



Adult Tinnitus Services

Service User Feedback 2025/26

39 questionnaires were completed by Adult Tinnitus Service users. Responses were anonymous and collected online and on paper, in English and Welsh.

OVERALL SATISFACTION

Feedback was extremely positive, with high satisfaction across most areas of care.

Key results:

- **100%** were satisfied with their overall appointment
- **100%** felt explanations were clear and understandable
- **100%** felt involved in decisions about their care

INFORMATION

There was a **99.5%** average level of satisfaction with regards to written and verbal information received.

Patients valued clear explanations, written information, and practical tinnitus care.

'Everything was explained clearly step by step'

'Was given the time and space to better understand tinnitus'

Our Response

- We will continue developing tinnitus information resources during appointment and online.

THANK YOU

Thank you to everyone who completed the survey. Your feedback helps us recognise what is working well and where we can continue to improve the Adult Tinnitus Service

ACCESSIBILITY

Patients were positive about communication with the department and the appointment process. Satisfaction with communication was **98%**, and satisfaction with waiting times for appointments was **92%**

'Very professional. Did not wait long to be seen. Very helpful'

'Very well managed process, audiologist was friendly, listened carefully to what I had to say and gave clear advice I could follow'

Our Response

- We will continue to review access to appointments and maintain clear communication with patients to ensure they receive timely and appropriate support.

STAFF CARE & TREATMENT

Patients gave excellent feedback about professionalism, knowledge and approachability of staff. Many patients said they felt listened to, understood and taken seriously.

- **100%** were satisfied with the professionalism of staff
- **100%** satisfaction with opportunities to discuss concerns
- **100%** satisfaction with help offered for difficulties

'Staff understanding, friendly, patient and very helpful'

'They took my concerns seriously and listened to me'