

Gwella Profiad y Defnyddiwr Gwsanaeth Improving Service User Experience

- **Adran Awdioleg Ysbyty Maelor
Wreccsam a'r Ardaloedd Cyfagos**
- Children's Audiology at Wrexham
Maelor 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

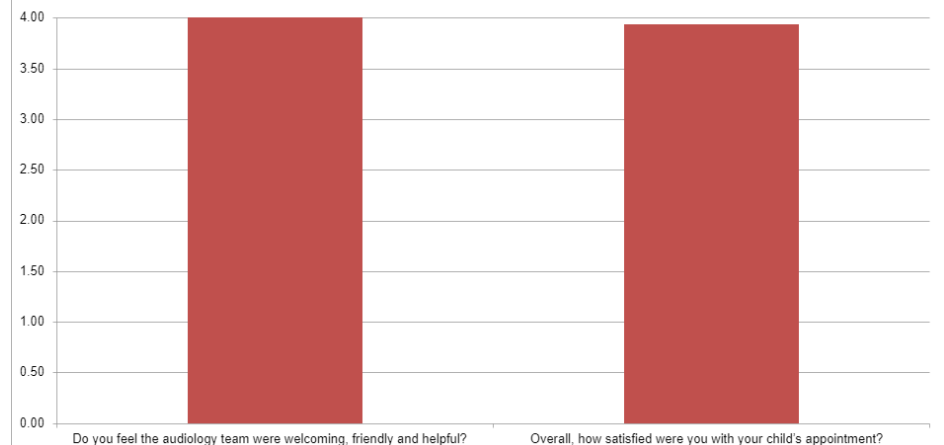
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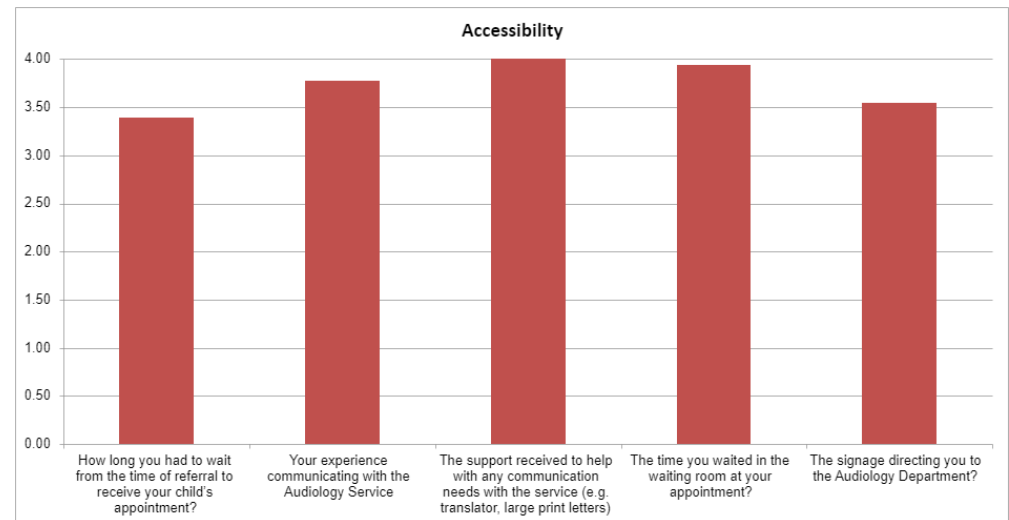
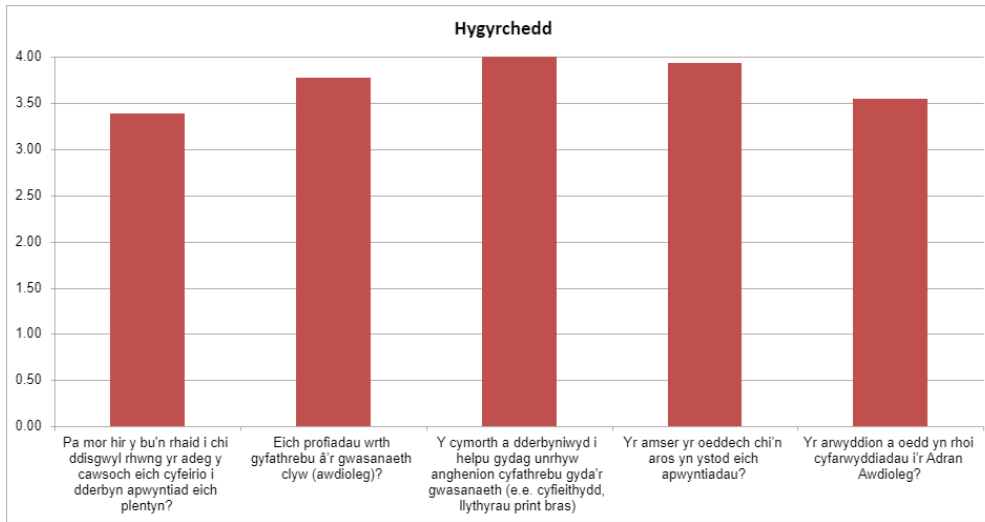
Rhai canlyniadau o'n holiaduron a gasglwyd yn ddiweddar.

