

Audiology Patient Satisfaction Survey:

Repairs August 2021

An Audiology survey of patient satisfaction was sent to 70 patients, who had been seen for a repair appointment throughout August 2021. Repair (Hearing Aid problems) appointments were selected randomly from each hospital location.

The questionnaire comprised of statement (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
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 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

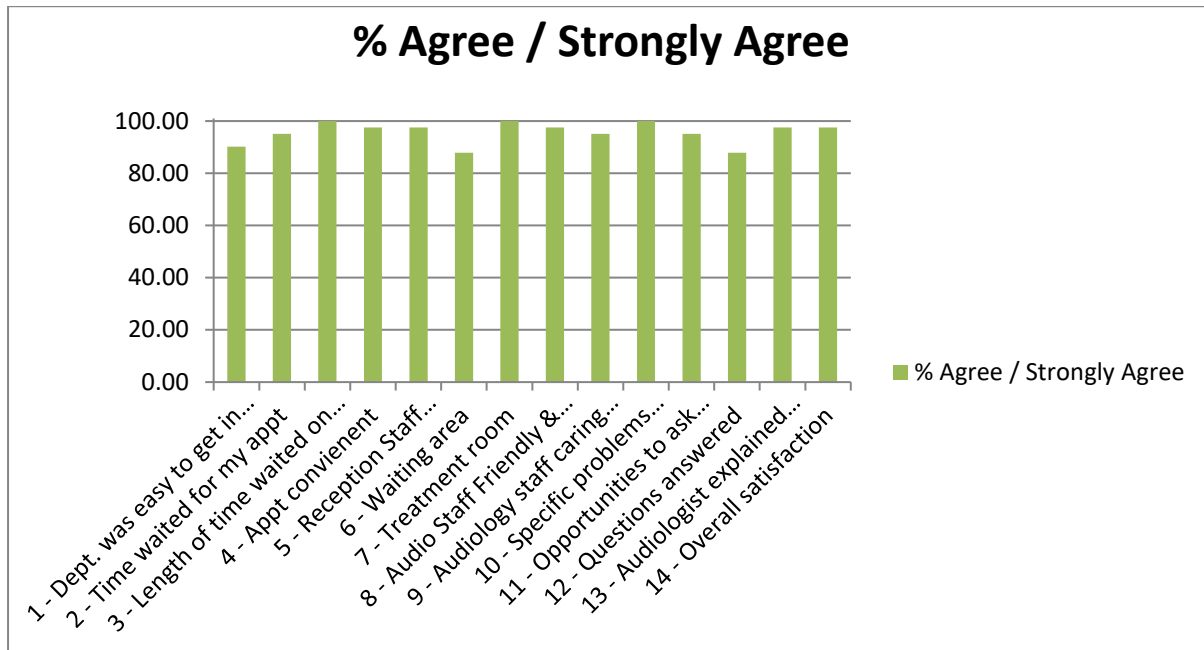
9. Audiology staff were caring and listened to my concerns
10. My specific problems and needs were addressed
11. I had opportunities to ask questions throughout my appointment
12. Any questions I had were answered clearly
13. The Audiologist explained everything to me clearly in a way that I could understand
14. Overall, I was pleased with the service I received

Summary of Results

41 completed survey forms were analysed.

- The highest scoring statement was statement 14 ***‘Overall I were pleased with the service I received’*** with 97% 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 97% of patients either agreeing or strongly agreeing with this statement.
- The lowest scoring statement was statement 12 ***“All the questions I had were answered”*** with 88% of patients either agreeing or strongly agreeing with this statement.
- **All the statements scored above 88% for patients choosing either the option of agree or strongly agree with it. This shows that we are maintaining a high standard of care.**

A bar chart and table to show the results for the repair survey



Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Dept. was easy to get in touch with	12	4.32	90.24	46.34
2 - Time waited for my appt	11	4.49	95.12	53.66
3 - Length of time waited on day of appt	9	4.54	100.00	53.66
4 - Appt convenient	10	4.51	97.56	53.66
5 - Reception Staff Friendly/Helpful	5	4.63	97.56	65.85
6 - Waiting area	13	4.32	87.80	43.90
7 - Treatment room	8	4.56	100.00	56.10
8 - Audio Staff Friendly & Helpful	2	4.68	97.56	70.73
9 - Audiology staff caring and listened	3	4.63	95.12	70.73
10 - Specific problems addressed	4	4.63	100.00	63.41
11 - Opportunities to ask questions	7	4.61	95.12	65.85
12 - Questions answered	14	4.29	87.80	43.90
13 - Audiologist explained clearly	6	4.63	97.56	68.29
14 - Overall satisfaction	1	4.68	97.56	73.17
Total		4.54	95.64	59.23

Conclusion

- Patients are generally very pleased with our service and the high numbers of positive scores reflect this especially when concerned with the Audiologist's manner in the appointment (Statement 8 and 9 which scored a ranking of 2 and 3).
- All of the statements scored above 88% for patients choosing either the option of agree or strongly agree.
- Only one person selected 'disagree' in our survey.

