



# **Cardiff and Vale University Health Board**

Report of Patient Satisfaction of Adult  
Audiology Services – Conducted May  
2019

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## **Summary**

This report reviews the responses to a patient satisfaction questionnaire from 91 patients accessing the Adult Audiology Services provided at Cardiff and Vale University Health Board during May 2019.

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 6000 patients access hearing aid fittings, reassessments and hearing therapy appointments, with another 11000 open access repair and servicing appointments, across the three sites that provide Adult Audiology 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 and balance referrals from 16 years of age upwards are triaged to Audiology. Hearing aids are fitted as required and all patients are reviewed within 12 weeks via Patients Know Best (PKB) or a paper review. 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 earmoulds at short notice due to 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 May 2019 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 Audiology 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 May 2019 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.

Clinic 9 University Hospital of Wales - 25  
Clinic 7 University Hospital of Wales - 27  
West Quay Medical Centre - 39  
Questionnaires not returned - 9

The questionnaires were given to the first 100 patients who accessed the Audiology services in May 2019. 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.

The questionnaire did not survey patients attending for the Adult Cochlear Implant Programme.

### **Questionnaire**

The questionnaire used in 2019 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, 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

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Somewhat Dissatisfied</b>	<b>Very Dissatisfied</b>
Your experience of communicating with the department	74	12	0	0
Time waited to receive an appointment	53	27	2	2
The postal service for repairs & batteries	39	10	0	0
Being issued with a year's supply of batteries	60	7	0	0
Time taken to be called for your appointment	63	15	1	0
The service provided for open access repairs	53	8	0	0
Your welcome at reception	60	24	1	0
The appearance and comfort of rooms	44	42	0	0
Written information provided	50	15	2	0
Verbal information provided	68	11	0	0
The professionalism of staff	86	0	0	0
The opportunities to discuss problems or difficulties	78	6	1	0
Assessment and help with your hearing difficulties	78	6	1	0
	<b>Always</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>
Do staff enable you to hear your name when called from the waiting room?	87	4	0	0

Of the 91 questionnaires completed, there were only 17 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, only 5 requested any improvements to services. One additional comment was relating to the service they received from a doctor, so was discounted for the purposes of this audit of Adult Audiology Services.

## 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* – 86 responses received. There is a good level of satisfaction with accessing the service, with 100% of patients being very satisfied / satisfied with accessibility. This shows an improvement from the previous audit in 2017 which showed some dissatisfaction with contacting the department by phone, following action to increase staffing telephone cover and the introduction of open access repairs, reducing numbers of calls for repair appointments.
- *Time waited to receive an appointment* – 84 responses received. There is a fairly high level of satisfaction in the waiting time for an appointment, with 95% of patients being very satisfied / satisfied with the waiting time. 5% of patient were somewhat dissatisfied / very dissatisfied. Of the 6 need for improvement comments, one related to a patient feeling they waited too long for their appointment. They reported that unfortunately their first appointment got lost.
- *The postal service for repairs & batteries* – 49 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. A significant reduction in postal repairs has been seen with the introduction of open access repair services in Cardiff and the Vale.
- *Being issued with a year's supply of batteries* – 67 responses received. 100% of patients were very satisfied / satisfied with the annual supply of batteries being provided centrally.
- *Time taken to be called for your appointment* – 79 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 99% of patients being very satisfied / satisfied. 1% of patients reported being somewhat dissatisfied. Of the 6 need for improvement comments, one related to a patient feeling they waited too long to be called for their appointment from the waiting room. They stated that they waited 1 ½ hours for an open access appointment in WQMC. However, they were understanding about this stating that there had been a bank holiday on the Monday, so the next repair clinic in WQMC was on the Thursday and was understandably very busy being the only repair clinic that week.
- *The service provided for open access repairs* – 61 responses received. There is a very good level of satisfaction with the open access repairs

service, with 100% of patients being very satisfied / satisfied with the open access repair service.

## 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.

- *Your welcome at reception* – 85 responses received. There is a high level of satisfaction with the welcome at reception with 99% of patients being very satisfied / satisfied with their welcome. 1% of patients reported they were somewhat dissatisfied with the welcome received. This was reported in Clinic 7 where we currently do not have a dedicated member of staff for reception. Of the 6 need for improvement comments, one related to a patient being dissatisfied with their welcome at the reception, stating that there was nobody at the reception. This was reported in WQMC where we do not have a dedicated member of reception staff, however staff at the surgery direct patients to the waiting area for Audiology.
- *The appearance and comfort of rooms* – 86 responses received. There is a high level of satisfaction with the appearance and comfort of rooms with 100% of patients being very satisfied / satisfied. There was, however, one need for improvement comment out of 6, which stated that bigger consultation rooms would be nice. We are constantly assessing our accommodation and hope that when we move out to primary care locations, we will be able utilize our space and bigger rooms in UHW effectively for the comfort of our patients. At the previous audit in 2017 some comments were received regarding the waiting room in Clinic 9 at UHW looking shabby, however after new flooring and seating we are pleased that patients now seem more satisfied with the waiting area.

## 3. Information

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

- *Written information provided* – 67 responses received. There is a high level of satisfaction with the written information provided, with 97% of patients being very satisfied / satisfied and 3% of patients being somewhat dissatisfied. Of the 6 need for improvement comments, one related to information provision, stating 'I was told I'd be emailed information but don't think that's happened'. Over the last 6 months we have moved to offering reviews and information on the Patients Know Best platform. This is being developed over time, and initially the process for patients to sign up was not well understood by staff and may have led to some confusion for patients

regarding what information they will receive and how they will receive it. Staff have now been given training on Patients Know Best and are able to advise patients they need to sign up using a log in link which is emailed to them, and information will be available to them on the PKB platform online.

