

Audiology Patient Satisfaction Survey: Review Appointments March 2020

An Audiology survey of patient satisfaction was sent at the end of March 2020 to 66 patients, who had been seen for a hearing aid review appointment over the few weeks prior to this.

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 review appointment was convenient for me to get to.
2. I was satisfied with the length of time I waited on the day of my review appointment.
3. Reception staff were friendly and helpful
4. The waiting area was comfortable and clear
5. The treatment room was comfortable, clean and tidy
6. Audiology staff at my review appointment were friendly and helpful
7. Audiology staff at my review appointment were caring and listened to my concerns
8. My specific problems and needs were addressed at the review appointment.
9. I had opportunities to ask questions throughout my review appointment.

10. Any questions I had at the review appointment were answered clearly (leave blank if you didn't have any)

11. Overall I was pleased to receive a review appointment and found it helpful.

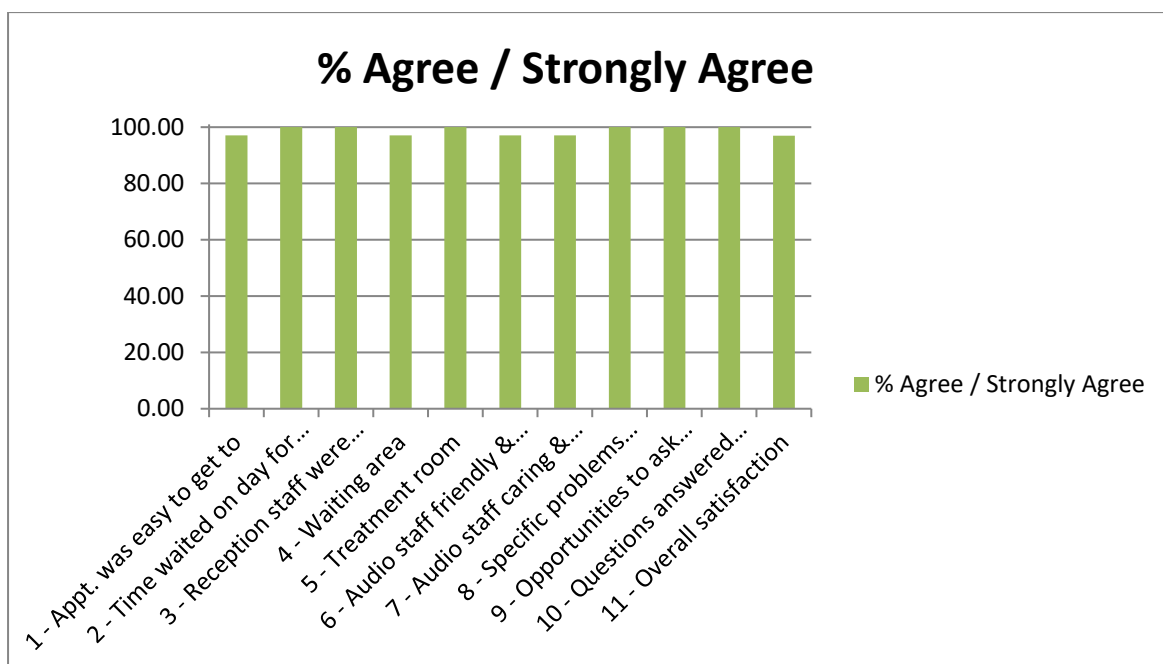
Summary of Results

- 34 completed survey forms were analysed.

The highest scoring statement was statement 5 ***“The treatment room was comfortable, clean and tidy”*** with 100% of patients either agreeing or strongly agreeing with this statement.

- The lowest scoring statement was statement 4 ***“The waiting area was comfortable and clean”*** with 97% of patients either agreeing or strongly agreeing with this statement.
- **All the statements scored above 97% for patients choosing either the option of agreeing or strongly agreeing with it. This shows that we are maintaining a high standard of care.**

Table to chart showing the results for the Review appointments 2020 survey



Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Appt. was easy to get to	9	4.85	97.06	88.24
2 - Time waited on day for my appt	6	4.85	100.00	85.29
3 - Reception staff were friendly/helpful	10	4.82	100.00	82.35
4 - Waiting area	11	4.79	97.06	82.35
5 - Treatment room	1	4.91	100.00	91.18
6 - Audio staff friendly & helpful	2	4.91	97.06	94.12
7 - Audio staff caring & listened	3	4.88	97.06	91.18
8 - Specific problems addressed	7	4.85	100.00	84.85
9 - Opportunities to ask questions	5	4.85	100.00	85.29
10 - Questions answered clearly	4	4.86	100.00	86.21
11 - Overall satisfaction	8	4.85	96.97	87.88
Total		4.86	98.65	87.18

