

Cardiff and Vale University Health Board

Report of Patient Satisfaction of Adult BAHA Service – Conducted September 2021

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Summary

This report reviews the responses to a patient satisfaction questionnaire from 33 patients accessing the Adult BAHA Audiology Services provided at Cardiff and Vale University Health Board during September 2021

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 110 patients access the Adult BAHA Service within the Cardiff and Vale University Health Board.

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 September 2021 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 BAHA Audiology Services, and as such, did not involve the Ear Nose and Throat or Audiovestibular Medicine Departments, or their services.

Coverage

Due to the pandemic questionnaires were posted out to all 101 Adult BAHA patients across the Cardiff and Vale area and patients were provided with an SAE. Only 33 responses were received back.

Questionnaire

The questionnaire used in 2021 was devised specifically for use with BAHA patients accessing Audiology services

Respondents were asked to comment on key features of their appointments covering the necessary elements in the Standards, such as accessibility, 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	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Dissatisfied
Your experience of communicating on the phone with the department	12	6	4	2	
Your experience of communicating with the department by other methods	15	9	1	0	
Time waited to receive an appointment	15	8	5	0	
The location of your appointment	13	6	10	1	
The postal BAHA battery replacement service	14	3	0	1	
Flexibility of booking your appointment	14	12	2	1	
Use of technologies to support communication	14	6	2	0	
Symptom checks when you arrived	22	4	0	0	
How safe you felt in the Waiting room	22	3	1	0	
How comfortable and safe you felt during the appointment	26	3	0	0	
The cleanliness of the clinic rooms	24	4	0	0	
Written information provided before your appointment	18	9	1	0	
Written information provided at your appointment	19	6	0	0	
Verbal information provided at your appointment	24	6	0	0	
The professionalism of staff that greeted you on your arrival	29	1	0	0	

The professionalism of the audiologist	31	1	0	0	
The professionalism of the Medical Team	23	1	0	0	
How well could you communicate with your Audiologist	24	8	0	0	
The opportunities you were given to discuss problems	27	4	0	0	
Explanation you were given about your treatment	20	7	2	0	
How well we involved you in the development of your treatment plan	22	6	3	0	
How well we supported you to make informed decisions about your care	22	5	3	0	
How well we understood your hearing problems	22	4	4	1	
How much we helped you manage your hearing problems	22	7	2	0	
when your appointment finished were you clear with the further guidance on leaving the department	23	7	1	0	
How satisfied are you with the BAHA implant service you received	30	2	0	0	
How satisfied were you with the level of dignity and respect you were given	31	1	0	0	
	Great effect 5	4	3	2	
Did you feel anxiety or nervousness before attending your appointment	6	2	2	0	

Did you feel anxiety or nervousness after attending your appointment	7	2	1	0	
If we asked you to come along to the appointment, how did this affect your experience	2	2	0	1	
	Improve the phone service	Need a receptionist			No c
State one improvement you would make to the audiology service	5	1			
	Use of clear masks				No c
State one thing that was good about the audiology service	1				
	Excellent service/very satisfied	Professional	Improve the phone service	Patient not seen for a while and would like an appointment	No c
Overall Comments	7	1	1	4	

1. Accessibility

This section looked at communicating with the Audiology Service, how long patients had to wait for, and at, their appointment, postal service for batteries and repairs and being issued with a year's supply of batteries centrally.

- *Your experience of communicating with the department – **Phone contact:*** 25 responses (8 NA) There is a good level of satisfaction with accessing the service, with 73% of patients being very satisfied / satisfied with accessibility. There is improvement to be made here as 26% have difficulty making contact by phone. **Other means of contact:** 27 responses (7 NA) There is a good level of satisfaction with accessing the service, with 93% of patients being very satisfied / satisfied with accessibility.
- *Time waited to receive an appointment –* 29 responses received. There is a high level of satisfaction in the waiting time for an appointment, with 97% of patients being very satisfied / satisfied with the waiting time. 5% of patient were somewhat dissatisfied / very dissatisfied.

