

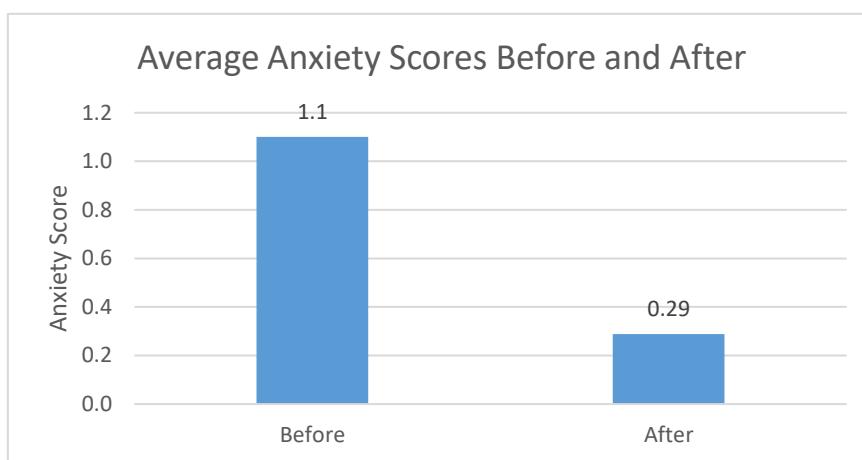
Paediatric Service Satisfaction Questionnaire

Report for the period December 2020 – June 2021

Over the period from December 2020 to June 2021, 62 parents were successfully contacted by phone for feedback, and 4 additional parents were able to provide incomplete responses. Patients were seen in a variety of clinics including: Wrexham Maelor Hospital, Wrexham Child Health Centre, Newton Hospital, Flintshire Children's Centre, and Mold Community Hospital.

Reported anxiety/nervousness before and after attending Audiology appointment:

(0 = not at all anxious/nervous, 5 = very anxious/nervous)



The reported average anxiety score before coming to the appointment was 1.1/5. Common themes regarding anxiety before the appointment included:

- Covid-19 related anxiety
- General anxiety
- Anxiety about attending hospital appointments
- Anticipation about the testing and the results
- Anxiety about how their child will behave

The reported average anxiety score after the appointment was 0.29/5. Common themes regarding anxiety after the appointment included:

- Increased anxiety because of the assessment results
- Covid-19 related anxiety
- Increased anxiety because of child's behaviour during the appointment

Some parent's reported reduced anxiety after the appointment, with common reasons including:

- Parents were happy with the Covid-19 safety measures
- Resolved anxiety about their child's behaviour
- Parents feeling reassured by hearing test results

Appointment Feedback

Comments received on aspects that were done well:

A lot of positive feedback was received about aspects that were done well in the appointments. Overall themes from this feedback are:

- The appointments went very well overall
- The appointments ran smoothly, were well organised and on time, and the staff were efficient
- Audiology staff were kind, polite, friendly and respectful
- Audiology staff were knowledgeable and they were really good at explaining everything
- Audiology staff were great when interacting with the child
- Parents felt safe with the Covid-19 safety measures that were in place
- The children enjoyed the appointments

Comments received on aspects that needed improvement:

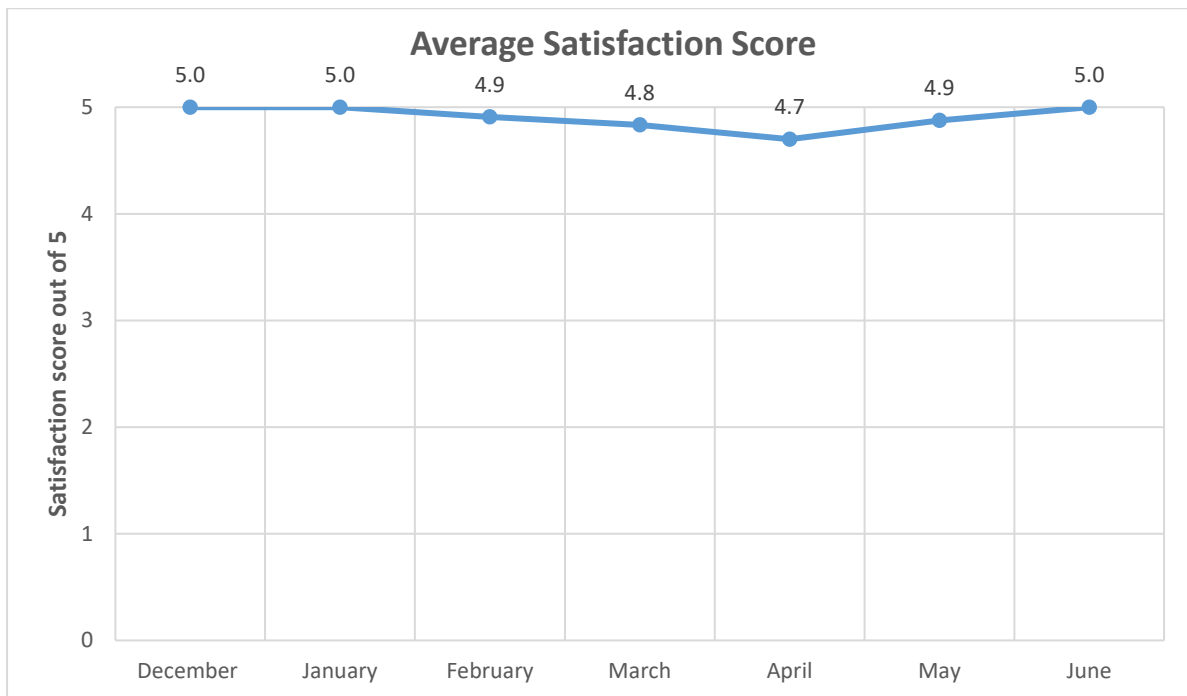
There were a few comments about aspects of the appointments and visits to Audiology that could be improved. There were however no common themes.

All the individual specific comments received are summarised below:

- The instructions about where to wait at Newtown Hospital prior to the appointment were not clear.
- It wasn't ideal having to wait in the car before the appointment time.
- It would be better if Entrance B at Wrexham Maelor Hospital was open to patients, as they felt unsafe having to walk through the whole hospital.
- The parent was nervous about touching the hand sanitiser bottle that other people have touched.
- The parent thought their temperature should have been taken at the door to the department rather than in the clinic room.
- The parent thought the clinician's explanation about what age-appropriate testing is could have been clearer, as in their situation, their child was unable to do the age-appropriate test and they didn't understand what this meant.
- The appointment was too long, and it would have been better if they had had an indication of the length of the appointment beforehand, or if some of it could have been done remotely before the appointment.
- The Audiology staff member could have got the observing trainee more involved with the appointment.

Overall satisfaction with their child's visit to Audiology:

The average overall satisfaction score was 4.89/5. The average satisfaction score for each month can be seen in the below graph:



Actions:

- Written information is now provided with appointment letters which gives information about where to wait at Newtown hospital, along with directions and pictures of how to get to the Audiology department from the car park.
- We will continue to review the ongoing need for parents to wait in the car for appointments at specific locations.
- Information about the length of the appointment and the type of hearing tests that may be carried is sent out routinely with appointment letter for first appointments. Checks will be made to ensure that this continues to happen. The option of emailing the information to parents, when the appointment is too soon to receive written information by post, can be provided.
- A review of the processes for assessing the hearing of children with more complex needs e.g. ASD has been included in our service objectives for the coming year.
- Maintain existing quality of the service. The overall feedback since December 2020 has been overwhelmingly positive and every parent had something positive to say.