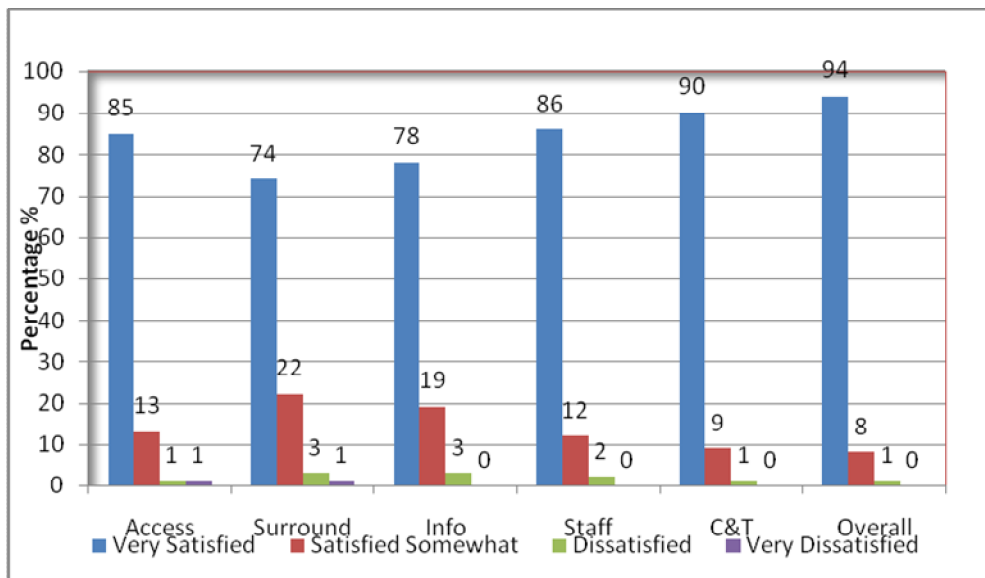


## Patient Satisfaction Survey Autumn 2012

- 200 questionnaires posted out, 137 responses received (68.5% return rate)
- 12 localities covered
- 6 areas of questioning: Accessibility, Surroundings, Information, Staff, Care & Treatment, Overall



### Patient Satisfaction Questionnaire



Please complete the questionnaire below to help us improve our Audiology Services. Indicate your level of satisfaction for each item with a tick. Please base your responses on your last appointment and on your experience.

	Very Satisfied	Satisfied somewhat	Dissatisfied	Very Dissatisfied						
<b>Accessibility</b>										
Your experience communicating with Audiology?										
The time you waited for your appointment?										
The time you waited at your appointment?										
The location of your appointment (how accessible from your home)										
The hearing aid repair and battery replacement service?										
<b>Surroundings</b>										
The signs directing you to the Audiology department?										
Was welcome at Reception?										
The friendliness of the waiting room?										
The comfort of the clinic rooms?										
<b>Information</b>										
The information you received with the appointment letter?										
The written information you received at the appointment?										
The information in the waiting room?										
<b>Staff</b>										
The professionalism of the reception staff?										
The professionalism of the audiologists?										
<b>Care and Treatment</b>										
Approachability and friendliness of the Audiologist?										
The opportunities to discuss any problems or difficulties?										
Any explanations you were given?										
The assessment and management of your hearing needs?										
Did you gain from the appointment all that you had hoped to gain?										
The appropriate involvement from other services?										
<b>Overall</b>										
The audiology service you received?										
If they needed it would you recommend this service to friends or family? Please score out of 10	Good			Bad						
	10	9	8	7	6	5	4	3	2	1

Comment:

Audiologist completion: Clinic: Date: Appt type:

