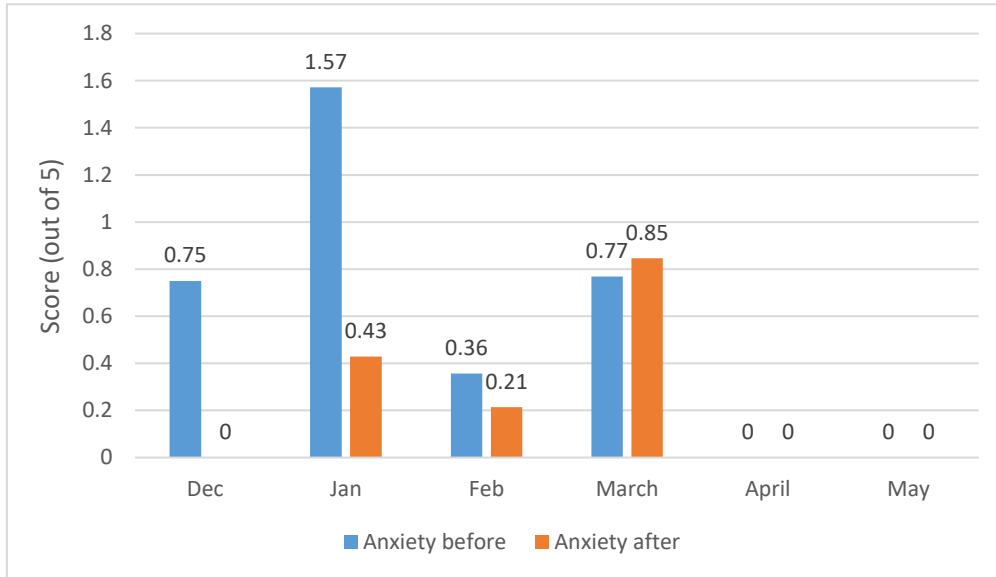


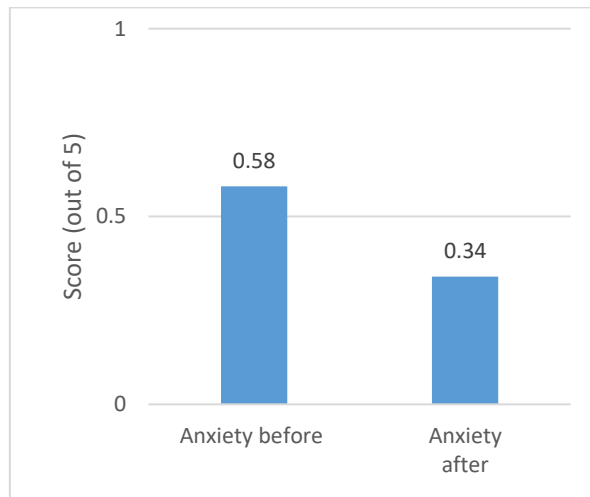
Paediatric Covid SSQs – December 2020-May 2021

MD attempted to contact 69 parents for feedback. 50 responded.

Anxiety: “Overall, did you feel any anxiety or nervousness before/after attending your appointment?” (0 = not at all anxious/nervous, 5 = very anxious/nervous)



Month by month average of scores of anxiety before and after appointments



Overall average scores of anxiety before and after appointments from December 2020 to May 2021

Most of the high anxiety scores before the appointment was due to the parent's own pre-existing anxiety and was generally not related to COVID-19.

Appointment:

Common themes that were done well:

- Staff wore PPE correctly and advised patients/parents to sanitise hands which made them feel safe and at ease
- Staff explained test procedures and results well and thoroughly, using language that parents can understand
- The appointment process during COVID-19 was well organised
- Parents liked waiting in the car and receiving a phone call when it was time to go into the appointment
- Testing was adapted appropriately for the child
- Staff were professional, friendly, patient, lovely, and helpful
- Appointments started on time

No common themes for improvement, only 5 parents provided answers:

“I was told when the appointment was booked to wait in the car. We waited there for 5 minutes after the appointment time but then I wasn’t sure if we should continue waiting in the car or if we would get a call telling us to wait longer or come in, or whether we should go into the hospital. In the end I went to the desk and got a phone call to say to come in. Staff were lovely, credit to them working in these condition, they were fabulous. I didn't feel like we were waiting for ages, I just wasn't sure what we should do. Maybe you could make it clearer to stay in the car and wait for a call.”

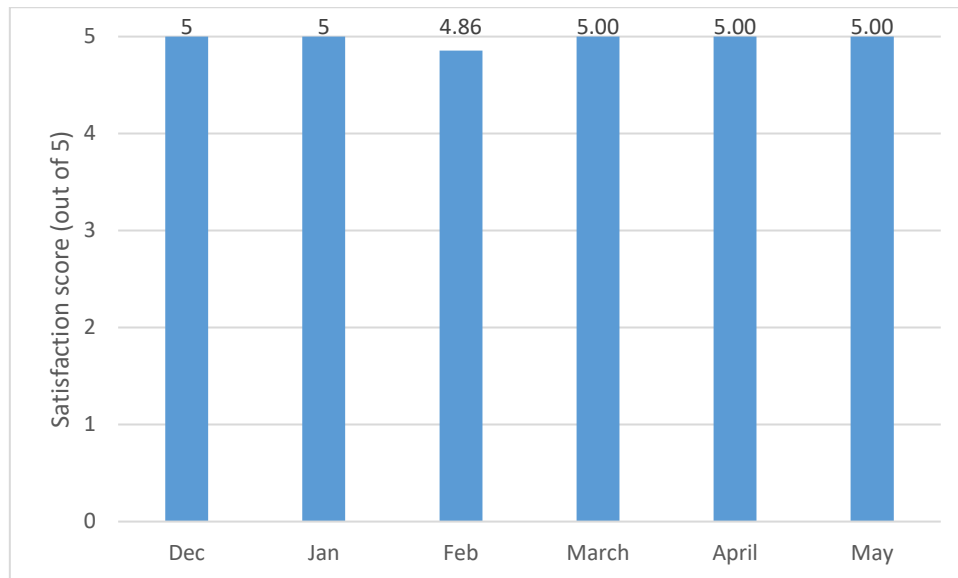
“I wasn't sure whether I had to wait in the car or go to reception. On the phone call we were told to wait in the car but on the letter it said to go to reception.”

“In Holywell Hospital there were selected seats to sit on in the waiting area. Everyone was waiting in the same area for all of the different departments. This waiting area is quite far away from where the department was that we are seen in. I would have preferred to have waited in an area closer to the department.”

“My son is in a wheelchair and it is difficult to get into the sound-proof room. It might be easier if you maybe moved things away from the door (the trolley and computer are right next to the door). I had to go to the pharmacy after the appointment and the corridors down there are so narrow, it's hard to keep to the left around corners and because there are trolleys and cages all down the side so it's hard to keep distanced from people walking towards you.”

“Had to sign in and out and the same pen was being used. I’m unsure if anyone disinfects the pen before/after use. There is sanitiser.”

Overall Satisfaction: “Please rate your overall satisfaction with your Child’s visit to the Audiology department.” (0 = not at all satisfied, 5 = very satisfied)



Actions:

- Clearer instructions given about the appointment i.e. where the parent/patient should be and when
- Inform parents if you are running late for the appointment – could we have a text system in place?
- Look at layout of room 11 in YGC?
- Strive to continue to provide the same quality of service. Every parent had something good to say about the department and staff. Overall very few comments for how to improve