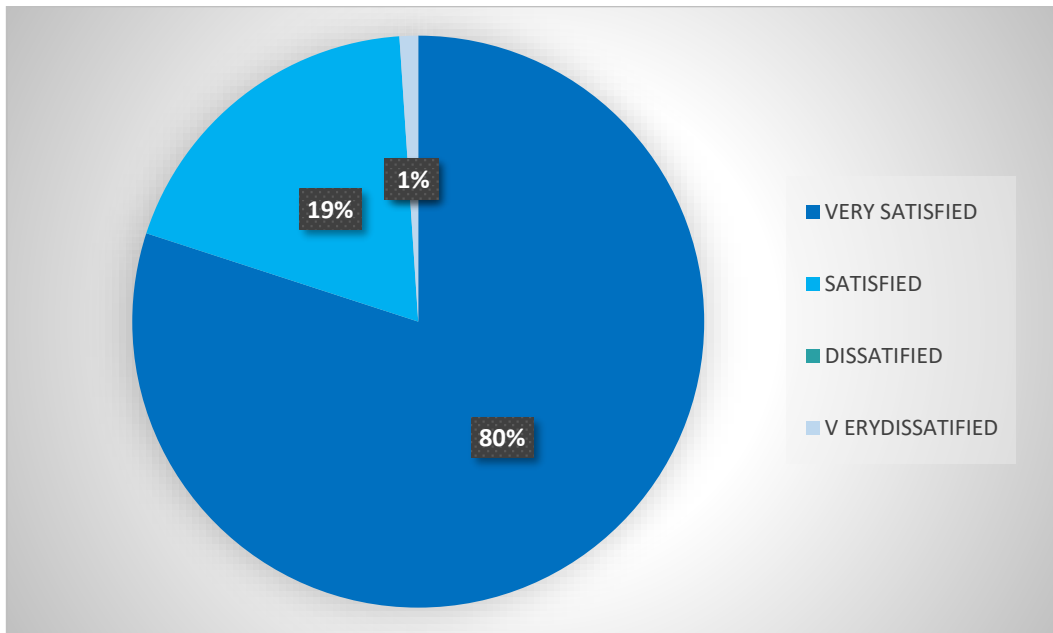


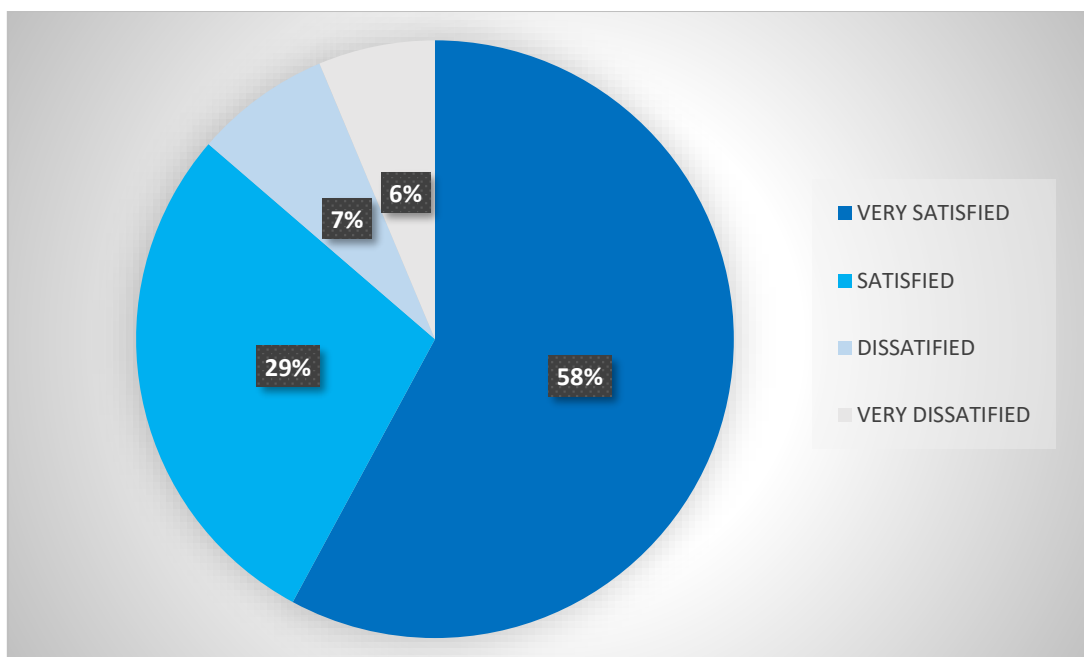
# Patient Satisfaction Survey Report 24-25

