



Torbay and South Devon
NHS Foundation Trust

Audiology Patient Satisfaction Survey

Results

General Survey November 2020

An Audiology survey of patient satisfaction was sent to 80 patients, who had been seen for various different appointments in the month of August 2020.

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:

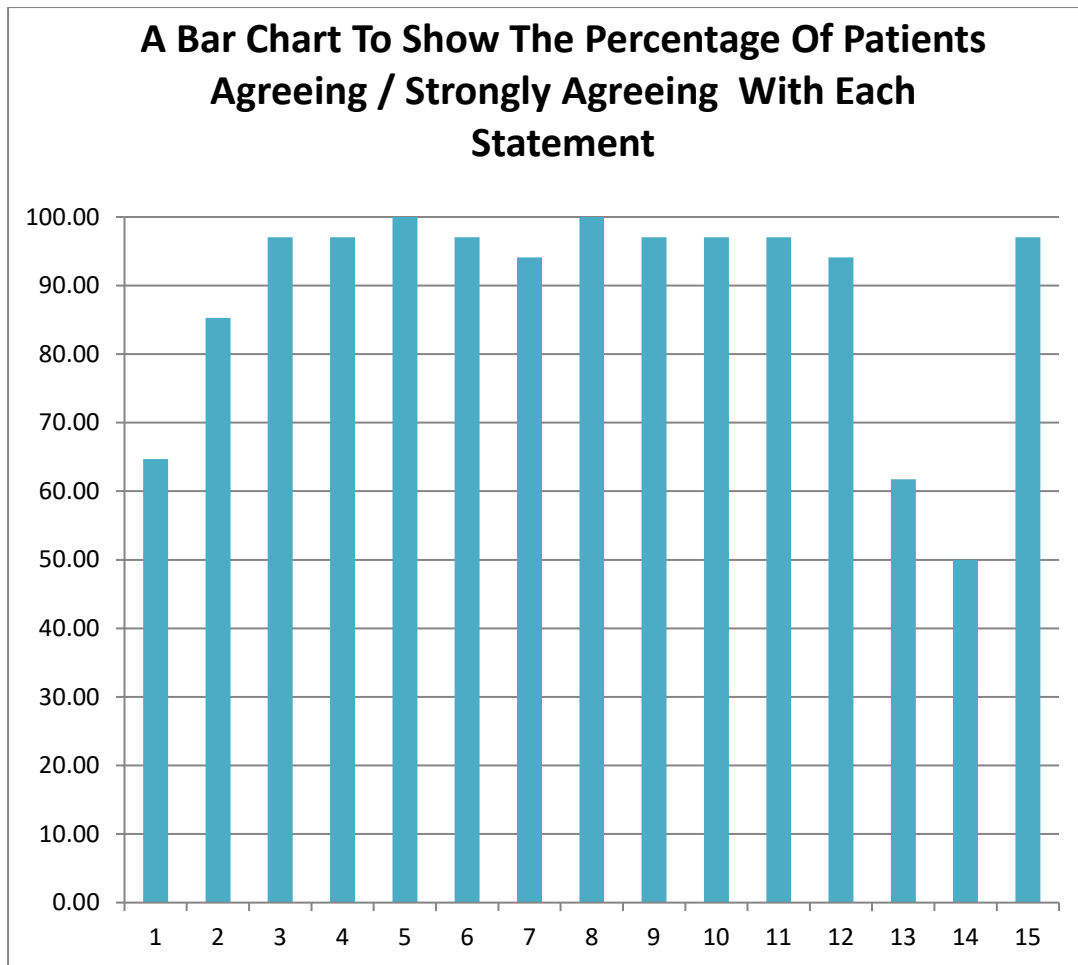
Not all questions are applicable to every patient therefore response rates varied for different questions particularly questions 13 and 14 and to a lesser extent question 1.

Summary of Results

- A total of 34 Questionnaires were completed and returned by patients who attended an appointment.
- 2 out of the 15 questions show 100% satisfaction with all patients who answered them either agreeing or strongly agreeing.
- The highest scoring question was:
Question 8 ***“Audiology staff were friendly and helpful”*** with 100% of patients either agreeing or strongly agreeing.
- The second highest scoring question was tied with:
Question 9 ***“Audiology staff were caring and listened to my concerns”*** showing 97% of patients either agreeing or strongly agreeing,
and Question 10 ***“My specific problems and needs were addressed”*** also showing 97% patients either agreeing or strongly agreeing.
- The lowest scoring question was question 14: ***“Written Information was clear”*** with 50% of patients agreeing or strongly agreeing.
- The second lowest scoring question was question 1 ***“The department was easy to get in touch with”*** with only 64% of patients agreeing or strongly agreeing. However, it is useful to note that with this question 12 out of 34 people left this question blank and this was taken as “neither agree or disagree” when compiling the results.

