



Adult Audiology Service Evaluation February 2011

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1.0 Executive summary

This project was commissioned by the Adult Audiology Service to evaluate the level of satisfaction of the users of their service. Service users were asked to complete questionnaires basing their responses on all appointments they had attended over the previous few months.

The areas of the service evaluated were Accessibility, Surroundings, Information, Staff, Care and Treatment and the Overall service.

The findings reflect a high level of satisfaction with the service overall. However, there were several suggestions made by service users on how the service could be improved.

2.0 Introduction

This Service Evaluation Questionnaire was carried out to determine if Adult Quality Standards in Audiology are being met as required by National Standards.

3.0 Aims and objectives

The aim of the project was to establish service users views and learn from their ideas and thoughts about the service.

4.0 Methodology

Service users attending appointments at the Audiology Departments at Stirling Royal and Falkirk Royal in December 2010 were asked to complete questionnaires to indicate their level of satisfaction with the service. Responses were based on all appointments they had attended over the previous few months.

5.0 Results

The results of the 56 completed questionnaires which were returned are indicated as follows:

Venue and Visit types

Most respondents who specified a venue attended Stirling Royal Infirmary Audiology Service (78.6%) whilst the remainder attended Falkirk Royal Infirmary. Follow-up appointments accounted for 44.6% of the visits. Of those who indicated the type of visit, 21.4% were attending for a first visit and 17.9% for a hearing aid repair (see tables 1 and 2).

Table 1: Venue

	Number	%
Stirling Royal	44	78.6
Falkirk Royal	10	17.9
Not specified	2	3.6

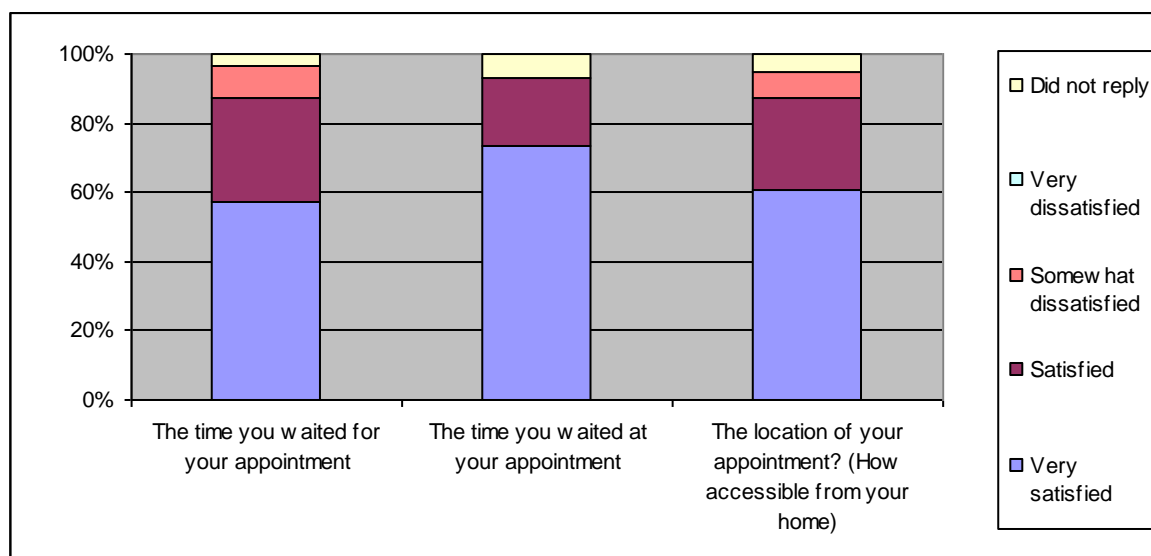
Table 2: Visit type

	Number	%
A follow up appointment	25	44.6
Your first visit to the audiology service	12	21.4
A Hearing Aid repair	10	17.9
Not recorded	9	16.1

