



Adult Tinnitus Services

Service User Feedback 2023

75 questionnaires were given out to Adult Audiology Service users in Cardiff and the Vale from December 2023. We received 60 responses and the results are shown below.

ACCESSIBILITY

Responses were generally very positive with regards to communicating with the department, waiting times for, and at, appointments and support given to patients with any communication needs.

'Time taken to get an appointment.'
'The waiting list was longer than expected.'

Our Response:

- We have recently added new members of staff to the tinnitus team to help ease the waiting lists times.

INFORMATION

There was a high level of satisfaction with regards to written and verbal information received.

'Audiologist as attentive and shared information clearly.'
'It was professional and efficient. The audiologist was friendly, reassuring and helpful and explained everything well.'
'The audiologist was lovely, gave me useful links (website)'

Our Response:

- We have recently updated written and online information for patients. This includes information regarding support groups, sound apps and documents available on our website. Our letters now have a map with directions to the different audiology clinics, the 'All about tinnitus leaflet' and the 'tinnitus decision aid.' We are currently curating our own departmental tinnitus information booklet.

It was very pleasing to know that such a high percentage of respondents are very satisfied with the overall Tinnitus Service received. All negative comments are taken seriously and will form next year's action plan for service improvement.

SURROUNDINGS

There was a high level of satisfaction reported with regards to the welcome received at reception and the appearance and comfort of rooms. With 10% of patients reporting that they were somewhat dissatisfied.

'Ontime'
'It was a good experience'
'Everyone was friendly and polite.'
'Waiting room and appointment room too hot'
'Waiting room and clinic room too hot'
'Hot in the rooms'

Our Response:

- We are currently in the process of having air conditioning installed in the clinics, this project is ongoing.

STAFF CARE & TREATMENT

An extremely high level of satisfaction with the professionalism of staff was reported, with 97% of respondents reporting they were satisfied with their appointment. Responses were generally very positive with regards to the opportunities to discuss problems or difficulties, help with tinnitus and the information provided by the team.

It was very pleasing to get some positive comments with regards to overall care and treatment received:

'Politeness, professionalism and efficiency'
'I felt understood, listened to, the feelings of empathy and not feeling I was alone.'
'Everyone was friendly and polite. I was given plenty of information and the chance to ask questions.'
'Friendly, thorough and professional.'
'Very pleased. Everything went well'
'Very understanding'