There are ongoing patient satisfaction surveys being carried out across our Audiology Service. There are 6 questions used across Welsh Audiology Services. See the outcomes linked to the surveys from Oct 2024- July 2025.

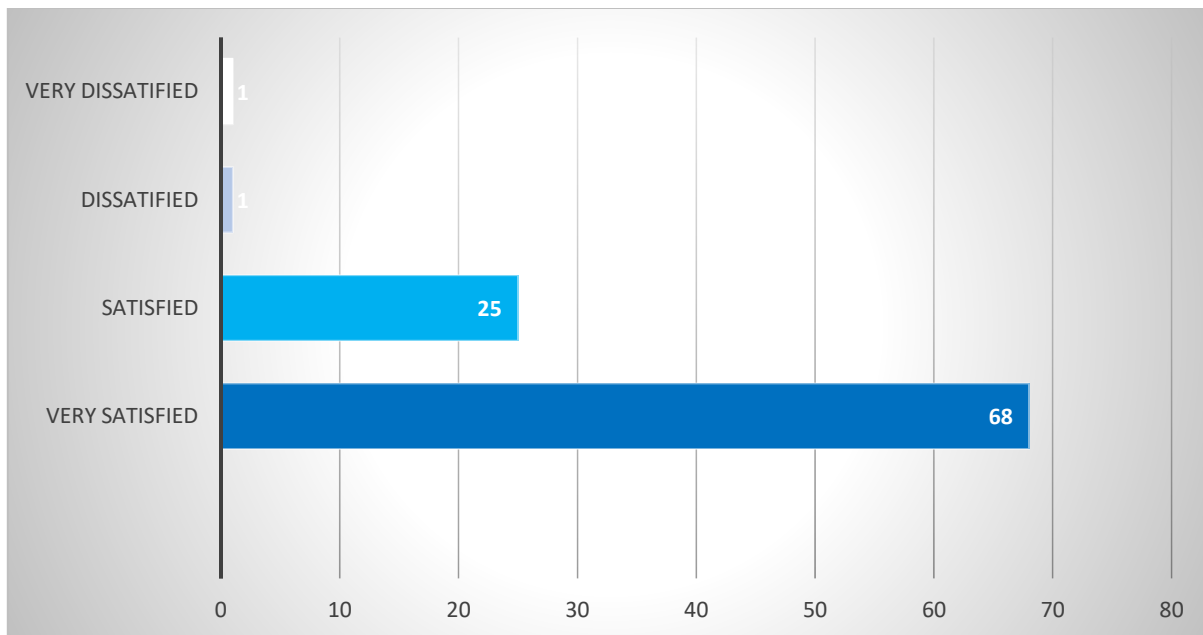
## **Question 1 Do you feel people are welcoming, friendly & helpful?**



