

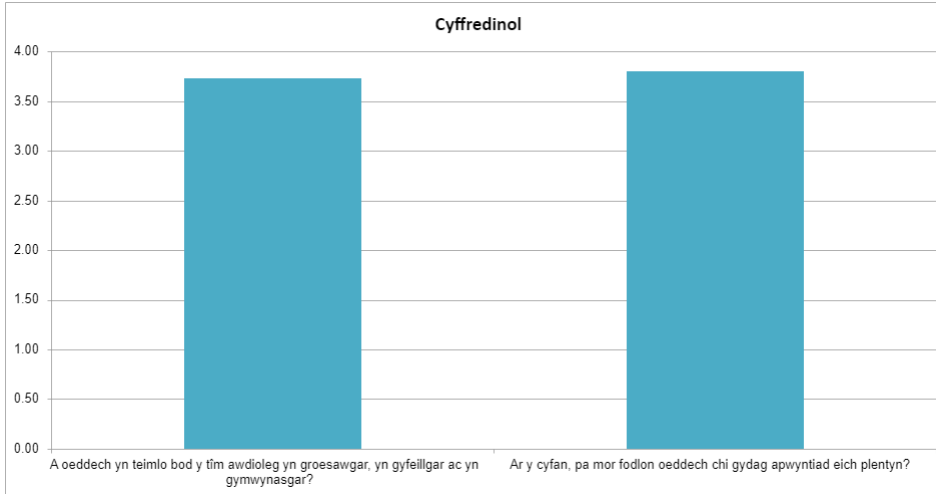
Gwella Profiad y Defnyddiwr Gwsanaeth Improving Service User Experience

- **Adran Awdioleg Ysbyty Glan Clwyd a'r
Ardaloedd Cyfagos**
- Children's Audiology at Glan Clywd
Audiology 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
- 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

Cyffredinol Overall

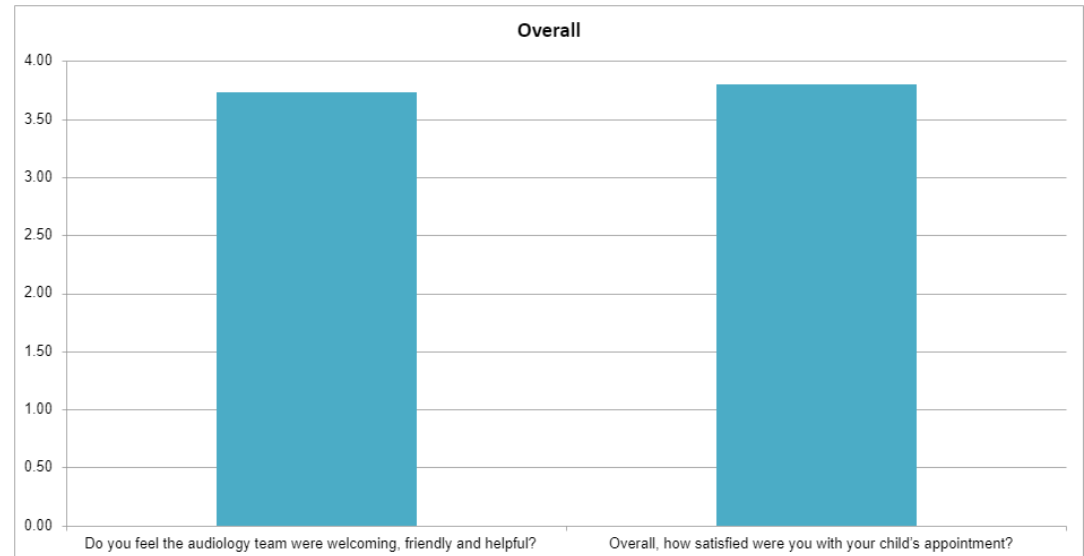


Rhai canlyniadau o'n holiaduron a gasglwyd yn ddiweddar.

