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Cardiff and Vale University Health Board

Report of Patient Satisfaction of Adult Tinnitus Services – Conducted **December 2023**

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Summary

This report reviews the responses to a patient satisfaction questionnaire from 60 patients accessing the Adult Audiology Services provided at Cardiff and Vale University Health Board during December 2023.

A representative number of attendees at Cardiff and West Quay clinics in Adult Audiology were surveyed.

A summary of findings from this report will be posted on the Audiology Departmental Website and on the notice boards at all Adult Audiology Services clinics.

Background

Each year around 400 patients access Tinnitus and hearing therapy appointments, across the two sites that provide Adult Tinnitus Services within the Cardiff and Vale University Health Board.

The Department provides support to ENT and Audiovestibular Medicine Clinics, providing a further 6000 hearing tests per year. All hearing, tinnitus referrals from 16 years of age upwards are triaged to Audiology. Hearing aids or sound generators are fitted as required and all patients are offered a review within 12 weeks. Patients are able to self-refer for a reassessment or second hearing aid fittings. Patients are able to access the service for hearing aid repairs and ear moulds through our open access repair service.

Good practice guidelines encourage Audiology Services to audit patient satisfaction on a regular basis. This survey for Cardiff and Vale University Hospital Board was carried out in December 2023 using a slightly modified version of the Patient Satisfaction Survey published as part of the Quality Standards for Adult Audiology Services.

The survey focused purely on Adult Tinnitus Services, and as such, did not involve the Ear Nose and Throat or Audiovestibular Medicine Departments, or their services.

Coverage

A representative sample of all the attendees at the Adult Audiology Departments in December 2023 were surveyed. Patients ages 16 and over were included in the survey, across both the University Hospital site in Cardiff and the West Quay site in the Vale, to ensure a broad spectrum of views were represented.

The questionnaires were given to the first 75 patients who accessed the Audiology services since December 2023. Clinicians were asked to give the questionnaire to the

patient at the end of the appointment, and to request that it be completed and returned anonymously to a labelled box in the reception area before leaving the Department. Alternatively, patients were given a QR to a Microsoft form to complete the satisfaction feedback.

Questionnaire

The questionnaire used in 2023 was devised specifically for use with patients accessing Audiology services and was published as part of the Quality Standards for Adult Audiology Services.

The questionnaire was modified slightly to tailor it to our Department and to encourage free text and meaningful opinions.

Respondents were asked to comment on key features of their appointments covering the necessary elements in the Standards, such as accessibility, open access repairs, surroundings, information, professionalism and care and treatment received.

Respondents were asked to base their responses on all of the appointments they had received over the past year.

Results Summary Table

	Very Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not applicable
Did you feel people were welcoming, friendly & helpful?	50	8	2	0	0
Your experience of communicating with the department	44	13	3	0	0
From the time you realised you needed to use the service, how satisfied are you with how long you had to wait?	31	12	12	5	0
The support you needed to help with any communication needs?	35	15	2	2	6
The service provided for open access repairs?	14	2	0	0	44
The postal service for repairs & batteries	11	3	0	0	46
Your welcome at reception	41	17	1	0	1
The appearance, cleanliness and comfort of rooms?	33	26	1	0	0
The temperature in the clinic rooms and waiting areas?	29	24	6	1	0
The information you received before your appointment?	40	19	1	0	0
Written information and leaflets provided at your appointment?	43	14	0	0	3
Information on our website?	29	9	0	0	22
Were things explained to you in a way that you could understand?	49	10	1	0	0

Were you involved as much as you wanted to be in decisions about your care?	47	10	1	1	1
Information provided on additional services such as social services or support groups?	40	8	2	0	10
The professionalism of the Audiologist and/or reception staff?	54	5	1	0	0
The opportunities to discuss problems or difficulties you are having in different situations?	50	8	1	0	1
The help offered for your problems or difficulties?	47	11	0	1	1
Time taken to be called into your appointment from the waiting area?	48	10	1	1	0
How satisfied are you with your appointment?	49	9	1	1	0