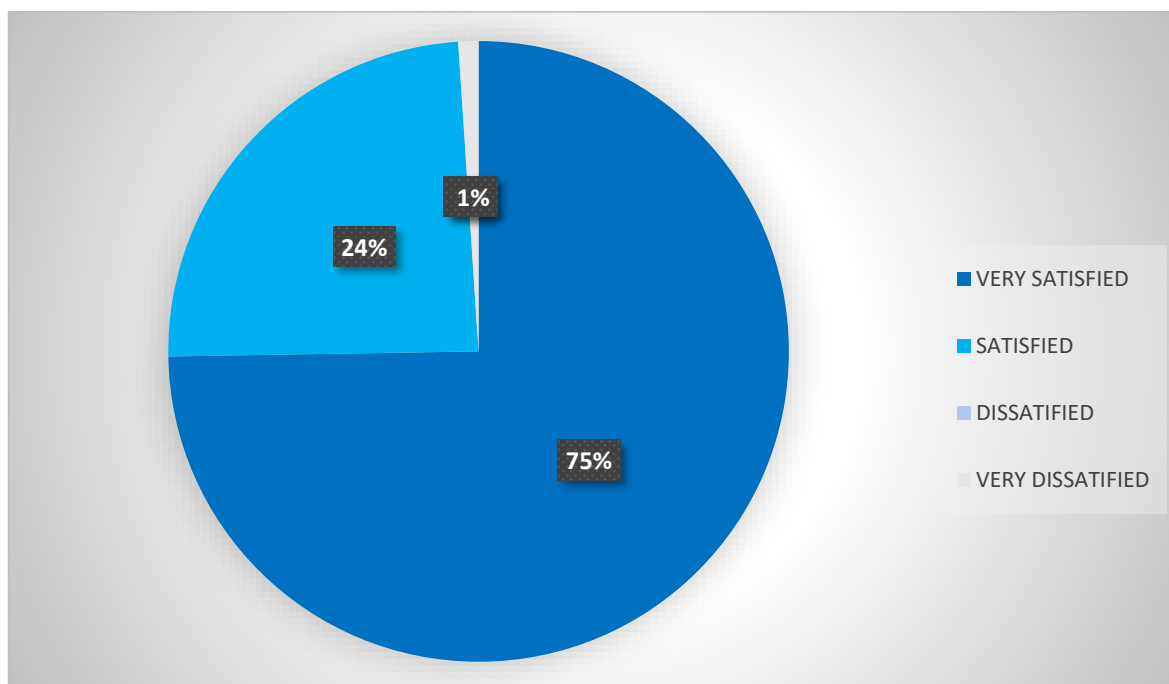
## **Question 2 - From the time you realised you needed to use the service, how satisfied are you with how long you had to wait?**



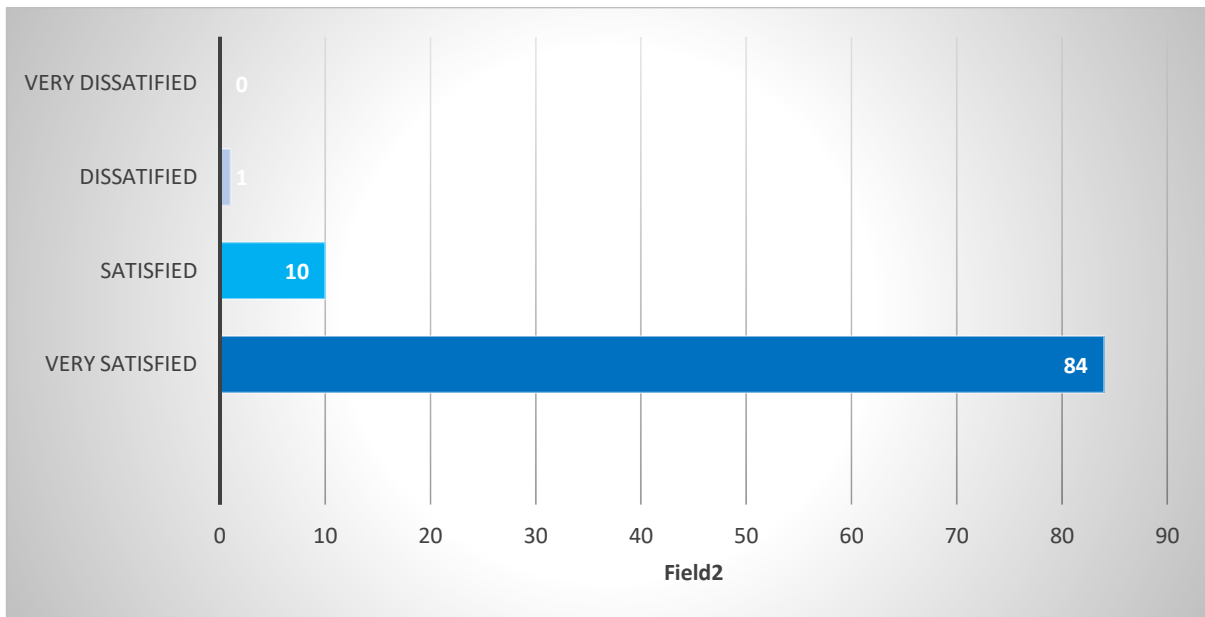
**Question 3 – Were you given the support you needed to help with any communication needs?**