Accessibility

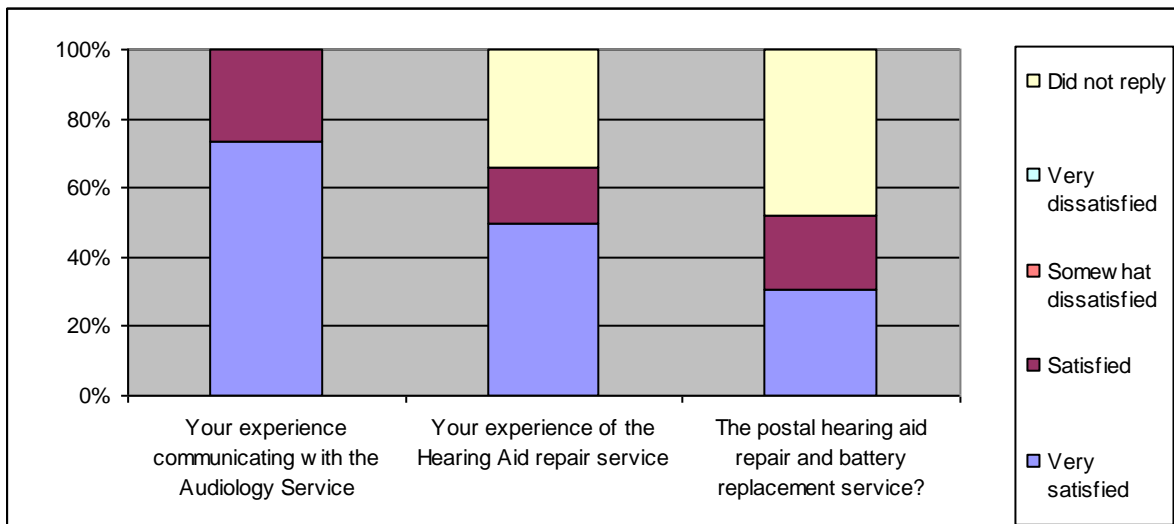
The majority of respondents (92.9%) indicated they were either satisfied or very satisfied with the wait at their appointment and 87.5% of respondents indicated they were satisfied or very satisfied with the time they waited for their appointment and the appointment location. However, 8.9% respondents indicated that they were somewhat dissatisfied with the location of their appointment and 7.1% were somewhat dissatisfied with the wait for an appointment. (see Graph 1)

Graph 1: Appointment wait and location



100% of respondents were very satisfied or satisfied with their experience communicating with the Audiology Service. A lower percentage were very satisfied or satisfied with their experience of the hearing aid repair service (66.1%) and the postal hearing aid repair and battery replacement service (51.8%). However, it should be noted that 46 respondents did not reply to these 2 questions therefore it is unclear whether they had used this element of the service or had just chosen not to reply. (see Graph 2)