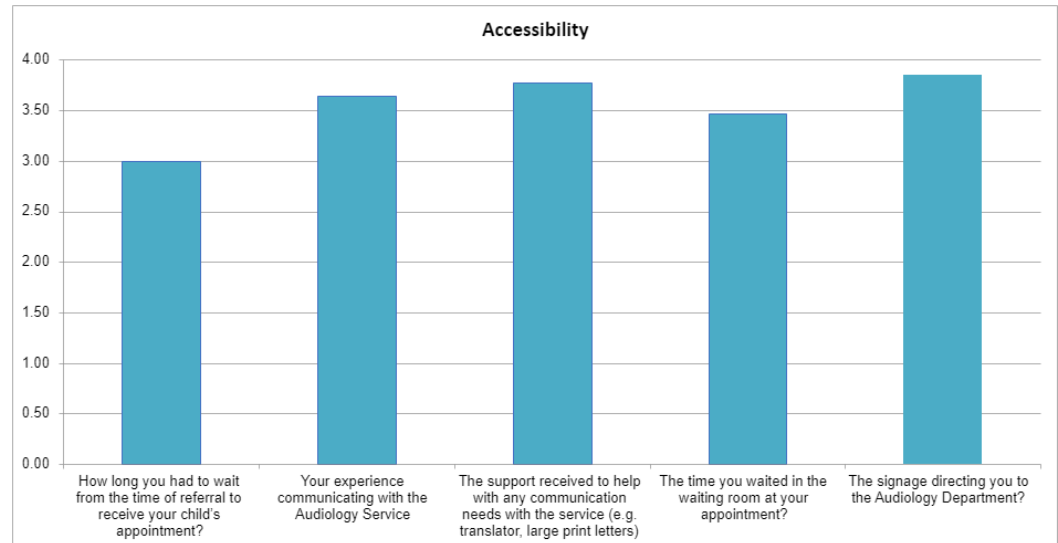
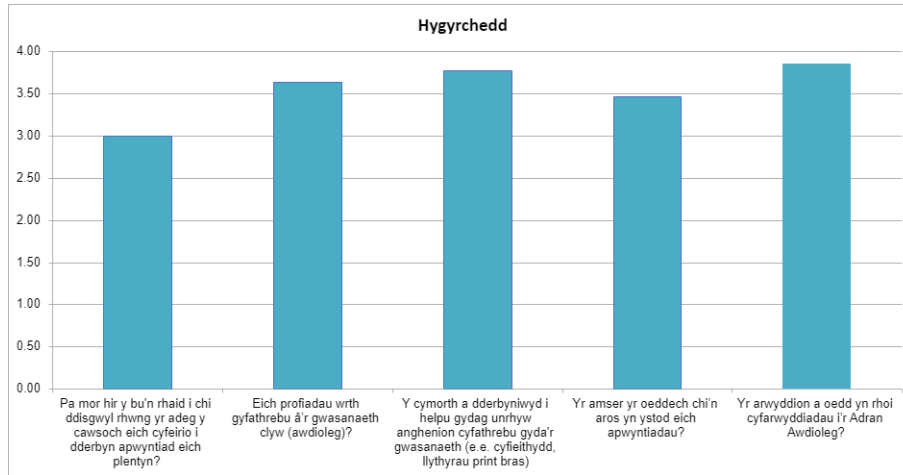
1 = anfodlon iawn ☹ a 4 = bodlon iawn ☺

Some results from our recently collected questionnaires.