Some results from our recently collected questionnaires.

Overall

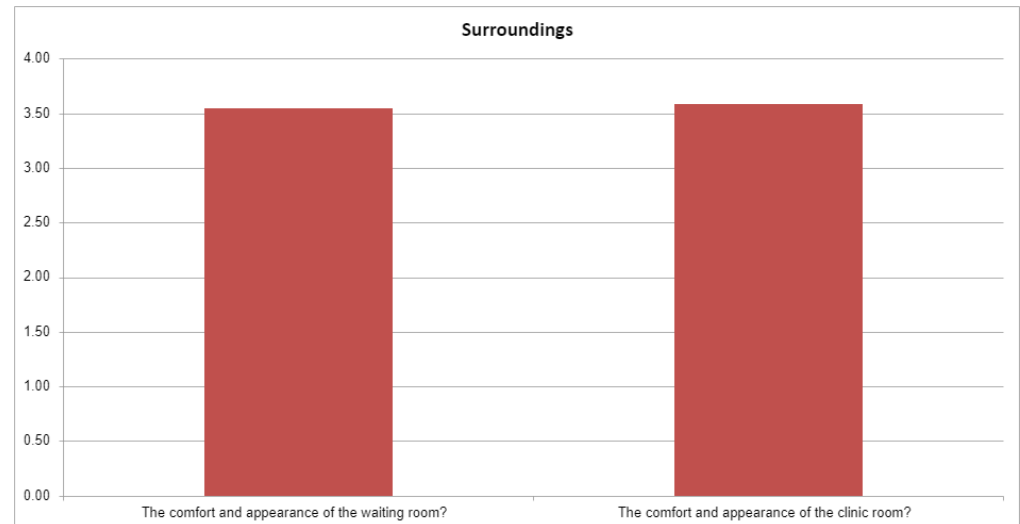
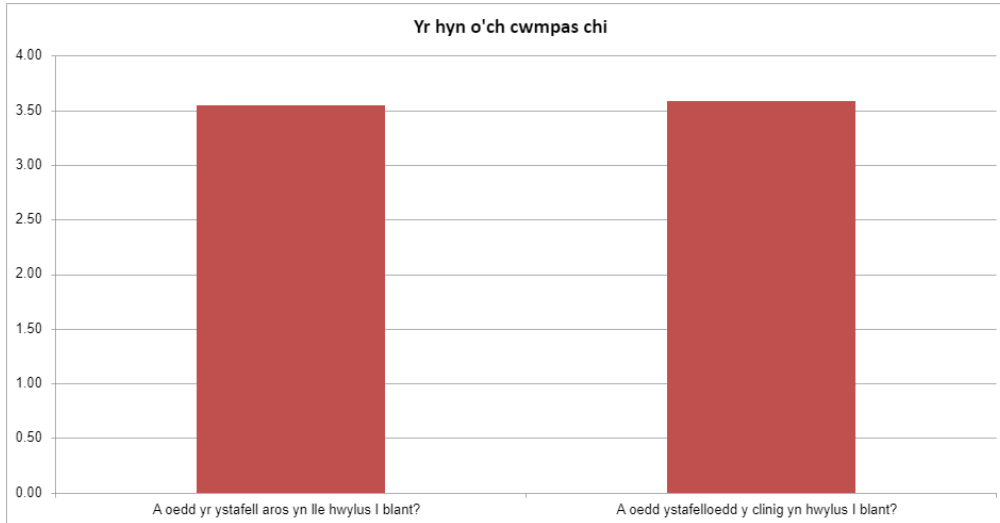


