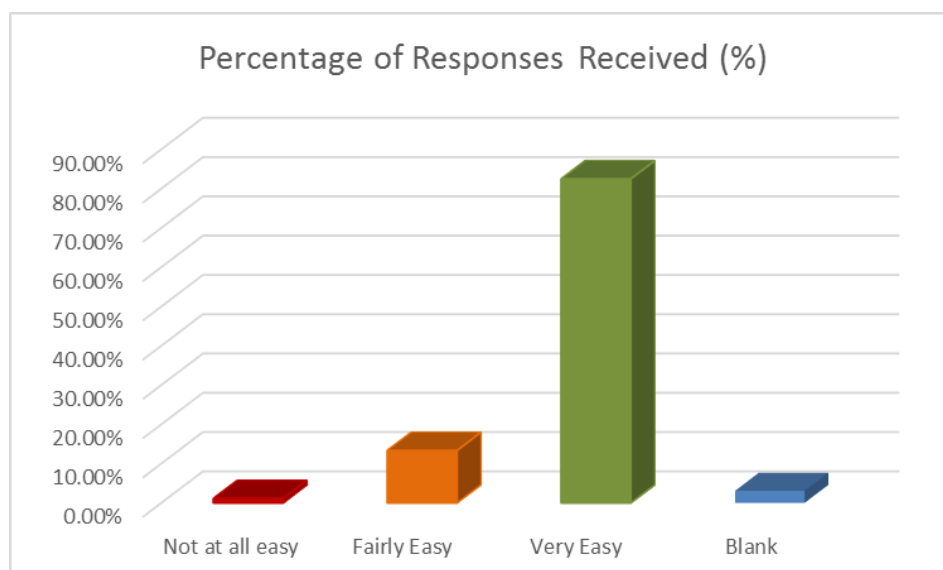
*Percentages may not add up to 100% due to rounding.

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

Table 3: Distribution and frequency of ratings (Q3)

Responses	Number of Responses	Percentage of Responses
Not at all easy	9	1.11%
Fairly easy	108	13.32%
Very easy	669	82.49%
Blank	25	3.08%

Graph 1: Percentage distribution and frequency of ratings (Q3)



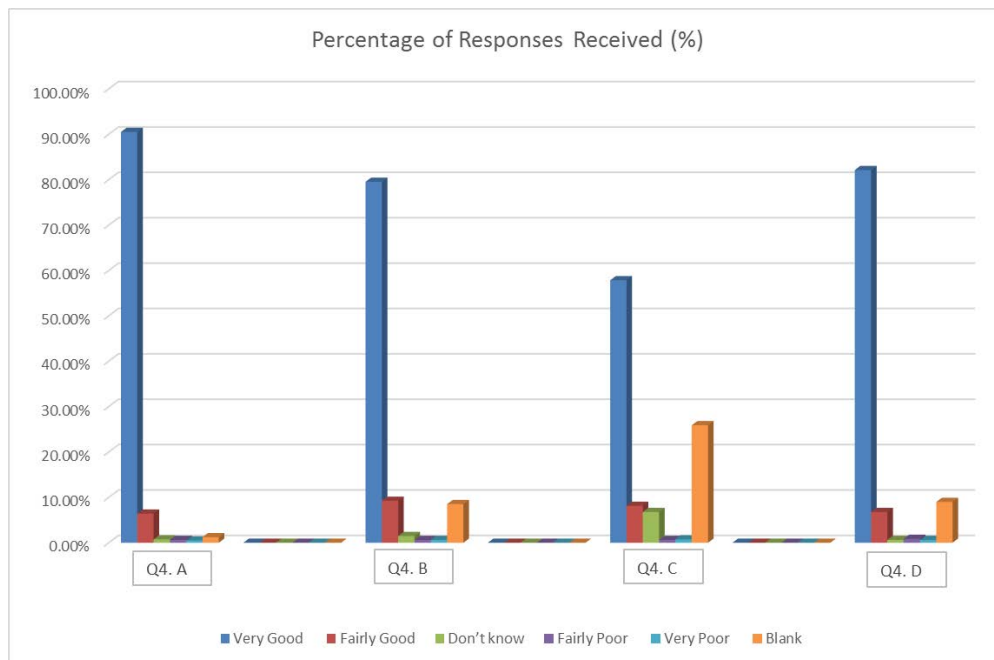
About the services you received from this supplier

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

	Very Good	Fairly Good	Don't Know	Fairly Poor	Very Poor	Blank
Q4. A	734	52	6	5	4	10
%	90.51%	6.41%	0.74%	0.62%	0.49%	1.23%
Q4. B	645	75	12	5	5	69
%	79.53%	9.25%	1.48%	0.62%	0.62%	8.51%
Q4. C	469	66	55	5	6	210
%	57.83%	8.14%	6.78%	0.62%	0.74%	25.89%
Q4. D	666	55	5	7	5	73
%	82.12%	6.78%	0.62%	0.86%	0.62%	9.00%

Graph 2: Percentage distribution and frequency of ratings (Q4)



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:

Responses	Number of Responses	Percentage of Responses
Yes	405	49.94%
No	74	9.12%
Don't know	228	0.37%
Blank	104	12.82%

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

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?

