

Auditory Implant Service

Customer Satisfaction Survey Results

September 2014



The University of Southampton Auditory Implant Service has been auditing the quality of the service we provide to patients asking its Patients what they thought.

We asked patients to voluntarily complete a questionnaire with 4 questions about what they think of our service. 211 people filled in the survey.

The results, taken from forms returned during April to September this year, display high levels of customer satisfaction and, we believe, reflect the fact that we have maintained a high quality of service.

We value all feedback that is received and are always improving the service we provide our patients

"Wonderful caring people"

It's a life changer; the whole experience is guided expertly and patiently through each step by highly experienced and friendly staff.

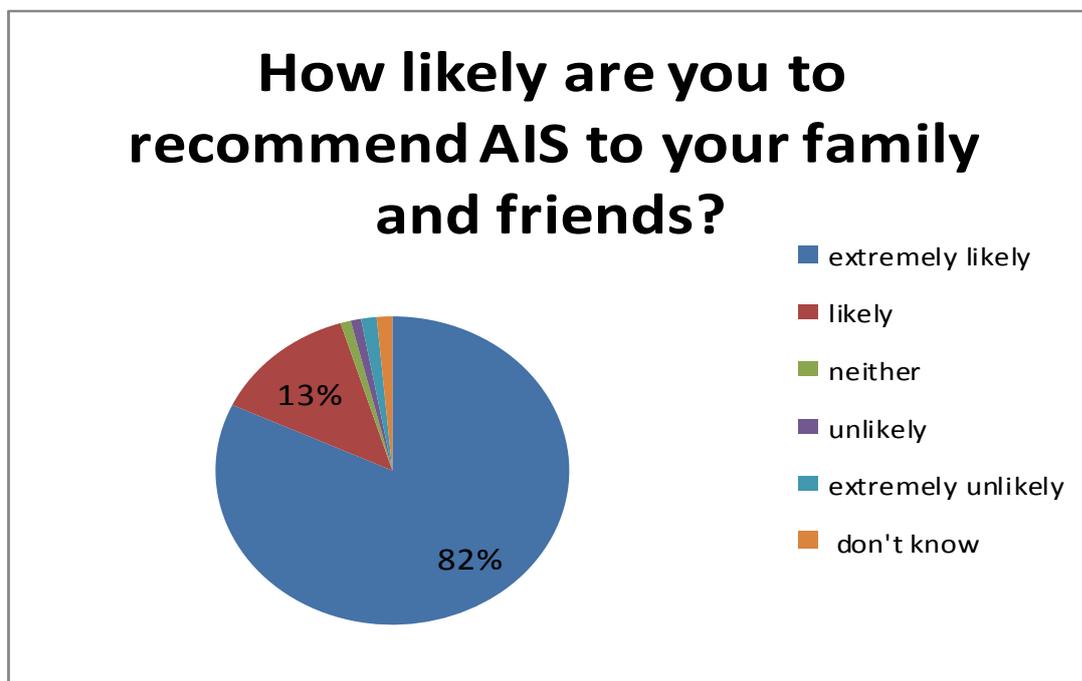
"From day one, I was always given the information to make the right choice ..."

"Everybody who we've met have been very helpful and have made the whole process enjoyable. We can't fault anybody who has been part of the journey, they've all been wonderful"

The first question we asked is known as the Friends and Family Test and is being used by NHS patients and service users as a way of assessing the quality of the organisation.

“How likely would you be to recommend this service to your friends and family if they needed similar treatment?”

We are happy to say that the figures speak for themselves ...



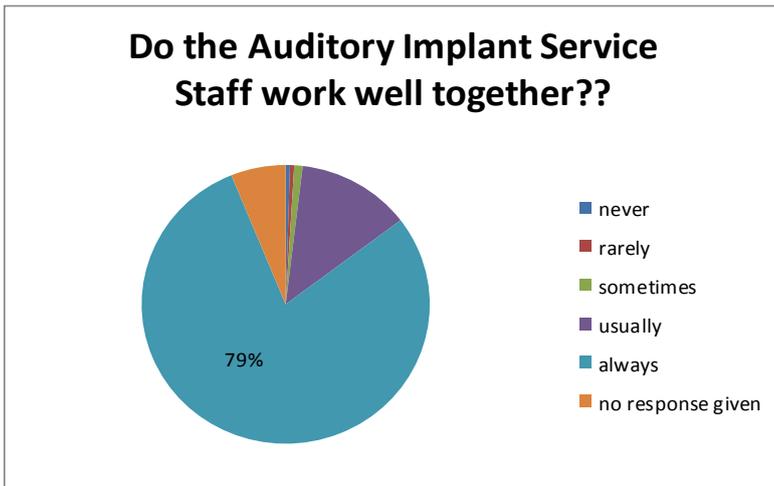
*Have already recommended to a family member,
very happy with the service that we have had.*

The service given has been faultless, helpful and friendly.

“The atmosphere at appointments is relaxed and we’ve never felt rushed, even when our daughter was small”

“Do Auditory Implant Staff work well together?”

The overwhelming majority of feedback forms returned showed that the staff usually or always work well together and one patient commented that staff “want open discussion”.



“Are you involved in decisions about your or your child’s care?”

Again an overwhelming majority of responses were positive, stating that respondents usually or always felt involved in their care.



“Every visit, we have complete faith in the professionals we see.”

“They work together for the best patient outcome”

“All Staff are extremely friendly and very helpful.”

“Auditory service is always great, they listen to our needs and always helpful”

“The service always provides excellent support. They explain everything very clearly”

“They offer me helpful advice and always let me make up my own mind.”

