

Paediatric Audiology – Patient Satisfaction Survey:

Hearing assessment appointments



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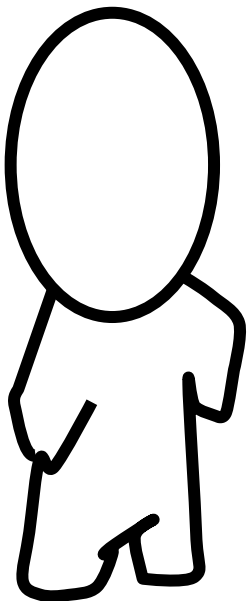
Completed surveys



100%

Of parents/guardians agreed that the audiologist was friendly, helpful, caring and listened.

'Just wanted to note how impressed I was with the Audiology staff. They made myself and my daughter feel very comfortable and explained everything very clearly'



A survey was handed out to parents and guardians at their first hearing assessment appointment during the months of April, May and June 2019

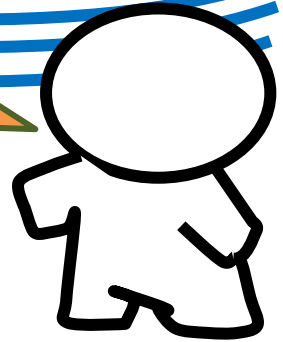
The questionnaire comprised of 14 statements which parents rated using the following criteria: *Strongly disagree, Disagree, Neither agree or disagree, Agree, Strongly agree.* '1 = strongly disagree' and '5 = strongly agree'.

100% of parents and guardians agreed that overall they were pleased with the service their child received

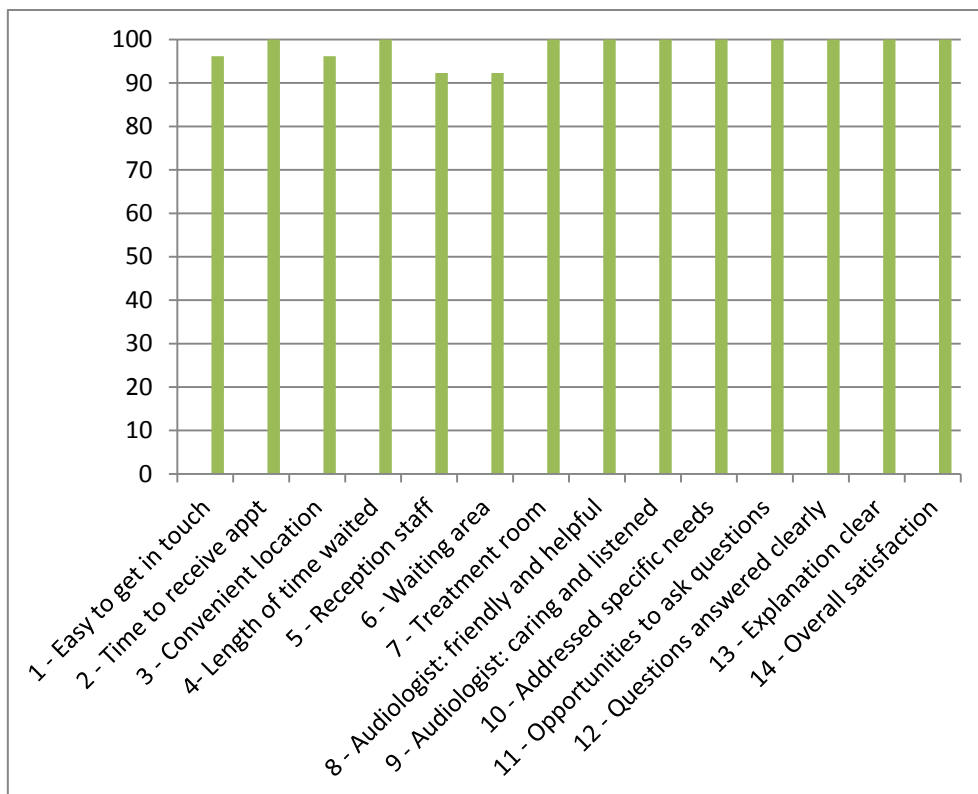
RESULTS

- ❖ The statement with the highest average score was 'The Audiologist was friendly and helpful'
- ❖ The lowest rated statement was regarding the receptionist. 92% however agreed that 'The receptionist was friendly and helpful'
- ❖ 100% agreed that specific needs were addressed and explanations were clear
- ❖ 100% of parents/guardians agreed that there were opportunities to ask questions and that they were answered clearly.

*'The Audiologist was
great with my autistic
Son – Thank you'*



A bar chart to show the percentage of people agreeing/strongly agreeing with each statement



YOU SAID, WE DID – Comments regarding the parking have been forwarded to appropriate department.

After replenishing the toys and books in the children's waiting area earlier in the year we have not had any comments this time on a lack of toys/appropriate reading matter.



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.