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Health Board

Gwent Children's Audiology Service

Parent Satisfaction Survey February 2025

Since the end of 2023, all ABUHB patient satisfaction survey results are reported quarterly to Welsh Audiology Heads of Service and Welsh Government.

In previous years, satisfaction surveys were carried out over the course of a set month in the year. In January 2024, we decided to create a digital form, with the QR code printed on every outcome letter sent to children, young people and their parents. We also have leaflets with the QR code on and paper copies of the questionnaire in the clinic locations. This allows for continuous patient feedback, with all patients and parents having opportunity to feedback. The survey used is shown in the appendix alongside an example of the appointment outcome letter requesting feedback.

Between 01/01/2024 -31/01/2025 The total number of respondents was 60.

Positive Findings

60 of the respondents, 53 were very satisfied with the staff, 5 were satisfied and 2 were very dissatisfied. One of the very dissatisfied did not provide further comment and the other appeared to incorrectly fill in the form as under the 'what could we do better' question, they responded with 'Nothing as all of my concerns were clearly explained to me'.

Trends in the comments on what the service does well were:

- 27 respondents commented on the friendliness, knowledge and professionalism of the audiologists.
- 14 felt that the explanations of tests and results were good, time was given for questions and staff were knowledgeable
- 3 mentioned the audiologist adapting to put the child at ease.

Areas for improvement

50 of the respondents did not give any ideas on 'what could we do better' or felt there were no improvements necessary, one commenting 'Absolutely not it was perfect!'.

- There were 9 comments that waiting times could be improved
- 1 commented that the ear moulds were taking a long time to arrive.

Planned Actions

- Waiting times are an issue, they have not recovered since the pandemic and has been greatly exacerbated by staff absence alongside demand being above capacity. We currently have recovery funding in place to help address the long wait times. As a long-term measure, the Head of Service has applied for interim plan funding to increase staff numbers, and this is currently being considered by the Health Board.
- We have successfully gained extra hours of admin support, this has allowed us to ensure all paediatric and community appointments are partial booked to reduce non-attendance.
- Email sent to all staff requesting fast track to be used when ordering ear moulds for paediatric patients.
- Response numbers are low. We need to address this and find ways to encourage our patients to feedback their experiences.

Becky Earl
Specialist Paediatric Audiologist
05/02/2025

Appendix: Copy of survey used

Online

https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjigkCoVkM8ntyPrugZ4mUXjZtHvFI_vhA_TgJUNzNYR0ZKOU5HVDdLNDNaUjRHUkg5V0tGUC4u

Paper



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