

Audiology – Patient

Satisfaction Survey:

Re-assessment appointments October 2019



36

Completed surveys



94%+

Of Patients Agree/Strongly Agree With Every Statement

An Audiology survey of patient satisfaction was sent to 80 patients who had been seen for a re-assessment appointment in clinic around September 2019. Re-assessment clinics were selected for each hospital location that we visit.

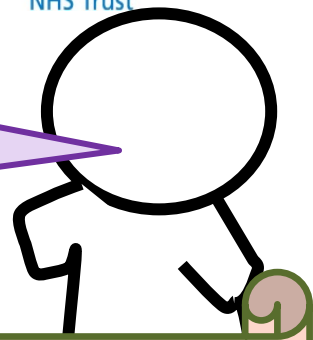
"The few times I have attended Newton Abbot Hospital for all audiology appointments I have always received very good service".

The questionnaire comprised of 14 statements which patients rated using the following criteria: *Strongly disagree, Disagree, Neither agree or disagree, Agree, Strongly agree.*

RESULTS

- ❖ The highest scoring statement was statement 15 **"Overall I were pleased with the service I received"** 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 100% 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 97% of patients either agreeing or strongly agreeing with this statement.
- ❖ All the statements scored above 94% for patients choosing either the option of agree or strongly agree with it. This shows that we are maintaining a high standard of care.

"Sadly I can't remember the name of the audiologist who I saw twice Emma maybe? She was superb. I saw her in Totnes and was amazed and delighted by how professional and thorough she was"



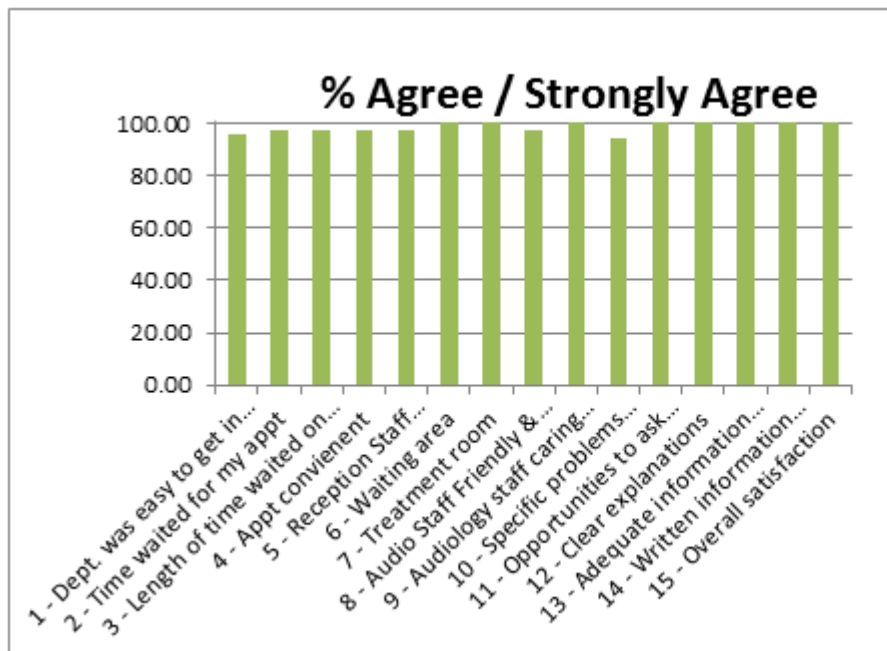
You said... we did

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Dept. was easy to get in touch with	9	4.68	96.00	72.00
2 - Time waited for appointment	13	4.59	97.06	61.76
3 - Length of time waited on day of appointment	15	4.56	97.22	60.00
4 - Appointment convenient	14	4.57	97.14	60.00
5 - Reception Staff Friendly/Helpful	8	4.69	97.14	71.43
6 - Waiting area	11	4.67	100.00	66.67
7 - Treatment room	6	4.72	100.00	72.22
8 - Audiology Staff Friendly & Helpful	2	4.78	97.22	80.56
9 - Audiology staff caring and listened	4	4.75	100.00	75.00
10 - Specific problems addressed	12	4.66	94.29	71.43
11 - Opportunities to ask questions	7	4.71	100.00	71.43
12 - Clear explanations	5	4.74	100.00	74.29
13 - Adequate information provided	10	4.67	100.00	66.67
14 - Written information was clear	3	4.77	100.00	76.92
15 - Overall satisfaction	1	4.81	100.00	80.56
Total		4.69	98.40	70.73

Staff should continue to advise patients who are not appropriate to be seen by ATOs on repair clinics, to book an appointments and if possible with the same Audiologist, for continuity of care.

Staff to continue issuing leaflets and making patients aware of our departmental email address, particularly for those patients with severe to profound hearing loss that cannot hear on the phone.

Staff have been emailed with a summary of this survey and the two key areas to work on specifically 'Length of time waited on the day' and 'specific problems and needs are being addressed'.



"Very impressed with the attitude and commitment of the audiologist"



Thank you to everyone who has completed one of our surveys, we really value your feedback and always look at the results to see if there is anything that we can improve upon.