

Audiology Patient Satisfaction Survey: Re-assessments August-October 2022

An Audiology survey of patient satisfaction was sent in to 63 patients, who had been seen for a re-assessment appointment over the few weeks prior to this. Re-assessment clinics were selected for each hospital location that we visit.

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 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 (only answer this question if you contacted us to make the appointment)
3. I was satisfied with the length of time I waited on the day of my appointment
4. The location was convenient for me to get to
5. Reception staff were friendly and helpful

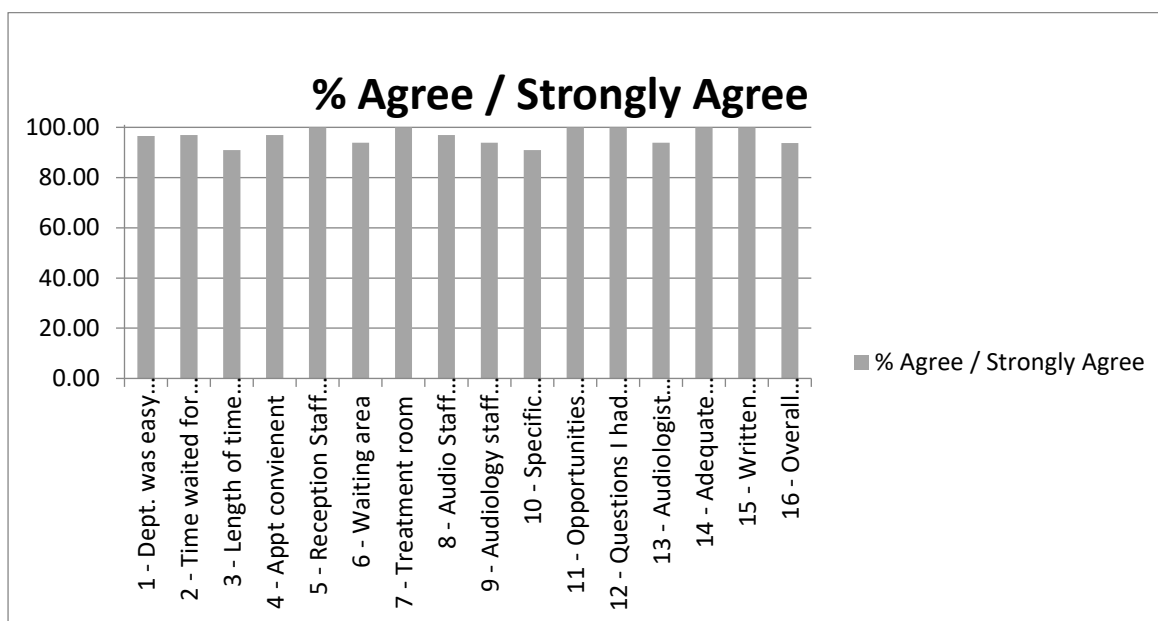
6. The waiting area was comfortable and clean
7. The treatment room was comfortable, clean and tidy
8. Audiology staff were friendly and helpful
9. Audiology staff were caring and listened to my concerns
10. My specific problems and needs were addressed
11. I had opportunities to ask questions throughout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

Please note – patients only answered statement's 1 and 2 if their appointment was booked in advance.

Summary of Results

- 33 completed survey forms were analysed.
- The highest scoring statement was statement 7 “**The treatment room was comfortable, clean and tidy**” with 100% of patients either agreeing or strongly agreeing with this statement.
- The second highest scoring statement was 8 “**Audiology staff were friendly and helpful**” also with 97% of patients either agreeing or strongly agreeing with this statement.
- The lowest scoring statement was statement 3 “**Length of time waited on the day for appointment**” with 91% of patients either agreeing or strongly agreeing with this statement.

Table and graph to showing the results for the Re-assessments survey



Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Dept. was easy to get in touch with	14	4.59	96.55	65.52
2 - Time waited for my appt	15	4.55	96.97	57.58
3 - Length of time waited on day of appt	16	4.52	90.91	81.82
4 - Appt convenient	4	4.79	96.97	81.82
5 - Reception Staff Friendly/Helpful	3	4.82	100.00	81.82
6 - Waiting area	12	4.64	93.94	72.73
7 - Treatment room	1	4.88	100.00	87.88
8 - Audio Staff Friendly & Helpful	2	4.88	96.97	90.91
9 - Audiology staff caring and listened	6	4.73	93.94	78.79
10 - Specific problems addressed	13	4.64	90.91	75.76
11 - Opportunities to ask questions	9	4.70	100.00	69.70
12 - Any questions that I had were answered clearly	7	4.73	100.00	73.33
13 - Audiologist explained clearly in a way could understand	10	4.70	93.94	75.76
14 - Adequate information provided	8	4.73	100.00	73.33
15 - Written information was clear	5	4.75	100.00	75.00
16 - Overall satisfaction	11	4.66	93.75	75.00
Total		4.71	96.74	76.12

Conclusions

- Patients are generally very pleased with our service and the high number of positive scores especially when concerned with the Audiologist's manner in the appointment and reception staff being friendly and helpful (8 and 5) shows we are providing a high-quality service.
- All the statements scored above 91% for patients choosing either the option of agree or strongly agree. 10 of the 16 statements scored 95% or above and 6 of these scored 100%. This shows that we are maintaining a high standard of care.
- The main difference between this survey and the last is this we were performing the majority of re-assessments initially over the phone with a 30-minute telephone consultation to take a history and then we would arrange a further face to face appointment to complete the reassessment with hearing testing and exchanges or impressions for example. Therefore, it is quite difficult to fully compare the results to the previous survey where everything was face to face pre-pandemic. This was due to the hospitals policy of limiting footfall through the hospital.
- Statement 3 ***"I was satisfied with the length of time I waited on the day of my appointment"*** , was once again one of the lowest scoring statements in the both this and the last survey. This was highlighted as an area that we need to work on more. Reasons for this low score could be that a reassessment involves a lot of information and things to cover for a patient including questionnaires which are must more difficult for the patient to complete over a phone as well as the communication difficulties over a phone or if a carer is taking the phonecall and relaying the information. All these factors as well as staff sickness and change of Audiologist with the phonecall clinics making the calls/times on the day. These appointments were allocated for 30 minutes only.

- On the previous it was noted that there was a huge improvement for the statement 14 “**Written information was clear and easy to understand**”. This had previously been given the rank of 13 but was 3rd on the last survey and is 5th on this survey. This maybe as with a phonecall we can then send written information such as letters and booklets however it may also be because the Audiologist was explaining what the letter would say over the phone about how to access level two outpatients due to building work. This is still pleasing as our information has had to change several times with Covid 19 updates as well as building updates.
- For statement 1 “The department was easy to get in touch with (only answer this question if you contacted us to make the appointment)” one person disagreed with this statement and this again maybe because the booking team have been short staffed and with high staff sickness and patients can be on hold sometimes. This is something difficult to improve as it isn’t really within Audiology’s remit. Everyone else either agreed or strongly agreed with this statement.
- For statement 4 “**The location was convenient for me to get to**” scored highly with a rank of 4th and this is pleasing and maybe because with the phonecalls reassessment the Audiologist books the next appointment directly with the patient there and then at a time and location that is convenient. This is a large improvement as it was previous ranked as 14th.
- For statement 10 ‘**My specific problems and needs were addressed**’ the score is 13th and was previous 12th in terms of rank although 91% of people still agree or strongly agreed with this statement. This is disappointing as this has stayed down since the last survey. We have since changed our journals to reflect patients’ specific needs and what situations they would like to hear better in to help guide the Audiologist in address the patient’s specific problems.

You said, we did

- Written information has been constantly updated throughout the Pandemic to reflect up to date guidance around infection control and building works on level 2 Torbay.
- Staff should continue to offer quicker appointment elsewhere if available but also make the patient understands that this may not be so convenient to them.
- Staff to continue to make patients aware on how to contact our department by issuing leaflets and making patients aware of our departmental email address particularly for those patients with severe to profound hearing loss who cannot use the phone.
- The Audiologist journal template has been amended to include questions around patient specific needs and lifestyle specifically, situations they would like to hear better in to try and help meet their needs.
- All patients who left their contact details and negative comments have been contacted.

Comments

I am very satisfied with my new hearing aids and Haydn was very helpful.
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A truly excellent service so much better than where I lived previously (W.Dorset) The one day service/repair/replace system also excellent. Only complaint is having to pay for 2 hours in the car park, why isn't there a 1 hour or even 30 min option?
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I was very happy with the service and have always found the Audiology clinic very friendly and professional. Nothing to improve in my opinion.
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All ok.

All very good.

I can think of no way to improve the service.

The waiting area outside of the Audiology dept was very hot and noisy. Overheated and claustrophobic. Otherwise I received excellent service from everyone in the Audiology department.

I had 2 appointments regarding my new hearing aids. Appointment 1 on 10/10/22 I was kept waiting in the waiting room until the Audiologist was ready to see me. She ran out of time before the aids were set up. I set up the aids on my own at home, linked to Bluetooth, but I was unable to set up directionally, so I made another appointment for 02/11/22/ This time I wasn't kept waiting so long in the waiting room, but I felt rushed and that the Audiologist was second guessing the reasons for me being there. I felt that I had to speak strongly for myself to explain my problems before he understood and could help me. Even then he couldn't complete setting up the App because that aspect of the app wasn't working. At this point he apologised for not being able to help me. In answer to your questions- I think that (10.10.22 session1) could have allowed more time for my appointment and not kept me waiting so long. Session 2- please, a little more patience and don't jump to hasty conclusions about my abilities.

More car parking space!!

While the aids are ok they don't fit neatly I think they need adjusting to suit my ears as my glasses are not suited to my h/aids and I struggle to adjust the settings so I'm having to make do with one in my left ear.

The last appointment went fine but the one before I phoned the number and had appointment made but when I went they had not passed on the appointment after waiting an hour I ask if my parking was alright and then it was realised there was a breakdown and they were not expecting me. It was remade and I was seen by staff member who was very helpful on that day and made an appointment for me again.

Lovely helpful staff, really appreciate their care and professionalism :)

As an elderly chap with memory problems I needed repeated written help clearly written and described. The techies don't realise this but all is well now thank you.