

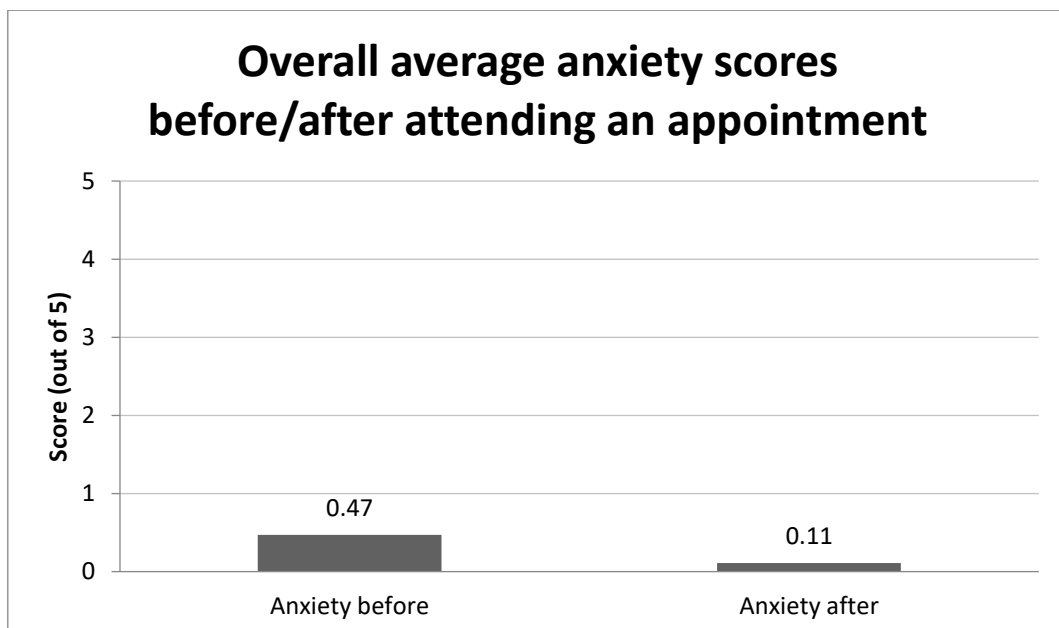
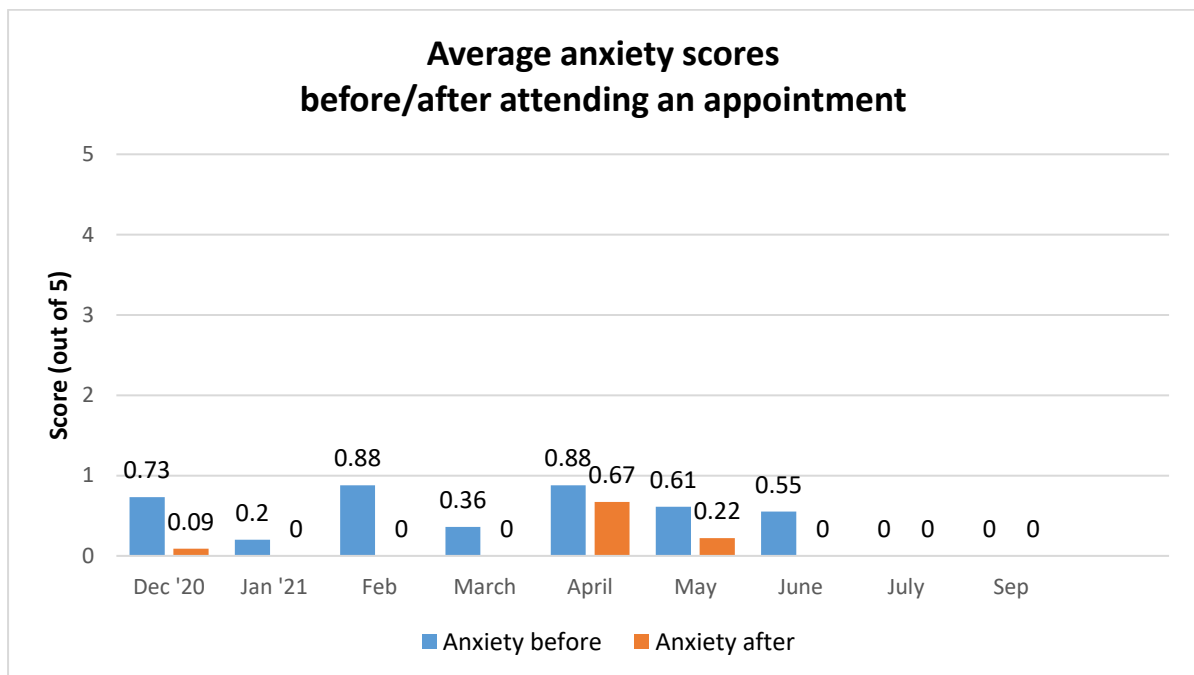
Paediatric Covid SSQs – December 2020-September 2021

From December 2020 through to September 2021, OJ attempted to contact 103 parents for feedback following attendance to a paediatric audiology appointment. 85 responded after at least two attempted calls.

Anxiety:

Parents were asked to score their anxiety/nervousness before and after attending appointments, shown below are the monthly and overall scores that were recorded.

