

## Paediatric Audiology Service

### Stakeholder Questionnaire February 2025

#### Method

- A questionnaire was emailed to NHS professionals across BCUHB and North Powys in February 2025. These included GPs, Health Visitor leads, School nurse leads, Community Paediatricians, Teachers of the Deaf (ToD), Speech and Language Therapists, ENT, Paediatricians.
- Stakeholders were requested to respond within 3 weeks of the email being sent.
- The questionnaire sent was seeking qualitative information regarding the service.
- The following was asked:
  - What did we do well? (e.g. timeliness of any communication, quality and usefulness of the information/reports provided; quality of any referrals sent to you)
  - Anything we could do better? (e.g. Timeliness of any communication, quality and usefulness of the information/reports provided; quality of any referrals sent to you)
  - Any further comments?
  - Please provide an overall rating of the service: 1 = very dissatisfied (i.e., WORST service) and 4 = very satisfied (i.e., BEST service)
  - BCUHB area (EAST, CENTRAL, WEST, NORTH POWYS)
  - Profession; GP, HV (team manager) , School Nurse , Teacher of the Deaf (TOD) , Community Paediatrician , SALT, ENT, Paediatrician, other.

**Results:** 14 responses were received.

#### **Q1. Responses to the question: 'What did we do well?' (14/14 replies)**

- Excellent communication in the usefulness of reports and quality of referrals. The team respond very quickly to any queries.
- Good working relationship with audiology. Regular communication takes place in the form of copies of recent reports, emails and face to face discussion where appropriate. Referrals are always appropriate.
- Reports are comprehensive and very detailed.
- Referrals are made to our service and reports are received after appointments.
- Prompt responses to emails.
- Good communication and prompt reports received, which are always invaluable. Good quality referrals received and lots of opportunities to discuss patients either f2f, TEAMS or by email
- Always a prompt response from admin staff
- Reports received timely and frequency of communication is good. Audiogram on reports and a written summary are always helpful
- Always receive reports following appts - which are invaluable. The audiogram and the summary parts of the report are useful
- Quality of referrals are good

- You are such a friendly team who are always willing to answer all my questions. Communication is always excellent. You provide detailed reports with appropriate and useful information. I believe that the relationship between your service and ours is essential so that we can provide that best education for our pupils.
- Staff always responsive to queries.
- Communication is usually always good between myself and the members of the audiology team I liaise with - queries are answered quickly and in detail which enables me to do my job more effectively; if I have an issue or a concern the audiologists I work with are supportive and we work well together to resolve the issues for the child or young person
- Summaries or bullet points at the end of reports helpful.
- Referrals received are always appropriate, with detailed information to support.
- Email correspondence is always good, and timeliness of responses to queries or requests for new equipment and repairs via phone or email is always good. The online form to order new tubes and batteries is easy to share with parents and is very user friendly for young people.
- Moving to electronic referrals is brilliant. I have always found your department provides excellent services to the children I refer. Communication, particularly when children are not brought to appointments is very helpful. The reports and follow up care is also excellent in my professional opinion. When I follow up parents who have brought their children for assessments, they always speak highly of the team.

#### **Q.2 Anything we could do better? (13/14 replies)**

- The information we do receive can be a little out of date but this has very much improved recently now we can receive reports electronically.
- Very variable waits from child's appointment to receive reports.
- The reports continue to contain too much technical information and jargon, which can be difficult to understand and difficult to explain to parents. I would question who the reports are intended for as often not parent friendly to read due to all the technical info.
- Most of the reports are good but sometimes data logging information isn't included which is really useful to see and can help us to start a conversation with parents. Sometimes the reports aren't very user friendly, with jargon and technical detail the parents/ schools don't understand. Perhaps an explanation of this/ impact on child could be included?
- Data logging info is always really helpful when working with families and helps to build a picture. Reports still have a lot of technical information - not sure who this is intended for on a report. Sometimes it is written on reports that parents report they haven't had SLT or seen an SLT and that usually isn't the case so can reflect badly on us and isn't accurate.
- more timely reports following audiology appts. To include consistent data logging results as useful info and can help us to tackle limited aid use. Reports to have less technical info and jargon and to be more parent friendly
- Nothing
- Reports can be complicated, a short summary/update section would be beneficial. Long delays in receiving reports, having to check with audiology if child has been seen.
- Occasionally emails are not replied to which can make things difficult for me in my role e.g. if I don't have an up to date Report and the parents is telling me there are changes to the hearing; or if there is an ongoing issue with the hearing aid and the parents is telling me they've contacted you but then on my next visit they have not been in to see you etc. The information

