



Torbay and South Devon
NHS Foundation Trust

Audiology Patient New Fits Results 2025

70 patients who had been seen for their first fitting appointment between the months of October to December 2024 were sent a survey to complete and return.

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:

New Fits Questions:

1. I was satisfied with the length of time I waited for my appointment
2. I was satisfied with the length of time I waited on the day of my appointment
3. The appointment was convenient for me to get to
4. Reception staff were friendly and helpful
5. The waiting area was comfortable and clean and reading material was provided
6. The treatment room was comfortable, clean and tidy
7. Audiology staff were friendly and helpful
8. Audiology staff were caring and listened to my concerns
9. My specific problems and needs were addressed
10. I had opportunities to ask questions throughout my appointment
11. Any questions I had were answered clearly (leave blank if not applicable)
12. The Audiologist explained everything to me 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

Summary of Results

- A total of 27 Questionnaires were completed and returned by patients who attended an appointment.
- 3 out of the 15 questions show 100% satisfaction of patients either agreeing or strongly agreeing.
- All 15 questions have a 70% satisfaction score or higher (agreeing or strongly agreeing)
- The highest scoring question was:

Question 3 - "***The appointment was convenient for me to get to***" with 100% of patients either agreeing or strongly agreeing.

The second highest scoring question was:

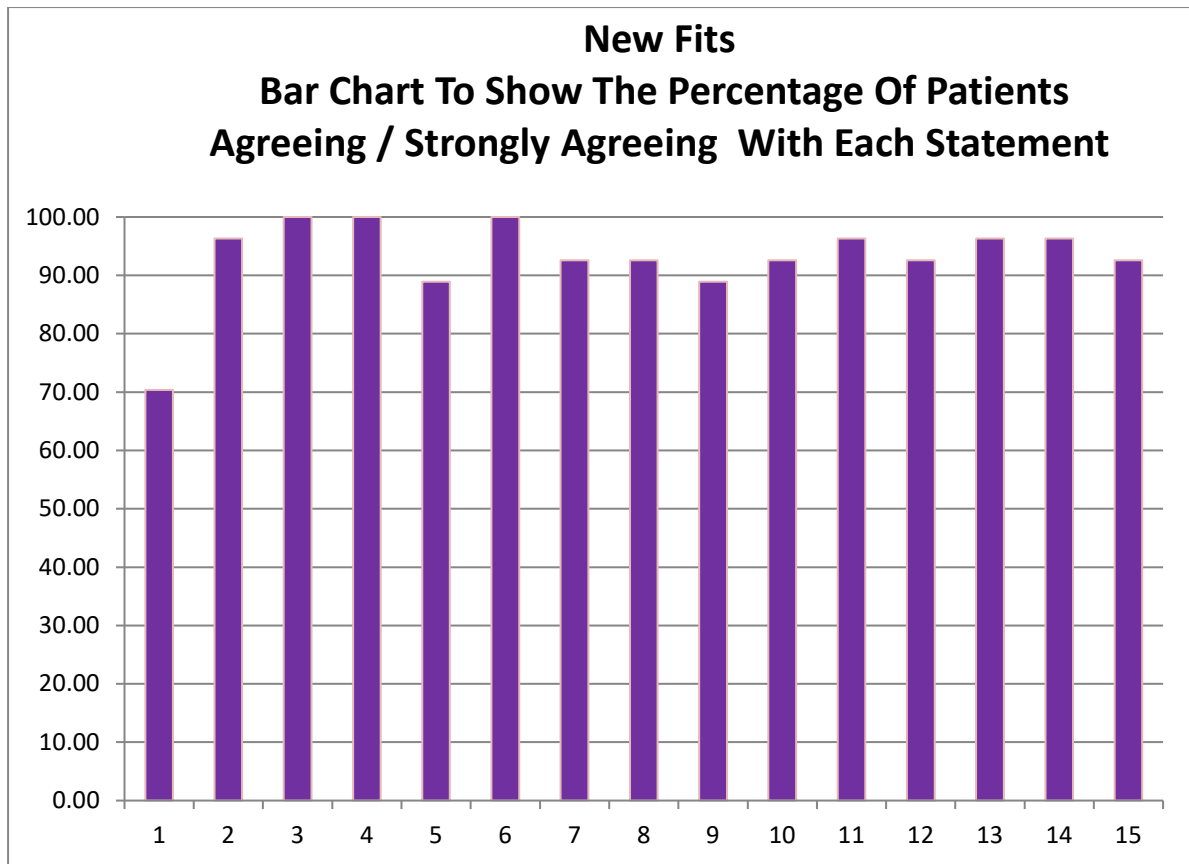
Question 8 – "***Audiology staff were caring and listened to my concerns***" with 93% of patients either agreeing or strongly agreeing.