Conclusion

- Patients are generally very pleased with our service. The high number of positive scores especially when concerned with the treatment room (the highest scoring rank) and the Audiologists friendly and helpful approach (the second highest rank) shows we are providing a high quality service.
- This is further shown by the fact that all statements scored above 97% for patients choosing either the option of agree or strongly agree.
- Statement 4 “**The waiting area was comfortable and clean**”, was one of the lowest scoring statements in the survey. This may be due to the fact that we share a waiting area with the Ear Nose and Throat department and although it is cleaned it can get very busy which may not be comfortable especially to a new patient and furthermore when there are multiple clinics ongoing. There also used to be more of a variety of toys for children however these have been removed and certain displays are only allowed due to infection control.
- When looking at the totals and difference scores the latest survey shows improvement when comparing to the previous review 2018 survey.

In particular there was a huge improvement for the statement 5 - ***“The treatment room was comfortable, clean and tidy”***.

This had previously been given the rank of 9 but was now number 1. This is possibly due to the fact that we now ensure that each desk area is minimalistic containing only essential items for the patients. We have moved the rooms around in response to IQIPS visits where a clinician must be closest to the door and have essential information displayed such as site safety notices however these are on a notice board within each room. Between appointments the treatment room is wiped down, clean and ready for each patient. It is pleasing to see that patients have picked up on this.

- There has also been some improvement since last survey for the lowest scoring statement – statement 4 – ***“Waiting area was comfortable and clear”*** which although was the lowest score it has a higher mean average score in this survey compared to the last.
- Statement 3 ***“Reception staff were friendly and helpful”***, was the second lowest scoring statement in this survey – This may be due to the busy nature of the reception area when there are multiple clinics also running.
- For statement 8 ***‘My specific problems and needs were addressed’*** the score is 7th in terms of rank , despite this 100% of people who answered this question still either agree or strongly agreed with this statement.
- Overall the results show a very positive outcome. It is however possible that as this questionnaire was sent during Covid-19 period that patients may have been isolating hence a higher return rate or they may have felt they wanted to provide more praise hence another survey should be done next year when normality is returned.

You said, we did

- Based on the results of the last survey we had a response highlighting the need for high backed chairs. As a result we have now moved chairs at Newton Abbot Hospital so that high back ones are also in our waiting area.
- Another patient responded asking why we do not test the performance of the hearing aids at the review? He felt it would be encouraging to see an improvement, in particular tests with speech. Since this we have discussed this as a department at departmental meetings and a few Audiologists have tried some usage of the LING speech test. This is still being implemented and an action plan has been agreed to try this with more patients.
- Based on this survey's results 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 have been emailed with a summary of this survey and the comments received and any negative comments concerning staff attitude has been taken into consideration by all staff.
- All patients who left their contact details have been contacted.

Comments

- "First met Mr Singham 15 years ago. You of course know, he is highly professional and friendly; I so admire him and always look forward to my appointments. You can see by my replies how I feel about everyone at the hospital. Keep safe and hope to see you later in the year".
- "At my age of 82 I find the Dartmouth clinic is an ideal location. I would not wish to travel to Torbay Hospital. With hearing problems I do find its audiology staff can be rather abrupt".
- "I could not have asked for better treatment, attention or outcome. Dylan was very helpful and explained everything. With the 2 hearing aids provided I can enjoy life again. Thank you to all".
- "All the staff are very kind and helpful".
- "Keep doing what you are doing".

- “All good”.
- “Fantastic service, staff really friendly and understanding. Thank you all so much”.
- “Just keep up the very good work. From the moment I entered the hospital for my appointment I were delighted how I was greeted by the hard working staff. My test was made much easier with kind and friendly attention throughout my visit. I certainly have no complaints whatsoever. Liz Davenport will be very proud of you all. You are a great credit to the hospital and yourselves of course”.
- “The whole experience from Initial test, Fitting and Tuning of hearing aids has been brilliant! The instruments are fantastic, my hearing is fully restored. The NHS at its very best!”
- “Service is very good. I could not find fault at all”.
- "I am very pleased with the outcome of this consultation, having a second hearing aid has made a huge difference to my ability to hear. Amy was excellent - very knowledgeable and helpful!"