Table 6a:

Responses	Number of Responses	Percentage of Responses
Yes	156	19.24%
No	128	15.78%
Don't know	62	7.64%
Blank	465	57.34%

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

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

Table 6b:

Responses	Number of Responses	Percentage of Responses
Yes	232	28.61%
No	45	5.55%
Don't know	46	5.67%
Blank	488	60.17%

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

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:

Responses	Number of Responses	Percentage of Responses
Yes	53	6.54%
No	164	20.22%
Don't know	103	12.70%
Blank	491	60.54%

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

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:

Responses	Number of Responses	Percentage of Responses
Yes	25	3.08%
No	115	14.18%
Don't know	125	15.41%
Blank	546	67.32%

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

About the services you received from this supplier

Q8a: If you presented a repeat prescription, did the supplier check to see if you still needed the appliance?

Table 8a:

Responses	Number of Responses	Percentage of Responses
Yes	470	57.95%
No	46	5.67%
Don't know	49	6.04%
Blank	246	30.33%

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

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

Table 8b:

Responses	Number of Responses	Percentage of Responses
Yes	414	51.05%
No	99	12.21%
Don't know	46	5.67%
Blank	252	31.97%

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

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:

Responses	Number of Responses	Percentage of Responses
Yes	307	37.85%
No	166	20.47%
Don't know	61	7.52%
Blank	277	34.16%

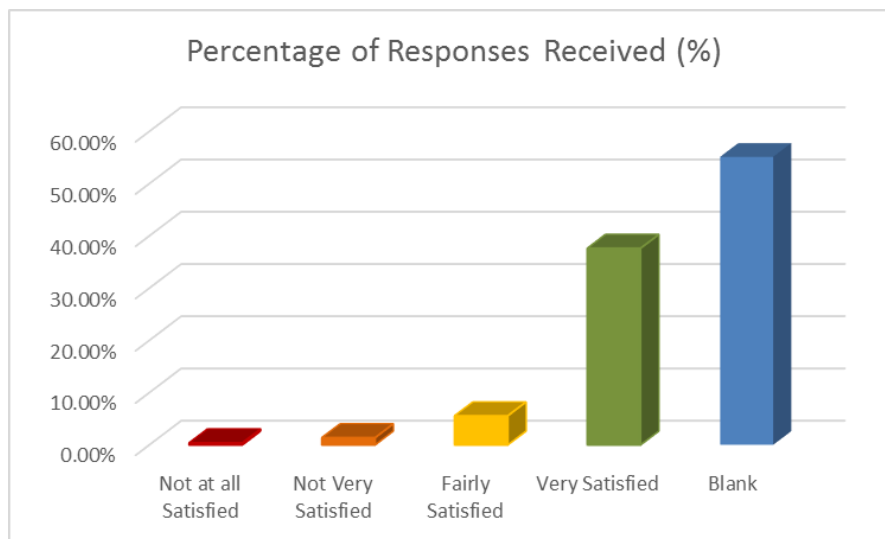
*Percentages may not add up to 100% due to rounding.

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)

Responses	Number of Responses	Percentage of Responses
Not at all satisfied	3	0.37%
Not very satisfied	11	1.36%
Fairly satisfied	45	5.55%
Very satisfied	305	37.61%
Blank	447	55.12%

Graph 3: Percentage distribution and frequency of ratings (Q9)



About the services you received 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:

Responses	Number of Responses	Percentage of Responses
Yes	500	61.65%
No	5	0.62%
Not applicable	135	16.65%
Blank	171	21.09%

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

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

Table 11a:

Responses	Number of Responses	Percentage of Responses
Yes	643	79.28%
No	23	2.84%
Blank	145	17.88%

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

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

Table 11b:

Responses	Number of Responses	Percentage of Responses
Yes	9	1.11%
No	727	89.64%
Blank	75	9.25%

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

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

Table 11c:

Responses	Number of Responses	Percentage of Responses
Yes	22	2.71%
No	351	43.28%
Blank	438	54.01%

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

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

Table 11d:

Responses	Number of Responses	Percentage of Responses
Yes	628	77.44%
No	38	4.69%
Blank	145	17.88%

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

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:

Responses	Number of Responses	Percentage of Responses
Yes	83	10.23%
No	639	78.79%
Blank	89	10.97%

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

About the services you received from this supplier**Q12b: Have you ever been advised by your supplier that they cannot provide this service?**

Table 12b:

Responses	Number of Responses	Percentage of Responses
Yes	9	1.11%
No	727	89.64%
Blank	75	9.25%

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

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:

Responses	Number of Responses	Percentage of Responses
Yes	22	2.71%
No	351	43.28%
Blank	438	54.01%

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

Q13: 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 13:

Responses	Number of Responses	Percentage of Responses
Yes	69	8.51%
No	170	20.96%
Don't know	275	33.91%
Blank	297	36.62%

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

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

Table 14a:

Responses	Number of Responses	Percentage of Responses
Yes	413	50.92%
No	153	18.87%
Don't know	176	21.70%
Blank	69	8.51%

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

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

Table 14b:

Responses	Number of Responses	Percentage of Responses
Yes	282	34.77%
No	139	17.14%
Don't know	189	23.30%
Blank	201	24.78%

