

## Adult Audiology Patient Satisfaction Questionnaire Results for 2018

During the first two weeks in November we issued a questionnaire to every patient seen in the Adult Audiology Clinic asking for feedback about the service. In total 708 patient satisfaction questionnaires were issued, 442 were completed and returned resulting in an overall return rate of 62%

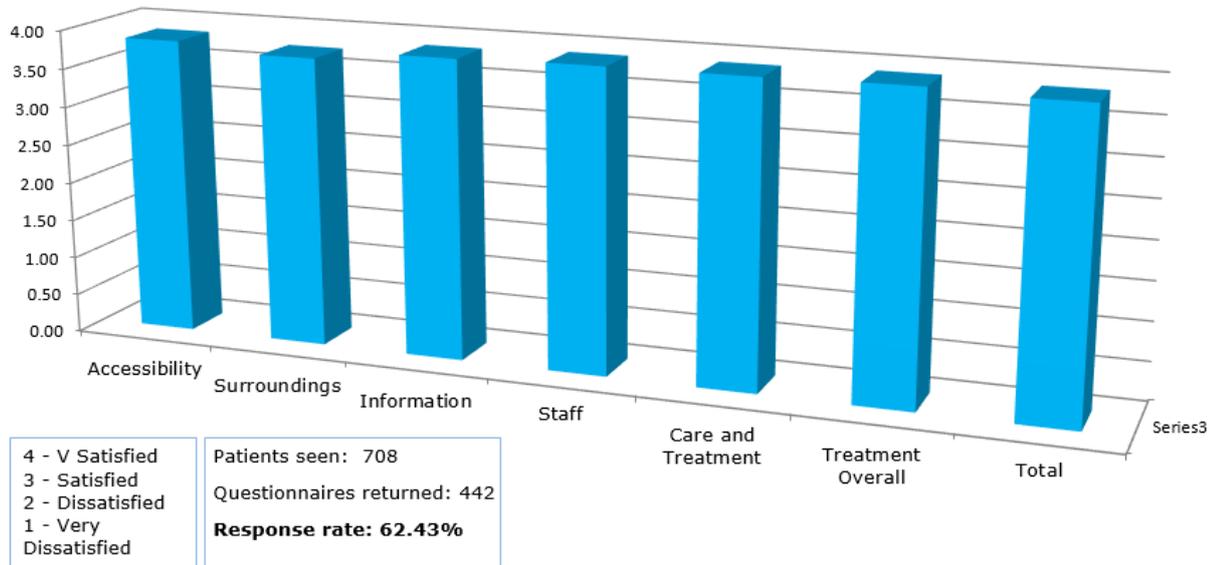
The questionnaire comprised 14 questions regarding Accessibility, Surroundings, Information, Staff, Care and Treatment:

The table below shows a summary of responses to each question:

Patient responses:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1. Your experience communicating on the phone with the Audiology Service?	85.28%	13.55%	1.17%	-
2. The time you waited for your appointment	83.25%	15.80%	0.94%	-
3. The location of your appointment?	86.96%	12.56%	0.48%	-
4. The battery replacement service (if used)?	87.10%	12.58%	0.32%	-
5. The information you received with the appointment letter?	84.62%	15.38%	-	-
6. The information you received at your appointment?	88.37%	11.63%	-	-
7. The information in the waiting area?	75.20%	24.27%	0.53%	-
8. The professionalism of the staff who booked you in?	88.34%	11.66%	-	-
9. The professionalism of the Clinician(s) that you saw?	90.44%	9.56%	-	-
10. The opportunities you were given to discuss any problems?	89.46%	10.54%	-	-
11. Any explanations you were given?	90.31%	9.42%	0.26%	-
12. How well you felt that we understood your hearing difficulties?	89.44%	10.56%	-	-
13. How much we helped you manage your hearing difficulties?	88.76%	11.00%	0.24%	-
14. The audiology service you received?	91.06%	8.94%	-	-

The chart below shows patient responses by category:

### Adult Audiology Patient Satisfaction Questionnaire Results for Cwm Taf – 2018



	Accessibility	Surroundings	Information	Staff	Care and Treatment	Treatment Overall	Total
■ Series3	3.85	3.75	3.86	3.89	3.89	3.91	3.86