Since the last survey:

- In the last survey the lowest scoring statement was statement 2 ***"I was satisfied with the length of time I waited for my appointment"*** with 93% of patients either agreeing or strongly agreeing with this statement. This time round our recent survey shows an improvement for this statement. It scored 100% of patients agreeing or strongly agreeing with this statement with a lower ranking of 9 in the rank column. There are many reasons why this could have shown an improvement.
- Firstly, since the last survey our repairs have changed in the fact that we now offer HAP (Hearing Aid Problems) scheduled appointments for 30 minutes instead of having walk in repairs or 15-minute repair appointments. This came about due to Covid 19.
- As appointments times are scheduled patients are taken in when their closer to their specific appointment time as opposed to open repair clinics that we previously had which could be extremely busy if many patients had all turned up on the same day. Furthermore, it was on a 'first come; first serve' basis and Audiologists were often extremely busy due to the capacity that the open repair clinics could contain.
- Secondly sometimes the booking team or our Audiologists may schedule a 45-minute HAP (Hearing Aid Problem) appointment when a patient has multiple problems to ensure that we do not overrun. When a patient previously came to the repair clinic we did not know what the problem was. Sometimes patients that would come to the drop-in clinic when an appointment would be more appropriate as they needed more time to resolve

their problems with more senior members of staff, for example a complex Audiologist.

- Finally, as we are trying to reduce patient's footfall and waiting around in the waiting areas during Covid 19, we have made an extra effort to only keep the patients waiting 5 minutes. Appointment letters that gave advice concerning Covid 19 guidelines (such as the need to wear a mask etc), also asked patient to attend just 5 minutes before their appointment was due and no earlier to reduce the number of patients waiting together.

Comments

Positive feedback/ praise

- "The staff are all caring and polite. I was not rushed in any way. They always have time to explain everything to me, nothing is too much trouble".
- "The Audiologist I saw on the day of my appointment was a gentleman called Jake, I found him the best I have come across, polite, friendly, and caring, a good asset to have on your team. Thank you".

You said we did: Will pass compliment onto Audiologist and manager.

- "Staff very helpful and understanding. Everything was very professional, thank you".
- "Very pleased with Service".
- "Very Helpful".
- "Excellent Service".

- “It was so nice to have specific time with no one else in the waiting room. Having a larger ear on left it was a problem with tubing which was addressed to make the aid sit better on ear. The service was brilliant – many thanks. Not sure how the card goes re no longer having book to check on date?”

You said we did: Name left so will read patient management system and pass on compliments to the Audiologist and contact the patient to find out what he means about battery card and book.’

- “Very polite and caring”.
- “No suggestions on improving your service, everyone has been so helpful to me especially as I suffer severe tinnitus and my hearing is obviously deteriorating a lot. Such great service and kindness shown at all times and I am extremely grateful”.

Negative feedback

- “My two recent appts did not resolve things. I have 2 hearing aids, left and right. I use the left only because the right device is not satisfactory and seems to need a fresh assessment. The left device has been only adequate. In a room with many others talking, the result is a cacophony of noise making it almost impossible to engage in conversation. At the last appointment there seemed to be a interest and little else. So I am left with only the left device which is not properly balanced or tuned. I have previously had very good service. But because of the pandemic, could not be sustained. Because of this hearing device my landline is less and as a senior citizen living alone reliable communication is essential. (I am not online)”.

You said we did: I could not make out all words but noted what I could. Will contact the patient and book an appropriate f2f appointment to resolve issues

- “I was given a new aid but had continuous problems with it because of wearing a face mask. I had several new aids but they keep breaking. I paid for 2 in the end and I had to go back to the old aids. I was told by a rude woman it was my fault and I would have to pay. It was clearly a malfunctioning fault. But she would not accept it. I was told one thing by one person and something else by another.’

You said we did: I have looked pt up on the patient management system and it looks like the matter has been resolved. A further appointment has been booked with the deputy head of department subsequent to this feedback.

- “It takes far too long to get through on the telephone to make an appointment, waited 25 minutes to get answered. Waiting area by lifts is not at all pleasant – sat next to three bins not enough space for patient with carer”. (No contact details left)

Constructive information / suggestions

- “I thought the pre-Covid 19 system of dealing with hearing aid problems was more efficient if an aid malfunctioned a same day repair could – and sometimes did happen – in my case be achieved. Could this or similar systems be re-introduced using face masks and antiviral spray in the corridors”.

You said we did: Pt left details for contact concerning this matter. Will discuss a response with senior staff members

- “Someone left a comment to say no issues with the service but requires an appointment to look at her aid and she feels it has changed”.

You said we did: I will ring and book an appointment

- “It was good when you had a direct line telephone number to Audiology as saves having to explain to general reception and then them having to phone and repeat your question to audiology. Audiology department I’ve found exceptional”.
- “More parking at Newton Abbot. Perhaps Sunday appointments ... the hospital might be quieter”

You said we did: This is a comment to consider and we used to offer Saturday appointments through Audiologists doing overtime however despite offering it staff are not interested in overtime (perhaps due to burnout through the Pandemic?) and we only have very limited clinics on a Saturday which are often only Paediatrics or Private clinics.

- “I can’t fault the service but I still can’t hear very well especially on the telephone – it’s impossible. I can hear it ring but I can’t hear the voice on the other end – I have a booster button – it is frustrating I could say. I understand you can’t perform miracles”.

You said we did: I will contact the patient and look through patient management system journal entries to see if I can arrange appropriate appointment or provide advice

- “I would like to discuss whether it would be possible for me to upgrade my hearing aid? I would like to discuss what could be available to me, and what would the cost be?”

You said we did: I will contact patient to ascertain what they would like to know and signpost/post appropriate information and then book any necessary appointments.