



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Aneurin Bevan
Health Board

Gwent Children's Audiology Service

Parent Satisfaction Survey October 2021

The attached questionnaire (see Appendix 1) was given to parents of all children attending Audiology appointments of varying types at sites around Gwent from the week commencing 4th October.

The total number of respondents was 25.

In previous years a very detailed satisfaction survey has been used but this has not yielded any major concerns in the areas assessed and parents have not made many individual comments. This year it was decided to use a simplified survey, particularly as a lot of the previous questions do not apply at the moment due to changes in the way the service is run following the pandemic. The survey used is shown in the appendix.

Positive Findings

23 of the respondents were very satisfied with the staff and 2 were satisfied.

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

- 8 respondents felt staff are friendly and welcoming, good with children and put families at ease
- 7 felt that the explanations of tests and results were good, time was given for questions and staff were knowledgeable
- 3 felt email communication was helpful
- 3 felt that the appointment had been made quickly for them
- 2 mentioned "fantastic support" and a hearing impaired parent and one other parent appreciated the use of a Clearmask.

Areas for improvement

19 of the respondents did not give any ideas on how the service could do things better and many felt there were no improvements necessary, one saying "keep doing what you're doing"!

- There were 3 comments that waiting times could be improved
- 2 felt that it was not easy to contact the service

- 1 wanted better communication with the school (this was passed on to the HIS)
- 1 commented that the NHS in general and Welsh Government should advocate the use of Clearmasks but this was not directed at the Audiology service

Planned Actions

- Waiting times are an issue which has been greatly exacerbated by the pandemic. The Head of Service has applied for Recovery funding to address the long waiting times for Children's appointments and this is currently being considered by the Health Board.
- Appointment letters will be checked to ensure the correct contact details are noted. Currently there are 3 contact methods for the service: telephone, email and text.

Anne Thomas
Principal Clinical Scientist (Audiology)
Head of Audiology
11/10/21

Appendix: Copy of survey used



Children's Hearing
Services Su...