

# Audiology Patient Satisfaction Survey: Re-assessments October 2019

An Audiology survey of patient satisfaction was sent in October 2019 to 80 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. 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

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

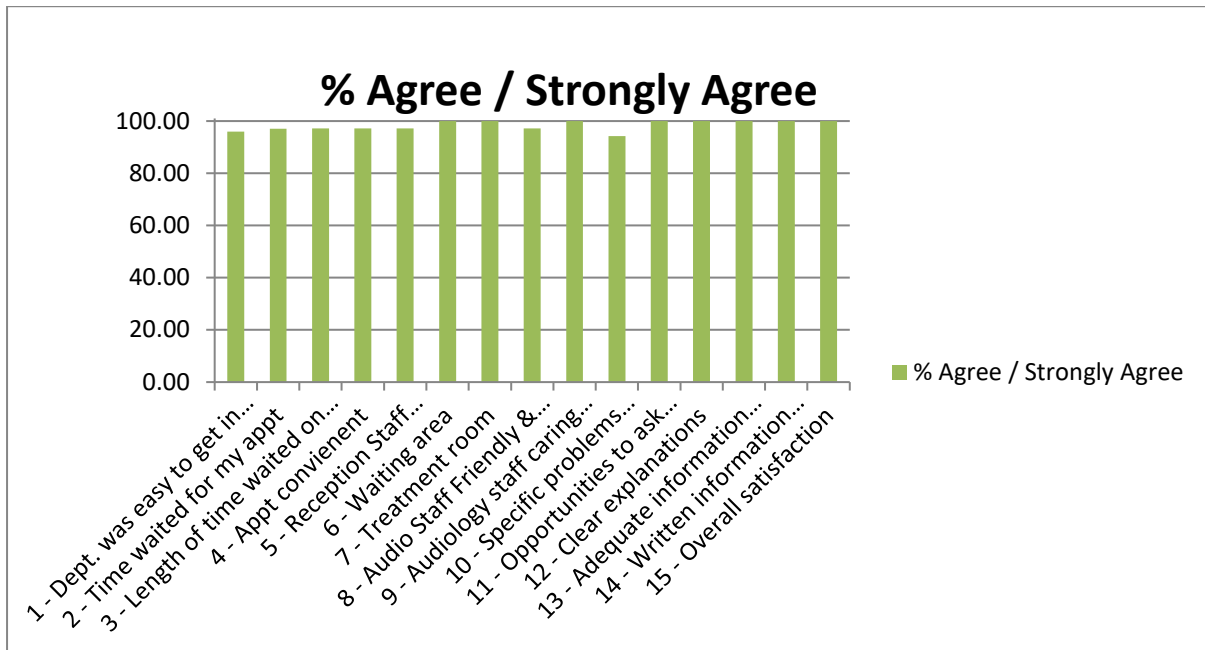
## **Summary of Results**

- 36 completed survey forms were analysed.

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.**

## Table 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	9	4.68	96.00	72.00
2 - Time waited for my appt	13	4.59	97.06	61.76
3 - Length of time waited on day of appt	15	4.56	97.22	60.00
4 - Appt 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 - Audio 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
<b>Total</b>		<b>4.69</b>	<b>98.40</b>	<b>70.73</b>

## Conclusion

- Patients are generally very pleased with our service (Statement 15 for overall satisfaction being the highest) and the high number of positive scores especially when concerned with the Audiologist's manner in the appointment and written information being clear (8 and 14) shows we are providing a high quality service.
- This is further shown by the fact that all statements scored above 94% for patients choosing either the option of agree or strongly agree.
- Statement 3 "***I was satisfied with the length of time I waited on the day of my appointment***", was one of the lowest scoring statements in the last survey. The latest survey shows some improvement when comparing to the previous survey. However it is still disappointing to have a low score as these appointments are booked in specific times and in theory we should not run over. This is probably the area that this survey highlights 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, a hearing test and often we may try and exchange/upgrade a patient to save them needing a further appointment but all this can be quite difficult to get into 1 hour along with paperwork etc. Some of these appointments are booked by Audiologists who generally would choose the correct amount of time e.g. to allow enough time for an exchange however some are booked by the booking team when a patient rings themselves and therefore will be automatically given an hour. Furthermore some patients' requirements will vary greatly which will affect this appointment. We should be requesting the correct amount of time when making internal re-assessment referrals.
- It was noted that since the last survey 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 now 3. This is possibly due to the fact that with assessment appointments we offer patients an individual management plan setting out what was covered in the appointment and what will happen next. This is very pleasing to see.

- Statement 4 “***The appointment was convenient for me to get to***”, was the second lowest scoring statements in this survey. This may be due to patients wanting appointments quicker and hence we are able to offer them an alternative location that may not be so convenient but possibly contributes to a better score for ‘I was satisfied with the length of time I waited for my appointment’. We now have sound proof facilities at most clinics however patients living in Brixham are still unable to have this reassessment appointment due to the room not being sound proof which is likely to contribute to this score.
- For statement 10 ‘***My specific problems and needs were addressed***’ the score is 12<sup>th</sup> in terms of rank although 94% of people still agree or strongly agreed with this statement. This is disappointing as this has lowered since the last survey. Perhaps a patient may need to be seen by a complex Audiologist or a specialist in tinnitus and often that requires a further appointments or continuity to fully meet their needs. Perhaps we need to assess what the patients’ needs are more specifically as perhaps not all needs can be met? This is again an area for us to focus on.

### **You said, we did**

- 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 should continue to offer quicker appointment elsewhere if available but also make the patient understand 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.

- 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'.
- All patients who left their contact details and negative comments have been contacted.

### Comments

- With my shaky hands I found it impossible to fit the aid into my ear I mentioned that a diagram would help. 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.
- Send reminders when service is required e.g. tubing, further assessment
- The few times that I have attended Newton Abbot Hospital for all audiology appointment I have always received a very good service. I had 2 appointments the second addressed problems that arose when using the device at home.
- I will be contacting the department soon as one of my aids is difficult to fit in.
- Test equipment seemed too short so I had to be fitted in a somewhat restricted [illegible] but facing away from the audiologist. Very impressed with the attitude and commitment of the audiologist.
- Is it possible to have a card to say that I am having treatment at the hospital and not have to pay car park at £2.50
- I was late for our appointment due to long tail back I was not given [illegible] to my hearing aid which at the next appointment proved to be totally blocked which was reason for making appointment but appointment system was down so have new appointment next week.