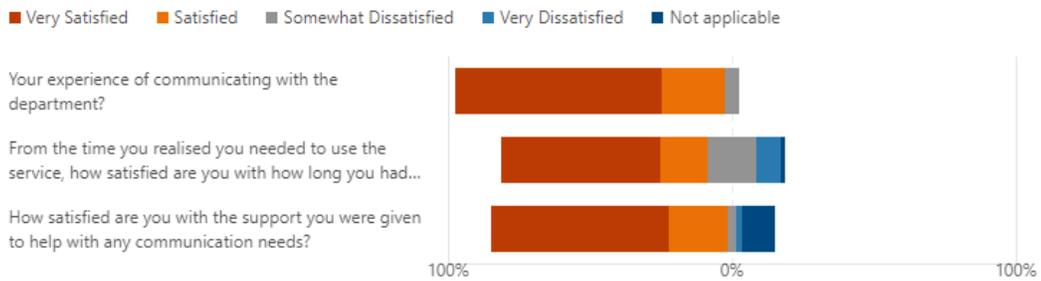
Of the 60 questionnaires completed, there were 36 comments made in the free text section, where patients were asked to state any improvements they would like to make to the Audiology Service. Of these, 33 were positive comments received and 16 respondents requested an improvement in services.

When reporting the below percentages, we have discounted the ‘not applicable’ responses.

1. Accessibility

This section looked at communicating with the Audiology Service, how long patients had to wait for their appointment and communication needs.

3. Accessibility

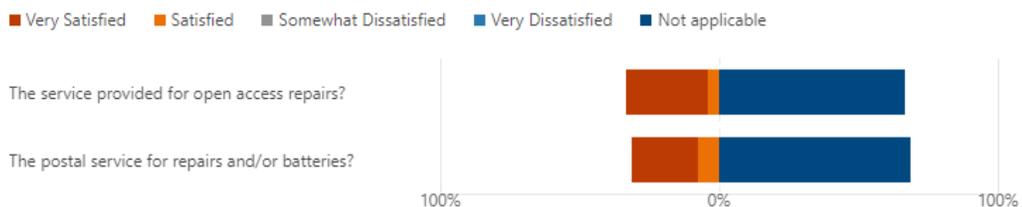


- *Your experience of communicating with the department* – 60 responses received. There is a good level of satisfaction with accessing the service, with 95% of patients being very satisfied / satisfied with accessibility.
- *From the time you realised you needed to use the service, how satisfied are you with how long you had to wait* – 60 responses received. There is a reasonable level of satisfaction with accessing the service, with 72% of patients being very satisfied / satisfied with accessibility. 5 patients commented on the long waiting time to be seen from the date of referral.
- *The support you needed to help with any communication needs* – 60 responses received. There is a fairly high level of satisfaction in the waiting time for an appointment, with 93% of patients being very satisfied / satisfied with the waiting time. 7% of patients were somewhat dissatisfied / very dissatisfied. 2 these patients both a left comment for improvement. One commented that they had received a letter stating they are been removed from the waiting list due to lack of response, and they then weren't able to get in touch with Audiology via telephone. The other patient commented on long waiting times.

2. Open access repairs

This section looked at patient's experience with the open access repair service.

4. Open Access Repairs (if applicable)

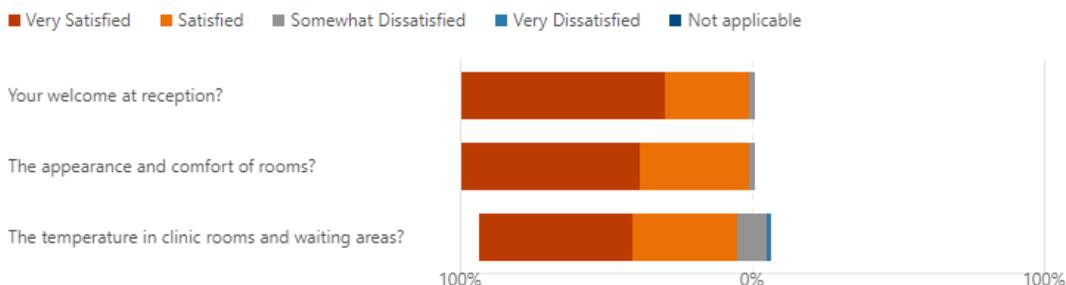


- *The service provided for open access repairs* – 16 responses received. 100% of patients were very satisfied / satisfied with the open access repair service.
- *The postal service for repairs & batteries* – 14 responses received. There is a very high level of satisfaction with the department’s postal service, with 100% of patients who use the service being very satisfied / satisfied.

3. Surroundings

This section looked at the welcome patients received at reception and their satisfaction with the appearance and comfort of rooms within the department.

5. Surroundings

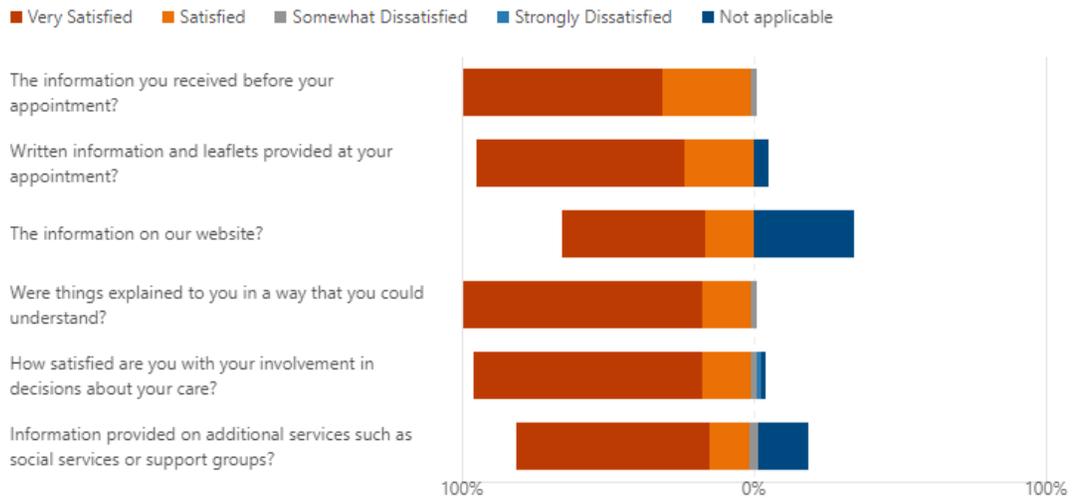


- *Your welcome at reception* – 59 responses received. There is a high level of satisfaction with the welcome at reception with 98% of patients being very satisfied / satisfied with their welcome. One patient was somewhat dissatisfied and commented that the receptionist checked them in and paid them no attention at all. This patient was seen in clinic 7, where the receptionist works for the eye department.
- *The appearance, cleanliness and comfort of rooms* – 59 responses received. There is a high level of satisfaction with the appearance and comfort of rooms with 98% of patients being very satisfied / satisfied.
- *The temperature in the clinic rooms and waiting areas* - 60 responses received. 88% of patients reported being very satisfied / satisfied. 1 patient was very dissatisfied and commented that the waiting room and appointment room was too hot.

4. Information provided

This section looked at both written and verbal information received by patients.

6. Information and Treatment



- *The information you received before your appointment* – 60 responses received. There is a high level of satisfaction with the written information provided, with 98% of patients being very satisfied / satisfied.
- *Written information and leaflets provided at your appointment* – 57 responses received. There is a high level of satisfaction with the written information provided, with 100% of patients being very satisfied / satisfied.
- *Information on our website* – 38 responses received. There is a high level of satisfaction with the written information provided, with 100% of patients being very satisfied / satisfied. We have since added information about our website to our patient letters to promote awareness.
- *Were things explained to you in a way that you could understand* – 60 responses received. There is a high level of satisfaction with the written information provided, with 98% of patients being very satisfied / satisfied. 1 patient was somewhat dissatisfied and commented that they felt they had more information given to them 30 years prior.
- *Were you involved as much as you wanted to be in decisions about your care* – 59 responses received. There is a high of satisfaction with the written information provided, with 95% of patients being very satisfied / satisfied. 1 patient was somewhat dissatisfied and reported they wanted a referral to