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

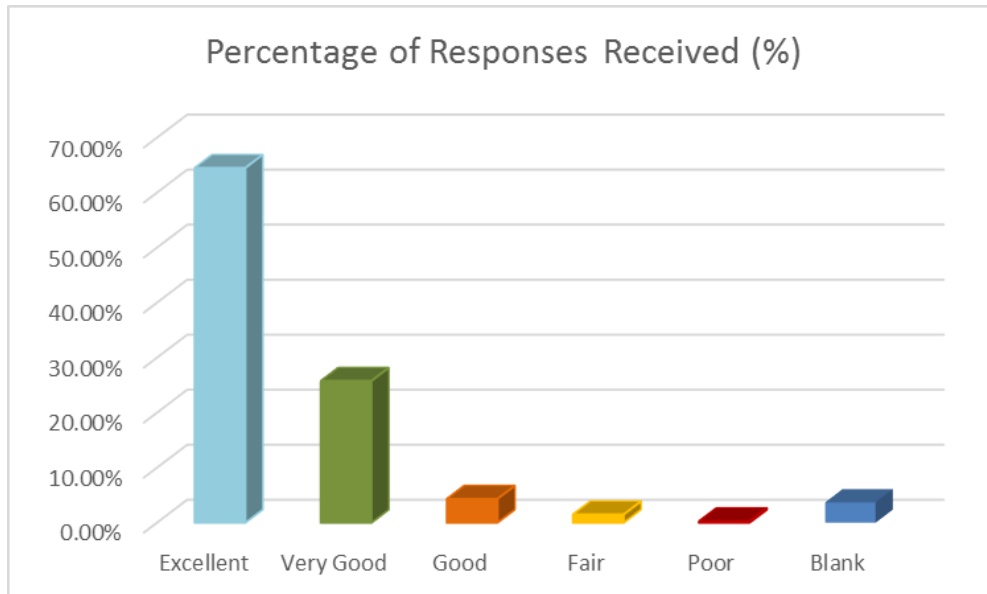
About the services you received from this supplier

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)

Responses	Number of Responses	Percentage of Responses
Excellent	523	64.49%
Very good	209	25.77%
Good	35	4.32%
Fair	12	1.48%
Poor	2	0.25%
Blank	30	3.70%

Graph 4: Percentage distribution and frequency of ratings (Q15)



The supplier's premises

Q18: Have you ever visited the supplier's premises?

Table 17a:

Responses	Number of Responses	Percentage of Responses
I have	14	1.73%
I have never	661	81.50%
Blank	136	16.77%

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

Customer demographics

Q19: Age

Table 18:

Responses	Number of Responses	Percentage of Responses
16 - 19	2	0.25%
20 - 24	5	0.62%
25 - 34	15	1.85%
35 - 44	32	3.95%
45 - 54	57	7.03%
55 - 64	126	15.54%

65+	534	65.84%
Blank	40	4.93%

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

Q20: Gender

Table 19:

Responses	Number of Responses	Percentage of Responses
Male	364	44.88%
Female	397	48.95%
Blank	50	6.17%

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

Q21: Which of the following apply to you?

Table 20:

Responses	Number of Responses	Percentage of Responses
You have, or care for, children under 16	35	4.32%
Carer for someone with a longstanding illness	174	21.45%
Neither	471	58.08%
Blank	131	16.25%

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

Customer comments

Appendix 1 - Specified other reasons for contacting supplier from question 1:

- More prescription are ordered via local surgery
- To order Catheters
- Wanted to be sure my supplies come in time
- Free small stoma bags
- Arrange delivery
- To find out when I can expect delivery
- Supplier contacted me, they do so regularly to see what products I need.
- From Bullen Healthcare
- To order repeat prescription items
- 3 Times missing on delivery
- This method of ordering electronic prescription is causing more bother than its worth, ie, items missing.
- Referred by hospital nurse
- She used Dansac from Bullens and said they were best.

- Pouches not been cut 2nd time in 2 months
- You contacted me
- Articles day late
- District Nurse contacted supplier
- They normally contact me I only phone back when I have a missed call
- For day & night bags and catheters
- Bullen contacted me with the offer to supply me with equipment
- I was recommended to you
- It was initially ordered by hospital
- To confirm they had received my prescription
- NHS arranged it
- The inserts were wrongly cut for the flanges
- Advice from the hospital
- Need catheters, leg bags, night bags
- Wrong quantity of leg bags sent
- I contacted a pharmacy in the town near where I live. Having been introduced to the medical product by a continence advisory service.
- Stoma nurse rep L.G.I Hospital
- Someone else made he contact
- Wanted extra pouches
- To change to this supplier as I was unhappy with my previous supplier's attitude and products.
- You sent Unreining appliances
- Replied to a message left on answerphone
- Bullen always contact me at previously informed date
- Prescribed by NHS
- I rang Bullen on Wed 31/1/18 in order to confirm that they would deliver on Wednesday. They are extremely reliable with their deliveries. In future I will not make prior contact but will wait for their deliveries.
- This service was set up by W/Ton New Cross Hospital. They rang me.
- Due to my father's medical needs
- My husband needed his catheter in emergency
- My supplier contacts me on regular basis
- Had gone short on bags

- Supplier contacted me
- To chase up a prescription
- District Nurse Team and Doctors
- Recommended by Hospital some years ago
- To request further supplies
- Recommended by stoma care nurse
- Advice from district nurse
- To confirm an requirement
- Supplier contacts me direct once a month for myself
- QEUH in Govan contacted you on my behalf
- You ring me monthly
- Because you have taken over from Charter my previous supplier.
- You contacted me
- To confirm correct pouch used
- The contractor rings me on a monthly basis
- As advised by the catheter team
- For a patient
- Found failing in local supplier
- Had to contact supplier as delivery had not come, it did come at 5:30pm. Would be helpful if we knew if A.M or P.M
- Supplier contacts me direct once a month for myself
- The company contacts me every month
- Missed telephone call
- Some of my items were missing from my order and were sent straight out no problem
- To order for our Nursing home
- The department of Urology at Eastbourne Hospital arranged for supplies
- Husband needed orders
- To establish a new prescription order
- Query on my order
- The initial contact was made by my GP
- They actually contacted me for my monthly order.
- Required catheter valves
- Much easier when someone from Bullen ring for order on a Tuesday, parcel delivered following Friday.

