

# Audiology Patient Satisfaction Survey: Repairs Feb 2019

An Audiology survey of patient satisfaction was sent to 70 patients, who had been seen for a repair appointment around the time of the 12<sup>th</sup> Feb 2019. Booked repair and open repair clinics were selected for each hospital location that we visit and questionnaires sent to all the patients seen on those days. 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 (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.*

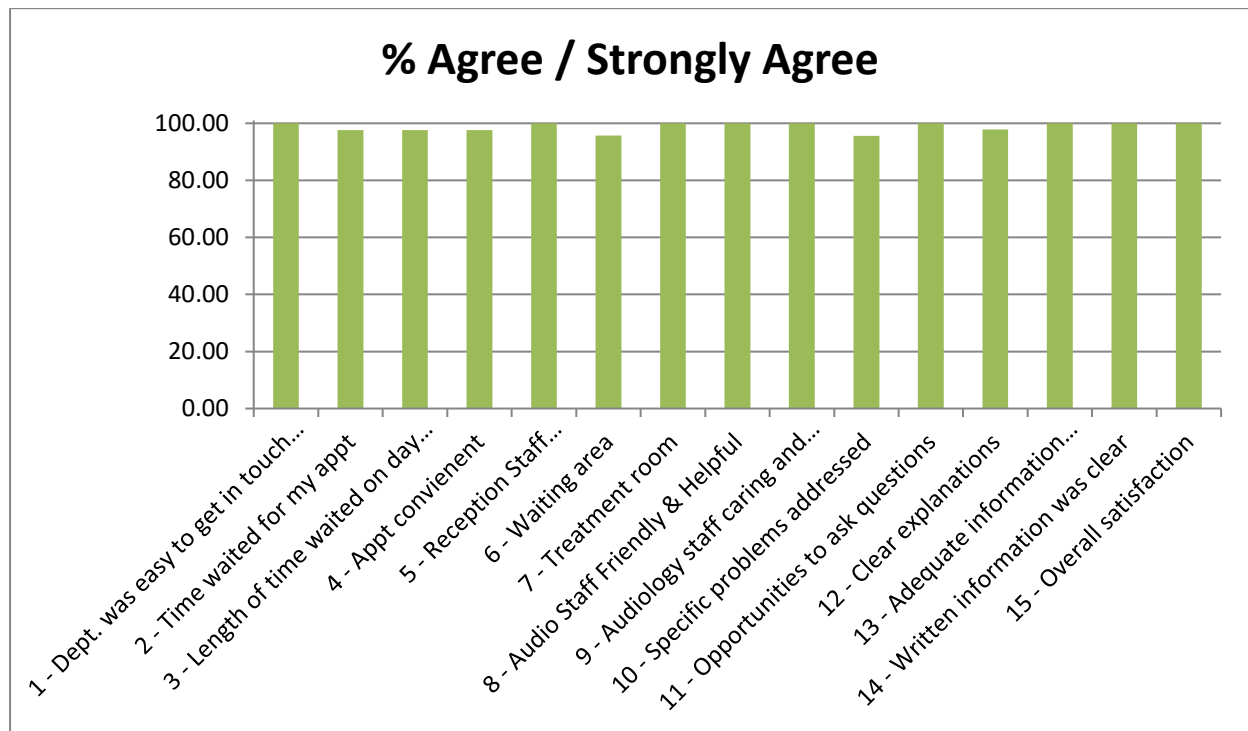
## **Summary of Results**

- 47 completed survey forms were analysed.

