

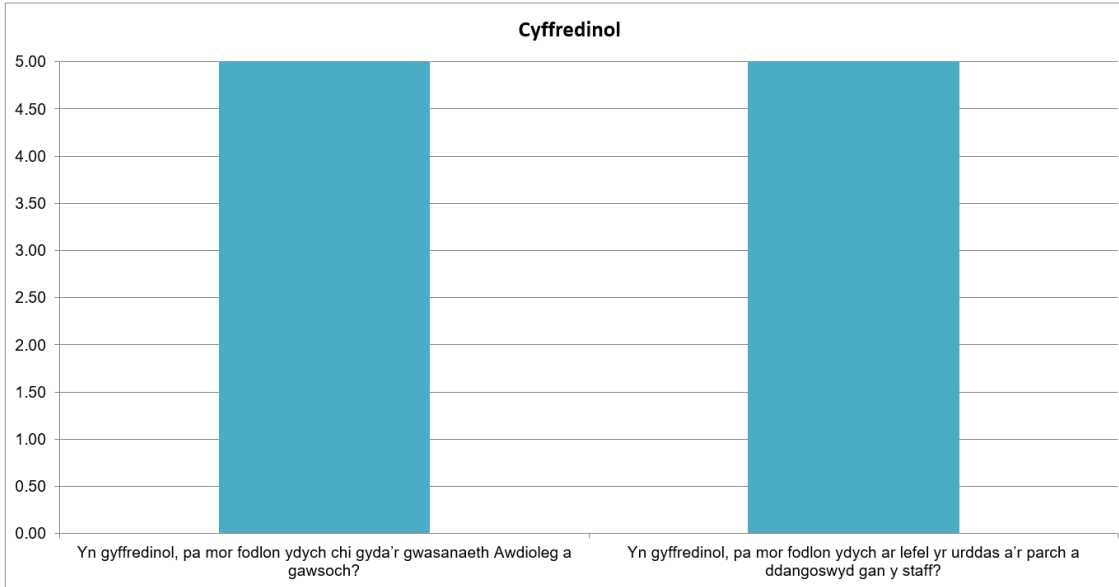
Gwella Profiad y Defnyddiwr Gwsanaeth Improving Service User Experience

- Adran Awdioleg Ysbyty Glan Clwyd a'r Ardaloedd Cyfagos
- Glan Clwyd Audiology Department and Surrounding Areas

Adborth Cleifion Patient Feedback

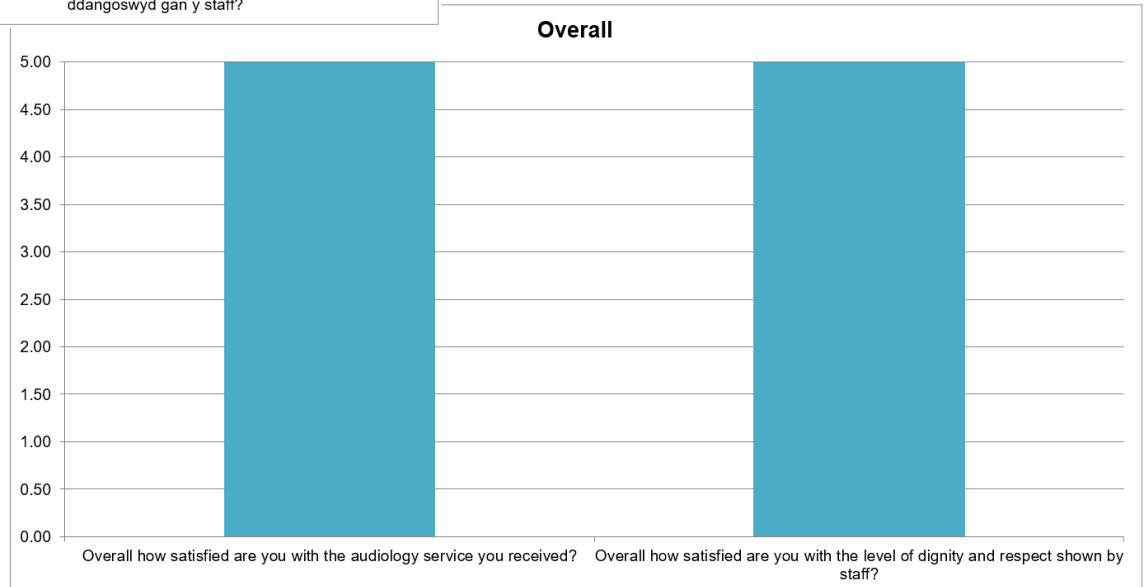
- Mae'r Adran Awdioleg wedi bod yn casglu adborth gan gleifion am ein gwasanaeth.
- Gwnaed hyn drwy
 - Ddefnyddio holiaduron gyda rhai cleifion
 - Darparu blwch sylwadau ar y dderbynfa i bobl roi eu sylwadau ynddo
 - Cynnal grwpiau ffocws – lle bydd cleifion yn cynnig adborth ar ddetholiad o destunau.
- The Audiology department has been gathering feedback from patients about our service.
- This has been done by
 - Using questionnaires with some patients
 - Providing a comments box on reception for people to put comments in
 - Holding a focus group – where patients give feedback on selected topics.

Cyffredinol Overall

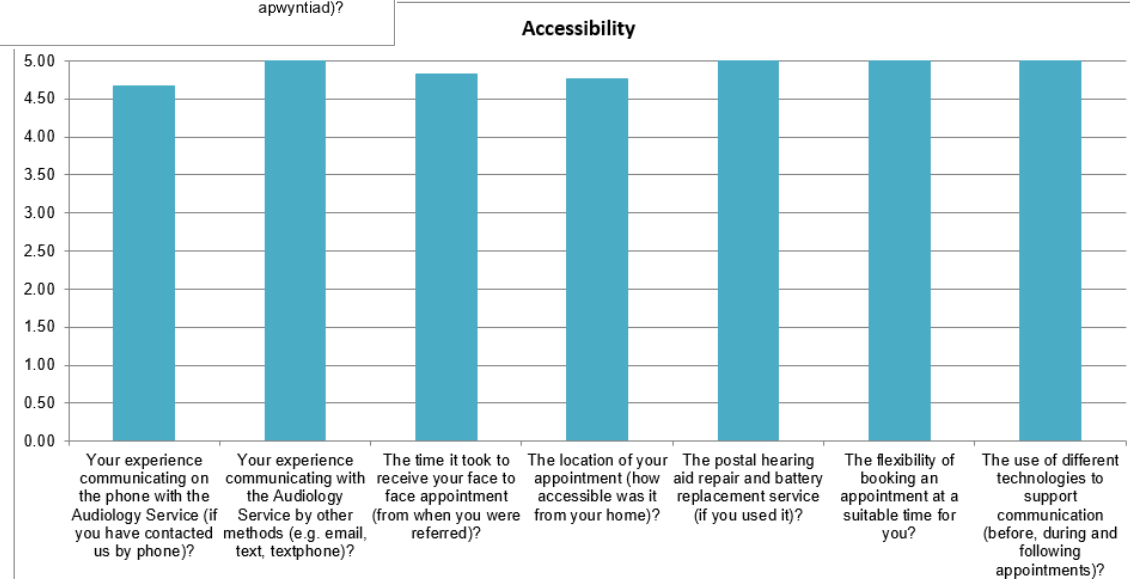
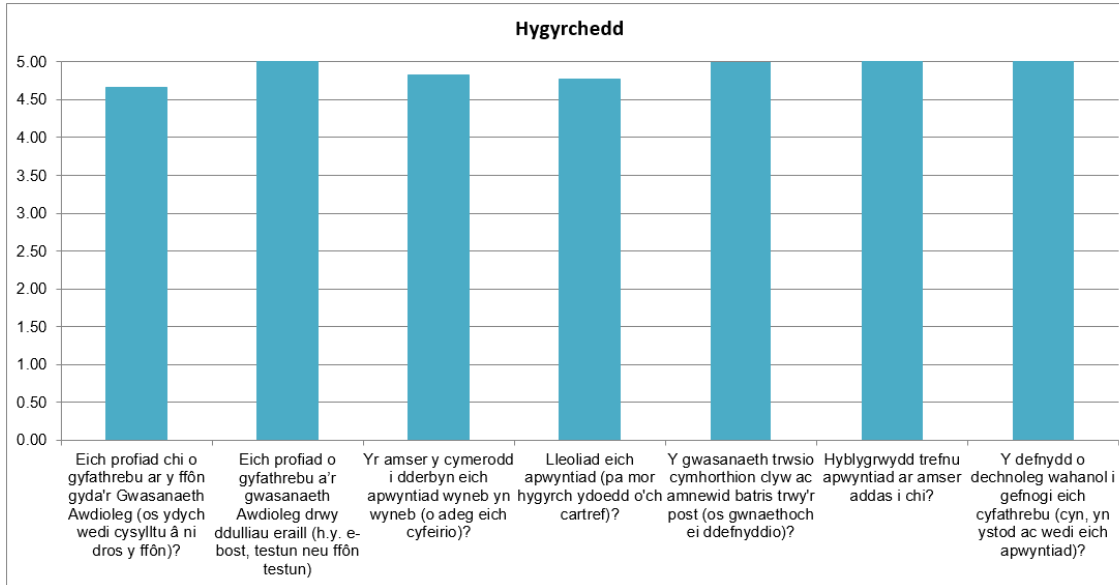


Rhai canlyniadau o'n holiaduron a gasglwyd yn ddiweddar.

Some results from our recently collected questionnaires.

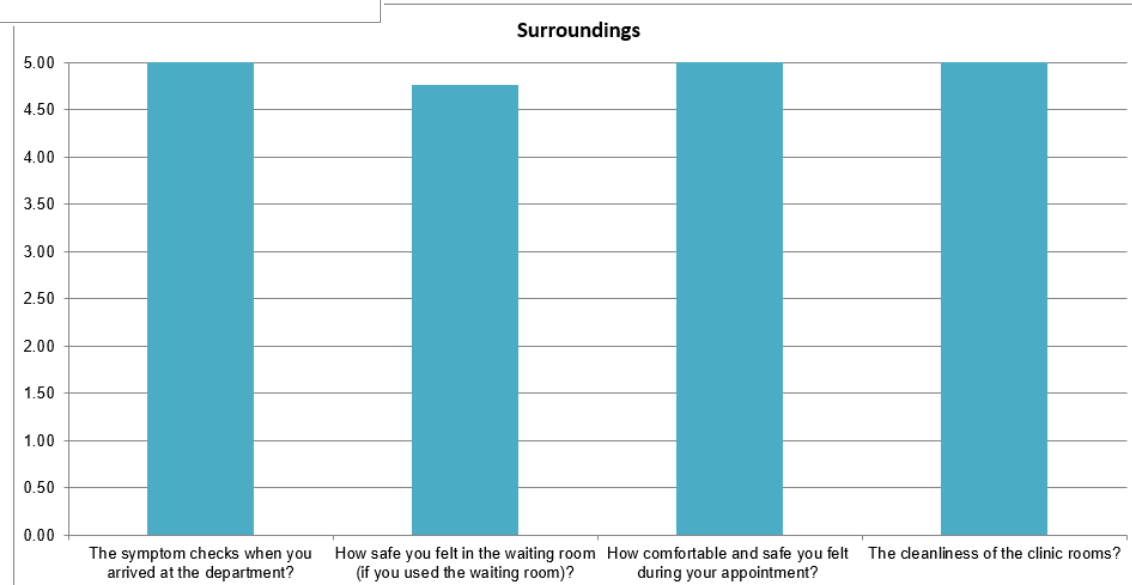
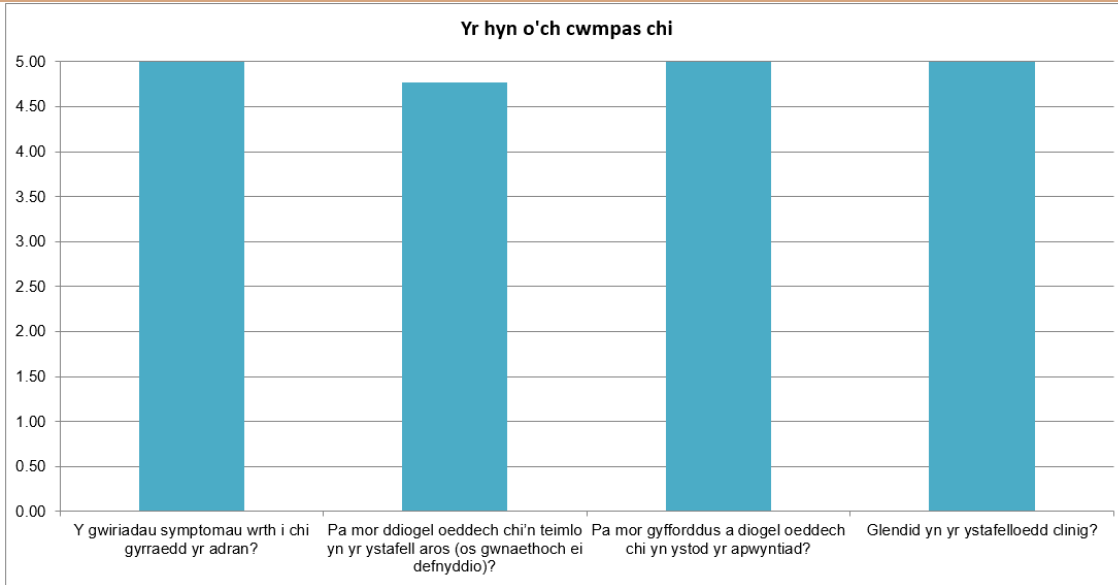


Hygyrchedd Accessibility



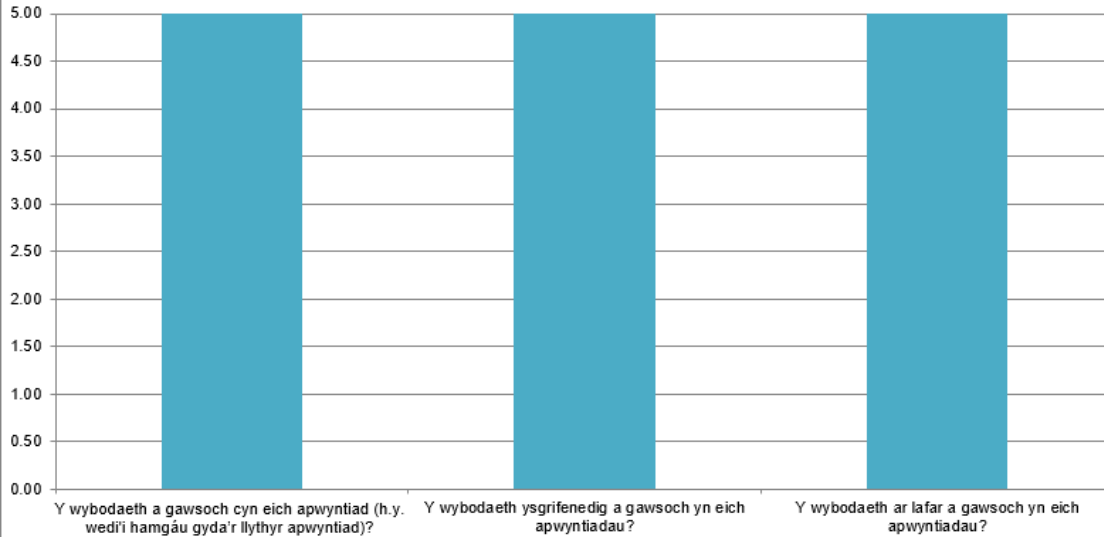
Yr hyn o'ch cwmpas chi

Surroundings

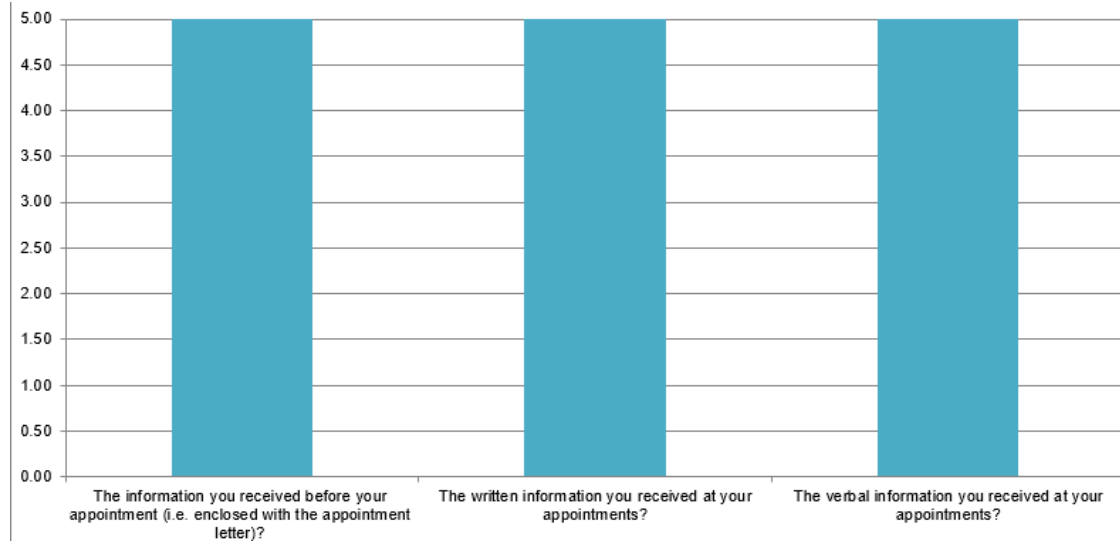


Gwybodaeth Information

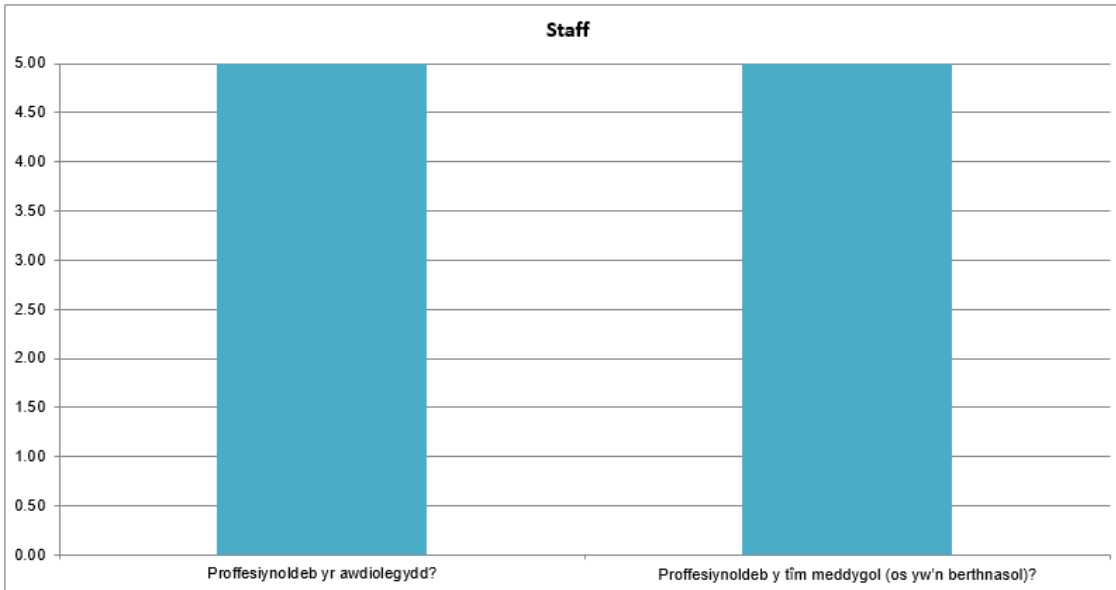
Gwybodaeth



Information



Staff



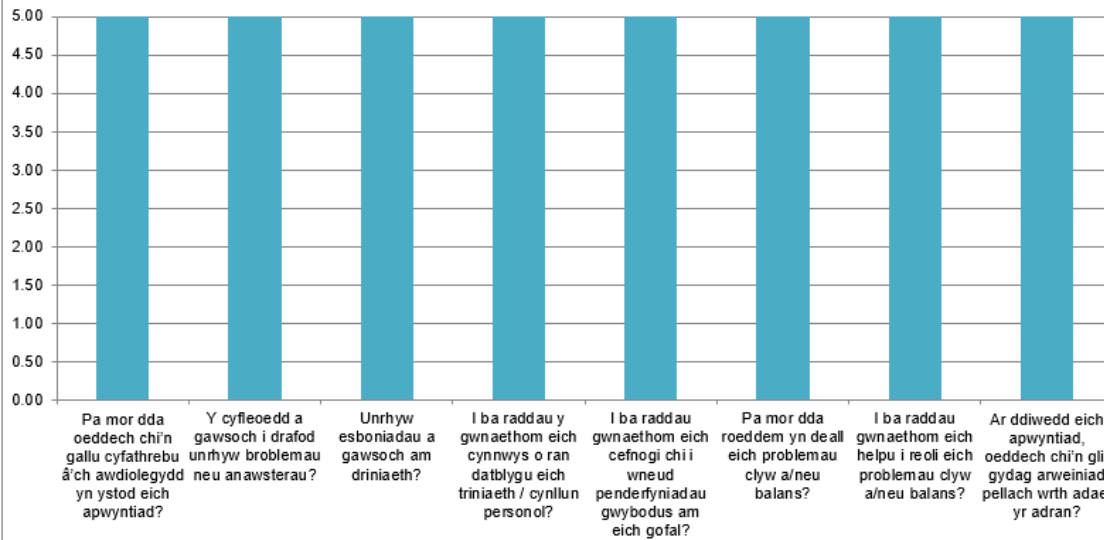
Mwy o ganlyniadau o holiaduron a gasglwyd.

