

# Paediatric Audiology – Patient Satisfaction Survey:

## Hearing Aid review appointments

June/July/Aug 2019



27

Completed surveys

86 surveys were posted out to parents/guardians of children that had a Hearing aid review appointment during June/July and August 2019



100%

Of parents/guardians agreed that the audiologist was friendly, helpful, caring, listened and addressed their child's needs.

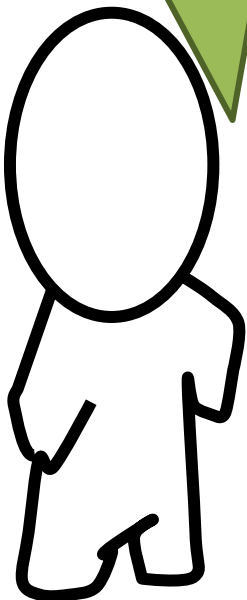
The questionnaire comprised of 14 statements which parents rated using the following criteria: *Strongly disagree, Disagree, Neither agree or disagree, Agree, Strongly agree.* '1 = strongly disagree' and '5 = strongly agree'.

*"Just keep doing the fantastic job you always do. Thank you for always supporting my child's needs"*

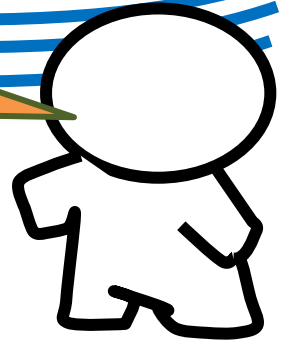
100% of parents and guardians agreed that overall they were pleased with the service their

### RESULTS

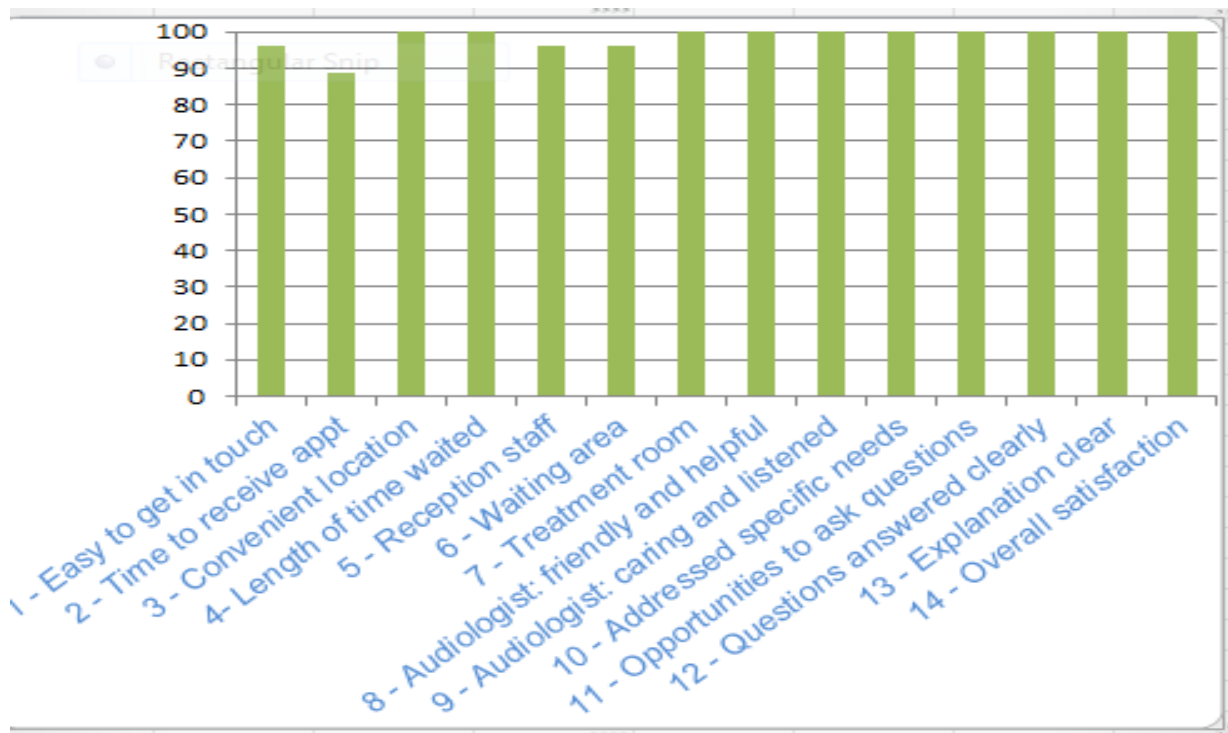
- ❖ The statement with the highest average score was 'The Audiologist was friendly and helpful'
- ❖ The lowest ranked statement was regarding the length of time waited to get an appointment.
- ❖ 100% agreed that specific needs were addressed and explanations were clear
- ❖ 100% of parents/guardians agreed that there were opportunities to ask questions and that they were answered clearly.



*“My son and daughter have been seen at Audiology for many years now and we have always had excellent service”*



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



A couple of comments were made regarding difficulty contacting the department and making sure the appropriate appointment was booked. Unfortunately no contact details were left so we were unable to investigate these problems. Please contact us directly or leave details so we can contact you. We aim to provide a high standard of service and that is why patient feedback is so valuable to us.



**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.**