

Audiology – Patient Satisfaction Survey:

Repairs Feb 2019



47

Completed surveys



95%+

Of Patients Agree/Strongly Agree With Every Statement

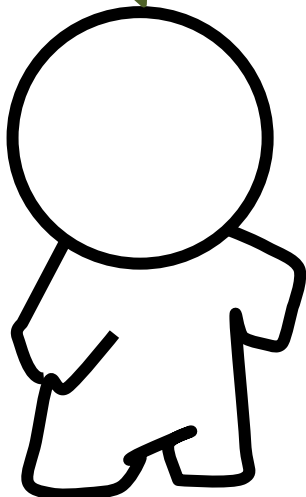
An Audiology survey of patient satisfaction was sent to 70 patients, who had been seen for a repair appointment in clinic around the 12th February 2019. Booked repair and open repair appointments were selected for each hospital location that we visit and questionnaires sent to all the patients seen on those days.

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

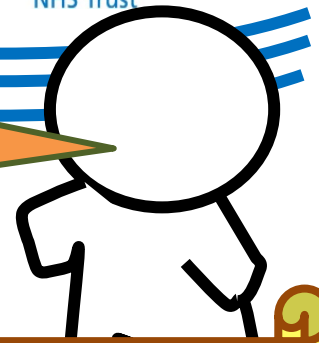
"I have been most impressed by each member of the team. They have been friendly and helpful"

RESULTS

- ❖ The highest scoring statement was statement 8 '**Audiology staff were friendly and helpful**' with 100% of patients either agreeing or strongly agreeing with this statement.
- ❖ The lowest scoring statement was statement 2 '**I was satisfied with the length of time I waited for my appointment**' with 98% of patients either agreeing or strongly agreeing with this statement.
- ❖ Statement 1 '**The department was easy to get in touch with**', showed an improvement in terms of rank (as it did on the previous survey) and it is pleasing that patient feel they can contact us easily.
- ❖ Patients are generally very pleased with our service.
- ❖ Patients are generally very pleased with statements concerning the Audiologists manner (statements 8 and 9).



“Service received was excellent for my 89 year old mum and the Audiologist also included me and explained everything fully”.



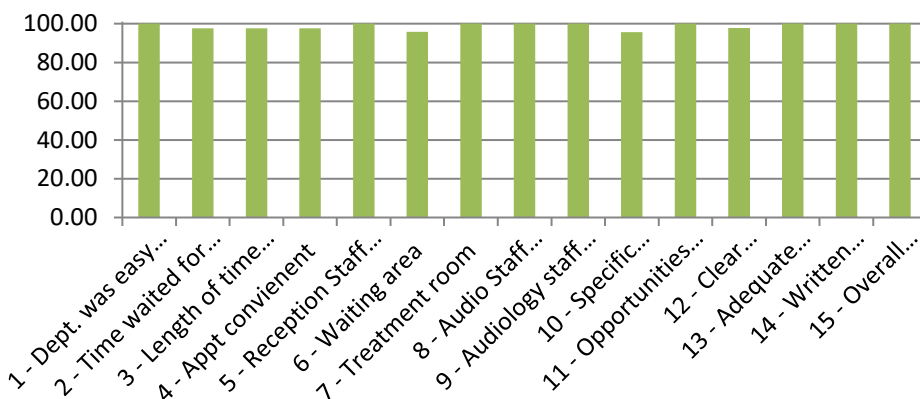
You said... we did

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 -Department was easy to get in touch with	4	4.78	100.00	78.13
2 - Time waited for my appointment	14	4.63	97.67	65.12
3 - Length of time waited on day of appointment	15	4.58	97.67	72.09
4 - Appointment convenient	11	4.70	97.67	72.09
5 - Reception friendly and helpful	9	4.74	100.00	74.47
6 - Waiting area	13	4.66	95.74	70.21
7 - Treatment room	7	4.77	100.00	76.74
8 - Audiology staff friendly and helpful	1	4.91	100.00	91.49
9 - Audiology staff caring and listened	2	4.85	100.00	84.78
10 - Specific problems addressed	9	4.74	95.65	78.26
11 - Opportunities to ask questions	4	4.78	100.00	78.26
12 - clear explanations	4	4.78	97.83	80.43
13 - adequate information provided	8	4.76	100.00	76.47
14 - Written information was clear	12	4.67	100.00	66.67
15 - overall satisfaction	3	4.83	100.00	82.98
Total		4.75	98.82	76.55

Patients were asked to provide any comments or suggestions as to how we can improve our service.

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.

% Agree / Strongly Agree



“I saw Jake and he was first class, he also saw my husband who was very pleased”

“Now the Audiology service is based in Paignton I feel it is on par with being a private “patient”



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.