The lowest scoring question was question 1 – "***I was satisfied with the length of time I waited for my appointment***" with 70% of patients agreeing or strongly agreeing.

The second lowest scoring question was question 5 - "***The waiting area was comfortable and clean and reading material was provided***" with 89% agreeing or strongly agreeing".

A Table showing the results for New Fits:

Question			Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 -Time waited for my appt			15	3.96	70.37	40.74
2 - Length of time waited on day of appt			13	4.44	96.30	48.15
3 - Appt convenient			1	4.67	100.00	51.85
4 - Reception friendly and helpful			5	4.52	100.00	51.85
5 - Waiting area			14	4.33	88.89	44.44
6 - Treatment room			3	4.59	100.00	59.26
7 - Audiology staff friendly and helpful			4	4.56	92.59	70.37
8 - Audiology staff caring and listened			2	4.63	92.59	74.07
9 - Specific problems addressed			9	4.52	88.89	66.67
10 - Opportunities to ask questions			7	4.52	92.59	62.96
11 - Any questions were answered			6	4.52	96.30	59.26
12 - clear explanations			8	4.52	92.59	62.96
13 - adequate information provided			10	4.48	96.30	51.85
14 - Written information was clear			11	4.48	96.30	51.85
15 - overall satisfaction			12	4.48	92.59	59.26
Total				4.48	93.09	57.04



Comparing results to the previous New Fits Survey.

- In the previous New Fit Survey, the lowest scoring question was question 5 ***“Waiting Area was comfortable and clean and reading material was provided”***, 22% of patients did not agree, however 78% either agreed or strongly agreed that the waiting area was comfortable.
- The second lowest scoring question was question 11 ***“Any questions I had were answered clearly”*** 19% of patients did not agree however 81% of patients agreeing or strongly agreeing.
- On the latest survey, only one of these questions above scored in the lower scoring section again, showing that we have made an improvement in this

area since the previous survey, suggesting questions are being answered clearly by Audiologists.

- However, for the question that is still showing lower results this time (“***The waiting area was comfortable and clean and reading material was provided***”), this is an area that still needs to be improved upon and what we realise is an ongoing problem, perhaps because we share the space with ENT as well. Furthermore, this has all been changed since the Covid pandemic where patients now wait outside, there is no longer an Audiology reception and despite many attempts we have been unable to change this. There are plans to redecorate the waiting area on level 2 Torbay Hospital so hopefully this should improve in the future.

(was the survey just sent out to Torbay patients of not how do we know this was directed at TB)

Conclusions

- In conclusion, the latest survey results show a mixture of things, improvements in some areas, 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.
- The comment about waiting over a year for an appointment maybe being confused with ENT referrals which are separate from our department, and we have much quicker waiting times, and this may have impacted the result in this survey and again is something we cannot control.

- Is it still very positive that the highest scoring questions reflect things such as the Audiologists manner in the appointment, the fact that we are caring and listen to the patient (the second highest scoring). We offer the patient flexibility to go to different locations, making the appointment convenient for them, (the highest scoring question).
- 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.

You said we did

- All patients who left negative comments and their details will be contacted.
- The comment around the waiting area has been fed back and there are plans to redecorate the waiting area on level 2, Torbay Hospital.
- New printers are now installed at Torbay and Newton, and we are hoping to get new Printers in some of our rooms and this has been feedback in staff meetings.
- We regularly update our display/posters in waiting areas/clinic rooms making sure we have appropriate information available regarding student observing and signposting to other services.

Comments

- “Very good service - The initial appointment also involved a client almost coping with hearing loss which was very useful”

- “On the day of the appointment the woman was quite blunt, and I think I'm deaf in both ears and only have one hearing aid (L). I need [a] hearing aid for R ear as I know I'm struggling to hear in the R ear and wasn't happy at all. Nearly left me without hearing aid”
- “I waited over a year for an appointment resulting in conditions getting worse and a hospital stay the physio from the dizzy clinic chased up the appointment”
- “Please purchase a new printer”.
- “Still waiting on a mastoid bone and ear operation to complete the whole process”
- “None as an excellent service was provided and I am thrilled with my hearing aids. Thank you”
- We have also received numerous verbal positive comments which are shared via email with the staff members involved and read out in staff meetings.

