

Paediatric Audiology Satisfaction Survey Results

June 2020 – Feb 2021

Surveys were posted out to parents/guardians following their child Hearing aid review appointment or hearing aid fitting appointment to gain feedback on our service.

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.

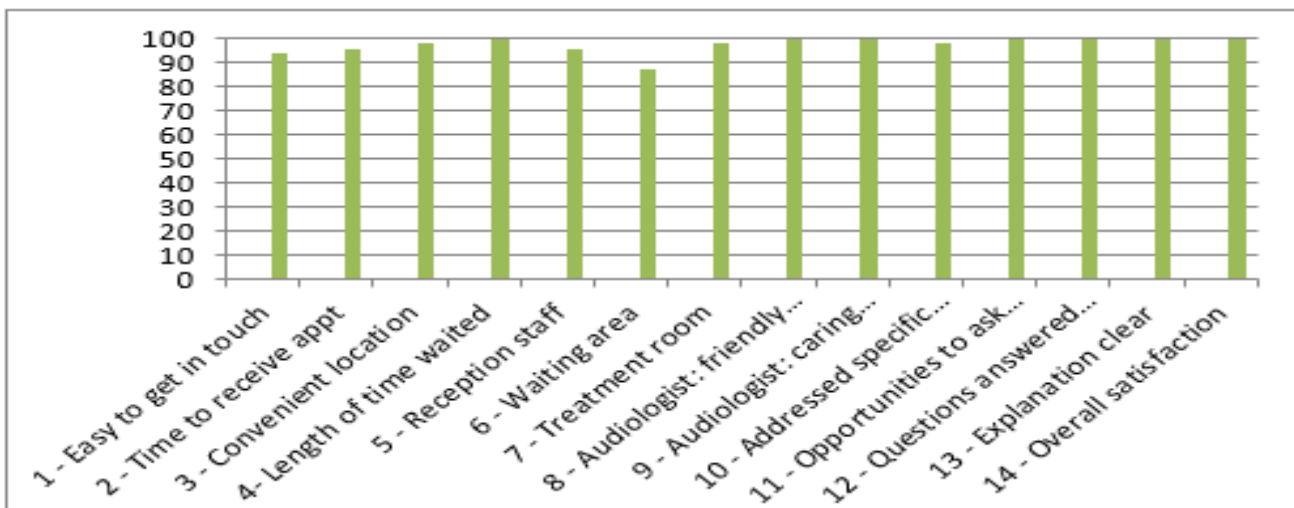
Summary of Results

- 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'.
- The lowest scoring statement was statement 6 "The waiting area was comfortable and clean and appropriate reading matter/toys were provided" with 88% of patients either agreeing or strongly agreeing with this statement.

Several parents/guardians commented that the waiting area was 'Covid safe' (toys/reading matter has been removed)

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



Conclusion

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

"The audiology team are always friendly, caring and professional. My Son has to visit them on a regular basis and always try their best to calm and reassure him"

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.