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 second highest scoring statement was 9 "**Audiology staff were caring and listened to my concerns**" also 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.
- **All the statements scored above 95% 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 graph and table to show the results for the repair survey



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
<b>Total</b>		<b>4.75</b>	<b>98.82</b>	<b>76.55</b>

## 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).
- The fact that all the statements scored above 95% for patients choosing either the option of agree or strongly agree with it is very pleasing as it shows we are meeting our aim of providing a high quality of service.
- On the previous survey, statement 1 ***"The department was easy to get in touch with"***, showed an improvement in score. It has again maintained a high score and has shown an improvement in rank (from 9<sup>th</sup> to 4<sup>th</sup>) in terms of the number of patients agreeing or strongly agreeing with this statement. It is pleasing that patients are finding they can contact us easily for an appointment as this has been a criticism on previous surveys.
- 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 no improvement however this is always likely to be due to the fact that those patients have to generally wait on the day, when attending the open repair clinics at Torbay Hospital. For the open repair clinics, it all depends on the turn out during the day as patients do not need an appointment to be seen. It is based on first come; first serve.
- For statement 10 ***'My specific problems and needs were addressed'*** the score is 9<sup>th</sup> in terms of rank although 96% of patients agree or strongly agreed with this statement. This is disappointing and we have advised the booking team to book a 30 minute HAP (Hearing Aid Problem) appointment when a patient has multiple problems. However when a patient comes to the repair clinic (either booked or drop in), we do not know what the full extent of what their problems are. Sometimes patients come to the open repair clinic or are booked with an ATO (Assistant Technical Officer) when a longer appointment would be more appropriate as they need more time to resolve their problems or with a more senior member of staff. Furthermore they may

need to be seen by a complex audiologist or a specialist in tinnitus and often that requires a further appointment to fully meet their needs.

- Statement 4 “***The location was convenient for me to get to***” scored 11<sup>th</sup> in terms of rank although 98% of people agreed or strongly agreed with this statement. This is another consistently low scoring statement in the repair survey along with statement 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)*** and 3 ‘***I was satisfied with the length of time I waited on the day of my appointment***’. This is likely to be due to the appointment type we are focusing on with the survey. A significant amount of patient’s answering this survey will have been seen in the open repair clinics which are only at Torbay Hospital and although these are open appointments they are only on three times a week in one location. Depending on the patients location this may require a long journey into Torbay hospital in Torquay from other areas making it inconvenient. However these are mainly to allow patients emergency access to our services and they can always book a repair appointment at another location although the wait maybe longer so perhaps it depends on what they priority is, whether it is being seen in a convenient location or having their problem solved as soon as possible, and this is likely to be an individual patient chose based on many factors.

## **You said, we did**

- Staff should 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 offer an appointment at a location most convenient for a patient but also offer a quicker appointment elsewhere if available and document on Auditbase which the appointment choose.
- All patients who asked us to contact them have been phoned and any issues dealt with.
- Staff to continue to make patients aware of how to contact our department through issuing leaflets and making patients aware of our departmental email address particularly for those patients with severe to profound hearing loss that cannot use the phone.

## **Comments – scanned in below**

**Comments**

As was quoted in your letter prior to having my hearing aid fitted to make sure the ears had no wax in it might be suggested that a micro be available prior to the new aids are fitted this would make sure the ear was clear as you cant tell yourself thanks

When I requested the appointment I was told I would be booked in to see the consultant however when I attended the appointment I found I had only been booked to see the audiologist She apologised for this and I have had to wait for another appointment

I only attended the repair clinic but everything was dealt with I have a appointment 26th july I am sure well be ok

I have been most impressed by each member of team I have been friendly helpful and extremely knowledgeable congratulations teignmouth hospital is also a delight to be treated in

Service received was excellent for my 89 year old mum the audiologist also included me and explained everything fully

Very happy with my treatment

Very good service since ive been attending the audiology dept from 01 11 2013

Please keep this sevrice in paignton

Now that the audiology dept is based at paignton hospitial I felt the service was on a par with a private patient

I had only requested to have my tubes changed on my hearing aids but my request as always dealt with satisfactorily

The audiologist was very helpful and took her time to explain what she was doing to give me the best hearing aids setting she suggested I use

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

Well pleased with the overall experience thank you

**Contact**

NA This had been filled in before the form was sent to me the NA part

I would just like to say ive been coming to audiology for 12 years and always found everyone very pleasant and helpful the only thing I dont like is the size of my hearing aids!