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			14	3.97	64.71	32.35
2 - Time waited for my appt			12	4.21	85.29	38.24
3 - Length of time waited on day of appt			10	4.56	97.06	64.71
4 - Appt convenient			9	4.62	97.06	64.71
5 - Reception friendly and helpful			5	4.65	100.00	64.71
6 - Waiting area			4	4.68	97.06	70.59
7 - Treatment room			8	4.65	94.12	70.59
8 - Audiology staff friendly and helpful			1	4.74	100.00	73.53
9 - Audiology staff caring and listened			2	4.68	97.06	70.59
10 - Specific problems addressed			3	4.68	97.06	70.59
11 - Opportunities to ask questions			6	4.65	97.06	67.65
12 - clear explanations			7	4.65	94.12	70.59
13 - adequate information provided			13	4.00	61.76	38.24
14 - Written information was clear			15	3.85	50.00	35.29
15 - overall satisfaction			11	4.59	97.06	61.76
Total				4.48	88.63	59.61



Comparing results to the previous General survey in 2018

The lowest scoring questions in the ***previous survey*** were:

- Question 3: ***“I was satisfied with the length of time I waited on the day of my appointment”***. Only 42 out of 47 answered this question in the previous survey but for those who did 97% agreed or strongly agreed with this statement.
- And question 6: ***“The waiting area was comfortable and clean and reading***

material was provided". Only 16 out of 47 answered this question in the previous survey but for those who did 95% agreed or strongly agreed with this statement.

- And Question 2: **"I was satisfied with the length of time I waited for my appointment"**. Only 43 out of 47 answered this question in the previous survey but for those who did 97% agreed or strongly agreed with this statement.
- What is important is that for those who actually answered the above questions they all had a score above 95% agreeing or strongly agreeing with this statement.
- This time round, none of these questions above scored as the lowest two, hence this shows that we have made improvement since the previous survey.

Conclusions

- The latest survey results show a mixture of improvements and also areas we need to look into in order to improve our service.
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.
- Patients are generally very pleased with our service and the high number of positive scores for all questions reflects this.
- The fact that the second lowest scoring question was question 1 **"The department was easy to get in touch with"** is likely to be because since the Pandemic began there have been numerous staff members isolating due to Covid 19 meaning there have been staff shortages in the Patient Access call Centre. GP surgeries have also been very difficult to access hence getting an initial referral into our department may have been difficult. We were also closed for a few months during the Pandemic and patients normally would arrive at the hospital without a problem and try and see someone however the hospitals

have been more difficult to access especially Torbay Hospital and its lack of repair clinics.

- One of the lowest scoring questions in the latest survey was Question 14: **“Written Information was clear”**. This is disappointing however since this survey we have conducted 2 ‘Patient focus groups’ which was focused on all the leaflets we provide and another group based on support services and the information we provide around this. We took feedback on each individual leaflet and for the second focus group we produced a leaflet which was reviewed by patients and the feedback given was that it needed to be streamlined and therefore this feedback has been listened to and acted upon and a new flow chart style leaflet designed. Furthermore, our leaflets all have review dates and are all approved by Clinical effectiveness.
- It is still extremely positive that the highest scoring questions relate to the Audiologists manner and that patients felt listened to and ultimately that their problems were solved.

Patients Comments

- *“Thank you so much however I still return them because I cannot get use to hearing rain on leaves and wind rush but biggest problem they get hooked up and ripped out when taking off face masks sorry but not for me many thanks”.*
- *“Although parking can be a problem, especially if you are a blue badge holder but the fact that Audiology can be held in Paignton hospital is excellent please don’t take it away. Thank you”*
- *“It would be easier to go to Torbay”*
- *“The receptionist at Newton Abbot are very indifferent. That is the main reception”*
- *“Everything was very good at Paignton Hospital to collect my hearing aids on 3-8. 2020 and the audiologist was very clear the way she explained everything”*

- *"On 2 12 2020 I had my Hearing aid serviced at Belmont Court Newton Abbot Road Torquay I don't think they expected me but the gentlemen was brilliant I waited only waited 15 minutes then he returned them to me thank you"*
- *"Due to Covid the time was unavoidably extended no one's fault. No questions arose"*
- *"Not sure about the neon hearing aids not as easy to clean as my previous ones in fact I am frightened to do so as I made a mess on a recent occasion and one had to be repaired"*
- *"All done quickly with no hassle"*
- *"Thanks, good service even in the current situation"*
- *"Kept waiting in reception for an hour no explanation and hardly an apology. The people before me were kept waiting for an hour and a quarter during lockdown"*

You said we did

- All patients who asked us to contact them have been phoned and any issues dealt with.
- We continue to run a clinic at Paignton hospital and have no plans to close this.
- We have continued to offer drop in repairs at all locations even during lockdowns and all throughout the Pandemic and will continue to offer this service.
- We have adjusted appointment times to allow enough time and we are performing telephone triage appointments initially in order to book the appropriate appoint time and type for the patient.
- We have had 2 patient focus groups dedicated to the information we provide as it is low scoring and we have acted upon feedback based on our leaflets. We have also updated our leaflets due to changes to our information given in the Pandemic.