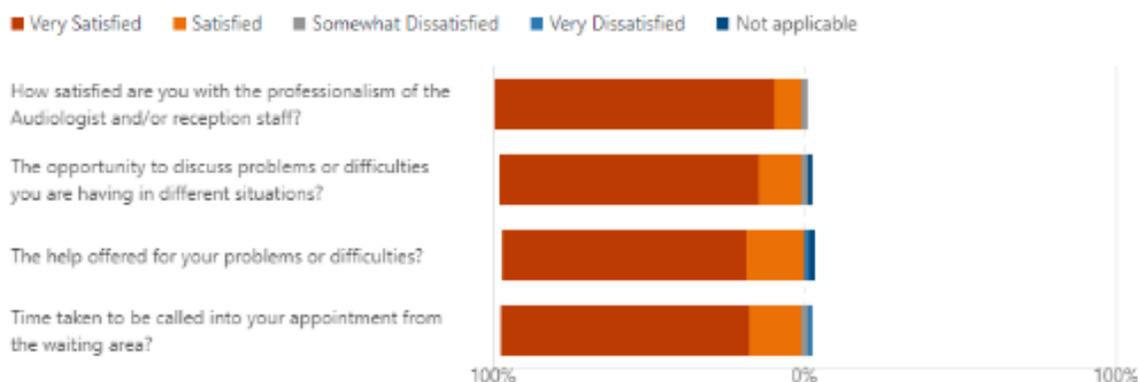
ENT but were informed they weren't suitable. 1 patient was very dissatisfied and reported the management advice given to them wasn't helpful.

- *Information provided on additional services such as social services or support groups* – 50 responses received. There is a high level of satisfaction with the written information provided, with 96% of patients being very satisfied / satisfied.

5. The appointment

This section asked respondents to rate the professionalism of all members of the Cardiff Audiology Team, including the reception staff and audiologists.

7. The Appointment



- *The professionalism of staff* – 60 responses received. There is an extremely high level of satisfaction with the professionalism of staff, with 98% of patients reporting to be very satisfied. It is pleasing to receive such positive feedback from this section of the questionnaire. These patient reports will be fed back to staff at the next monthly meeting.
- *The opportunities to discuss problems or difficulties you are having in different situations* – 59 responses received. There is an extremely high level of satisfaction with the professionalism of staff, with 98% of patients reporting to be very satisfied. It is pleasing to receive such positive feedback from this section of the questionnaire. These patient reports will be fed back to staff at the next monthly meeting.
- *The help offered for your problems or difficulties* – 59 responses received. There is an extremely high level of satisfaction with the professionalism of staff, with 98% of patients reporting to be very satisfied. It is pleasing to

receive such positive feedback from this section of the questionnaire. These patient reports will be fed back to staff at the next monthly meeting.

- *Time taken to be called for your appointment* – 60 responses received. There was a very high level of satisfaction for the time taken to be called from the waiting room for an appointment, with 97% of patients being very satisfied / satisfied.

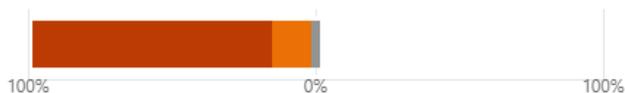
6. Other

This section asked respondents to rate their overall care and treatment in terms of opportunity to discuss their problems and difficulties, and the assessment and help received with their hearing difficulties.

2. How Satisfied are you with the following:

■ Very Satisfied ■ Satisfied ■ Somewhat Dissatisfied ■ Very Dissatisfied ■ Not applicable

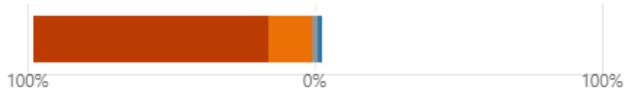
How satisfied are you with how welcoming, friendly, & helpful audiology staff were?



8. Other

■ Very Satisfied ■ Satisfied ■ Somewhat dissatisfied ■ Very Dissatisfied ■ Not applicable

Overall, How satisfied are you with your appointment?



- *Did you feel people were welcoming, friendly & helpful* – 60 responses received. There is a high level of satisfaction with discussion opportunities with 97% of patients being very satisfied / satisfied. 2 patients were somewhat dissatisfied and 1 commented that the receptionist checked them in and paid them no attention at all. This patient was seen in clinic 7, where the receptionist works for the eye department.
- *How satisfied are you with your appointment* – 60 responses received. There is a high level of satisfaction with assessment and help with hearing difficulties, with 97% of patients being very satisfied / satisfied. None of the comments for improvement mentioned improvements to assessment or help received for hearing difficulties. 1 patient was somewhat dissatisfied and commented that they thought the appointment was for a hearing aid fitting, not a tinnitus assessment.

Comments for Improvements

Of the 60 questionnaires completed, 36 comments were made in the free text section, where patients were asked to state any improvements they would like to make to the Audiology Service. Of these, 33 were positive comments received and 16 respondents requested an improvement in services.

