

Audiology Patient Satisfaction Survey:

Face to Face Review Appointments March 2023

An Audiology survey of patient satisfaction was sent at the end of Feb 2023 to 70 patients, who had been seen for a hearing aid face to face review appointment over the few weeks prior to this.

The questionnaire comprised of statements (see below) which patients rated using the following criteria:

Strongly disagree, Disagree, Neither agree or disagree, Agree, Strongly agree.

When data was analysed these statements were scored from 1-5 where '1 = *strongly disagree*' and '5 = *strongly agree*'.

Patients were also asked to give any comments or suggestions as to how we can improve our service. They were asked to leave their details if they wished to be contacted. The statements are below:

1. The review appointment was convenient for me to get to.
2. I was satisfied with the length of time I waited on the day of my review appointment.
3. Reception staff were friendly and helpful
4. The waiting area was comfortable and clear
5. The treatment room was comfortable, clean and tidy
6. Audiology staff at my review appointment were friendly and helpful
7. Audiology staff at my review appointment were caring and listened to my concerns
8. My specific problems and needs were addressed at the review appointment.
9. I had opportunities to ask questions throughout my review appointment.

10. Any questions I had at the review appointment were answered clearly (leave blank if you didn't have any)

11. Overall I was pleased to receive a review appointment and found it helpful.

Summary of Results

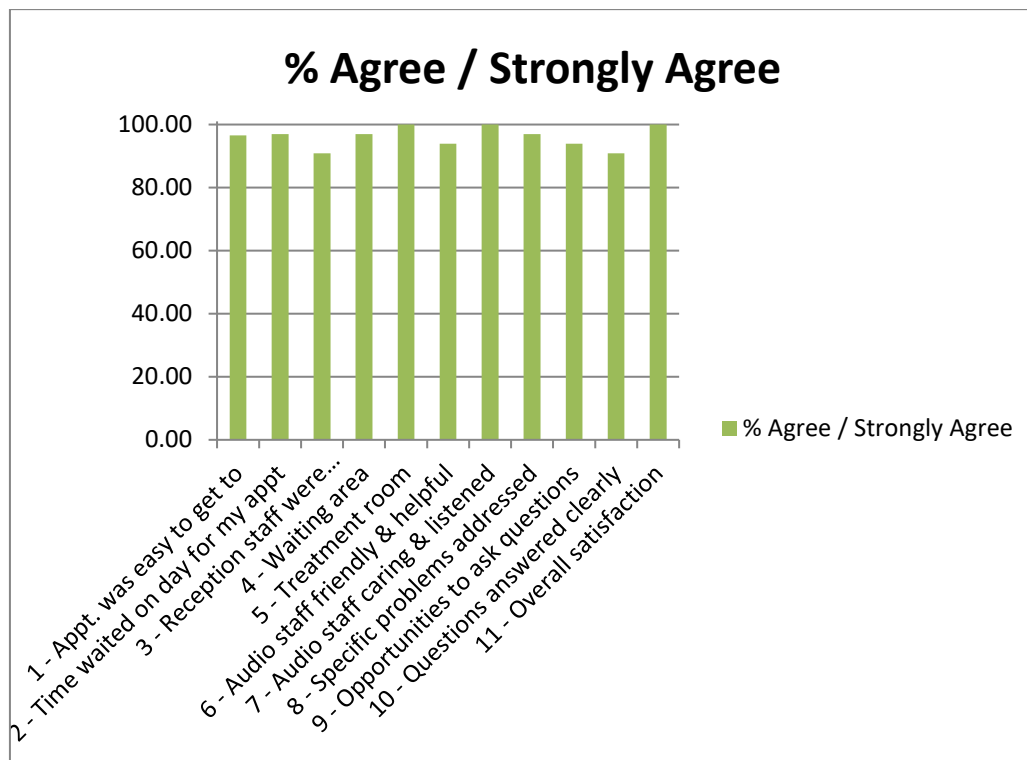
- 33 completed survey forms were received and analysed.

The highest scoring statement was statement 7 ***“Audiology staff were caring and listened”*** with 100% of patients either agreeing or strongly agreeing with this statement.