- You contacted me on my return from the hospital
- To put an order in
- On 2 occasions, I was unable to get my local prescription service, gave up after 17th phone calls.
- To ask for an earlier delivery
- Stoma stuff didn't arrive when it should have. Had to chase up (a repeat issue that seems to recur regularly)

Customer comments

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

- Excellent in every aspect
- They ring me if out and again. Go through list of goods I need, say yes or no. They are very good obligating patient. Tell me the day they will arrive if okay I don't want advertised what's in the parcel. I am highly satisfied with the service.
- There sometimes seems to be a breakdown in communication between customer services and distribution, although specific instructions of packing is on the delivery note.
- Tubing from night bag to floor is too long causing kinking. I requested shorter length but was told this was not possible! I would appreciate a few extra night bags each delivery (at present I am bleeding and this fills above more rapidly) (also leg bags).
- I have been so delighted with the outstandingly high service, that I wrote Bullen Healthcare a thank you letter.
- Could not be any better, first class.
- I am told when they will contact me again and I can contact them at any time. I am offered new products to try. Had stoma for 31 years. Happy with the service I receive. The same person contacts me each time so I get to know him more.
- I have had a previous supplier of the services and have found my current supplier (Bullen) to be far better and more proficient.
- The service is excellent from Bullen Healthcare
- When I phone to order my supply of Colostomy bags and other items, the staff have always been very polite pleasant & helpful, in other words I am very pleased to be having my deliveries from you.
- Time for answering telephone not as good as in past
- Ever since I have used Bullen, this service I have always dealt with Anne Keighley. I have always found her polite, friendly and informative. She always keeps me fully informed about

my orders, delivery and helps me with samples and new products. Thanks Anne for your outstanding service, you are a credit to the company.

- I have always been very satisfied with the service from Bullen.
- I was a bit wary when I was first moved to Bullens with my appliances being delivered by post. However, I have no worries as the service been excellent.
- I asked to speak to a supervisor regarding my catheter (different pipe used.) A week has passed and still no supervisor has called, what else do you do? Change to another supplier!
- Make sure pouches are cut properly so boxes are not wasted because they are cut wrong. When suppliers have a problem with patients surgery not put the problem on the patient.
- They are always friendly and helpful on the telephone.
- All is well.
- Provide assistance when abroad, if required in emergency.
- We have always been more than pleased with service we have received. We are contacted on a regular basis (monthly) to ask if we require anything in the most friendly, courteous and helpful manner.
- Absolutely a first class service!
- I have found them excellent, they call me each month and deliver my products, have owner sent some next day delivery when needed. No problems, excellent service, professional and friendly at all times.
- Very happy with the service
- I am quite satisfied with all aspects of your service,
- Often have to wait in telephone queue.
- I order my appliances from Bullen by the local Bladder and Bowel Service. This works very well for me. When ordering I am always asked, at the close of the conversation if I have any problems to discuss. Bullen are always helpful when needed and complimentary items are available all the time. A brilliant hassle free service.
- Excellent service, wouldn't change anything.
- Cannot fault Bullen at all, top marks for everyone who answers my calls.
- Bullen have supplied my stoma bags since my operation 13 years ago. As far as I am concerned the service is second to none. I can only complement them in every department. Thank you
- I have only ever dealt with Carol Stanley at Bullens- Both by email and phone. I have always found her to be very efficient, helpful and friendly to deal with, and on many occasions she goes that extra mile to sort out any problems I have.

- Excellent service, phone every month for catheter supplies for my husband.
- They are doing a very good job. They are a courteous and caring branch. Thank you and please give them our thanks and gratitude.
- It's an efficient & professional service. I have never had any issues.
- Up until the end of 2017, I would have ticked Q15 'Excellent'. When I queried the drop in service (i.e. failing to contact me for an order) I was assured that the service would in future be as good as it used to be.
- Very satisfied with your service
- I have been with the supplier for 10 years and never had any problems at all
- Usually Bullen phone me on the phone diary date, but just on odd occasions they are a few days past the date. I am still very satisfied with the service.
- I have always been treated in a friendly and professional manner All the staff I have spoken to have been extremely helpful, especially at the beginning when I didn't know what I was doing, as the medical staff at the hospital and GP did not give me any explanations or instructions.
- They have never failed me. The same young man tends to call each month for my prescription (Fenton), he is clear in his speech, respectful and is a credit to the business.
- I find the care and respect I always receive from all the staff when I call by phone each month is brilliant, I have nothing but praise for all of them.
- It would be of assistance if correspondence note supplied with deliveries was dated, for any future use such as checking for any missing items.
- Excellent service, always very helpful over the phone.
- Could not rate them high enough- an excellent provider
- Some of the questions do not affect me, but the service I have received from Bullen has been excellent. Deliveries arrive when they say and the staff on the phone are friendly and helpful. It is always a pleasure to speak to them. The complimentary items are much appreciated. My husband is the client, he has dementia and I am his carer.
- Bullen are polite, efficient, professional and reliable in their service and delivery but many of the questions in the leaflet are unrelated and often unclear.
- I have had more help and support from Bullen staff than the Stoma Nurse. Excellent and reliable service takes some of the stress out of my medical problems.
- Superb service- couldn't be better.

