



Audiology Patient New Fits Results 2021

An Audiology survey of patient new fits were sent to 75 patients, who had been seen for their first fitting appointment between the months of February to April 2021.

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

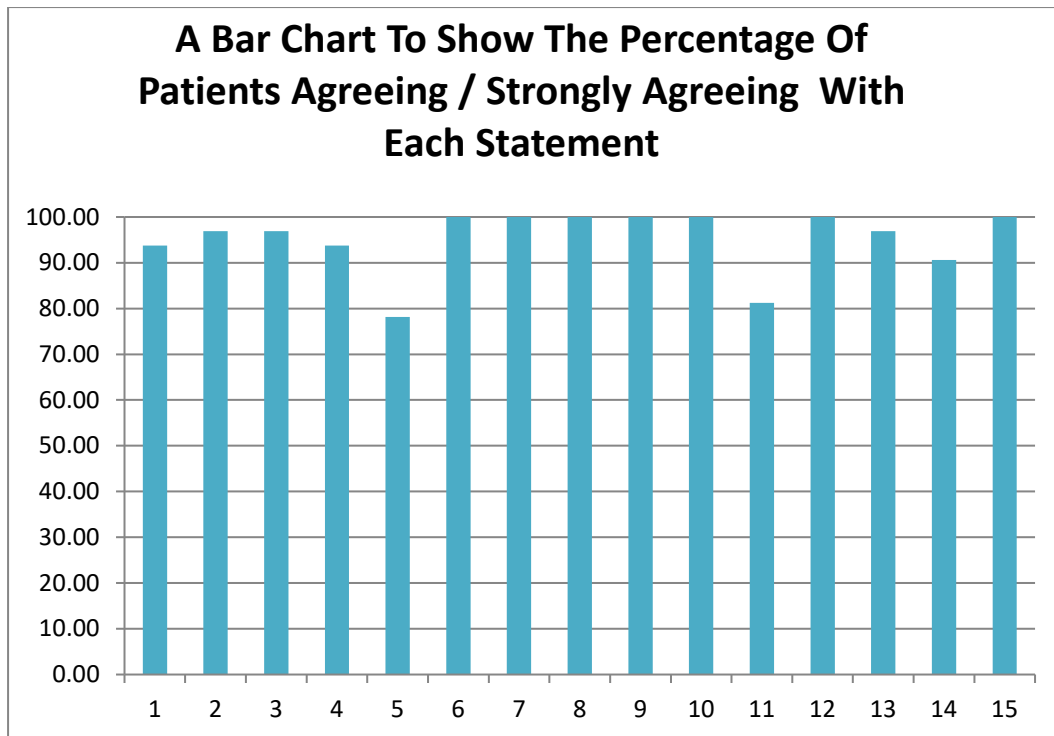
6. The treatment room was comfortable, clean and tidy
7. Audiology staff were friendly and helpful
8. Audiology staff were caring and listened to my concerns
9. My specific problems and needs were addressed
10. I had opportunities to ask questions throughout my appointment
11. Any questions I had were 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 32 Questionnaires were completed and returned by patients who attended an appointment.
- 7 out of the 15 questions show 100% satisfaction of patients either agreeing or strongly agreeing.
- All 15 questions have a 78% satisfaction score or higher (agreeing or strongly agreeing)
- The highest scoring questions were: (all 3 tied in first place)
Question 15- **“Overall Satisfaction”** with 100% of patients either agreeing or strongly agreeing.
Question 7 **“Audiology staff were friendly and helpful”** with 100% of patients either agreeing or strongly agreeing
and finally question 12 **“The Audiologist explained everything to me in a way that I could understand”** with 100% of patients also either agreeing or strongly agreeing.
- The lowest scoring question was question 5 **“Waiting Area was comfortable and clean and reading material was provided”** with only 78% of patients agreeing or strongly agreeing.
- The second lowest scoring question was question 11 **“Any questions I had were answered clearly”** with only 81% of patients agreeing or strongly agreeing. However, it is useful to note that with this question 6 out of 32 people left this question blank and this was taken as “neither agree or disagree” when compiling the results.

A Table showing the results for New Fits:

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Time waited for my appt	11	4.56	93.75	71.88
2 - Length of time waited on day of appt	10	4.66	96.88	71.88
3- Appt convenient	9	4.72	96.88	62.50
4 - Reception friendly and helpful	12	4.56	93.75	62.50
5 - Waiting area	15	4.19	78.13	53.13
6 - Treatment room	8	4.75	100.00	75.00
7 - Audiology staff friendly and helpful	3	4.84	100.00	84.38
8- Audiology staff caring and listened	4	4.81	100.00	81.25
9 - Specific problems addressed	5	4.81	100.00	81.25
10 - Opportunities to ask questions	6	4.81	100.00	81.25
11 - Clear explanations to questions	14	4.47	81.25	65.63
12 - Audiologist explained everything	2	4.84	100.00	84.38
13 - Adequate information provided	7	4.72	96.88	75.00
14 - Written information was clear	13	4.50	90.63	62.50
15 - overall satisfaction	1	4.84	100.00	84.38
Total		4.67	95.21	73.13



Comparing results to the previous New Fits Survey.