in the Reports is always very helpful and thorough, just sometimes they are not always sent to us at all or can be sent months later.

- Receipt of reports is very inconsistent, varying to no reports or clinic letters received at all to, to some coming months later (especially PHIT reports), to a very small number being sent extremely timely. I understand that for some children who need to come in for repeated hearing tests, that a letter may not be written, but it would be useful for any outcomes to be shared with SALT even if this is via email. I am aware of some children's appointments because parents tell me but don't get any reports, and I email the department for results of a recent hearing test, as I feel this is important information for speech and language. Report also contain a lot of technical information which I struggle to understand and therefore may be confusing for parents to read too.
- We can receive reports for children not under our service, which then takes time/resources for reply not known.
- Timeliness of reports is improving, but I would like to see further improvement. Discrepancies between next appointment timeline as stated on reports, to actual clinic appointment. Reports provided are informative, but can include some grammatical mistakes and pronoun errors.
- Nothing to add.

### Q.3 Any further comments? (9/14 replies)

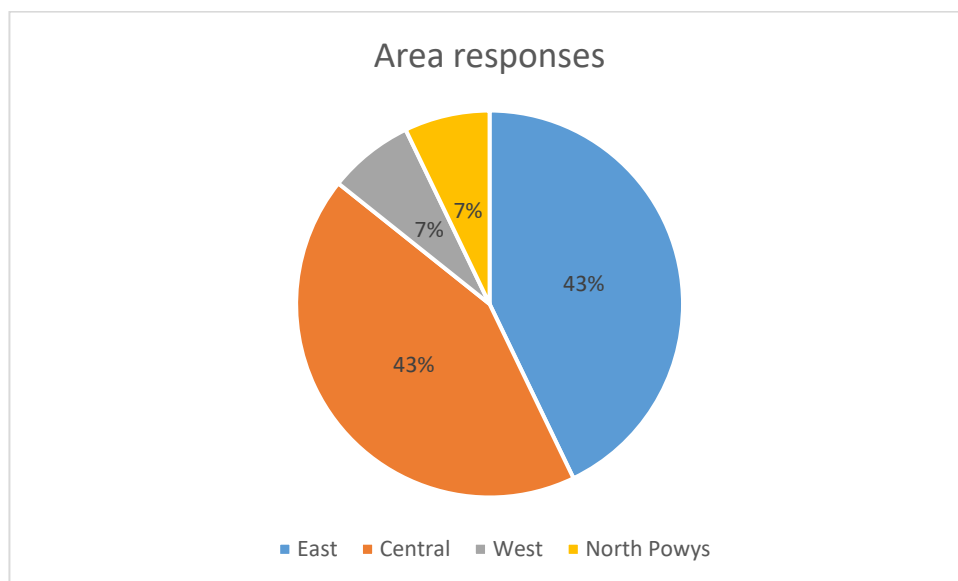
- Great service and very professional. The comments apply to all 3 of the BCU Audiology departments. I am only able to select one from the list below.
- Prompt and useful communication always received. Prompt response to emails with any queries.
- Very happy with the audiology support that our service users and our team receive
- Regular meetings between SLT and Audiology to discuss cases make good clinical practise and MDT working.
- Can't praise the team enough. It is a pleasure working with them and long may it continue!
- I believe we have a very good working relationship with the Paediatric audiology service and I enjoy working with them very much - they are friendly, knowledgeable and professional
- There has been a shift within SALT and TOD in terminology to using Deafness rather than hearing impaired, which is a term still used by Audiology.
- I would like to see a development in the working relationship between audiologists and ToD's, such as shared practise sessions to share knowledge that would enhance student support and ensure a holistic service delivery.
- 1st class service in my professional opinion.

