

**Paediatric Audiology Service
Service Satisfaction Questionnaire (SSQ)
February 2025
Preschool Children with Hearing Impairment**

Introduction

In February 2025, a service satisfaction questionnaire (SSQ) was sent out to parents/guardians of all pre-school hearing aid users (aged <4 years) who were under the care of the BCUHB Paediatric Audiology Service.

Methods

- The aim of the SSQ used on this occasion was to seek qualitative information from parents regarding the service they have received and their understanding of the type of hearing loss/hearing aids.
- It comprised of the following questions
 - Q1. *Please comment on the aspects you felt were well done*
 - Q2. *Please comment on the aspects you felt needed improvement*
 - Q3. *Please rate your overall satisfaction with your child's care at the Audiology Department: Very Dissatisfied/Dissatisfied/Satisfied/Very Satisfied*
 - Q4. *What type of hearing loss your child has: Conductive/Sensory/Mixed/ANSD/not known*
 - Q5. *What type of hearing aid your child has: Bone conduction/BTE*
 - Q6. *Location*
- Questionnaires were posted out to 71 families (16 from West BCUHB, 22 from Central BCUHB and 33 from East BCUHB, including North Powys). Families had the option of completing the paper questionnaire or online via a QR code to Microsoft Forms.
- An explanatory letter and stamped address envelope were sent with the questionnaires to maximise return rates.
- Families had 40 days to reply before questionnaire entries closed.

Results

- 14 completed SSQs were returned in total: EAST (5, +1 Powys), CENTRAL (4), WEST (4).

Question 1: 'Please comment on the aspects you felt were well done'

- Every appointment I have at the audiology department is usually on time, all staff from reception to audiologists are very helpful and friendly. Every result is explained to me thoroughly.
- The team are very professional and are always very welcoming. Our child has been made to feel comfortable during his tests and team members have communicated to him what's going on. We've seen his confidence grow when he attends appointments and appreciate the support of the team to understand his hearing loss and his needs.
- Appointments were on time. Hayley and Jackie explained the results and test very well and clear.
- The explanation to myself are very good, the service to replace elements of the hearing aid that have malfunctioned have been good and fast.
- We have always found the audiology appointments excellent. The clinicians are kind, friendly, professional and explain everything clearly. Our 3 year old daughter is happy to attend the appointments and staff are always excellent with

her. NB- appointments are at Newtown which I know are administered by Wrexham hospital but there isn't the option below to list the site.

- Mae'r gwasanaeth wedi bod yn arbennig o dda hefo ni fel teulu eis i mi ddeurau dod yma nol yn 2021. Pawb yn broffesiynol ac yn barod i helpu pob amswer
- We always feel welcomed at Audiology department by a warm welcome from a member of the time. Information given is always done professionally and in a sensitive manner. Staff are always friendly towards our child, by saying 'Hello' and talking through each step.
- Fantastic service with Dr Day. Lovely manner with the child, very engaging, child friendly age appropriate games. Explained the hearing issue and how the hearing aid worked. Fitted it easily - plenty of spare batteries.
- Difficult to get through on phone, quick return calls from audiologist to arrange repair or appointment.
- Friendly team, good explanation of results and treatment.
- Very good communication, very clear on length between follow ups. Staff always helpful and polite
- Team always very welcoming and child made to feel very comfortable in the environment. Tests and results are always clearly explained and discussion around next test is reassuring as a parent to see how we move forward. Team very approachable in example
- Audiologists always professional, friendly and helpful.
- Very friendly staff who always take time to listen and explain things during our appointments.