- *Verbal information provided* – 69 responses received. There is a very high level of satisfaction with the verbal information provided, with 100% 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 staff* – 86 responses received. There is an extremely high level of satisfaction with the professionalism of staff, with 100% 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.

#### 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.

- *The opportunities to discuss problems or difficulties* – 85 responses received. There is a high level of satisfaction with discussion opportunities with 99% of patients being very satisfied / satisfied and 1% of patients being somewhat dissatisfied. Of the 6 need for improvement comments, one related to a patient being dissatisfied with opportunities for discussion. They stated 'It would be very helpful to be able to discuss possible advances in technology and to be able to participate in research trials'. As a department we attempt to keep up with technological advances in Audiology and we are involved in several trials currently. If a patient has a particular interest in this area or in how technology could be used to help with their difficulties we will refer them to hearing therapy to discuss technologies and devices which could be useful for them. Staff will be reminded of this at the next staff meeting.
- *Assessment and help with your hearing difficulties* – 85 responses received. There is a high level of satisfaction with assessment and help with hearing difficulties, with 99% of patients being very satisfied / satisfied and 1% of patients being somewhat dissatisfied. None of the comments for improvement mentioned improvements to assessment or help received for hearing difficulties.

## 6. Deaf awareness

This section asked respondents to state if staff always enable them to hear their name when called from the waiting room.

- *Do staff enable you to hear your name when called from the waiting room?* – 91 responses received. 96% reported they always heard their name when called and 4% reported they sometimes heard when their name when called. All staff are provided with deaf awareness training by a hearing therapist annually.

### **Comments for Improvements**

Of the 91 questionnaires completed, 17 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, 11 were positive comments received and 5 respondents requested an improvement in services, with one of these respondents requesting two improvements. One additional comment was given relating to the service received from a doctor. This was discounted for the purposes of this audit of Adult Audiology Services.

#### **Positive comments received:**

- Very good and welcoming.
- It has always been a pleasure to have a visit to this clinic.
- Very happy with the service.
- Excellent service.
- Nothing to add. Very satisfied with your service. Thank you.
- Thank you Nic.
- Very satisfied with all explanations of information tendered by very professional staff.
- Excellent service.
- As this was my very first visit I was more than happy with how things went. Kind, friendly, helpful & polite.
- Excellent service.
- Excellent treatment.

#### **Comments suggesting improvements:**

- It would be very helpful to be able to discuss possible advances in technology and to be able to participate in research trials.
- I was told I'd be emailed information but don't think that's happened.
- Bigger consultation rooms would be nice.

- 1st appointment got lost. No one at reception. This centre at West Quay is great. But the first appointment at UHW got lost and we had to start all over again.
- 1 1/2 hours. Bank holiday so one clinic not held.

#### Comments discounted from the audit:

- The service from the department has been very good except my first visit in Oct 18. I felt very rushed by the Dr and then he didn't really seem to know what to do. Subsequent appointments have been fine.

#### Response

It was very pleasing to know that such a high percentage of respondents are very satisfied with the overall Adult Audiology 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 technology in Audiology and are to continue to recruit patients to research trials when appropriate. If a patient has a particular interest in technology staff will be reminded at the next staff meeting to refer them to hearing therapy to discuss technologies and devices which could be useful for them
- Staff are to continue to have training on PKB to recruit patient and be able to inform them regarding how to sign up and what information to expect.
- We hope that when we move out to primary care locations, we will be able utilize our space and bigger rooms in UHW effectively for the comfort of our patients.

#### Actions from last year

- Phone cover has been increased.
- Waiting room flooring and seating has been replaced in Clinic 9 at UHW.
- Every attempt is made for a patient to continue to see the same member of staff if possible and appropriate, for continuation of care.
- IMPs are offered at every appointment and instruction manuals are provided for every hearing aid when fitted or requested.

## **Conclusions**

A representative number of service users were surveyed across our sites in Cardiff and the Vale. Those surveyed were attending for a range of appointments we provide as part of our Adult Audiology Service, including hearing aid fittings, reassessments, open access repairs and tinnitus appointments. 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**

Questionnaire used for this survey.

Appointment type:  
Clinic:

### 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, for the questions below. Please base your responses on all appointments you have had in the past year with Audiology.

	Very Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied
<b>ACCESSIBILITY</b>				
Your experience of communicating with the department				
Time waited to receive an appointment				
The postal service for repairs & batteries				
Being issued with a year's supply of batteries				
Time taken to be called for your appointment				
<b>OPEN ACCESS REPAIRS (if applicable)</b>				
The service provided for open access repairs				
<b>SURROUNDINGS</b>				
Your welcome at reception				
The appearance and comfort of rooms				
<b>INFORMATION</b>				
Written information provided				
Verbal information provided				
<b>STAFF</b>				
The professionalism of staff				
<b>CARE AND TREATMENT</b>				
The opportunities to discuss problems or difficulties				
Assessment and help with your hearing difficulties				
<b>OTHER</b>				
	Always	Sometimes	Rarely	Never
Do staff enable you to hear your name when called from the waiting room?				
<i>Please state any improvements you would make to the Audiology service or any comments you may have. Thank you for your time.</i>				