

Audiology Patient Satisfaction Survey: Phone Review appointments February/March 2020

An Audiology survey of patient satisfaction was sent to 66 patients, who had a phone review appointment in February and March 2020.

Out of the 66 patients that were sent the survey; 39 replies were received.

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 questions are below for both surveys:

The Phone Review Survey Questions:

1. The person I spoke to on the phone was friendly and helpful.
2. The person I spoke to listened to my concerns.
3. My specific problems and needs were addressed.
4. I had opportunities to ask questions throughout my appointment.
5. Any questions I had at the review appointment were answered clearly (Leave blank if didn't have any)
6. I was pleased to receive a follow up by phone and I found it helpful

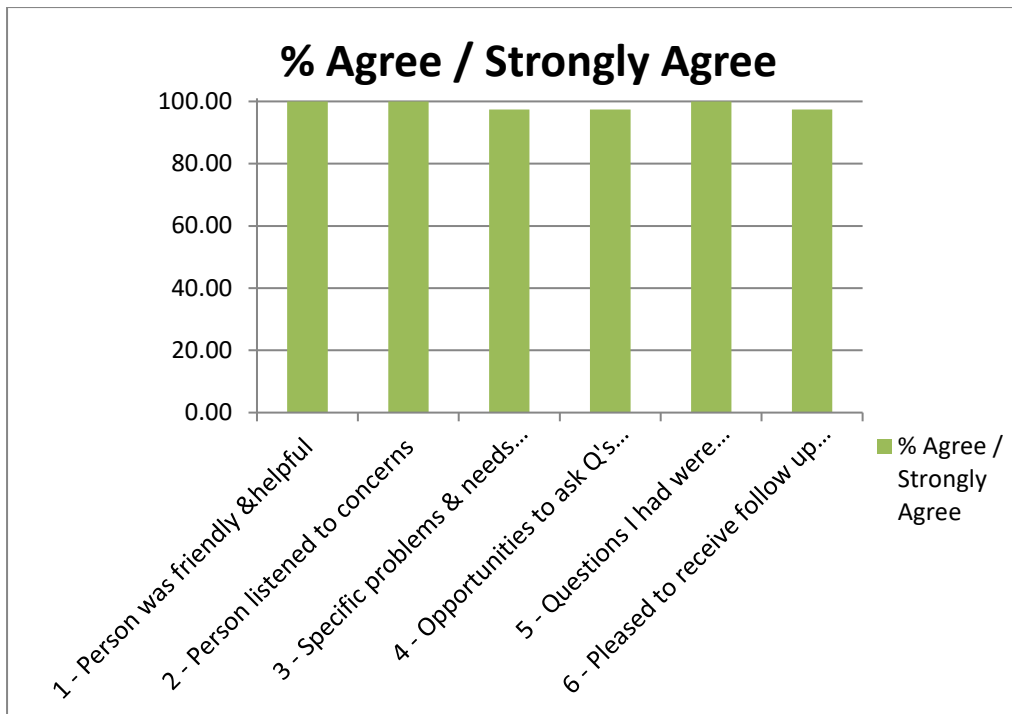
Summary of Results

39 completed survey forms were analysed.

- The highest scoring statement was statement 6 ***“I were pleased to receive a follow up by phone and I found it helpful”*** with 97% of patients either agreeing or strongly agreeing with this statement.
- The lowest scoring statement was statement 4 ***“I had opportunities to ask questions throughout the phone call”*** with 97% of patients either agreeing or strongly agreeing with this statement.
- **All the statements scored above 97% for patients choosing either the option of agreeing or strongly agreeing with it. This shows that we are maintaining a high standard of care.**

Table showing the results for the Phone Review appointments 2020 survey

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Person was friendly & helpful	2	4.72	100.00	71.79
2 - Person listened to concerns	4	4.67	100.00	66.67
3 - Specific problems & needs addressed	5	4.67	97.44	64.10
4 - Opportunities to ask Q's throughout	6	4.62	97.44	64.10
5 - Questions I had were answered clearly	3	4.72	100.00	72.00
6 - Pleased to receive follow up by phone	1	4.77	97.44	79.49
Total		4.69	98.72	69.69



Conclusion

- Patients are generally very pleased with our service. The high number of positive scores show we are providing a high quality service and the highest score for statement 6 confirmed that patients were pleased to receive a follow up by phone and found it helpful.
- This is further shown by the fact that all statements scored above 97% for patients choosing either the option of agree or strongly agree.
- Statement 4 ***“I had opportunities to ask questions throughout the phone call”*** was one of the lowest scoring statements in the survey. This may be due to the fact that it can be difficult for patients to recall any queries that had surfaced to the mind prior to the call whilst concentrating on listening and answering the Audiologist during the phone call.
 It was also surprising that this was the lowest score as Audiologists follow a template of questions for the phone reviews and the last question of this template is “Does the patient have any further questions/queries?”

However a patient may be quite tired at the end of the call and it could be advised that we ask the question a couple of times throughout the call instead.

Comparison with previous survey

- The last time a phone review survey was undertaken was 2018 which showed a higher score for question 4 (“**Opportunities to ask questions**”) then compared to this year’s survey. However the overall scores show that there is improvement in this year’s survey since the last one.
- In particular there was improvement for question 2 (“**The person I spoke to listened to my concerns**”) which had previously been given the lowest rank but is now rank number 4. This could be due to that some of the phone reviews were undertaken during Covid-19 time where Audiologists had more time to spend a longer period on the telephone with the patient.
- For statement 3 ‘**My specific problems and needs were addressed**’ the score is 5 in terms of rank which is a little low, despite this 97% of people who answered this question still either agree or strongly agreed with this statement.
- Overall the results show a very positive outcome. It is however possible that as this questionnaire was sent during Covid-19 period that patients may have been isolating hence a higher return rate or they may have felt they wanted to provide more praise hence another survey should be done next year when normality is returned.

You said we did

- Staff have been emailed with the results of this survey
- Any patient who left their details have been contacted
- All staff have been reminded to make sure they allow the patient opportunities to ask questions – perhaps following the template or trying to get into the habit of asking it at the end of the phone call?

Patient comments:

- Difficult to find contact number for audiology department on hospital website to re-order/ask questions on batteries etc (This has been feedback to the website team)
- This service is wonderful
- Brilliant service
- All very good thank you. Really lovely audiologists. I think this is a great way to stay in contact for a follow up.
- Most helpful
- Very happy with the NHS overall!
- Quite happy with the service
- Yes I phoned the audiology department to ask for another appointment. I can not wear the device because of itchy ears. My appointment has cancelled for obvious reasons but when C19 is under control I would like to see someone.
- An excellent service from start to finish and done in a very short time. Pleasantly surprised. Well done.
- Unbelievably good service for Torbay NHS. Everything is fine at the moment but will make contact if there is any issues.
- Excellent advice throughout. Really pleased. Couldn't be bettered. Thank you.