- *The postal service for repairs & batteries* – 19 responses received. There is a good level of satisfaction with the department's postal service, with 74% of patients who use the service being very satisfied / satisfied.
- *Flexibility booking an appointment* – 31 responses received. 90% of patients were very satisfied / satisfied
- *Location of appointment-* 30 responses with 97% of patients were very satisfied / satisfied

2. Surroundings

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

- *Symptom check when arrived in clinic* – 30 responses received. 97% of patients being very satisfied / satisfied
- *How safe you felt in the waiting room* – 26 responses received, 73% of patients being very satisfied / satisfied
- *How comfortable you felt in the rooms* – 29 responses received. There is a high level of satisfaction with the appearance and comfort of rooms with 100% of patients being very satisfied / satisfied.
- *Cleanliness of the rooms* – 28 responses received There is a high level of satisfaction with the cleanliness of rooms with 100% of patients being very satisfied / satisfied.

3. Information

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

- *Written information provided before the appointment* – 28 responses received. There is a high level of satisfaction with the written information provided, with 97% of patients being very satisfied / satisfied.
- *Written information provided at your appointment-* 25 responses received. There is a high level of satisfaction with the written information provided, with 89% of patients being very satisfied / satisfied.
- *Verbal information provided* – 31 responses received. There is a very high level of satisfaction with the verbal information provided, with 90% of patients being very satisfied / satisfied with this.

4. Professionalism of staff

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

- *The professionalism of reception staff* – 32 responses received. There is an extremely high level of satisfaction with the professionalism of staff, with 97% of patients reporting to be very satisfied.
- *The professionalism of Audiology staff* – 32 responses received. There is an extremely high level of satisfaction with the professionalism of staff, with 97% of patients reporting to be very satisfied.
- *The professionalism of Medical staff* – 24 responses received. There is a reasonable level of satisfaction with the professionalism of staff, with 75% of patients reporting to be very satisfied. Some patients hadn't seen the medical team for some time so could not comment.
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5. Care and Treatment

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.

- *How well could you communicate with your Audiologist* - 33 responses received. There is a high level of satisfaction with discussion opportunities with 97% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.
- *The opportunities to discuss problems or difficulties* – 33 responses received. There is a high level of satisfaction with discussion opportunities with 94% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.
- *Explanation you were given about your treatment* – 33 responses received. There is a good level of satisfaction with 88% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.
- *How well we involved you in the development of your treatment plan*- 33 responses received. There is a high level of satisfaction with 94% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.
- *How well we supported you to make informed decisions about your care* -33 responses received. There is a high level of satisfaction with 90% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.

- *How well we understood your hearing problems – 33 responses received.* There is a high level of satisfaction with 90% of patients being very satisfied / satisfied and 6% of patients being somewhat dissatisfied.
- *How much we helped you manage your hearing problems – 33 responses received.* There is a high level of satisfaction with 94% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.
- *When your appointment finished were you clear with the further guidance on leaving the department - 33 responses received.* There is a high level of satisfaction with 94% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.

6. Overall

- *How satisfied are you with the BAHA implant service you received - 33 responses received.* There is a high level of satisfaction with 97% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.
- *How satisfied were you with the level of dignity and respect you were given - 33 responses received.* There is a high level of satisfaction with 97% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied.

7. Attending the department during COVID-19 pandemic – Note that very few BAHA patients were actually seen during the Pandemic so there are a high level of NA responses (18 out of the 33 responses were NA)

*Did you feel anxiety or nervousness **before** attending your appointment?- 15 responses/18NA.* 67% of patient experienced some anxiety prior to attending clinic for their appointment. 33% reported no effect.

*Overall, did you feel any anxiety or nervousness **after** attending your appointment? - 15 responses/18NA.* 67% of patient experienced some anxiety after to attending clinic for their appointment. 33% reported little or no effect.

If we asked you to come alone to the appointment, how did this affect your experience? - 15 responses/18NA. 26% of patient reported that this did affect their experienced at the appointment. 67 % reported little or no effect.

Comments for Improvements

Of the 33 questionnaires completed, 6 comments were made in the free text section, 27 had no comments. 6 respondents requested an improvement in services, 5 requested an improvement in the telephone service as there had difficulty contacting the department via the telephone helpline. 1 requested the presence of a receptionist.

We are aware of the difficulties patients have whilst accessing the Audiology helpline and these are currently being addressed.

Negative comments received:

Improve the phone service – 5 responses

Need a receptionist – 1 response

Haven't been seen for a while would like an appointment – 4 responses

Positive comments received:

- Use of clear masks improve communication
- Very Professional
- Excellent service

Response

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

Actions for next year

- Staff are to continue to have training on advances in BAHA technology in Audiology.
- Continue to make improvements on the telephone service so patients are able to access the service as and when required with ease.
- Set up BAHA email account for patients to email the BAHA team directly.
- All patients to be sent the contact details including the Audiology helpline number and email address.