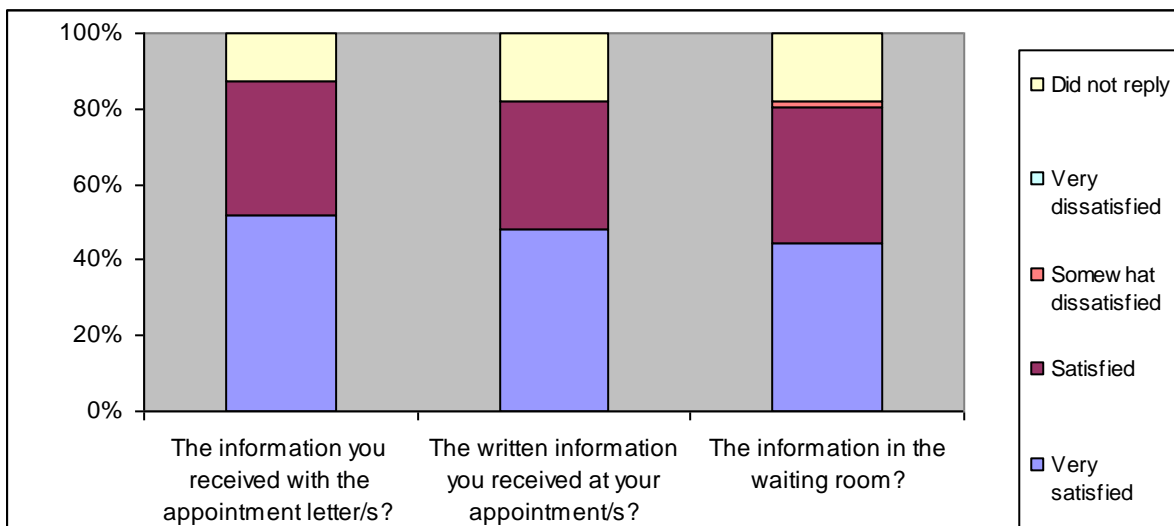
Graph 2: Service User Experience



Information

A high percentage of respondents (87.5%) were either very satisfied or satisfied with the information they received with their appointment letter, the remaining 12.5% did not reply to this question. Similarly, 82.1% were very satisfied or satisfied with the written information they received at their appointment/s, the remaining 17.9% did not replay to this question. Whilst 80.4% were very satisfied or satisfied with the information in the waiting room, only one respondent (1.8%) was somewhat dissatisfied with this aspect of the service and -10 (17.9%) did not reply. (see Graph 3)

Graph 3: Information received or available



Staff

Of the 56 respondents, 49 reported being very satisfied or satisfied with the professionalism of the reception staff and 51 reported being very satisfied or satisfied with the professionalism of the Audiologist. One person was somewhat dissatisfied with the professionalism of the reception staff. (see tables 3 and 4)

Table 3: Reception staff

The professionalism of the reception staff?	Number	%
Very satisfied	43	76.8
Satisfied	6	10.7
Somewhat dissatisfied	1	1.8
Very dissatisfied	0	0.0
Did not reply	6	10.7

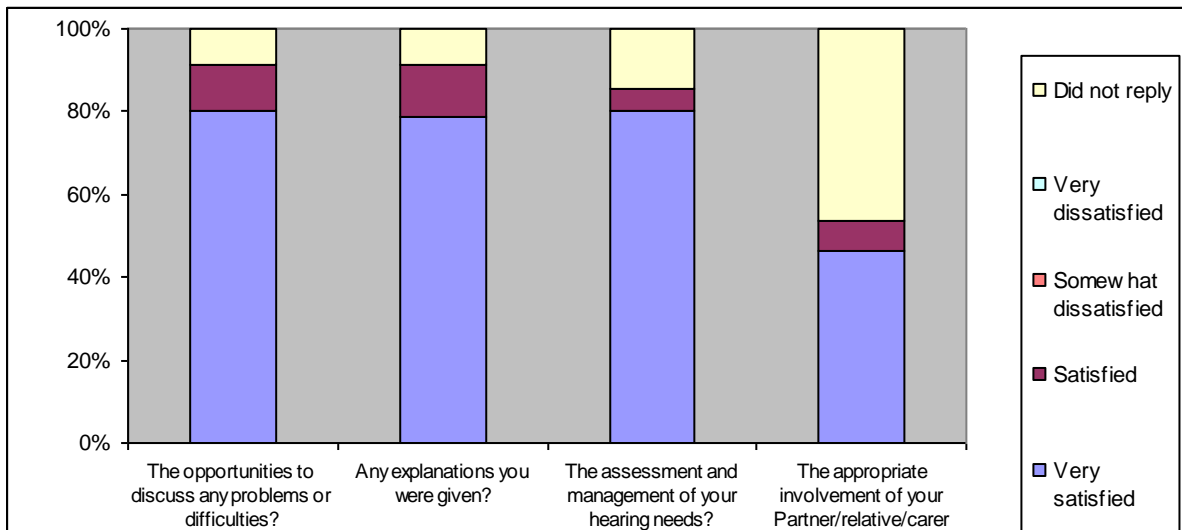
Table 4: Audiologist

The professionalism of the Audiologist?	Number	%
Very satisfied	49	87.5
Satisfied	2	3.6
Somewhat dissatisfied	0	0.0
Very dissatisfied	0	0.0
Did not reply	5	8.9

