

Paediatric Audiology

Patient Satisfaction Survey:

Hearing assessment and Hearing aid review appointments Dec 2019-Jan 2020



48

Completed surveys



100%

Of Patients Agree/Strongly Agree that *"Overall I am pleased with the service my child received"*

Surveys were handed out at the end of hearing assessment clinics and posted out following hearing aid review appointments.

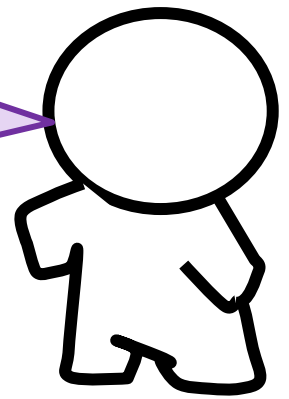
"Completely happy with the service I have received at all three of my child's hearing tests. Very helpful and professional"

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

RESULTS

- ❖ The highest scoring statement was 9 **"The Audiologist was caring and listened"** with 100% of parents/guardians either agreeing or strongly agreeing with this statement.
- ❖ The second highest scoring statement was 8 **"Audiology staff were friendly and helpful"** also with 100% of patients either agreeing or strongly agreeing with this statement.
- ❖ The lowest scoring statement was statement 6 **"The waiting area was comfortable and clean and appropriate reading matter/toys were provided"** with 87% of patients either agreeing or strongly agreeing with this statement.
- ❖ The average score for parents/guardians agreeing or strongly agreeing with all 14 statements is 97%
This shows we are maintaining a high standard of care

"We feel very lucky to have an incredibly positive experience of your service. Our daughter's special needs are completely catered for and everything possible is done by her two wonderful audiologists to help her enjoy her visits – which she certainly does. The only possible improvement I can think of is to have trains and cars in the play area to use on the tracks"

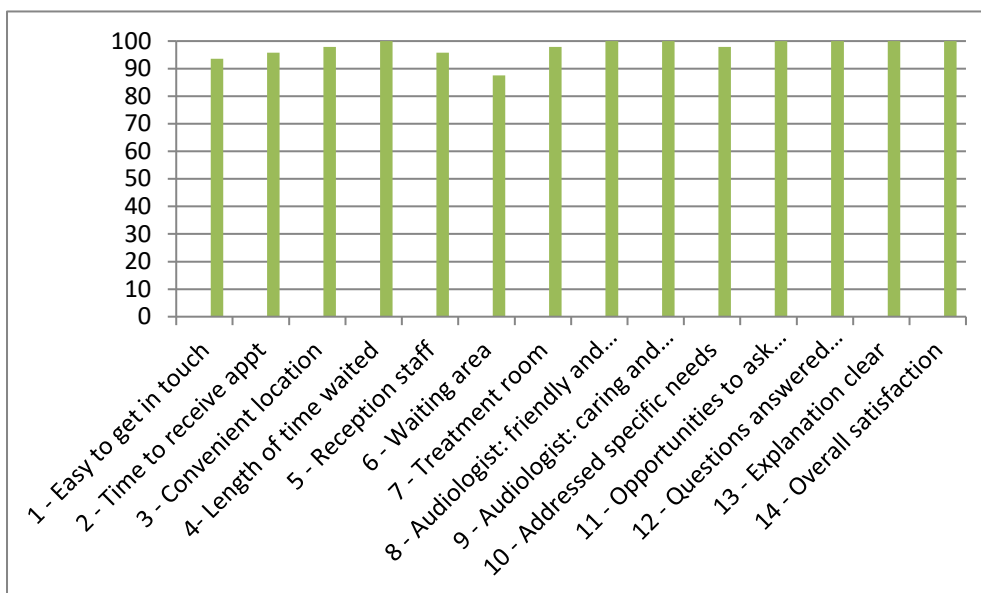


"Audiology is one of the best organised services we see. Very short waiting times – fantastic"

"I would like to praise the Audiology department for the service you've provided. From the time we were first referred we were seen very quickly and every appointment has been a really positive experience. Our Son loves going to the hospital and this is all down to the kindness and professionalism of the team. Thank you so much"

Question	Rank	Mean Score	% Agree / Strongly Agree	% Strongly Agree
1 - Easy to get in touch	11	4.55	93.62	61.70
2 - Time to receive appt	13	4.51	95.74	55.32
3 - Convenient location	10	4.58	97.92	60.42
4 - Length of time waited	9	4.67	100.00	66.67
5 - Reception staff	12	4.54	95.83	60.42
6 - Waiting area	14	4.27	87.50	47.92
7 - Treatment room	8	4.75	97.92	77.08
8 - Audiologist: friendly and helpful	2	4.90	100.00	89.58
9 - Audiologist: caring and listened	1	4.92	100.00	91.67
10 - Addressed specific needs	7	4.79	97.92	81.25
11 - Opportunities to ask questions	4	4.85	100.00	85.42
12 - Questions answered clearly	5	4.81	100.00	81.25
13 - Explanation clear	3	4.90	100.00	89.58
14 - Overall satisfaction	6	4.81	100.00	81.25
Average Scores		4.70	97.60	73.54

Graph to show percentage of parents/guardians that agree/strongly agree



"From the initial phone call to book the appointment the service was excellent. Appointment booked to minimise missing school and on a day that suited"



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.