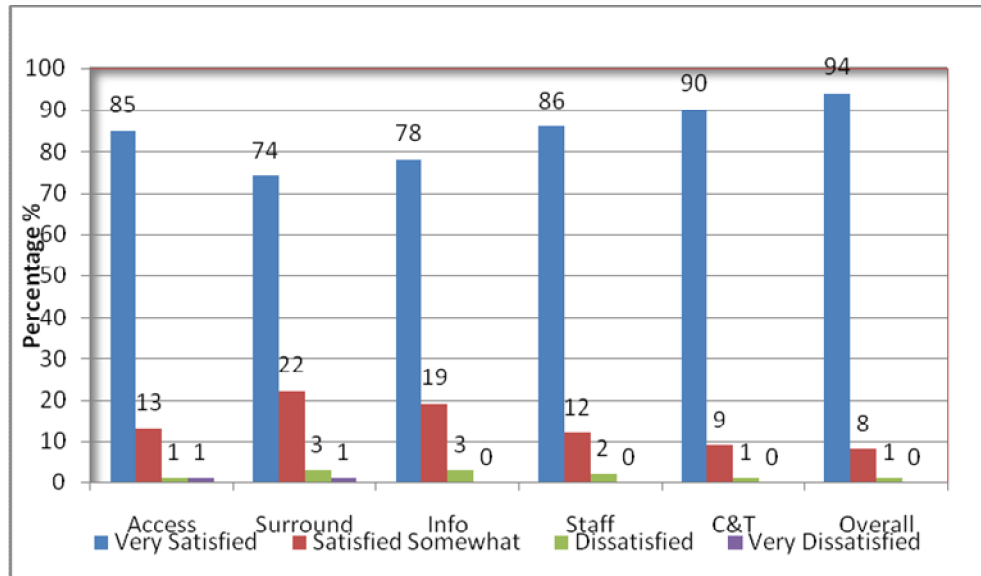


Patient Satisfaction Survey Autumn 2012

- 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
Accessibility				
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?				
Surroundings				
The signs directing you to the Audiology department?				
Look welcome at Reception?				
The friendliness of the waiting room?				
The comfort of the clinic rooms?				
Information				
The information you received with the appointment letter?				
The written information you received at the appointment?				
The information in the waiting room?				
Staff				
The professionalism of the reception staff?				
The professionalism of the audiologists?				
Care and Treatment				
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?				
Overall				
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: _____				

Percentage Score as a Recommendation to Others