Care and Treatment

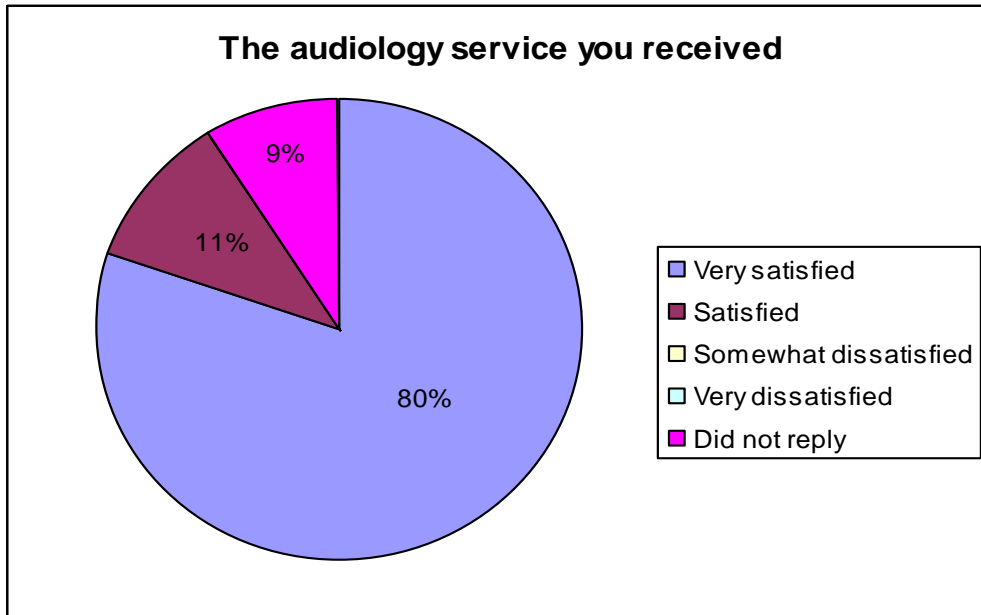
51 respondents were very satisfied or satisfied with the opportunities to discuss any problems or difficulties and the explanations they were given. Similarly 48 respondents were very satisfied or satisfied with the assessment and management of their hearing needs. Whilst only 30 of the respondents reported being very satisfied or satisfied regarding the appropriate involvement of their partner/carer, it should be noted that the remaining 26 respondents did not reply to this question. (see Graph 4)

Graph 4: Care and Treatment



Overall

The majority of respondents (91%) were very satisfied or satisfied with the overall service they received. The remaining 9% of respondents did not reply to this question.



Comments

Overall the comments of respondents were mainly positive, indicating satisfaction with the service provided. However, there were three comments which highlighted areas where the service may be improved.

Firstly, an acknowledgement to the service user to inform them that referral to the service has been received would be useful.

Secondly, there was a request for clearer directions to the Audiology Department to be included with the appointment letter.

Thirdly, an alternative method of follow-up other than by telephone call was requested, for example by letter.

6.0 Key findings

Overall the questionnaire results indicated a high level of satisfaction with the service. There were a number of questionnaires which had questions unanswered which may have been as a result of that particular aspect of the service not being applicable to them. Perhaps a redesign of the questionnaire to give an option of “not applicable” may be a consideration for future questionnaires. A further consideration may be to redesign the questionnaire to reflect user experience rather than satisfaction.

7.0 Next Steps

Look at the report in conjunction with quality standards peer review report which should be available in a few weeks.

8.0 Dissemination

The report will be published in the next patient newsletter and on the Audiology Department website.