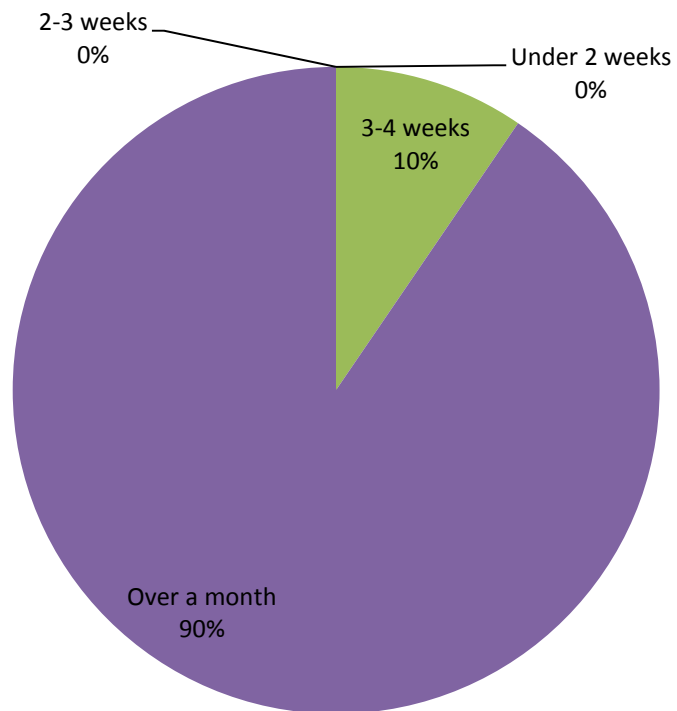
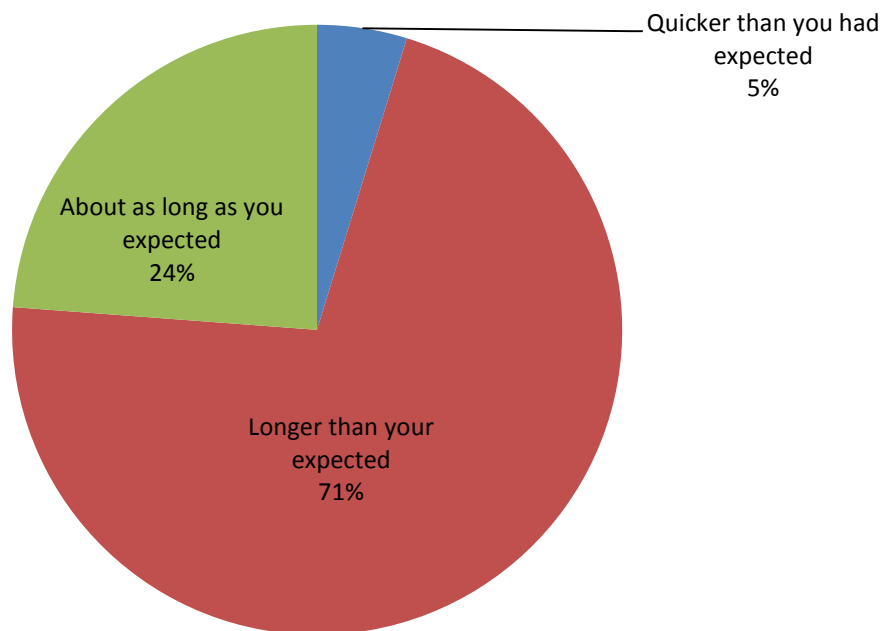


Audiology and Hearing Aid Service Questionnaire Results September 2016 to July 2017

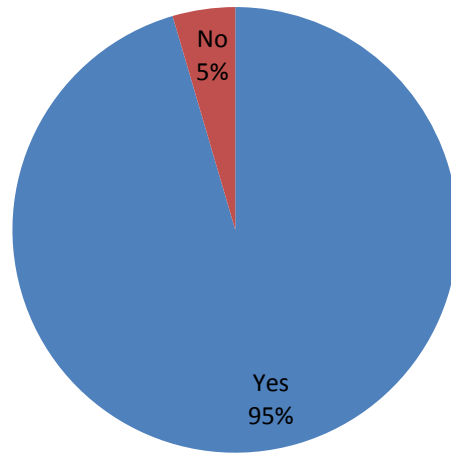
1. Once Your GP had seen you, how long did you have to wait for your appointment with the specialist?



2. Was this time:



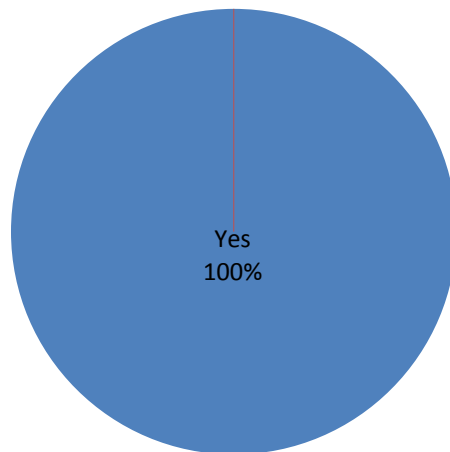
3. Did you find it easy to get to the clinic for your appointment?



