

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%**

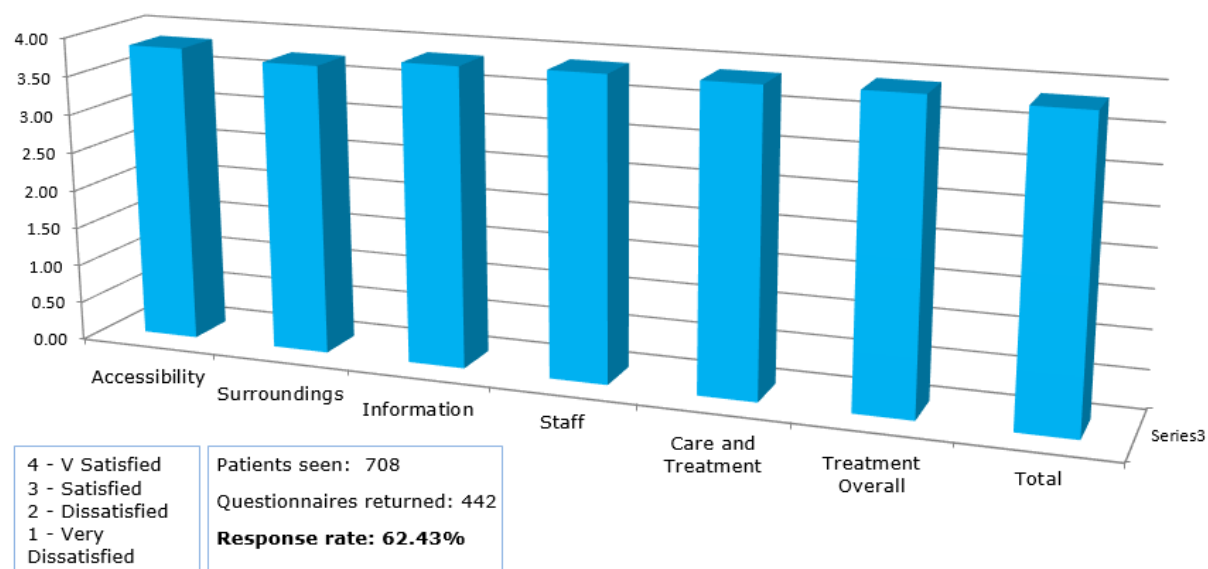
The questionnaire comprised 14 questions regarding Accessibility, Surroundings, Information, Staff, Care and Treatment:

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