The lowest scoring questions in the *previous survey (New Fits 2018)* were:

- ***“I was satisfied with the length of time I waited for my appointment”***
Despite this for all who answered this question in the previous survey, 93% agreed or strongly agreed with this statement.
- ***“The waiting area was comfortable and clean and reading material was provided”***. Despite this for all who answered this question in the previous survey, 93% agreed or strongly agreed with this statement.
- On the latest survey, only one of these questions above scored in the lower scoring section again, hence this shows that we have made improvement since the previous survey.

- For the question that is still showing low 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 but that has also had to change due to Covid 19 guidelines in order to provide a waiting area complying with social distancing guidelines and infection control measures such as removing all the posters, leaflets and majority of children’s toys etc.

Conclusions

- The latest survey results show a mixture of improvements and also an area 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.
- Is it still very positive that the highest scoring questions reflect things such as the Audiologists manner in the appointment, the fact that they listened and were helpful and solved the patient’s problems.
- Question 1 “I was satisfied with the length of time I waited for my appointment” is always a low scoring question as often for fitting appointments a patient has to wait at least 4 weeks for ear moulds to return before we can fit them from an assessment. This survey will always reflect those patients who have waited however now we are generally performing assessment and fitting clinics following an initial telephone triage appointment, this is likely to impact this score. Furthermore, this may be due to impact of the pandemic where patients had perhaps stayed away previously and now were all trying to come in at once after having their vaccinations etc. February – April also

appears to be a time where lots of staff were using up their annual leave (again perhaps saved up from not being able to use it earlier in the year with restrictions) therefore this may have impacted the length of time waiting for an appointment.

- Question 4 “Reception staff were friendly and helpful” was another low scoring question however this maybe due to fact that screens have now been in place and masks worn meaning patients and staff struggled to communicate, some hospitals were much less easy to access due to Covid 19 e.g. talking through a window before admitting a patient and possibly even the toll the Pandemic was starting to have an impact on the staff themselves.
- Question 2 “Length of time waited on day of appt”. It is disappointing that this is a low scoring question and would be one I feel we need to focus on as a department. Obviously, there are times when we over run, there are booking errors, things happen however it should be standard practice to inform the next patient if you are running late.
- One of the comments was that they would prefer to be seen at Brixham hospital however unfortunately we do not have the sound proof facilities at this site to preform hearing testing (DR + RD appts). However generally they can have all other appointments there and this means they only need to go to a different hospital once every 2-3 years.

You said we did

- All patient who left negative comments and their details will be contacted.
- Since the last survey we have changed our template on the patient journal and the Audiologist now has a list of leaflets they can hand out and delete as appropriate, hopefully prompting them to issue information.

- The comments about sitting next to a bin in a hot corridor next to lifts has been feedback on meetings and in emails to management. This however is due to a new one-way system and closed off access to ENT and our department due to Covid 19 and aerosol generating procedures and is a decision that has been taken above Audiology due to the pandemic.
- In the comment below it is good that despite running late t the Audiologist apologised for making the patient wait a long time.

Comments

- Excellent service - really helpful. Signia app seems ok but a bit intermittent
- I was placed in a waiting area by the lifts next to industrial waste bins which were continually filled by staff then emptied by porters. I felt very vulnerable to possible infection. I waited 40 mins for which the audiologist apologised. No magazines either just chair
- I think I ought to have had a 'lockable' drawer given we have small children. This wasn't picked up at the first appointment and by the fitting it was too late. I don't mind at all about this though! A great service all around.
- I have no suggestions regarding how the service could be improved. On the contrary, the professionalism, empathy and care provided by the audiologist (Amanda) was exceptional. Thank you so much.
- I was happy at the time. But one hearing aid is cutting out. Also, I think I need Big domes on hearing aid. I have appointment on 16/4/21 at 3.30 (Added Note: saw patient in clinic, pt due to go to India. Needs 2x tubes and batteries)
- There was no follow up phone call as promised. Plus, no answer to my email.
- Appointment on 20/8/21 was the best.

- The NHS should now look forward to issuing invisible hearing aids.
- I was given the wrong leaflet for Signia! I understand because of Covid things are different but found the service I received was excellent. Thank you.
- Very happy with my appointment. Lovely friendly caring member of staff.
- I would have preferred to be seen at Brixham Hospital.
- N/A fantastic service.
- Being able to have appointments locally in Teignmouth is excellent.
- My consultations were very good. However, I need to say that I had to cancel a consultation because of COVID-19 and rearranging that appointment was difficult and had to be done twice because of poor communication between the booking practice in Torquay and the hospital in Newton Abbot. I was not informed of the confusion and arrived to a consultation which for some reason had been cancelled.
- Absolutely none. Brilliant service.
- Excellent

