



Torbay and South Devon
NHS Foundation Trust

Audiology Patient Satisfaction Survey

Results

General Survey January 2024

An Audiology survey of patient satisfaction was sent to 70 patients, who had been seen for various different appointments in the month of January 2024.

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 the 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 questions are below:

The General Survey

1. The department was easy to get in touch with (only answer this question if you contacted us to make the appointment)
2. I was satisfied with the length of time I waited for my appointment
3. I was satisfied with the length of time I waited on the day of my appointment

4. The appointment was convenient for me to get to
5. Reception staff were friendly and helpful
6. The waiting area was comfortable and clean and reading material was provided
7. The treatment room was comfortable, clean and tidy
8. Audiology staff were friendly and helpful
9. Audiology staff were caring and listened to my concerns
10. My specific problems and needs were addressed
11. I had opportunities to ask questions throughout my appointment
12. The Audiologist explained everything to me clearly in a way that I could understand
13. Adequate written information was provided (leave blank if not applicable)
14. Written information was clear and easy to understand (only answer this question if you received written information at your appointment)
15. Overall I was pleased with the service I received

Note:

Not all questions are applicable to every patient therefore response rates varied for different questions particularly questions 13 and 14 and to a lesser extent question 1.

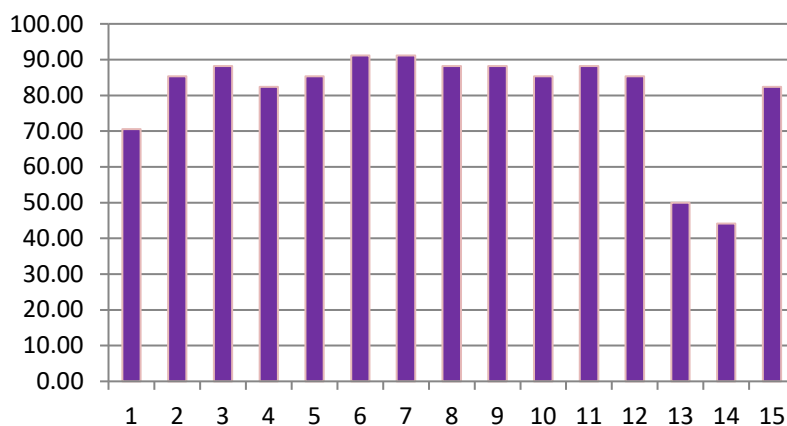
Summary of Results

- A total of 33 Questionnaires were completed and returned by patients who attended an appointment.
- 2 out of the 15 questions show more than 90% satisfaction with all patients who answered them either agreeing or strongly agreeing.
- The highest scoring question was:
Question 7 ***“The treatment room was comfortable and clean”*** with 91% of patients either agreeing or strongly agreeing.
- The second highest scoring question was:
Question 9 ***“Audiology staff were caring and listened to my concerns”***.
showing 88% of patients either agreeing or strongly agreeing,
- The lowest scoring question was question 14: ***“Written information was clear”*** with only 44% of patients agreeing or strongly agreeing. However, it is useful to note that with this question, only 15 out of 33 people responded, the rest left it blank.
- The second lowest scoring question was question 13 ***“Adequate information was provided”*** with only 50% of patients agreeing or strongly agreeing.
However, again, it is also useful to note that only 17 out of 33 people responded, the rest left it blank.

A Table showing the results for the General survey:

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 -Dept was easy to get in touch with	13	3.35	70.59	44.12
2 - Time waited for my appt	10	3.97	85.29	38.24
3 - Length of time waited on day of appt	7	4.09	88.24	47.06
4 - Appt convenient	12	3.85	82.35	47.06
5 - Reception friendly and helpful	9	4.03	85.29	52.94
6 - Waiting area	4	4.24	91.18	50.00
7 - Treatment room	1	4.32	91.18	58.82
8 - Audiology staff friendly and helpful	3	4.26	88.24	73.53
9 - Audiology staff caring and listened	2	4.29	88.24	76.47
10 - Specific problems addressed	6	4.12	85.29	70.59
11 - Opportunities to ask questions	5	4.15	88.24	61.76
12 - clear explanations	8	4.09	85.29	67.65
13 - adequate information provided	14	2.32	50.00	32.35
14 - Written information was clear	15	2.03	44.12	26.47
15 - overall satisfaction	11	3.97	82.35	67.65
Total		3.81	80.39	54.31

A Bar Chart To Show The Percentage Of Patients Agreeing / Strongly Agreeing With Each Statement



Comparing results to the previous General survey in 2020

The lowest scoring question in the *previous survey* was also:

Question 14 “**Written Information was clear**” with 50% of patients agreeing or strongly agreeing.