4. If no, why did you find this problematic? How could this be improved?

'Partially Sighted'

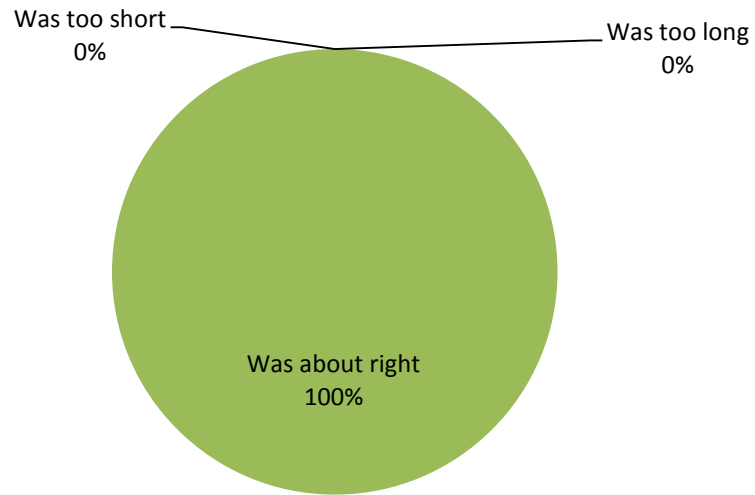
5. Were you seen on time?



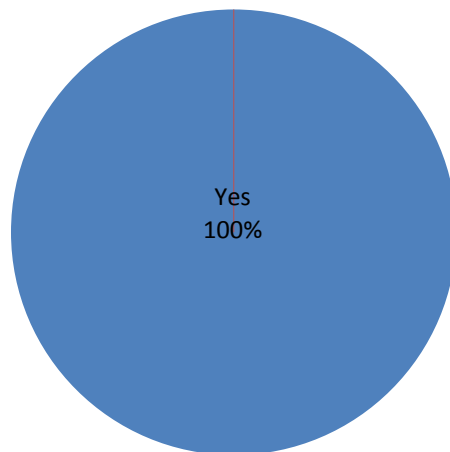
6. If you were not seen at your appointment time, were you kept informed of why?

No answers were given to this question.

7. Did you feel that the time you spent with the audiologist was long enough?



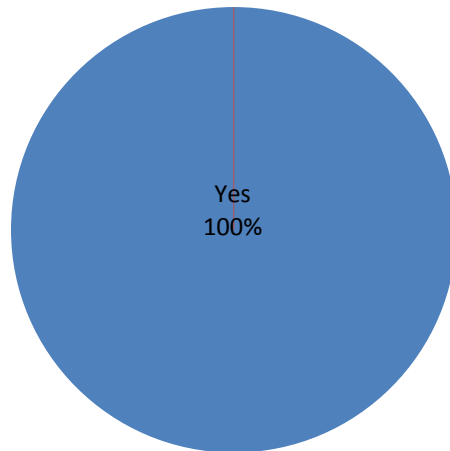
8. Did you feel that your appointment with the Audiologist was thorough enough?



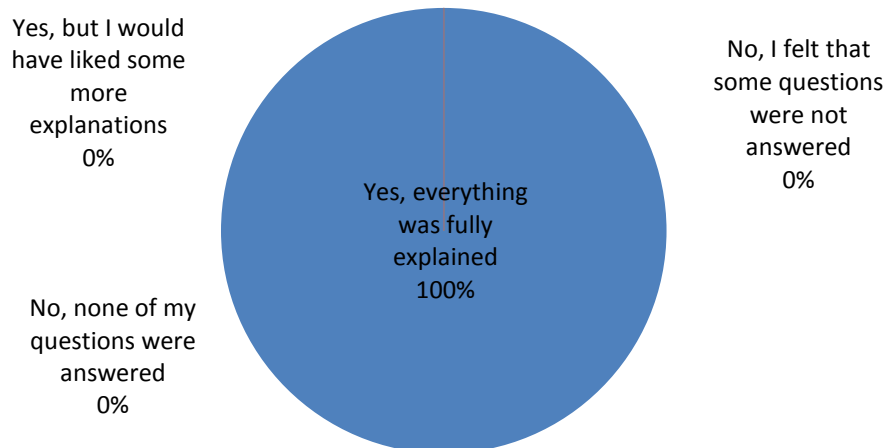
9. Do you remember the name of your Audiologist?

- 'Benn James'
- 'Andrew James'

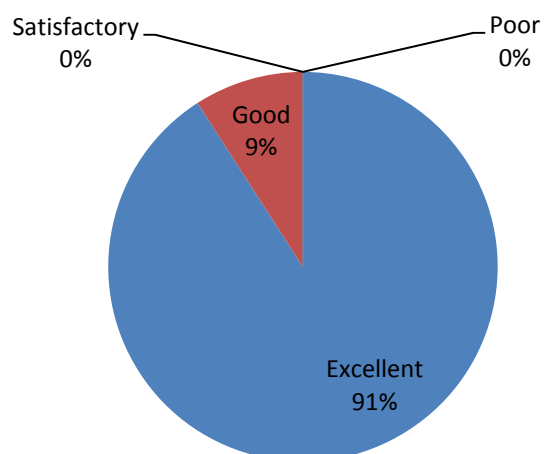
10. Were you able to ask any questions throughout your appointment?



11. Were you happy with the explanations given to you during your appointment?



12. Taking everything into account, how would you rate the overall quality of care of the service you received?



13. In order for us to continue to improve & redesign services, we would be grateful for any further comments or suggestions that you might have on our community service:

- Everything was straight forward.
- Excellent & much needed service. It is good to speak to a specialist not in the commercial outlets who are not trying to give you the most expensive hearing aids.
- LACK OF CHOICE AS REGARDS ONLY BEING ON A FRIDAY AND NO CHOICE OF TIMES- LIKE IT OR LUMP IT ATTITUDE.

14. It would help us to ensure that we have collected the views of all our patients if you could provide us with the following information: Are You:

Under 25:	2
26-35:	0
36-45:	0
46-55:	0
56-65:	1
66-75:	1
76-85:	1
86 or over:	1