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Paediatric Audiology Service

Stakeholder Questionnaire February 2020

Method

- A questionnaire was emailed to 42 NHS professionals across BCUHB and North Powys in February 2020. These included Health Visitor leads, School nurse leads, Paediatricians, Teachers of the Deaf (ToD), Speech and Language Therapists.
- Stakeholders were requested to respond within 3 weeks of the email being sent.
- The questionnaire sent was seeking qualitative information regarding the service.
- There were 3 questions asked:
 - *Q.1: Please comment on the aspects of the service you feel are done well (e.g. timeliness of any communication, quality and usefulness of the information/reports provided; quality of any referrals sent to you)*
 - *Q.2: Please comment on the aspects you feel need improvement (e.g. Timeliness of any communication, quality and usefulness of the information/reports provided; quality of any referrals sent to you)*
 - *Q3 Please provide an overall rating of the service*

Results

16 responses were received.

Professions of the respondees were as follows:

6 SALT, 2 School Nursing, 4 Community Paediatricians , 1 Health Visitor Manager, 3 ToDs

Locality of respondees were as follows:

East =29.4%, Central= 17.65%, West = 29%, N Powys =23.53%

Q1. Responses to the question: 'What was well done?'

Answered : 16

- *Timeliness of communication is very good, particularly with regard to addressing concerns and need for information.*
- *The documents we receive are timely and clearly laid out in terms of parental concerns and the assessment outcome. I find it helpful to know which methods of assessment were used.*

- *Communication is good*
- *Clinic letters are clear with concise action plans*
- *The communication our service has with Audiology is excellent. Reports are informative, clear and accurate and referrals are always appropriate and the information received, helpful.*
- *Excellent reports received, always copied in to communication and any referrals to our service are of high standard with detailed information provided*
- *Reports are detailed and have useful information on them so that we are able to provide suitable support. Communication is very good.*
- *Frequency of communication and usefulness of information.*
- *The explanation by the audiologist following the assessment was comprehensive including the plan.*
- *Feel that liaison with audiology colleagues is good. Regular communication takes place in the form of copies of recent reports, emails and face to face discussion where appropriate. Referrals are always appropriate*
- *Reports are timely and regularly received. Lots of information is useful including the summary section and the audiogram. Referrals are of good quality with useful information.*
- *Receiving reports for children that school nurses have referred is very useful. Good communication in general with the service particularly are not in same health board.*
- *Report useful and appropriate- nothing to change*
- *Good referrals process - simple. Excellent and clear feedback and letters. Referrals from you generally very good*
- *I email Georgina a lot and she gets back to me quickly.*
- *I appreciate all the communication we receive as I feel we work well together. I find the reports very useful.*

Q.2 What could be improved?

Answered: 14

- *A more timely way of communicating the audiology results to SALT Services would be useful - possibly an electronic format? And a fast route for SALT referrals because of the impact of hearing difficulties on speech, language and communication skills.*
- *The reports are good but it would be great if we could receive them by email.*
- *Timeliness, frequency and format of communication with SALT Services.*
- *The only time the service is slower with answering queries is if staff on AL*
- *Nothing noted by staff*
- *No concerns*
- *Occasionally reports or posted referrals have been late arriving from the date of the appointment. More recently reports have been received electronically which has resolved this issue.*
- *Currently I have no concerns in this area*
- *Reports can sometimes take quite a while to arrive after appointment. This varies, as at other times they arrive very quickly.*
- *The report following one of the assessments took a while to come through, however the explanation during the session meant I had enough information.*
- *I do not feel there are any concerns or areas to improve apart from the content of the reports. These can be inconsistent where audiograms are sometimes attached and not at other times. Although there is a lot of useful information in the reports I feel the reports contain too much jargon and are difficult to follow I have had a number of instances when parents have asked for help in understanding what has been written If the reports are intended for parents they do not feel very parent friendly.*
- *The reports still contain a lot of technical information and jargon which I have to sift through as not relevant to my role - some of which I don't understand. I would question who the reports are intended for as often not parent friendly to read due to all the technical info.*
- *Nothing currently*

- *None specific come to mind - generally excellent, especially complex cases with Dr Myne and Dr Webber*

Q3. Overall Satisfaction with Service

Answered: 16

87.5% indicated they were Very Satisfied (14/16)

12.5% indicated they were Quite Satisfied (2/16)

Summary

A satisfactory number of responses to the questionnaire were received from a range of professionals with a relatively even spread of responses from localities across BCU and North Powys.

Themes from positive comments received indicated that reports received from Audiology were received regularly and were useful and detailed with clear action plans. Positive comments were also received regarding the referrals process.

Themes on what could be improved centred mainly on the format of communication, with requests for reports to be communicated electronically rather than via post. There were also queries regarding the amount of technical detail provided in the reports that is not necessarily understood by other professionals or parents.

Action Plan

Electronic Communication: Reports are gradually and increasingly being emailed to other services where possible. In particular reports are now being emailed to Sensory support services and to SALT.

Over- technical reports: We will look to discuss this issue as a team in order to see how the professional and parental friendliness of the reports can be improved. Technical detail needs to be recorded in a report but discussion is required as to how this can be presented in a more professional and parental friendly way.