This highlights to us that we may need to look at the written information that we provide to patients. It is possible that patients could be referring to the document from the fitting software that highlights their control buttons and if we haven't taken enough time to go through what each button/hearing aid will do, patients can still get confused by this document. It is maybe the manufacturers instruction leaflets which are also full of jargon that maybe too much for some people.

The second lowest score in the previous survey was Question 1 “**The department was easy to get in touch with**” with only 64% of patients agreeing or strongly agreeing. However, in this previous survey 12 out of 34 people left this question blank.

This maybe due to difficulties getting through to the booking team which is something we have little control over and will vary due to staff levels/pressures etc however it is important to also issue the department email address to patients.

Conclusions

The latest survey results show some improvements in some areas since the last survey but also areas we need to look at to improve our service. Patients are generally very pleased with our service and the high number of positive scores for all questions reflects this. It is also encouraging that patients are comfortable in our treatment rooms (which was the highest scoring question in this survey).

As a department, we truly value patient comments and thoughts about our service as we try to provide the best care for all our patients. This has always been reflected in all our survey results. It is disappointing that one of the lowest scoring questions is yet again Question 14: “**Written Information was clear**” as we have conducted a ‘Patient focus group’ which focused on all the leaflets we provide. We had positive feedback and constructive criticism regarding each leaflet and this led to feedback which was acted upon for example a new ‘Support Services Leaflet’ being designed as a flow chart following feedback and more simplistic version.

Another low scoring question was “**Adequate information was provided**”. This maybe because Audiologists may not always be issuing everything required or there maybe a variation between what is being issued to patients. This maybe to do with leaflet availability but is something that we can clarify as a department to feedback to staff.

Furthermore, with the new hearing aids, we are not advising patients to change the wax filters themselves, instead advising them to use wax picks. This is something that Audiologists need to be reminded to cross out this section in the information book we provide.

It is also important for the Audiologists to remember the individual patient in front of them and check their understanding of written information and remember there are two ‘basic’ hearing aid leaflets for moulds and lifetubes that can be useful for patient or carers with all the important info on one page perhaps to pin somewhere prominent like the fridge.

It is still extremely positive that the second highest scoring questions related to the Audiologists manner and that patients felt listened to and ultimately that any concerns patients had were acted on.

Patients Comments

- *“Audiologist was very helpful and understood my problems as she has hearing problems like me, I am still having problems with what I was provided with which I will discuss with her at my next appointment with her”.*
- *“For me everything was first class. My audiologist was a trainee who was excellent. She acted under supervision and if she needed to check to make certain she did, so her supervisor was attentive and encouraging. Audiologist takes her finals I believe next”.*
- *“Would help if the audiology room had better sound insulation from the adjacent corridor as external noises interfered with the test. I expect the audiologists would approve”.*
- *“Brilliant service”*
- *“High standard of service at Totnes”.*
- *“I was fitted with my hearing aids on the 25th Jan 2024 at audiology dept Newton Abbot Hospital. I am very pleased with the hearing aids. They were fitted and set up by a student audiologist. The student was very helpful and answered any questions I had”.*
- *“The team visited patient at Brixham Hospital”.*
- *“Very pleased with the service”.*
- *“Service was excellent”.*

You said we did.

- Staff emailed to clarify what leaflets we are and should be issuing to each patient at a fitting. To be emailed around
- Staff to remember to issue the department email address as well as phone number to give patients another point of contact if lines are busy
audiology.sdhct@nhs.net

- Staff to remember to cross out anything that doesn't apply in the leaflets issued such as cleaning instructions that are not relevant or information not specific to that patient.
- Staff to be reminded that there are two basic hearing aid leaflets on the shared drive under patient leaflets that can be printed and issued, one on lifetubes and one on moulds.