

Paediatric Audiology Satisfaction Survey Results

Dec 2019-Jan 2020

During the months of Dec 2019 and Jan 2020 surveys were handed out to parents/guardians at their child's Hearing assessment appointment (HAC). Surveys were also posted following Hearing aid reviews and Hearing aid fitting appointments. These appointments were either at Torbay, Newton Abbot, Teignmouth or Totnes Hospital.

Parents were asked to rate 14 statements 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.

Parents were also asked to give any comments or suggestions as to how we can improve our service.

The survey

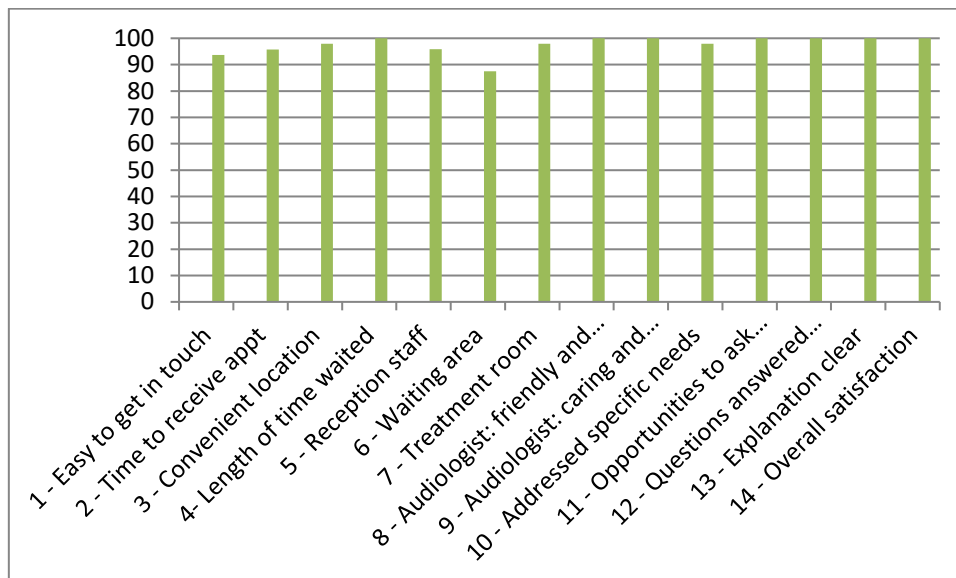
1. The department was easy to get in touch with.
2. I was satisfied with the length of time I waited for my child's appointment.
3. The appointment was convenient for me to get to.
4. I was satisfied with the length of time I waited on the day of the appointment.
5. Reception staff were friendly and helpful.
6. The waiting area was comfortable and clean and appropriate reading matter/toys were provided.
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 about my child.
10. My child's specific problems and needs were addressed.
11. I had opportunities to ask questions throughout my child's appointment.
12. Any questions I had were answered clearly.
13. The Audiologist explained everything to me in a way that I could understand.
14. Overall I was pleased with the service my child received.

Summary of Results

- 48 parents/guardians returned the questionnaire to us in a pre-paid envelope.
- 100% were satisfied with the length of time I waited on the day of the appointment. (Statement 4).
- 100% agreed that the Audiologist was friendly, helpful, caring and listened to concerns. (Statements 8 & 9).

- 100% agreed that they had opportunities to ask questions throughout their child’s appointment, and that the Audiologist explained everything clearly in a way that could be understood.(Statements 11&12)
- 100% agreed that the Audiologist explained everything to me in a way that I could understand. (Statement 13).
- 100% agreed that overall they were pleased with the service their child received. (Statement 14).
- The statement with the highest average score was statement 9; ‘the Audiologist was caring and listened.

Graph to demonstrate % of patients who agreed/strongly agreed.



Conclusion

Overall patient satisfaction is high and we have received some lovely positive comments.

A few comments have been made regarding the toys/books in the children’s waiting are and measures will be taken to replenish these.