Question 2: Please comment on the aspects you felt needed improvement

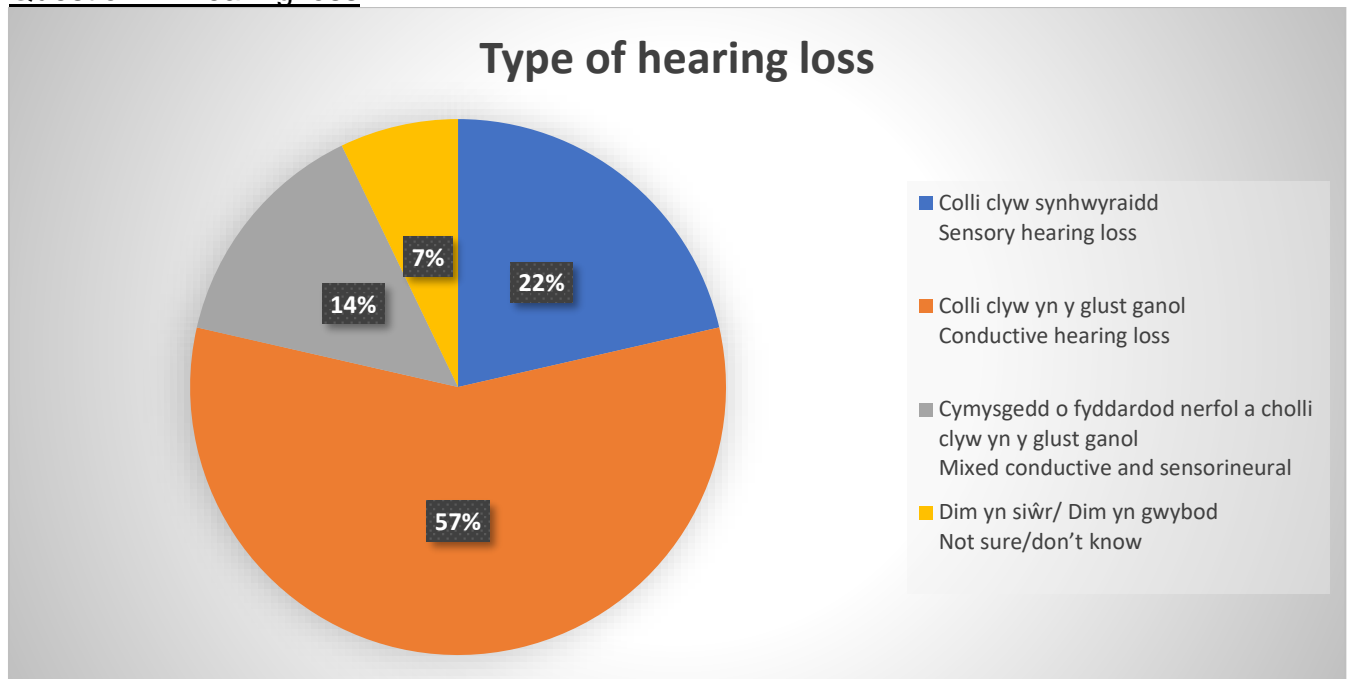
- None
- Timeliness of appointments at times, this was more of an issue earlier on in our journey with audiology. Our son now has regular contact and as we've come to know the team we know we can contact them at any time to ask for help and support.
- Nothing
- There was one episode where I came into the hospital to get a replacement hearing aid and I was told to come any time after 9am and when I arrived after this time I was asked to come back as I apparently wasn't expected until 1pm and they were hoping to fix the hearing rather than replace it which is what I was told would happen.
- One small point, our daughter has Down syndrome and the audiologist used the term 'Downs children'. The preferred term is 'children with Down syndrome'. No offense was taken though as the audiologist was clearly kind and sensitive to our daughter.
- Can't think of anything, always been very pleased
- No improvement needed
- option to contact by text
- small waiting room, difficult to manage when waiting
- thank you
- It was helpful when my child was younger if appointments were timed around her naps so sort of age appropriate timed appointments. Like for example when 2 a mid afternoon appointment was no good as she too tired, needed to nap.
- Difficulty getting through to change appointments.
- Parking!

Question 3: Overall Satisfaction Rating

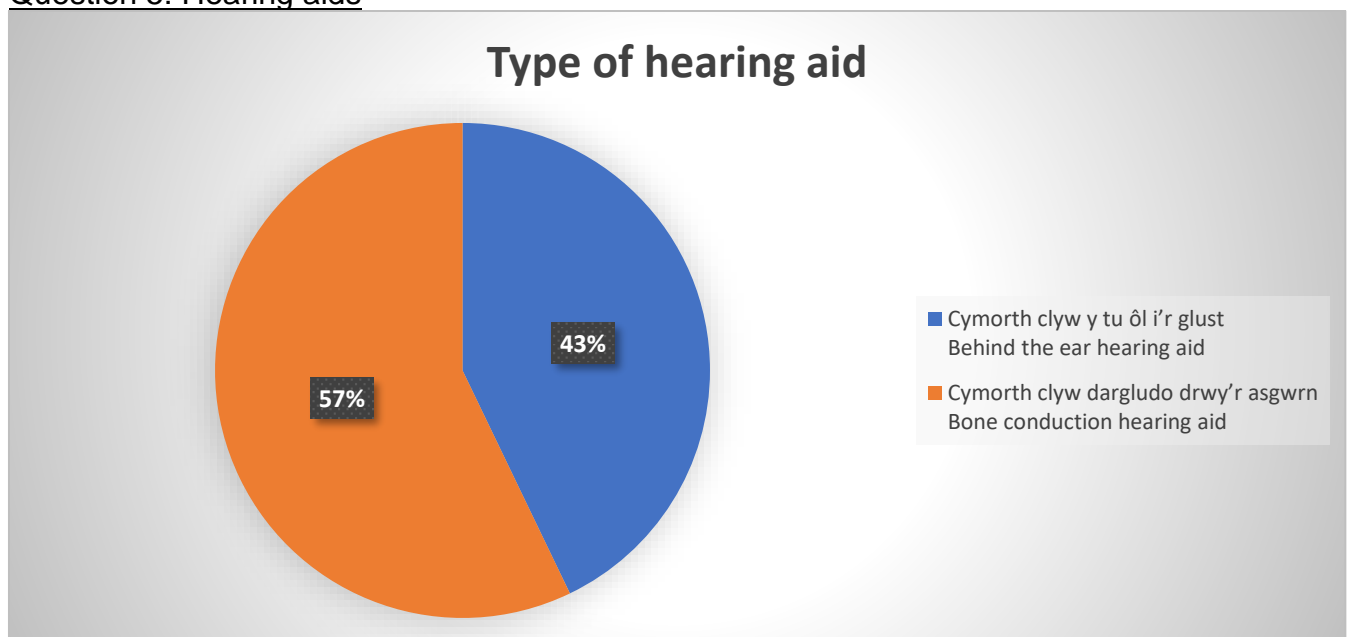
1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Satisfied, 4 = Very Satisfied