- Been with Bullen a long time sorry I now have to order from NOTTM Stoma appliance management to be forwarded on. You are friendly, helpful people always helpful and polite.
- I stopped filling this in because I don't understand it. The Bullen people are lovely and I wouldn't use any other. They give me a supply check each month and send what I need in a week's time. I think I've only had to contact them once when I missed their call. But most of this does not apply to me.
- While I appreciate the variation of suppliers & supplies covered by this questionnaire, I found it to be poorly designed (e.g. Q9, 17, 18 following should have been reversed!) and difficult to complete. However, I hope that I have done so to the best of my ability and that my responses have been helpful.
- 1)-Have used Bullen for well over 20 years. 2) - Always supplied my prescription items as ordered and always on the date provided. 3)-Provided invaluable help in 2014 when the Southern CCG Cut my prescription by half-resource) in my favour" 4)- Other suppliers may be as efficient as Bullen, but could not be better- why change with such excellent service.
- I have a pre-arranged delivery point as I work. There have been times when product has been delivered before so the access was not available. Also I delivered products early because of the Christmas period. I was not told by Bullen Healthcare that this would happen so on all these occasions I have to ring Bullen rearrange delivery. Also there have been times when my items were not in stock but I was not told this so again I had to ring Bullen to chase. Getting texts from Parcel force saying they are going to deliver on a day not arranged stresses me out if they try these and access is not available they should then deliver on the arranged day as normal. I think its great idea that you can order various products, i.e. medications and catheters. Unfortunately, I am unable to take up this service as I work so no one can sign for them plus with the stress of having the catheters delivered on the wrong day or not at all I don't feel confident about using this service. Also its lovely having a representative but you can never get in touch with them so I place my order with whoever answers the phone. They are all pleasant and helpful.
- I have found the supplier to have been very courteous compared to other suppliers I have had in past.
- We have had trouble with bags becoming detached. Staff were very helpful and we have now the problem under control. A quick delivery was done to help us out. Please keep up the good work.
- Very Satisfied
- We are very happy with the service provided & find our contact Fenton Bowley most helpful
- More knowledge & available new products.
- I always have the same lady call me, Anne, she is lovely, kind and helpful. Thank you for all you do to help & care for me.
- The staff are excellent

- I very much like Bullen and their Catheters- a very good service.
- The supplier provides catheters and associated urine management disposables. This is done by telephone, usually first contact each month is by them and supplies are delivered to our home address.
- Maybe a quicker delivery service rather than waiting a week for supplies
- Bullen have always given excellent service, appliances arrive on date stated, and they are always cheerful on telephone and extremely helpful.
- Lovely, polite helpful staff
- Without questions the service from Bullen Healthcare is exceptional
- Been with Bullen for 18 years, looked after us with all change we have needed over the years, Thank you all.
- I also like the fact that I have a 'named' contact who I can speak to on a regular bases.
- Always polite and helpful.
- They are friendly, knowledgeable, efficient, and prompt with deliveries and recalls for my order. Don't remember an order ever being incorrect! Have been with them over 5 years, can't see how you could improve their service.
- I think it would be good if they could arrange for different clubs to come and to see how things are done in the factory and how things are done. It would be very interesting and good to see.
- The supplier does not inform me if there is a problem, i.e. some items out of stock, reliably. 2- The agent I email is excellent. 3- When things get passed to a manager, there is a confusion and poor communication. 4- I very much appreciate the home delivery service.
- A great service, contacts and staff.
- Bullens are an outstanding supplier. Nothing is too much for them. There have been rare occasions were the wrong product was sent, but they rectified this straight away!, They will provide products from any manufacturer and are independent. Staff are friendly and helpful. I recommend Bullens to anyone who uses a D.A.C.
- It will be 3 years at the end of April, and I am very pleased with the service you supply
- Could do with being able to order online but never been able to.
- It is a pleasure to get my monthly phone call. Lovely staff very helpful.
- Personally I can't think how your service can be improved. All I can say is thank you and keep up the good work. Again many thanks.

- The staff are always polite and helpful when they ring for my order. They are also friendly and ask how you are. On stoma days at the Hospital I always have a chat with the Bullen personal.
- Excellent Service
- Please do something about the continuous repeat country music we have to suffer when waiting on the phone.
- Great service, all staff are very helpful.
- The employees that answers the phones are so polite and very helpful and patient. As a carer I have ordered with Bullen on a large number of occasions and there has never been a problem. It is an excellent service.
- Never had any complaints, the staff are very helpful
- A while back I asked for my stoma bags to be cut to the template I sent. They were done poorly resulting in sore skin and a box of bags mostly wasted. Other than this and a few missing items on my delivery from time to time I am very happy with Bullen. The staff are excellent- always cherry and helpful which is unlike majority of people you speak to on the phone in a customer service situation.
- Did not get disposable wipes nor disposable bags. They would be very good.
- They always answers the phone promptly, and are always polite and friendly.
- Great Family Service.
- Always found people on phone very helpful
- Totally satisfied, excellent service
- None
- Always ring when they say they will. Always very polite and discreet when calling
- No problems with service given
- Giving details of when I receive supplies. Make the times they get the Prescription and the delivery date quicker. I can get the same stuff from Chemist in 4 days not 8 days.
- The telephone service by staff has been excellent and understanding and the times of calls and delivery has been first class. I am very satisfied.
- Delivery box states 'No signature required' but driver sometimes asks for a signature.
- Thank you for your very good service
- Service meets my needs, everyone very pleasant and helpful.
- Excellent service staff polite, friendly and professional