Actions from last year

- Phone cover has been increased.

- Mailshot to all adult BAHA patients to inform them of the change from biannual to triannual reviews unless they need to be seen sooner.
- All patients were sent the contact details including the Audiology helpline number and email should they need to seek advice or request an appointment.

Conclusions

A representative number of BAHA service users were surveyed across our sites in Cardiff and the Vale. 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 are also very keen to receive feedback from our patient forum group.

Appendix 1.

BAHA Service Satisfaction Questionnaire

We would be grateful if you could please complete this questionnaire to help us improve our BAHA Implant services. Please indicate your satisfaction for each area with a score from 1-5. Please base your responses on your most recent appointment with the BAHA Implant Service.

Indicate your satisfaction for each item with a score from 1-5 where:

1 = very dissatisfied (i.e. WORST service) and 5 = very satisfied (i.e. BEST service)

Overall, how satisfied are you with:

Accessibility						
Your experience communicating on the phone with the BAHA Implant service (if you have contacted us by phone)?	1	2	3	4	5	N/A
Your experience communicating with the BAHA Implant service by other methods (e.g. email, text, textphone)?	1	2	3	4	5	N/A
The time it took to receive your face to face appointment (from when you were referred)?	1	2	3	4	5	N/A

The location of your appointment (how accessible was it from your home)?	1	2	3	4	5	N/A
The postal BAHA implant repair and battery replacement service (if you used it)?	1	2	3	4	5	N/A
The flexibility of booking an appointment at a suitable time for you?	1	2	3	4	5	N/A
The use of different technologies to support communication (before, during and following appointments)?	1	2	3	4	5	N/A
Surroundings						
The symptom checks when you arrived at the department?	1	2	3	4	5	N/A
How safe you felt in the waiting room (if you used the waiting room)?	1	2	3	4	5	N/A
How comfortable and safe you felt during your appointment?	1	2	3	4	5	N/A
The cleanliness of the clinic rooms?	1	2	3	4	5	N/A
Information						
The information you received before your appointment (i.e. enclosed with the appointment letter)?	1	2	3	4	5	N/A
The written information you received at your appointments?	1	2	3	4	5	N/A
The verbal information you received at your appointments?	1	2	3	4	5	N/A
Staff						
The professionalism of the staff that greeted you on arrival?	1	2	3	4	5	N/A
The professionalism of the audiologist?	1	2	3	4	5	N/A
The professionalism of the medical team (if applicable)?	1	2	3	4	5	N/A
Treatment						
How well could you communicate with your audiologist during your appointment?	1	2	3	4	5	N/A
The opportunities you were given to discuss any problems or difficulties?	1	2	3	4	5	N/A
Any explanations you were given about treatment?	1	2	3	4	5	N/A
Treatment continued						
	Score 1-5					
How well we involved you in the development of your treatment / personal plan?	1	2	3	4	5	N/A
How well we supported you to make informed decisions about your care?	1	2	3	4	5	N/A
How well we understood your hearing and/or balance problems?	1	2	3	4	5	N/A
How much we helped you manage your hearing and/or balance problems?	1	2	3	4	5	N/A
When your appointment was finished, were you clear with further guidance on leaving the department?	1	2	3	4	5	N/A
Overall						
Overall how satisfied are you with the BAHA Implant Service you received?	1	2	3	4	5	N/A
Overall how satisfied are you with the level of dignity and respect shown by staff?	1	2	3	4	5	N/A
Attending the department during COVID-19 pandemic						
	Scale of 0-5					
Overall, did you feel any anxiety or nervousness before coming to your appointment?	0	1	2	3	4	5
Overall, did you feel any anxiety or nervousness after attending your appointment?	0	1	2	3	4	5
If we asked you to come alone to the appointment, how did this affect your experience?	0	1	2	3	4	5
	(0 = no effect; 5 = great effect)					

**Please state below one improvement you would make to the Audiology Service / one thing that was particularly good about the Audiology service.
Or please add any comments.**

When completed please hand the questionnaire to the reception staff as this questionnaire is anonymous
If you would like us to respond to you about a particular comment, please leave your name and date of birth below: