

Gwella Profiad y Defnyddiwr Gwsanaeth Improving Service User Experience

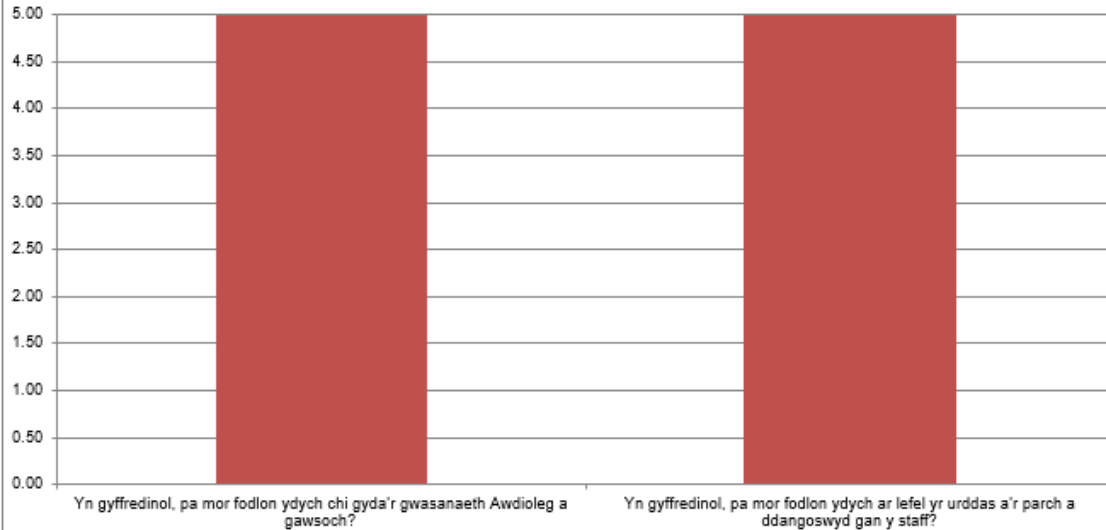
- Adran Awdioleg Ysbyty Maelor
Wrecsam a'r Ardaloedd Cyfagos
- Wrexham Maelor Audiology
Department and Surrounding Areas

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

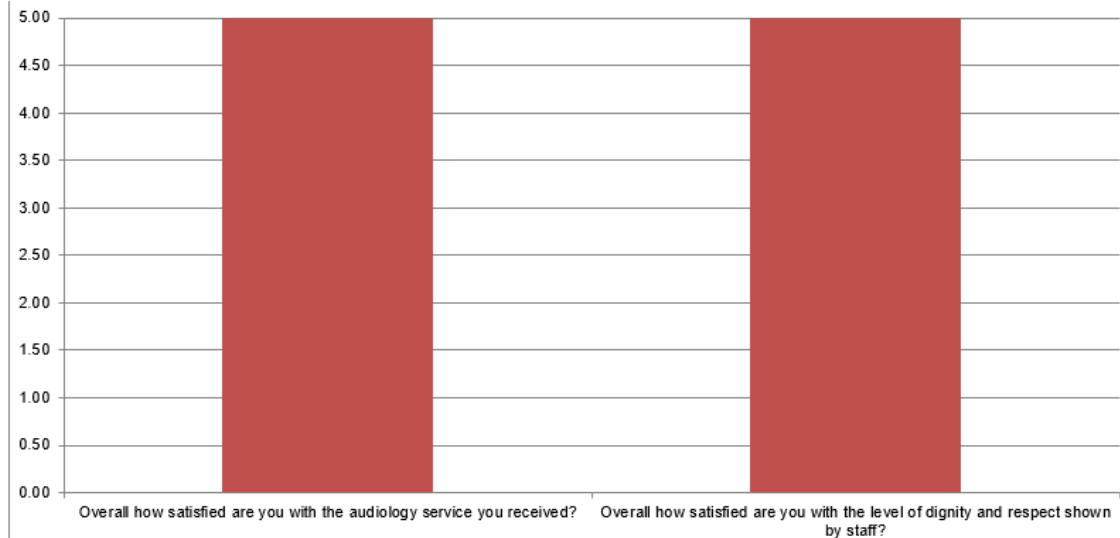
Cyffredinol



Rhai canlyniadau o'n holiaduron a gasglwyd yn ddiweddar.

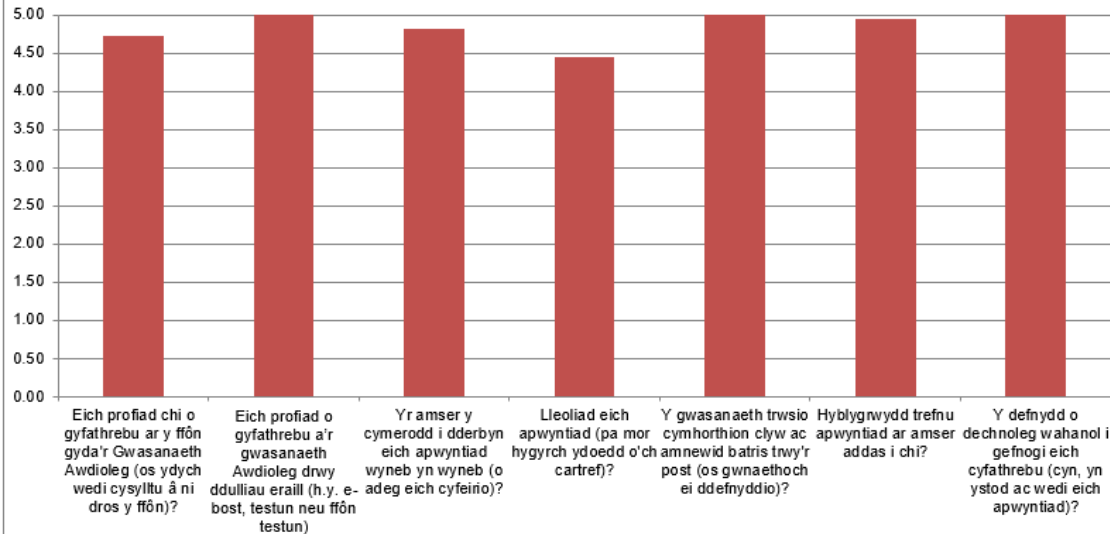
Some results from our recently collected questionnaires.

Overall

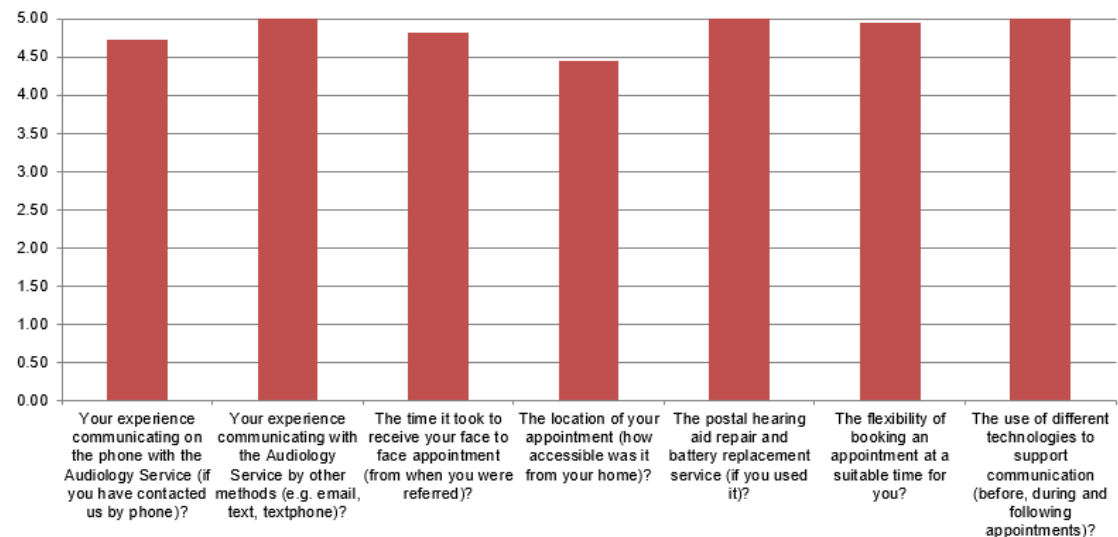


Hygyrchedd Accessibility

Hygyrchedd



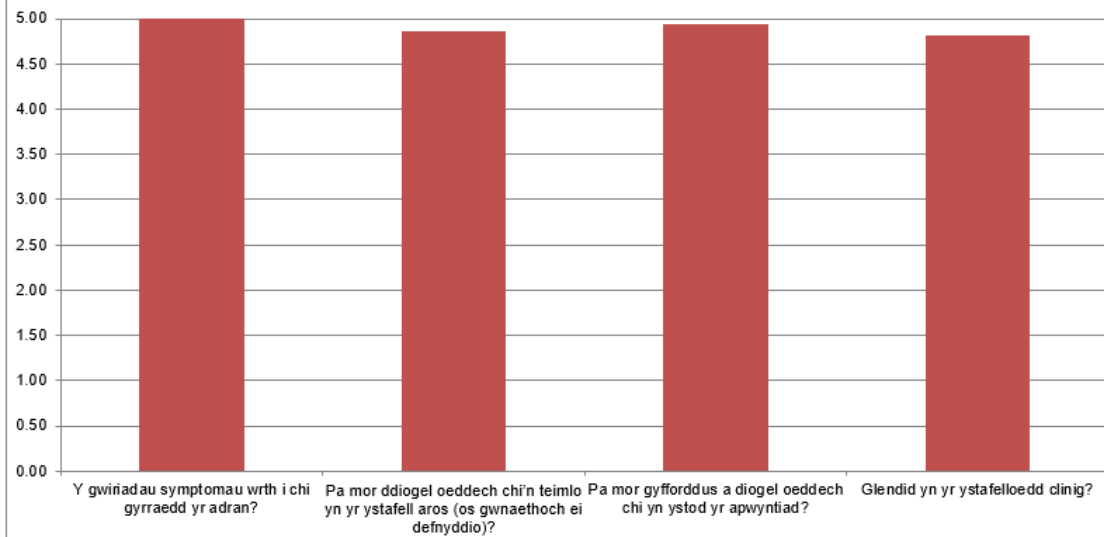
Accessibility



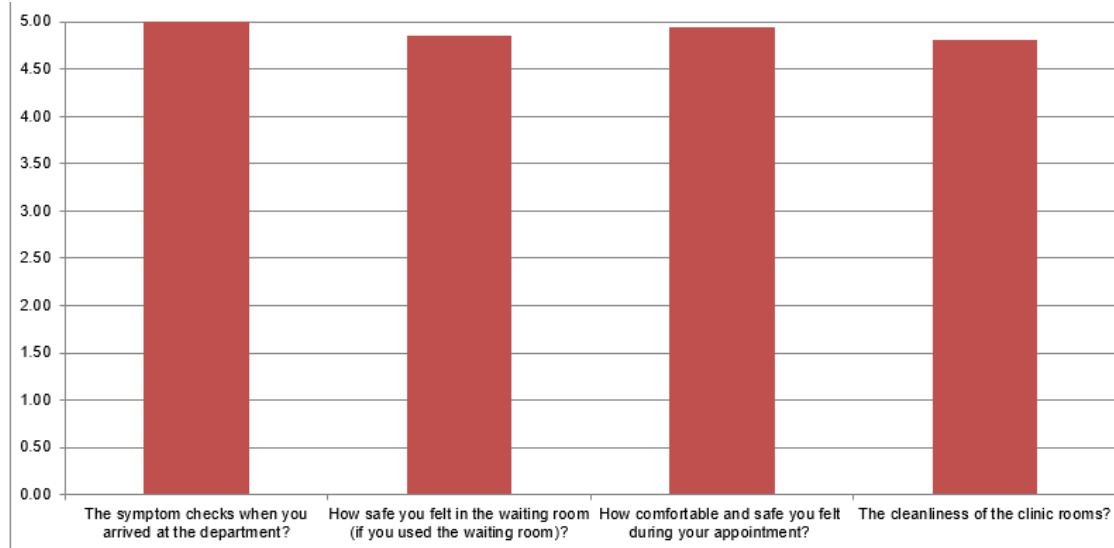
Yr hyn o'ch cwmpas chi

Surroundings

Yr hyn o'ch cwmpas chi

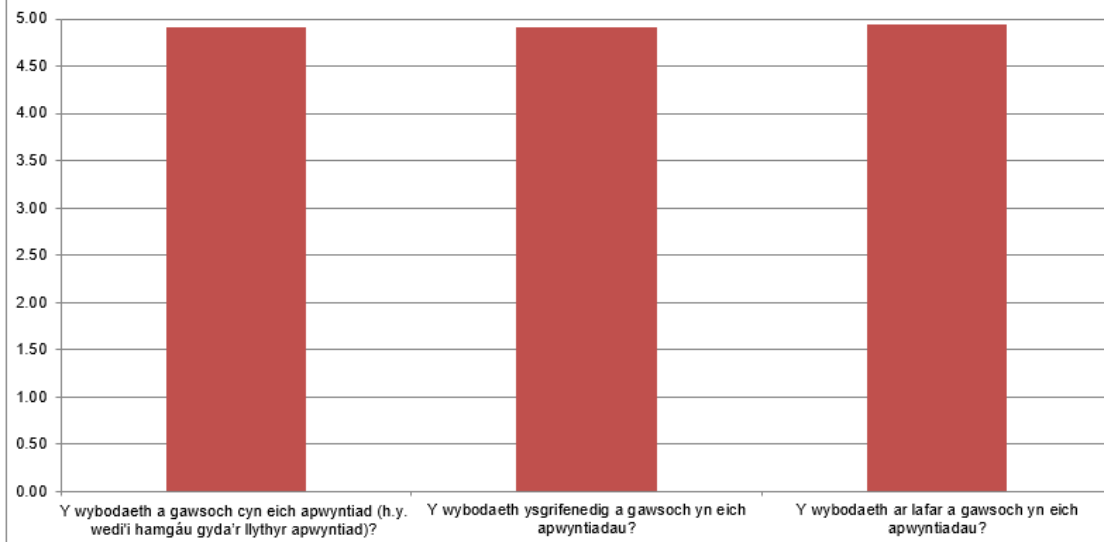


Surroundings

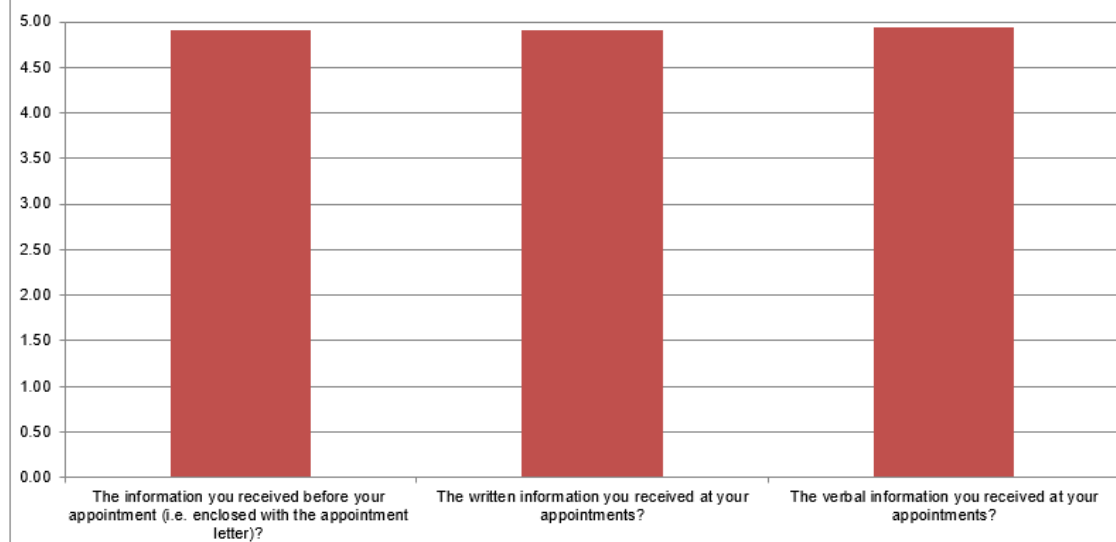


Gwybodaeth Information

Gwybodaeth

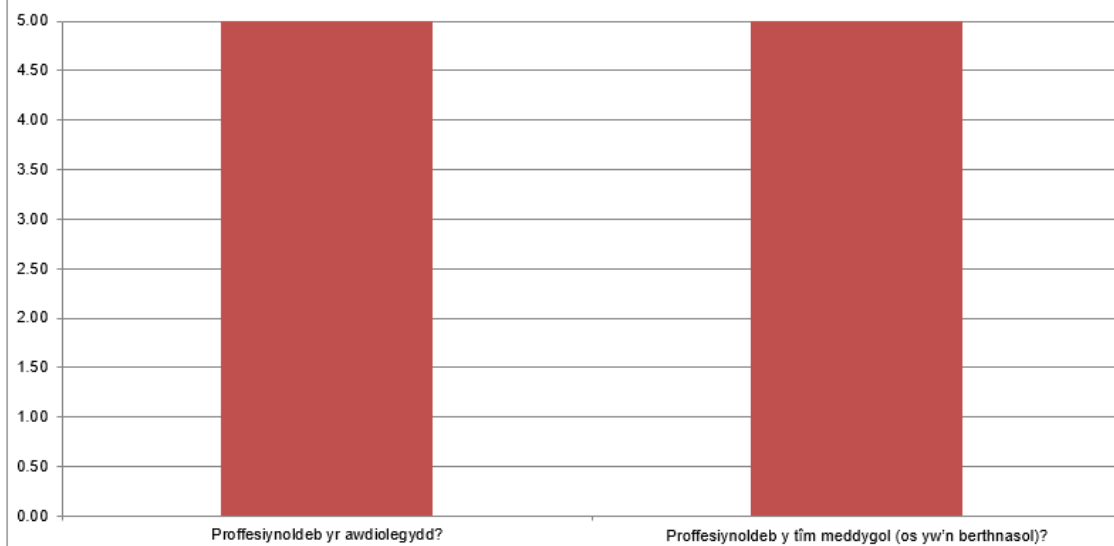


Information



Staff

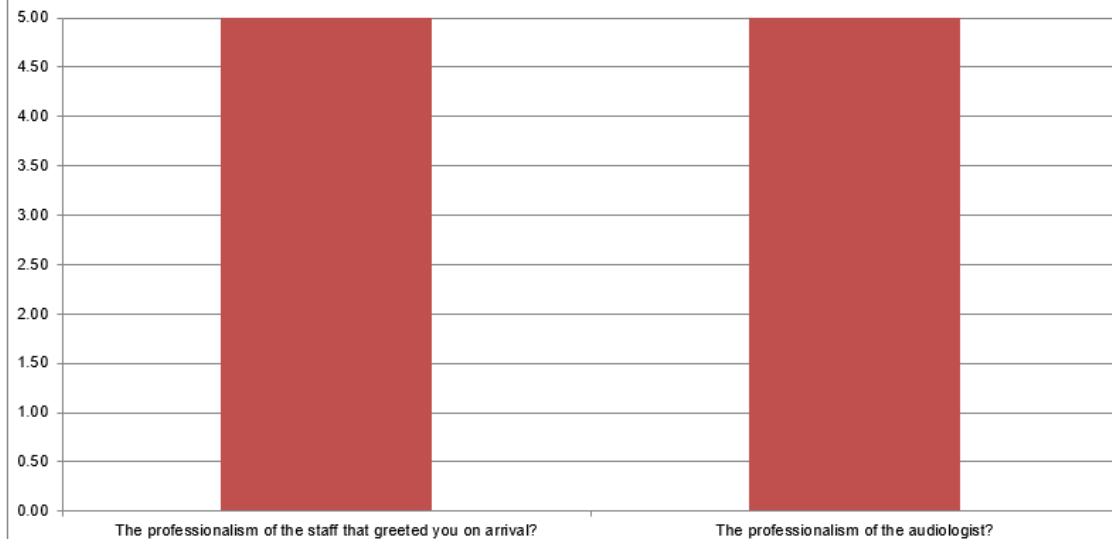
Staff



Mwy o ganlyniadau o holiaduron a gasglwyd.

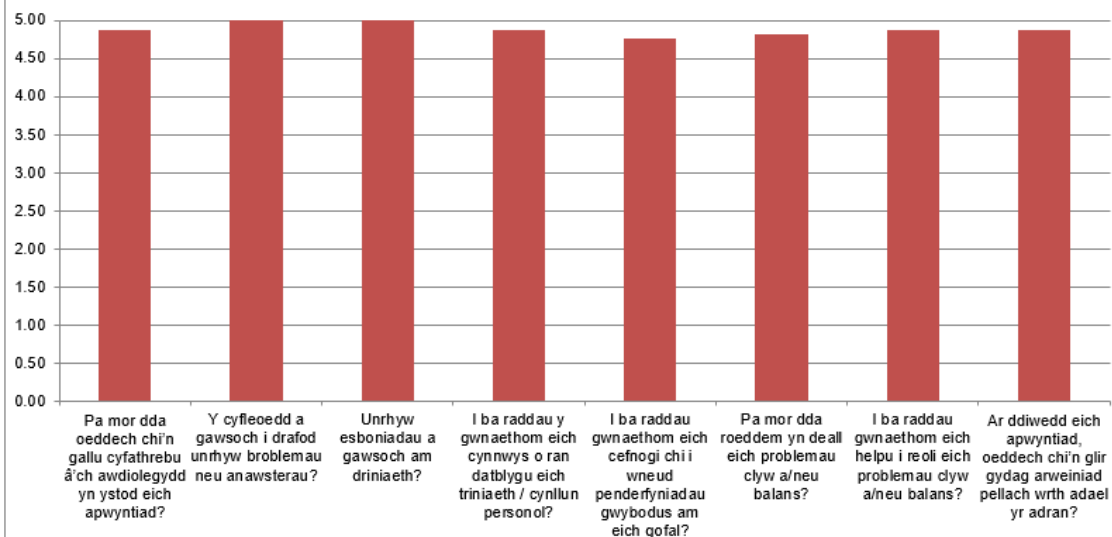
More results from questionnaires collected.

Staff

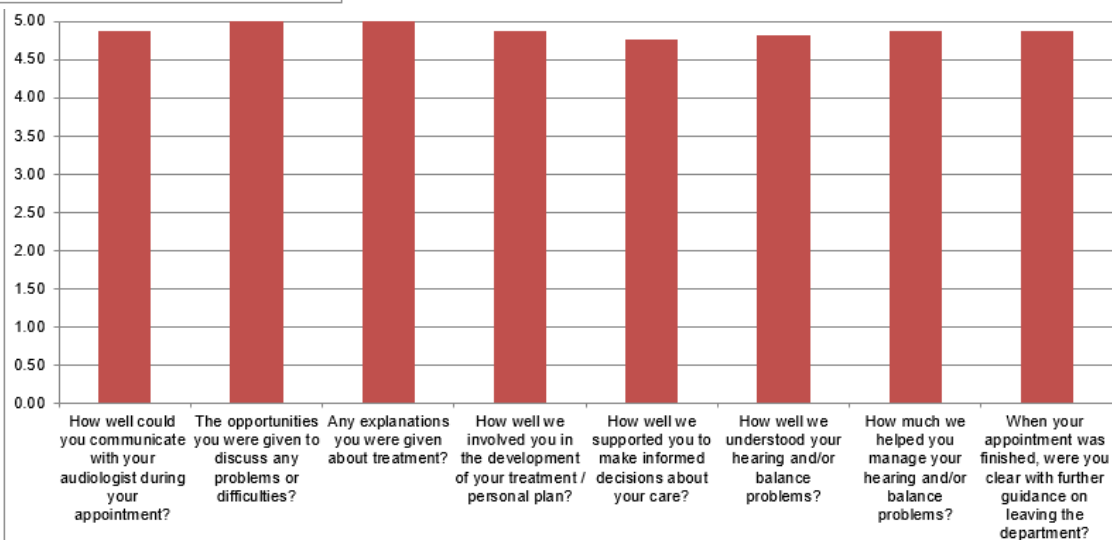


Triniaeth Treatment

Triniaeth



Treatment



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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.