- The Prosys leg bag has a rather large drainage valve which digs into the leg. I would prefer a tap similar to the one on the night drainage bag which works sideways in both directions. I keep getting the present one caught which leads to leakage.
- The employees that answers the phones are so polite and very helpful and patient. As a carer I have ordered with Bullen on a large number of occasions and there has never been a problem. It is an excellent service.
- Normally they are proactive and contact me to see if I'm ready for repeat order.
- I have always found all your staff to be very helpful. They have answered the phone very quickly and provide an excellent and helpful service. Your staff provide excellent customer service, with a personal touch and understanding!
- My husband sometimes gets a tear in his catheter and there is a leak that goes on the sheet and he can't use his hands properly to take the lid off the tube.
- Some people who answer the phone should have lessons in customer care but most are very good.
- In 7 and 1/2 years of dealing with Bullens on behalf of my husband they have never let me down. On one occasion the parcel arrived damaged and missing several items. They were very apologetic and put things right very quickly -and it was not their fault- it was the post people!
- 1-To make sure all order are together not leave or forget item out! 2-Sometimes orders take a week or bit to get to me before was 3/4 days.
- I have used Bullen flange retention strips for many years, most of the time they are fine but occasionally one half of the strip will not come off? I would like feedback as to why this happened and where are they made? Your reply would be much appreciated.
- I have telephoned the supplier once but not recently. Very easy. Question 18 should be before question 17.
- I have used Bullen service for the last 6 years and have found them to be a most reliable and efficient service.
- There is no way the service could be improved. For the past 8 years it has been absolutely first class.
- Very happy with the services provided.
- I changed my delivery service from Fittleworth to Bowel and Bladder organisation, I was confused at first as there was no indication that this was in fact Bullen. They provide an excellent service; it was just confusing at the time of change of supplier.
- I contacted the supplier (Bullen) on behalf of my husband who is aged over 65. He has a repeat prescription for catheters and night bags all single use. 1) The catheters are crammed so tightly in their boxes that sometimes the water sachets rupture before they can be used. The boxes need to be a bit bigger to prevent this. 2) On 2 separate occasions, a night bag has leaked during use (faulty grey lever at foot of bag - T- Tap with safety clip)

- Generally good service over the past year but this delivery included leg bags which I specifically said we had a years' worth of these. I don't think the customer service person was listening at that point because they sent a box of 10 when I said 0.
- First class never been let down delivered as promised, staff are brilliant.
- The phone staff are helpful and ready to adjust supplies according to my husband's changing needs. Supplies arrive on time, delivery man are friendly and helpful and for us this is an excellent service.
- Not happy with Bulky packages when I first started using Catheters, one box had 5 catheters and lasted a month e.g. 1 a week. Impossible to go a long holiday now with all the boxes. Please supply the catheters I used at first at which I never had any problems with infections.
- This supplier are very happy to sort any questions you may have. They are so good, they ring me every month to service my prescription and deliver without leaving my armchair. Some companies could learn from them.
- Started using this service last year and this month was the first month I found out that you were able to supply me with wipes and disposable bags and complimentary. I had been purchasing them before.
- My prescriptions come from Debehman group practice. I have found the service from Bullens first class and the staff excellent and helpful.
- The service I receive cannot be improved at all, service is first class.
- Been with you for 18 years, always there to help. Very good service.
- Cannot fault the service
- Your staff regularly contact me by phone to see if I need anything
- Bullen found by District Nurse, contact by phone always helpful, delivery spontaneous.
- I have always had 100% politeness, helpfulness with all staff I have dealt with.
- If I send an email requesting something I don't get a reply. The items usually arrive but even when I've requested confirmation that my email has been received I don't get a reply so I end up sending another email asking if my email has been received which again I don't get a reply to. It's frustrating. Also when I have to request an item in an emergency my normal delivery date is amended to a month after the emergency item when I still need my usual monthly items. I've been left with only one days' supply at times as I haven't realised I've not been contacted. I have mentioned this several times but it carries on happening. Also, the prescription lady has been repeatedly rude to me and my AP Practice.
- I have never heard of the Appliance use review as I did not know it existed as it has never been explained.
- Questionnaire seems to embrace to wider categories of activities, in my opinion more focused questions may be more informative and useful to end user.

- Sorry I stopped at Q5 as I felt the questions were starting to go in roundabouts and felt they are a poorly set up. Perhaps more thought should be exercised in this process. Waste of process and time!
- You were kind and helpful for me being a novice at this. Thank you.
- Sometimes there is a small item in a very large box- waste of package plus items get thrown around.
- On an occasion recently, a prescription was not received by the supplier (presumably mislaid in the post). A replacement prescription was sent, and dealt with quickly. 2) In some cases delivery of a prescribed item can take 2 weeks or more.
- I always speak to Cathy Corbett who is very efficient and makes sure that the goods are supplied will arrive on time.
- They provide an excellent service
- When appliances aren't available to let us know when we might expect to receive them, or if they can no longer supply them.
- You have excellent staff all around, always very helpful or polite you should all be very proud of yourselves.
- The staff are so warm, friendly, very understanding, they try to ensure you have your items on time.
- The number of wet wipes received can vary. I use approx. 220 catheters per month but sometimes receive only 2x50 wet wipes (usually, but not always, 3x50 wet wipes) This is of course not enough but usually my stoma supplier sends some each month also.
- Bullen usually contacts me I only telephone if for some reason didn't answer the telephone. But the caller usually leaves a message. Then I telephone Bullen.
- It cannot be improved, the service from Bullens, the staff they are perfect in every way. If I need help they are always there in an excellent and polite manner even down to delivery drivers over the last 4 and half years.
- Excellent Service by everyone at Bullen
- These people are lovely I've been with them for 18 years and have recommended them to other people whom were having problems with their suppliers.
- Don't feel the service needs to be improved from our experience it has been excellent. Reflecting on this I feel it is due to the quality of staff answering the phone and the individual's relationship made between the company and its service user. Long may it continue?
- Would be nice to have delivery on the day it's supposed to arrive and not 4 days late as by then run out of supplies.