1 = very dissatisfied ☹ and 4 = very satisfied ☺

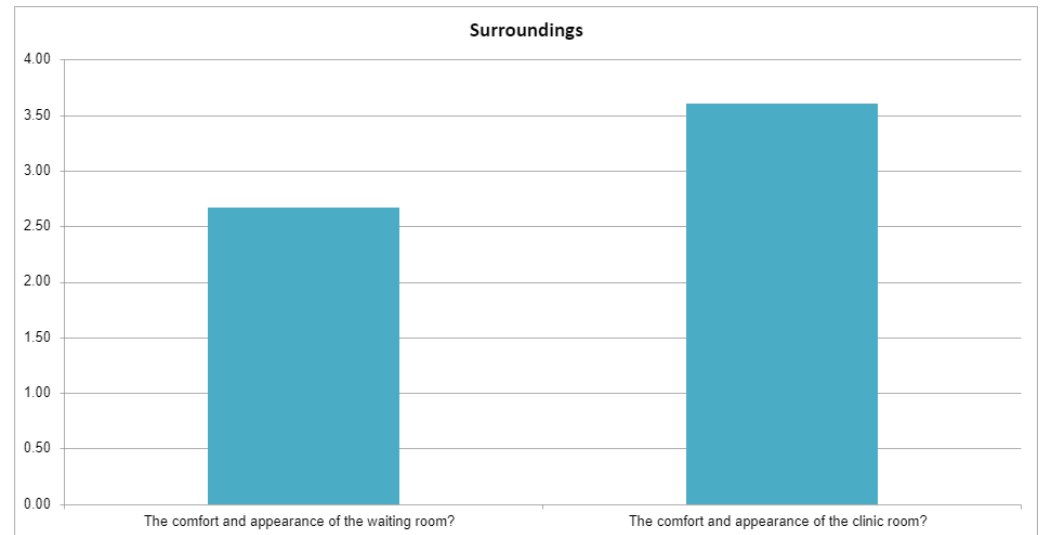
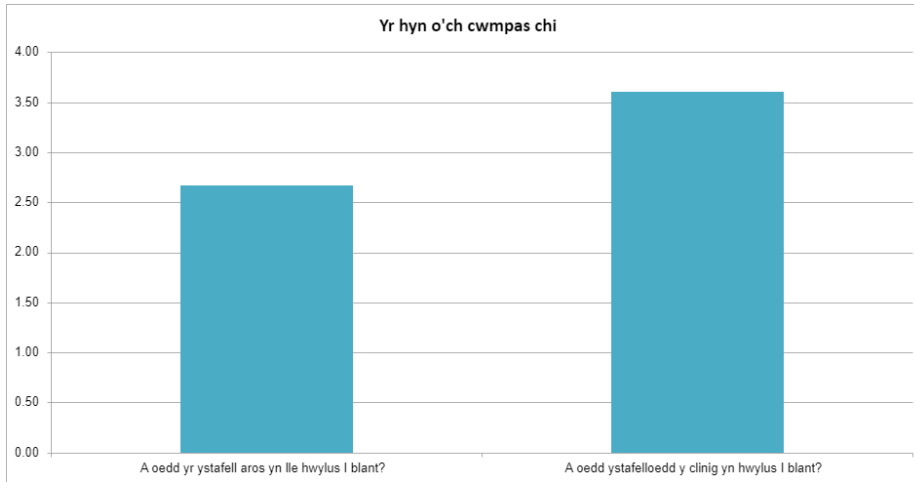


Hygyrchedd Accessibility

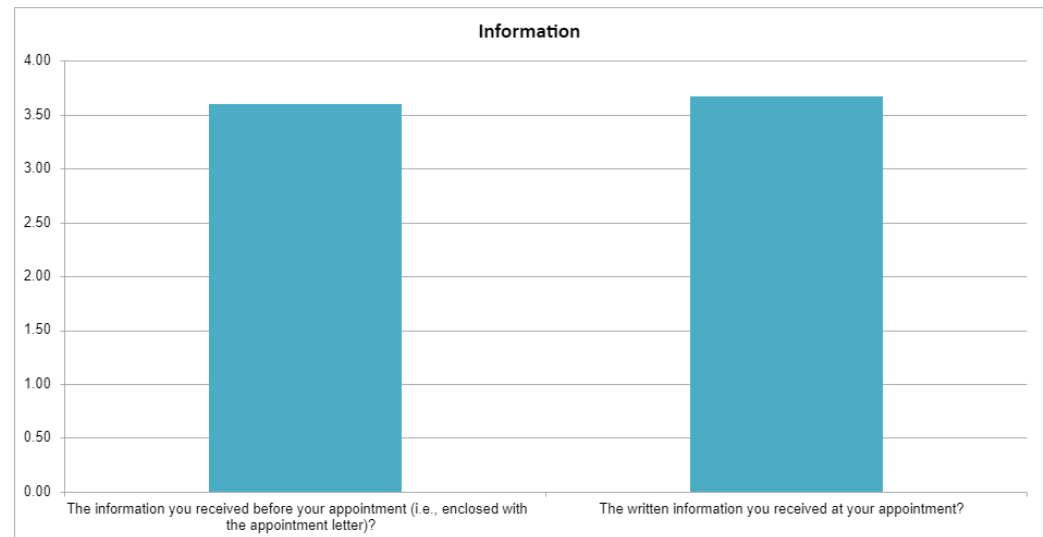
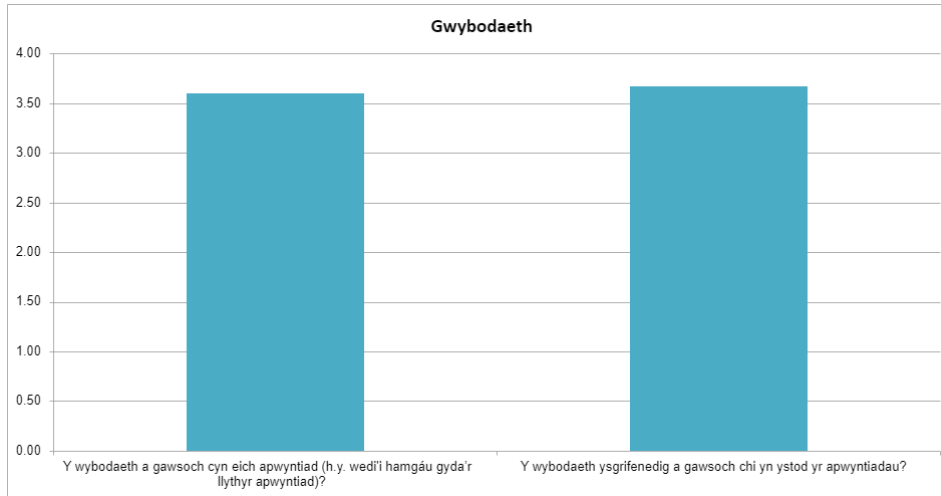