“Overall, did you feel any anxiety or nervousness before/after attending your appointment?” (0 = not at all anxious/nervous, 5 = very anxious/nervous)



It can be seen that the average anxiety scores have been low, never exceeding a score of 1 over a monthly average. Very few individuals gave a high anxiety score in the range of 4-5/5, however, the cases of high anxiety were reported as being due to a pre-existing condition of anxiety, or general anxiety due to the ongoing covid19 pandemic.

Parents were then asked to comment on aspects of the appointment that they felt were done well and aspects that were felt needed improvement.

Appointment:

It should be noted that all 85 parents provided comments for aspects that they felt were done well, while a minority provided comments for areas of improvement (11 parents).

Common themes that were done well:

- High praise for friendliness and professionalism of staff
- Felt very safe in the appointment, praise for covid measures that were in place.
- Audiologists explained everything very well
- “All aspects were done well”
- How the staff were with the child
- Efficiency – arrival process & appointment itself.

Common themes for improvement:

- Of the 11 comments, 4 related to the location/facilities of the appointment – 2 parents indicated a preference for another clinic location, 1 parent complained of external noise interfering during an appointment in Caernarfon and 1 parent expressed a desire for a larger clinic room than the one in Ysbyty Penrhos Stanley.
- 2 Parents complained of a long waiting time for their appointment.

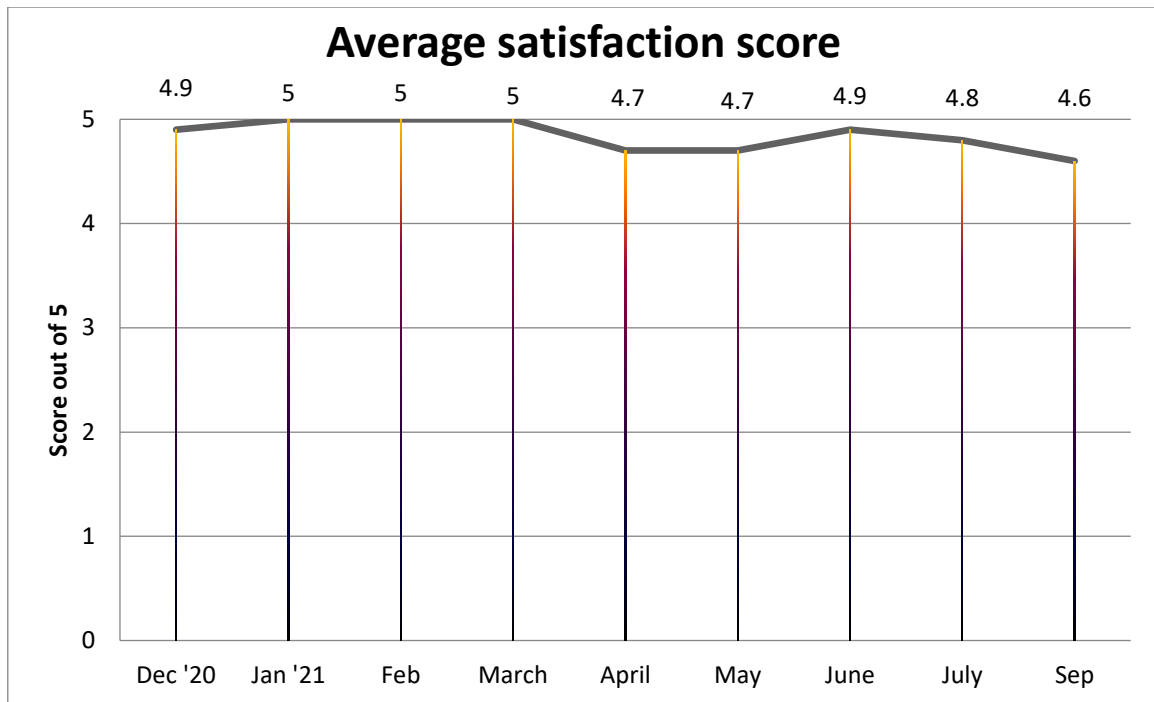
The remaining individual comments do not follow a theme and are summarised below:

- A mix-up with the appointment day – pt turned up on the wrong day (but was still seen)
- Staff wearing masks – “unclear whether my daughter understood everything, could they wear visors instead?”
- Felt a little awkward discussing son’s difficulties in front of him.
- Unhappy about being asked to change a mask to a surgical one, furthermore, did not want to be challenged about proof of medical exemption to masks.
- Unsure why the daughter’s hearing wasn’t reviewed in the appointment.

Overall Satisfaction:

Parents were asked to score their overall satisfaction with the service they received, shown below are the monthly average scores that were recorded.

“Please rate your overall satisfaction with your Child’s visit to the Audiology department.” (0 = not at all satisfied, 5 = very satisfied)



Actions:

- Ensure parents are attending appointments in their preferred clinic location
- Review peripheral clinic facilities? / Explain the limitations of peripheral clinics if necessary in appointments, and that any cause for concern identified would warrant a further investigation in YG.
- Inform parents of likely wait times for appointments & reassure parents that appointments will be booked as soon as there are availabilities.
- Keep up the good work! The overall feedback since December 2020 has been overwhelmingly positive; every parent said something positive to say, with most giving very high praise to the department and staff.