- The lowest scoring statement was statement 3 ***“Reception staff were friendly/helpful”*** with 91% of patients either agreeing or strongly agreeing with this statement.
- All the statements scored above 91% for patients choosing either the option of agreeing or strongly agreeing with it. This shows that we are maintaining a high standard of care.

Table to chart showing the results for the Review appointments 2023 survey

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree	Diff of mean Scores	Diff Ranks	Diff % Agree /st agree (%)	Diff % Strongly Agree (%)
1 - Appt. was easy to get to	9	4.59	96.55	65.52	-0.27	0	-0.51	-22.72
2 - Time waited on day for my appt	10	4.55	96.97	57.58	-0.31	4	-3.03	-27.72
3 - Reception staff were friendly/helpful	11	4.52	90.91	81.82	-0.31	1	-9.09	-0.53
4 - Waiting area	4	4.79	96.97	81.82	-0.01	-7	-0.09	-0.53
5 - Treatment room	3	4.82	100.00	81.82	-0.09	2	0.00	-9.36
6 - Audio staff friendly & helpful	7	4.64	93.94	72.73	-0.28	5	-3.12	-21.39
7 - Audio staff caring & listened	1	4.88	100.00	87.88	0.00	-2	2.94	-3.30
8 - Specific problems addressed	2	4.88	96.97	90.91	0.03	-5	-3.03	6.06
9 - Opportunities to ask questions	5	4.73	93.94	78.79	-0.13	0	-6.06	-6.51
10 - Questions answered clearly	8	4.64	90.91	75.76	-0.23	4	-9.09	-10.45
11 - Overall satisfaction	6	4.70	100.00	69.70	-0.15	-2	3.03	-18.18
Total		4.70	96.11	76.76				



Conclusion

- Patients are generally very pleased with our service. The high number of positive scores especially when concerned with how friendly and helpful the Audiologists were (the highest scoring rank) and showing that specific problems are being addressed (the second highest scoring rank) shows we are providing the best service we can as Audiologists.
- This is further shown by the fact that “all” statements scored above 91% for patients choosing either the option of agree or strongly agree.
- Statement 3 ***“Reception staff were friendly/helpful”*** , was one of the lowest scoring statements in the survey. This may be due to the fact that we share a waiting area with the Ear Nose and Throat department and at the moment there is no receptionist present, it is just members of staff from both departments checking patients in when they see them and helping guide them to the correct area of seating. This is something that management is looking to change in the

future as things become more normalised after Covid. This was also given a very low rank on the last survey we did, scoring the second lowest rank.

- Despite this statement above there has been improvement when comparing to the previous review 2020 survey for the statement of “***The waiting area was comfortable and clear***”.

This had previously been given the lowest scoring rank (of 11) but is now number 4. This is possibly due to the fact that patients are no longer in the waiting area that was set up in 2020 due to Covid. This was a small hot waiting area and situated near a few laundry/recycling bins as the ENT corridor was not open in 2020 for patients to come in that section to wait. The waiting area has now been moved to a different part which is more comfortable to patients.

- There has also been no change to the third scoring rank in the last survey for the statement of “***The review appointment was convenient for me to get to***”. This is possible that for the last few years it has been confusing for patients that they could not come in the way that they were used to, but despite their being no improvement in the score, the fact it hasn't got worst, does show that patients are adapting to coming into the hospital and knowing where we are situated.
- Overall the results show that patients rate the Audiology service they are given highly, but that things like the reception, waiting area and finding us could be better.

You said, we did

- The results have been emailed to staff
- We have been trying to get our reception back through meetings with management and encouraging any patients who are unhappy to complain
- There is constantly updating signage to try and minimise confusion

Comments

“Re: Reception Audiology staff were trying to carry out reception as well, I put that down to all your building work going on.”

I parked easily. Lady I saw was pleasant and adjusted my hearing aid as I could not hear the beeps for the programmes. While she examined my ear she did say I had a lot of wax but didn't say what I needed to do and I didn't ask. My appointment went well (no contact details left)

I had to wait quite a long time before I was seen. The Audiologist apologised and I quite understand the delay as I was myself with the Audiologist for well over an hour. So more than prepared to wait.

Each review appointment at Newton Abbot Hospital has been very helpful and I cannot fault the staff who have looked after me very well indeed.

An outstanding service as ever.