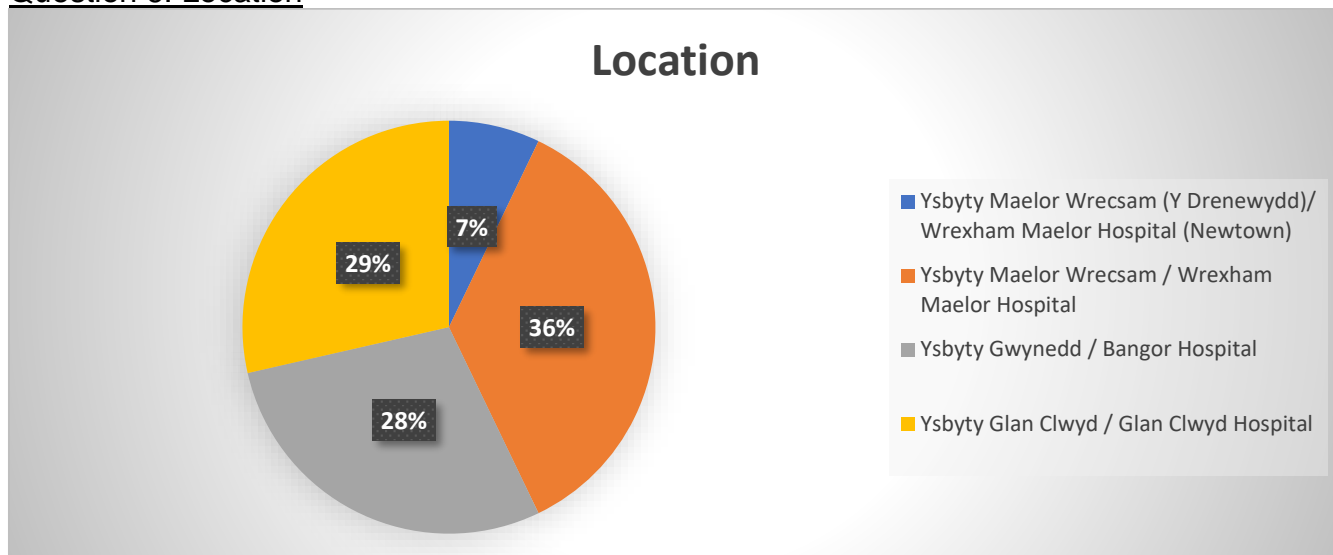
Question 4: Hearing loss



Question 5: Hearing aids



Question 6: Location



Summary of findings

- Return rate of the questionnaires was low with 20% of questionnaires being returned. Same return rate as 2021. 3 questionnaires returned by post. 11 online replies. Replies were received from across BCUHB.
- Majority of replies came from families of children with conductive hearing losses aided with bone conduction technology.
- Positive feedback themes around with the professionalism/friendliness of the staff, good explanation of test results and advice.
- The aim of question 2 was to draw out any constructive criticism, which could be taken forward to further improve the service. 43% provided no comment or no improvement suggested. Themes covered included access/communication with service, suitability of waiting areas and parking.
- Overall satisfaction was rated as either 'Satisfied' or 'Very Satisfied' by 100% of families

Recommended actions

- To at least maintain the current quality of service delivered.
- To look at ways to improve the return rate of future questionnaires. To increase feedback from families of children with permanent hearing loss. Potential use of tablets and online forms during children's appointments. A quantitative rating system of questions may encourage more replies due to ease, quickness of responses.
- Update questionnaire to include Powys location.
- Consider possible text option for parents to contact. There are now paediatric and site specific (East, Central, West) email addresses which families can contact. All appointment letters/patient information letters updated. Update website for paediatric specific contact details.
- Parking is a known long standing difficulty across all sites. Appointment letters do advise families to allow extra time to park. Limited options to improve.
- Small and shared waiting areas are also a known difficulty. To be discussed at all paediatric audiology team meeting to consider if any options are available to improve.