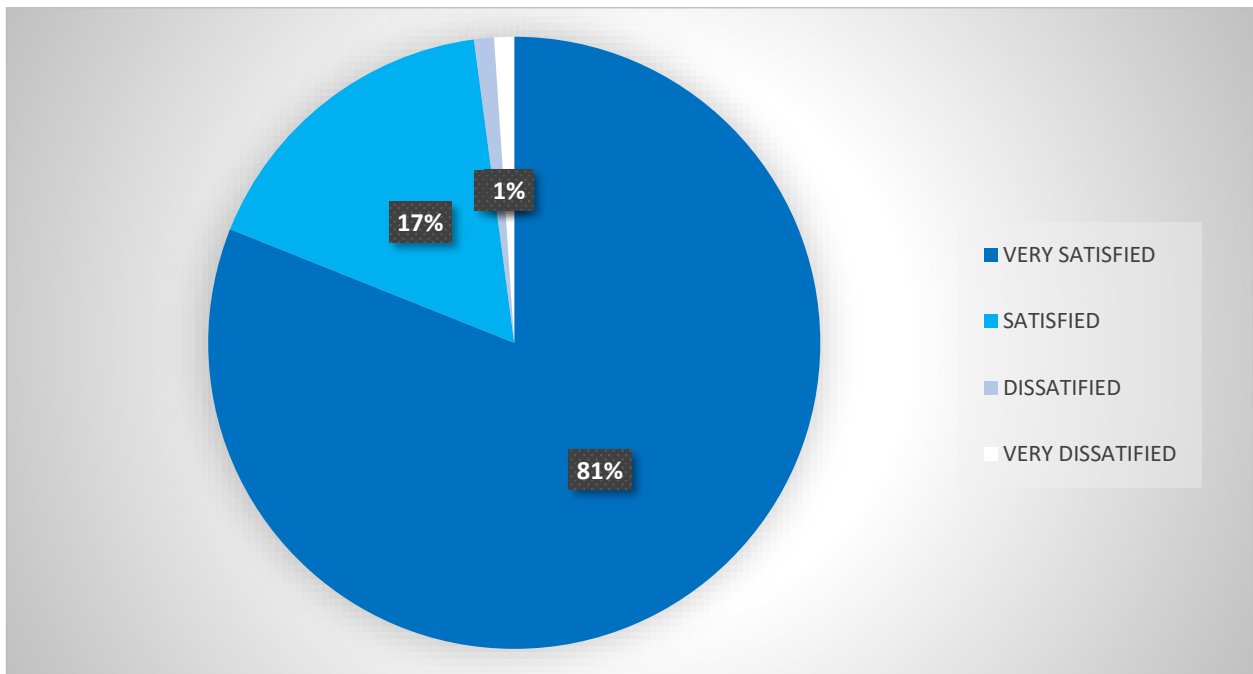
**Question 4- Were you involved as much as you wanted to be in decisions about your care?**



**Question 5- The professionalism of the Audiologist and/or reception staff**



**Question 6 - Overall, how satisfied are you with your appointment?**



**Summary:**

Overall, there was positive feedback with many comments such as 'excellent', helpful, 'professional', 'listened and caring'.

An area for improvement is the waiting time for appointments. This has been raised with Health Board Management.