- Questionnaire is not clear, hard to understand some questions.
- The only issue I have had is the delivery. The parcel of items has not arrived on the agreed days on 3 separate occasions came early on 2 occasions and late on 1 it has not caused a problem as I was home 'yet'.
- The service is now more accessible and reliable.
- Have found all staff very helpful and cheerful when speaking on phone thank you all.
- Just excellent service
- All the staff I have dealt with have been first class.
- Excellent services.
- I order for three of my clients in the nursing home. I've never had a problem with our products
- My supplier contacts me on a regular basis my supplies arrive on a specified date. I have no problem with the supplier or supplies I find them very helpful.
- Have never had any problem regarding my appliances have always received a phone call to inform me my package will be sent without any doubt.
- Have used Bullens for over 6 years and been very pleased with service delivered on day they said if our out of stock items forwarded soon after. My last script (22 Feb 2018) has been a real problem. All items apart from one. 2 x packets baseplate assura 12723 script said 12 boxes Bullens only had six in stock. Remaining six hopefully to follow but not till April. The only person to help me was Cathy Corbett before this I phoned back and left a voicemail no reply for 24 hours on another occasion supposed to ring me back about base plates never did.
- It is a pleasure to deal with this firm they are polite and efficient.
- If all suppliers were as friendly and efficient as Bullens perhaps there would be no need for these surveys.
- Since I had to go to the GP to request them to send the repeat prescription to Bullens the service has been very patchy.
- I am 92 years old I am very pleased with everything I always get called each month to see what I want. Everyone I have spoken too has been very nice and helpful they are all great
- The delivery company knocks once and goes. I am paralysed and take a while to get to the door by then he was gone.
- Good delivery service telling me the day. More detail e.g. a.m. or p.m. slot would be very helpful.

- Not sure what Q11 D) means we certainly do not receive wipes or disposable bags with night bags + leg bags.
- I find this service brilliant I get reminders on time and everyone I have dealt with have been so helpful & knowledgeable.
- My supplier rings 1 week in advance to check my supply needs, this is great as I have been having problems & do not want to receive items which are no longer needed. Q12 new patient not needed yet as still seeing hospital stoma dept.
- Since being given the services of Bullens the telephonic staff have been very helpful and polite (which is now nearly two years) I have had no trouble of the delivery side Parcelforce also keep to good delivery time.
- Staff always friendly but sometimes sounds harassed.
- Very polite people always look forward to hearing from them because they are so nice.
- Because of distance to supplier it is not practical to have any other than postal delivery. This has always been very good.
- Just like to say a big thank you for the kind service you provide.
- Staff ring me on my home telephone, they are all very good.
- I used to have regular contact with a delightful member of staff, when she left this changed. Not so friendly now.
- I have been using this service for over a year now and the people at Bullens have always been friendly and helpful. I am 80 years old and have a bad hearing but can hear all that they say to me. Very happy with the service and get my delivery every month on time.
- I am very happy with the service provided.
- I cannot fault the service that I receive from Bullens. Very helpful, polite and courteous. I have never had problems with any of the products. Thank you.
- Nothing is too much trouble, lovely staff.
- Usually have some lady from Bullen call me, her name is Stephanie, always helpful.
- My supplier is Bullen, in general the service is excellent. Just a small matter but I have requested additional wet wipes but never receive them.
- The questions are not in plain English.
- Delivery contractor- Parcel force not always reliable.
- Bullens are superb!
- Not really understood all questions.

- Very good service, I always ring with repeat order.
- Not always all products are delivered, they weren't ordered or completely wrong items.
- I would like to be contacted by the same person each month and offered any new items available at the moment my stoma bags are not what I ordered and have to wait 5 days for a new ones. Also your site does not show everything online disappointed.
- Would be helpful if we were given a rough delivery time i.e. am or pm.
- Staff in the cutting room for flanges should listen to instructions.
- I haven't filled in most of the questionnaire as have only been getting stuff from Bullen for a short time, but I am happy with the service I've been getting up to now.
- My telephone lady is friendly and always treats me as a person not a 'customer' excellent service very helpful.
- I have found Bullens to be excellent. They always phone and deliver exact what I require on time. Staff are helpful, courteous and polite.
- Everyone is always very friendly and helpful.
- More hand gel, gloves, wet and dry wipes.
- On occasions the catheters ordered did not arrive on time and this has been very inconvenient. As a result I do not trust the service fully. It also takes what would seem a long time to deliver supplies (one week). It would be better if this time could be reduced.
- When I first arranged my order it was very good as ordering catheters and collecting from local chemist can be embarrassing. I asked my supplier to stop contacting me each month by phone as my urology condition changed
- Why do I have to order equipment from Bullens by phone and order a repeat prescription from the doctors online? Despite ordering both on the 1/02/2018 I had to wait until 12/02/2018 for delivery of this why? My mother has had to use dirty bags while waiting.
- With regards to items being out of stock, this has seldom happened and the items were subsequently delivered within 2-3 days.
- All very good
- There have been times when the delivery of goods have not been good. Whether that's the fault of the supplier or the delivery firm, I don't know. But all the service is very good.
- Bullen phone me every month. They send me whatever I need. The service is very good.
- Satisfied, good service.