Positive comments received:

- On time. The person who saw me was very understanding when I explained how stress was affecting my tinnitus. She explained how this happens in the brain. Very helpful. Thank you
- Very pleased. Everything went well
- Always pleasant.
- Audiologist was knowledgeable and was able to provide helpful advice.
- Everyone was friendly and polite. I was given plenty of information and the chance to ask questions.
- the audiologist was lovely, gave me useful links (website) and has referred me for an MRI as my tinnitus is one sided.
- politeness, professionalism and efficiency
- Audiologist was professional and thorough in her examination.
- I like the person dealing with me.
- Audiologist as attentive and shared information clearly.
- It was professional and efficient. The audiologist was friendly, reassuring and helpful and explained everything well.
- Friendly, thorough and professional.
- I felt understood, listened to, the feelings of empathy and not feeling I was alone.
- Well informed and reason of tests given.
- The woman I had my appointment with was lovely. She explained everything.
- Audiologist was very helpful and patient.
- The attitude of the audiologist was professional and pleasant. Appropriate discussion and ability to ask questions and seek clarification.
- Was given the time and space to better understand tinnitus and the things that I can do to help myself
- clear speech, extremely patient. All questions answered in detail. Nothing too much trouble

- Hannah was very understanding
- The person dealing with me was very informed and I was understood. He explained everything and I am grateful that my tinnitus can be

managed and controlled, which was brilliant to hear as my surgery doctors have always said that nothing could be done and it has taken over 6 years of hell to finally see an audiologist and have hearing aids fitted in less than 4 months.

- The staff (2x comments)
- The audiologist was lovely. He took the time to listen to everything I had to say

Comments suggesting improvements:

- It took over 14 months to reach you!
- The waiting list was longer than expected.
- Waiting for over a year to be seen
- Time taken to get an appointment.
- Time from referral to being seen.
- Appointment letter stated 2 different clinic numbers which was not helpful. Waited 18 months for the appointment.
- Waiting room and appointment room is too hot.
- Parking (4 comments)

Response

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

Actions for next year

- We are currently in the process of having air conditioning installed in the clinic, this project is ongoing.
- We have currently employed locums to ease the waiting lists times. We hope to employ more members of CAV Audiology team to assist with tinnitus appointments.
- We have edited all of our patient letters to ensure the clinic information is correct, as well as adding information regarding our website.
- We are adding information about the park and ride available to staff and patients to help with parking.

Conclusions

A representative number of service users were surveyed across our sites in Cardiff and the Vale. Those surveyed were attending for tinnitus assessment, tinnitus fittings or

tinnitus reviews. For areas that registered a small amount of dissatisfaction, steps have or will be taken to improve services, as far as is practical.

The department strives to provide the best care possible for each patient seen and continues to make improvements to services. We have also received feedback from our tinnitus patient forum. The minutes from this meeting can be found in the 'tinnitus patient forum' minutes folder on the s drive.

Appendix

Questionnaire used for this survey.

Appointment type: _____

Clinic: _____

Date: _____

ADULT AUDIOLOGY SERVICE SATISFACTION QUESTIONNAIRE

Please help us to improve our service. We would be grateful if you could indicate your level of satisfaction with a tick. Please base your responses on all appointments you have had in the past year with Audiology. Thank you for your time.

How satisfied are you with the following?	Very Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Did you feel people were welcoming, friendly & helpful?					
ACCESSIBILITY					
Your experience of communicating with the department?					
From the time you realised you needed to use the service, how satisfied are you with how long you had to wait?					
The support you needed to help with any communication needs?					
OPEN ACCESS REPAIRS (if applicable)					
The service provided for open access repairs?					
The postal service for repairs and/or batteries?					
SURROUNDINGS					
Your welcome at reception?					
The appearance, cleanliness and comfort of rooms?					
The temperature in clinic rooms and waiting areas?					
INFORMATION AND TREATMENT					
The information you received before your appointment?					

Written information and leaflets provided at your appointment?					
The information on our website?					
Were things explained to you in a way that you could understand?					
Were you involved as much as you wanted to be in decisions about your care?					
Information provided on additional services such as social services or support groups?					
THE APPOINTMENT					
The professionalism of the Audiologist and/or reception staff?					
The opportunity to discuss problems or difficulties you are having in different situations?					
The help offered for your problems or difficulties?					
Time taken to be called into your appointment from the waiting area?					
OTHER					
How satisfied are you with your appointment?					
What did you like about your appointment in Audiology?					
What did you not like about your appointment in Audiology?					