Hygyrchedd Accessibility



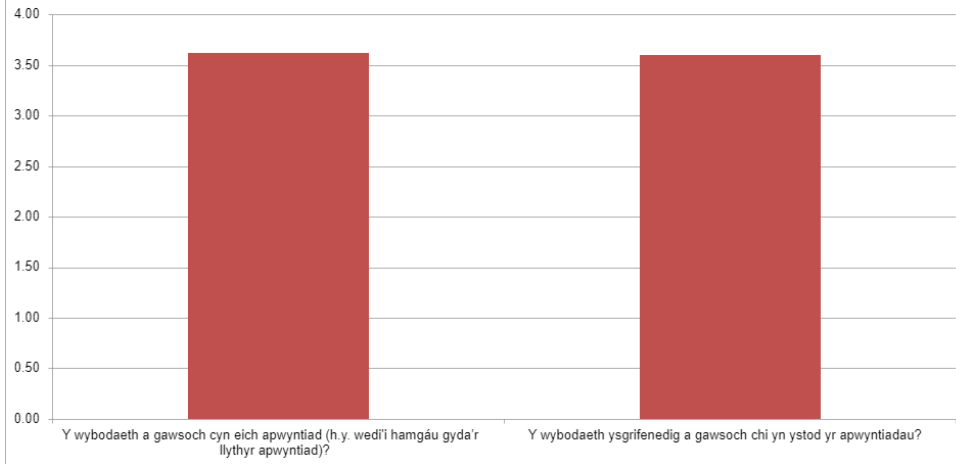
Yr hyn o'ch cwmpas chi

Surroundings

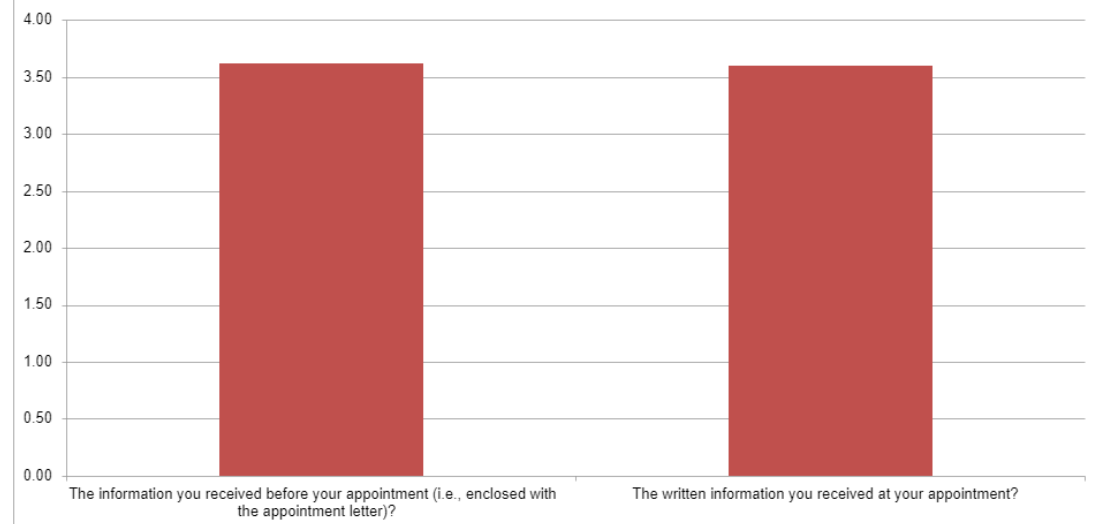


Gwybodaeth Information

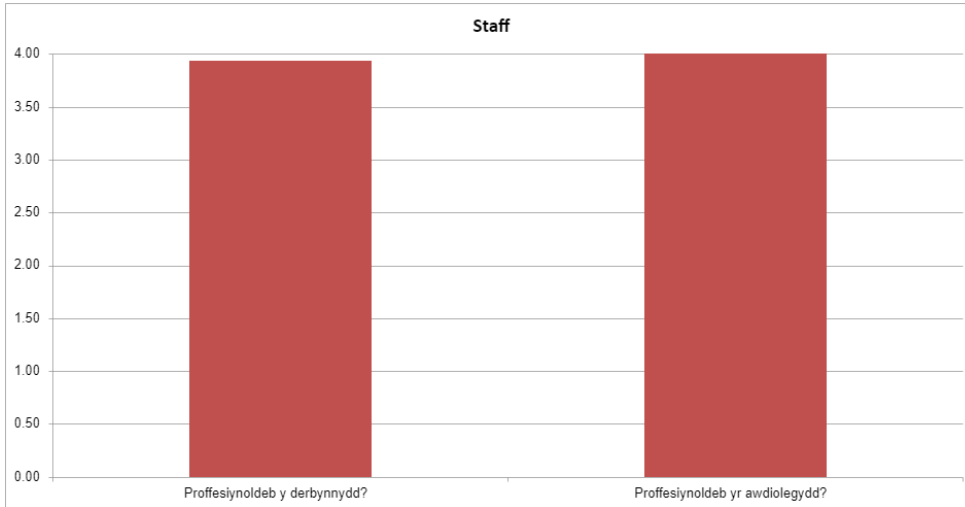
Gwybodaeth



Information

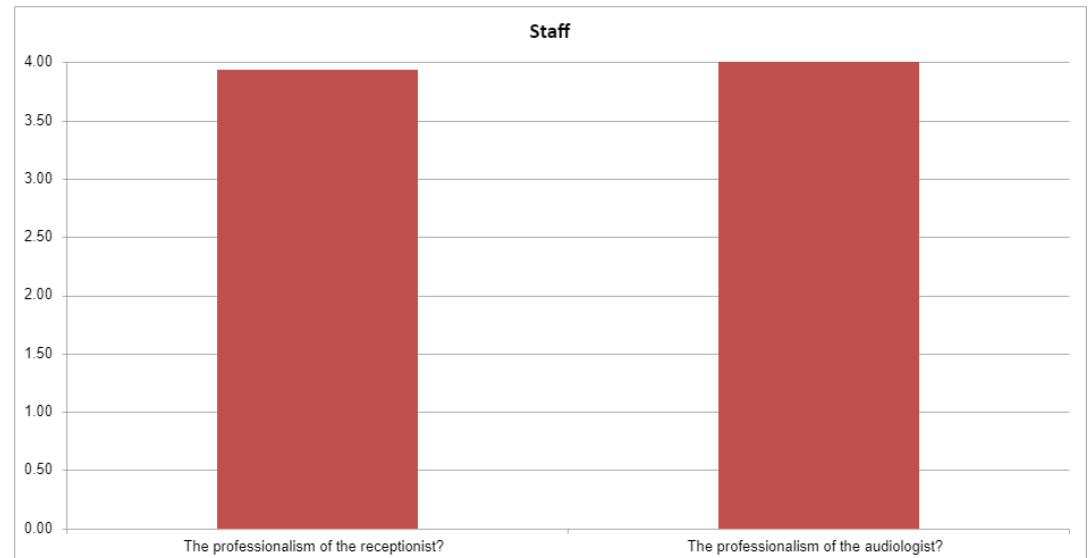


Staff

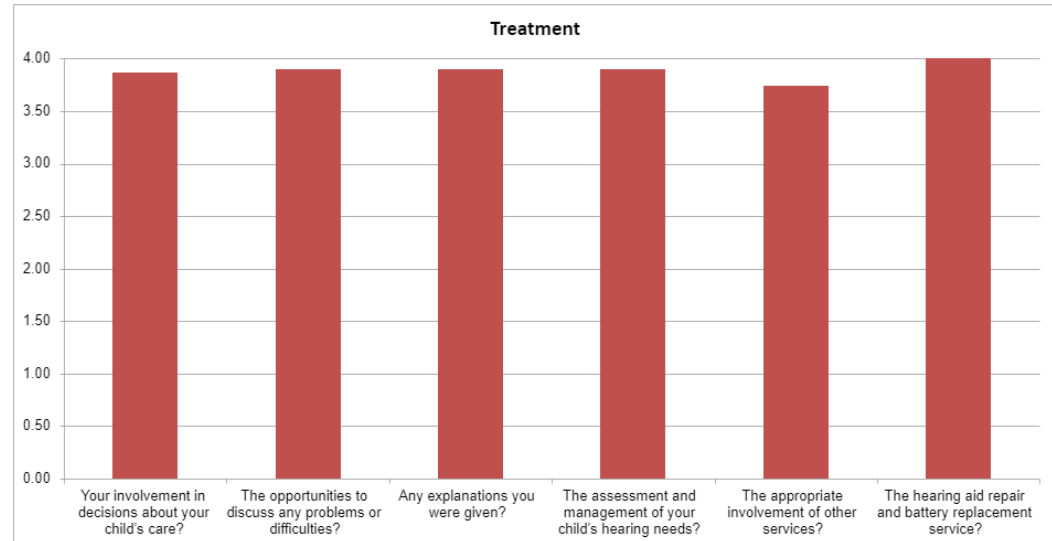
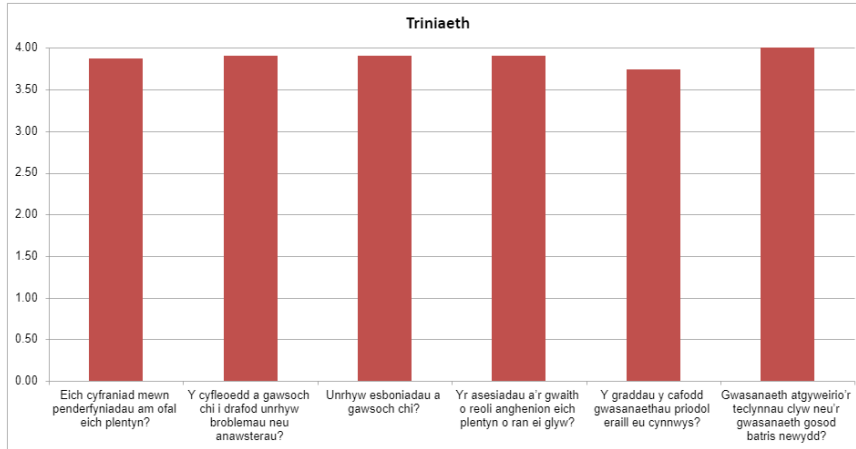


Mwy o ganlyniadau o holiaduron a gasglwyd.

More results from questionnaires collected.



Triniaeth Treatment





Thank you / Diolch

- Friendly staff. Appointment felt a bit rushed. Other additional needs not really taken into consideration. Having to self refer to SALT
- Audiologist patient with child when wasn't compliant. Softly spoken and kind. Very informative for parents and didn't use jargon- easy to understand
- Audiologist was amazing. The room could do with a little more colour - freshening up to make more child friendly but other than that amazing. Thanks for all your hard work :)
- Better signage to the department. Very quick and friendly lovely lady
- Excellent services. Very friendly and supportive
- Both ladies were really lovely and personable. The only thing I can think of is that if the toys were Peppa pig he may have responded to them. The explanation give by the doctor (audiologist) was really thorough and well explained.
- More signage to dept please. Good - How patient they are
- Improvement: I would make the child health centre appointments clearer/explained a bit more as I went to Children's Outpatients first. Good: The service I receive when I need a replacement such as wires and batteries. The audiologists are all friendly and approachable and explain things really well.