More results from questionnaires collected.

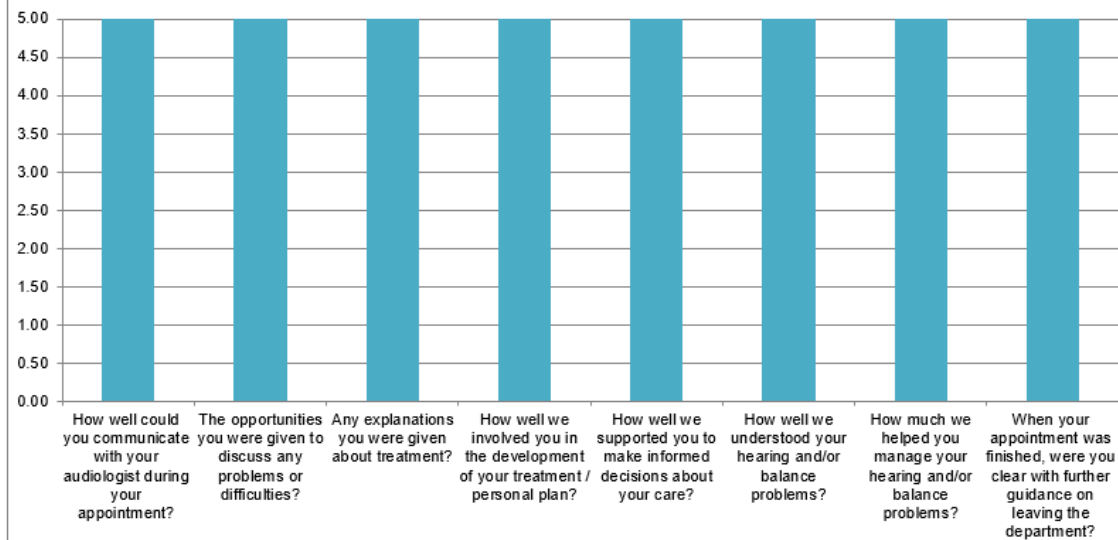


Triniaeth Treatment

Triniaeth



Treatment



Os oes gennych ddiddordeb
mewn mynychu cyfarfod grŵp
ffocws (a gynheir fel arfer bob
ychydig fisoedd), ebostiwch:

[NEW.audiology.department@
wales.nhs.uk](mailto:NEW.audiology.department@wales.nhs.uk)

Neu rhowch eich manylion i
staff y dderbynfa

If you are interested in
attending a focus group
meeting (usually held every
few months) please e mail:

[NEW.audiology.department
@wales.nhs.uk](mailto:NEW.audiology.department@wales.nhs.uk)

Or pass your details to
reception staff.