- Not listening properly and paying attention to actual orders, than been made and have to reorder therefore.
- Very good service, always extremely friendly and helpful.
- No problems at all
- No improvement required service second to none. Keep up the good work John and the rest of the team.
- Faultless, 100% satisfied cheerful and courteous staff at all material time of contact. Outstanding quality of complimentary items.
- Sometimes content from post the boxes are damaged and are hanging out. I reported to my supplier and they sorted for me. My service of Liverpool are excellent at their job.
- Overall they have been fine except occasional blips- happy to stay with Bullens.
- Kind and caring staff- could not improve.
- It is sometimes very difficult to get through to someone at Bullens on the phone.
- Increasingly difficult to get through on the phone.
- Should have the option always available when requested.
- There are too many ordering errors. My last order I definitely stated I did not want catheters it but they still ordered it which is a waste of time and really annoying to the extent that I am considering changing supplier.
- Questionnaire is too long.
- The service for myself and my son received is excellent and I would not change anything at all.
- I find your people fully understanding and friendly I'm very happy to go on dealing with you people.
- Could do with the deliveries been in a couple of days instead of a around a week or sometimes longer as have to go through doctors stock and can't order before due date.
- I have tried several different contractors' services. I always end up returning to Bullens as they are the best I have encountered to date.
- When delivered in a grey bag it kept getting damaged and broke open when received in a box all ok have advised a few times about this also stock dates poor often received older use by dates then previous deliveries apart from this always very helpful on the phone. Just warehouse and dispatch poor.
- Bullens have always been excellent with their provisions of all my needs, are very good to talk to over the phone. Delivery service also very good.

- Not sure on a few of them, if I should tick them. Very happy with service and delivery.
- Was told the supplier would ring us for next order, as yet I have had to ring them.
- I wish I'd discover this service years ago, such a reliable friendly team.
- I've only had a couple of orders, changing from another delivery service this seems okay so far.
- Excellent service, easy to contact, speedy delivery.
- I would like to highlight that my personal advisor from Bullen (Mark Seales) is outstanding with regards to patient care and knowledge. Bullen is the third supplier I have used and I am completely satisfied with the service provided by them, I would not go anywhere else for my supplies, Mark is exceptional in his role.
- There have been communications difficulties in the past.
- Very understanding
- Although this questionnaire is anonymous, I have the best care from Fenton, my advisor. Please excuse my poor hand writing but I want to see him recognised as a credit to you all.
- Phone calls are clear and helpful. Excellent. Only criticism is the delivery that should be left in carport if I am out but is often left on the doorstep. This week I was in but the delivery man left the parcel on the doorstep anyway. I was only a few steps away from the front door but he rang the bell once immediately put the parcel on the step and i answered the bell so quickly that he was still walking of the path.
- All satisfactory.
- Very satisfied thank you.
- I am very happy with the service but wonder would it be cheaper to order every 2 months as I have space for extra catheters etc...
- Very good service at all times.
- Just excellent service throughout.
- Would like items in a bag and not a box.
- Delivery of catheters always on time, excellent service.
- The only time everything went wrong was my fault, I had another box of 3 instead of 4. The only fault of yours was 1 box of catheters size 12 sent instead of my usual size 14.
- I have been with Bullen for a very long time, they are very good.
- They couldn't improve the service, I have dealt with Bullens for 20 years, couldn't fault the service.

- First class service.
- One of the deliveries was split up over a few days, some by van and some by Royal Mail.
- I have been looking to complete this questionnaire but to be sent 3 copies is excessive and a waste of your resources and my time.
- I have had an excellent service from Bullen, I get a telephone call each month from Bullen to check on my requirements. They then contact my GP Practice who sends them a prescription for my requirements. The system works perfectly for me and I am very happy with the arrangement. I do not want it to change.
- Your terminology is muddily- specify what "APPLIANCE" means, you may know but need to convey your interpretation in this leaflet. What do you mean about "Presenting a Prescription". The Continence Nurse just said order what you need. The local GP and Pharmacy deal with Prescriptions when a call is made to Bullen who send it through electronically. This questionnaire is too generic and unspecific. We get Appliances such as wheelchair and Sara Steady stand from local supplier.
- Service excellent, gentleman who rings and orders for my husband could not be more polite and helpful. Drivers who deliver could sometimes be a little more cheerful but generally an excellent service.
- Bullen service are excellent. Always been very satisfied with the company.
- A very well-mannered gentleman named 'Mark' telephones us each month, makes it a pleasant moment when you know someone is building that trust and confidence together. All in all a very well managed service.
- I have no questions! I wish I could myself in person thank each and everyone of the staff who take care of my monthly orders, my sincere thanks to the ladies who speak with me each month for their patience and kindness to me in my 90 years. (Sheila Dolan)
- I ring the receptionist to go through the items I order and I just say YES or No, very simple service.
- Q 20 add 21, I am the long term partner of the person needing your service. He is 87 years old so I care for all his needs and I find all your staff extremely helpful.
- The only problems I have had was with the Parcelforce delivery. However, they now send a text on the delivery day stating approx. delivery time. So the problem has been resolved.
- The service has been excellent, it is a vast improvement on the previous service.
- The Bullen staff are always very helpful and polite whenever you contact them.
- I apply for the products I need, and get them also straight away. Good Service.
- Staff are pleasant, friendly and efficient.
- Keep it up
- Unable to provide catheters due to supplier discontinued products

- Prescriptions take a very long time to be picked up on electronic system. Often have to ring and chase them. When things have gone wrong in past (which was very rare) they used to send something complimentary (scissors/bed sheet) Now there is nothing. Complaints seems to just get lost. No formal apologies and no attempts to help you feel valued as a client. Customer service has gone down massively in last few years.