Yr hyn o'ch cwmpas chi

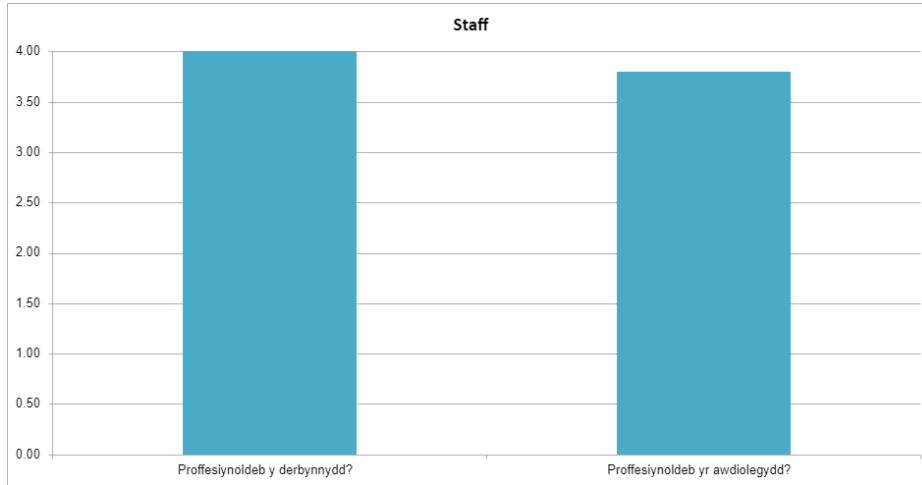
Surroundings



Gwybodaeth Information

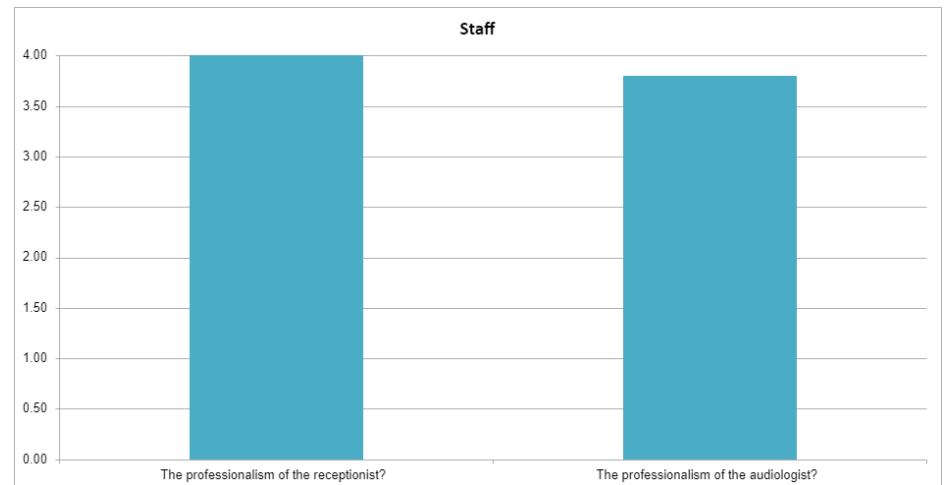


Staff

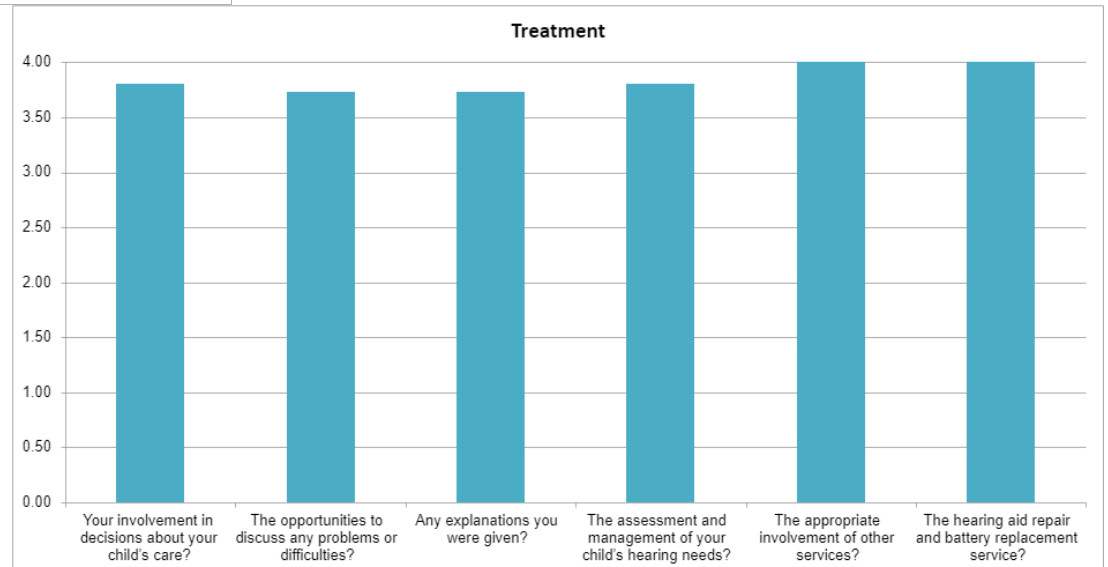
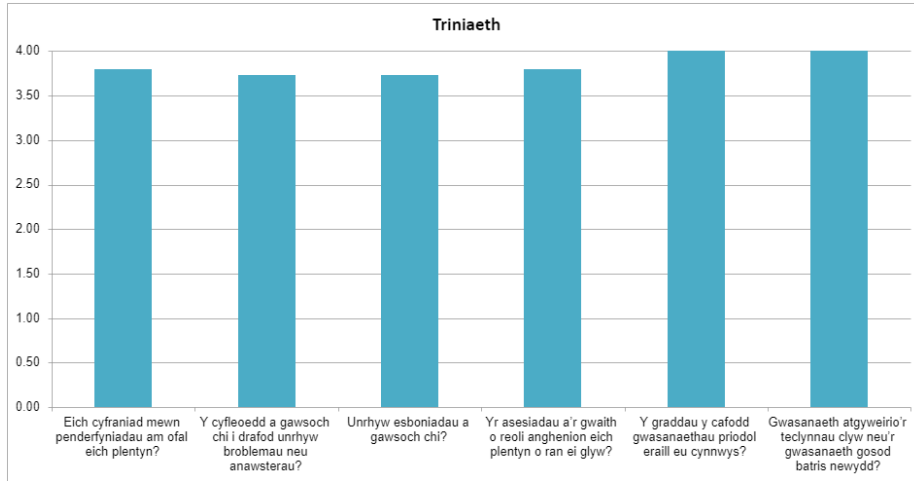


Mwy o ganlyniadau o holiaduron a gasglwyd.

More results from questionnaires collected.



Triniaeth Treatment



Thank you / Diolch

- Thankyou for being patient when he became a bit overwhelmed.
- Very friendly audiologist - came to meet us at reception for an early appointment time. Reception was closed and no signage to indicate that we would be collected from reception area - perhaps this would be useful in future.
- Amazing put next to professionalism of the audiologist.
- Audiologist said she would see us in 3 months - was nearly 12 months later
- Some child facilities in the waiting room would be good please. Violet has had appointments with both Owen and Kate who are both excellent. They both have an excellent nature with Violet, offering lots of encouragement. Both Owen and Kate explained process very well to parents. Thank you.
- Child friendly seating area stated as one improvement. The friendliness of the staff stated as particularly good.
- It was amazing service!