### Q.4 overall satisfaction rating

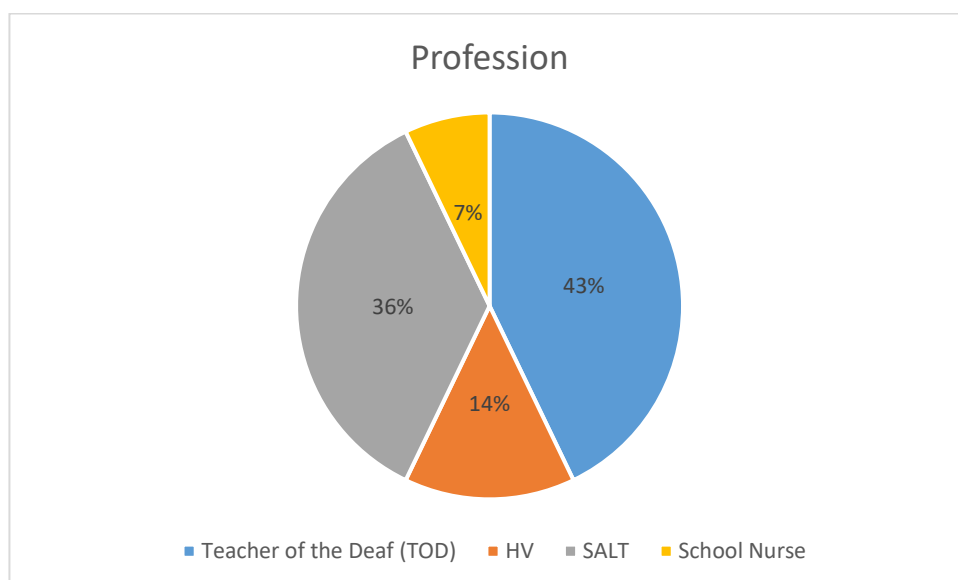
1 = very dissatisfied (i.e., WORST service) and 4 = very satisfied (i.e., BEST service)



**Q5. Locality of respondees were as follows:**



**Q6. Professions of the respondees were as follows:**



**Summary:**

A small number of responses to the questionnaire were received from across BCUHB and North Powys, mainly from Central and East areas. No responses were received from medical leads (ENT/GP/Paediatrician). Overall satisfaction was good with 100% rating as satisfied or highly satisfied.

Themes from positive comments received indicated good communication, responsive to queries, referral process and detailed reports.

Themes on what could be improved centred on reports, variability and delays to receiving reports and information contained being overly technical/lengthy.

Overall comments were appreciative of the good working relationships between paediatric audiology, Sensory Support Service and Speech and Language Therapy.

### **Action Plan**

**Electronic Communication:** Reports are gradually and increasingly being emailed to other services where possible. In particular reports are now being emailed to sensory support services, SALT and a growing number of School Nursing teams.

**Report distribution:** We acknowledge the differences in the timeliness of report distribution. Admin processes are under review to work towards a quicker more consistent distribution.

**Over- technical reports:** We will look to discuss this issue as a team in order to see how the professional and parental friendliness of the reports can be improved. Technical detail needs to be recorded in a report but discussion is required as to how this can be presented in a more professional and parental friendly way.

**Outcome measures:** Raise awareness among paediatric audiology team of importance recording hearing aid datalogging measurements for reports.

**Further engagement:** To consider how we engage with our with our hospital and community based medical teams (ENT, GP, Paediatricians, Community Paediatricians) to encourage further collaborative working and ongoing improvement. BCUHB Audiology has formed a stakeholder engagement team and framework to increase our engagement across all sectors.

**Collaborative CPD sessions:** To continue to provide ongoing training for SALT/TOD trainees. Consider introduction of collaborative continuing professional development sessions between Paediatric Audiology/SSALT/TOD on shared topics of interest (advances in hearing aid technology/Assistive listening devices, habilitation).