Forth Valley Audiology Services Annual Review 2012

This review has been compiled as part of the Scottish Quality Standards for Adult and Rehabilitation services and Paediatric Audiology Services.

**Adult Services**
Forth Valley Audiology Department has clinics in Falkirk Community Hospital, Stirling Community Hospital, Forth Valley Sensory Centre and Clackmannanshire Community Healthcare Centre. Assessment and hearing aid fittings are carried out on all sites with provision of a service for individuals with tinnitus provided from the Stirling and Falkirk sites.
We also provide hearing assessment only as a supporting service to Ear, Nose and Throat clinics in Forth Valley Royal Hospital.

**Paediatric Services**
These are currently provided from Stirling Community Hospital and Forth Valley Sensory Centre. Paediatric assessment is also provided as part of our ENT support service although for many children it is beneficial for hearing assessment to be carried out in an environment specifically set up for children.

**Repair Services**
Open repairs are available five afternoons a week from Stirling Community Hospital (SCH) (Mon – Fri 1-4 pm) and 3 afternoons (Mon, Weds, Thurs 1-4 pm) from Falkirk community Hospital (FCH). In addition we have a voluntary repair service within Clackmannanshire Community Healthcare Centre (CCHC) weekly on a Monday morning from 9-11 am which has attracted attendance of 25+ each week.

The most recent update to our repair service has been the commencement of a volunteer led ‘collect and return’ service for NHS hearing aids from Forth Valley Royal Infirmary. As an acute hospital, there is no on site facility for hearing aid repairs and as such, either visitors or internal post had to be used to transport aids to either of the Community Hospitals for repair. Our new weekly service operates on a Wednesday when hearing aids can be left for collection at the main OPD reception desk. These are returned the same afternoon.
Forth Valley Statistics and Demographics

Table 2: Census day usually resident population by council area, 2001 and 2011; percentage change in population by age group and council area, 2001 to 2011

<table>
<thead>
<tr>
<th>Council area</th>
<th>Population 2001</th>
<th>Population 2011</th>
<th>% change 2001 to 2011</th>
<th>% change 2001 to 2011 in population:</th>
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<tr>
<td></td>
<td></td>
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<td>aged 65 and over</td>
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<td>SCOTLAND</td>
<td>5,062,000</td>
<td>5,295,400</td>
<td>4.6</td>
<td>-5.8</td>
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<td></td>
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<tr>
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<td>10.6</td>
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<tr>
<td>Clackmannanshire</td>
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<td>51,400</td>
<td>7.0</td>
<td>-6.7</td>
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<td>8.5</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>18.5</td>
</tr>
<tr>
<td>Falkirk</td>
<td>145,200</td>
<td>156,000</td>
<td>7.4</td>
<td>0.1</td>
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<td></td>
<td></td>
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<td></td>
<td>8.2</td>
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<td></td>
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<td></td>
<td></td>
<td>13.0</td>
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<tr>
<td>Stirling</td>
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<td>90,200</td>
<td>4.7</td>
<td>-4.5</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td>4.5</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>16.0</td>
</tr>
</tbody>
</table>

Footnotes
1) Population data are rounded to the nearest hundred.
2) Percentages are calculated from unrounded data.

Source: National Records of Scotland

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Adult statistics

Table A1: Census Day usually resident population by age and council area, 2011

<table>
<thead>
<tr>
<th>Council area</th>
<th>Persons aged 0 to 4</th>
<th>Persons aged 5 to 9</th>
<th>Persons aged 10 to 14</th>
<th>Persons aged 15 to 24</th>
<th>Persons aged 25 to 34</th>
<th>Persons aged 35 to 44</th>
<th>Persons aged 45 to 54</th>
<th>Persons aged 55 to 64</th>
<th>Persons aged 65 and over</th>
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</thead>
<tbody>
<tr>
<td>SCOTLAND</td>
<td>6,256,200</td>
<td>292,200</td>
<td>228,700</td>
<td>251,600</td>
<td>330,800</td>
<td>385,500</td>
<td>380,000</td>
<td>346,000</td>
<td>381,900</td>
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<td>Clackmannanshire</td>
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<td>2,000</td>
<td>2,700</td>
<td>3,100</td>
<td>3,200</td>
<td>3,000</td>
<td>3,000</td>
<td>2,600</td>
<td>2,800</td>
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<td>Falkirk</td>
<td>396,000</td>
<td>9,000</td>
<td>8,900</td>
<td>8,800</td>
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<td>8,800</td>
<td>8,800</td>
<td>11,000</td>
<td>12,800</td>
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<td>Stirling</td>
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<td>4,800</td>
<td>5,600</td>
<td>5,600</td>
<td>5,600</td>
<td>5,600</td>
<td>7,700</td>
<td>5,000</td>
</tr>
</tbody>
</table>

Footnotes
1) The data for the census are rounded to the nearest hundred. The data for the census are rounded to the nearest hundred.
2) The data for the census are rounded to the nearest hundred. The data for the census are rounded to the nearest hundred.
3) The data for the census are rounded to the nearest hundred. The data for the census are rounded to the nearest hundred.
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6) The data for the census are rounded to the nearest hundred. The data for the census are rounded to the nearest hundred.

Comparisons with 10 years ago

- Since the 2001 Census, the population has increased by 233,000 (five per cent). This represents the fastest growth rate between two Census years in the last century.
- In 2011 there were 293,000 children aged under five, an increase of six per cent from 2001.
- In the last 10 years, there has been a decrease of 69,000 (11 per cent) in the number of children aged five to 14.
- The number of people aged 65 and over increased by 85,000 (11 per cent) since 2001 and now represents 17 per cent of the population.
- There were 230,000 people aged 80 and over in 2011 compared with 193,000 in 2001 (an increase of 19 per cent).
- Compared to 2001, the population aged 15 to 64 has increased by 200,000 (six per cent). Within this total the population aged 15 to 39 decreased by 32,000 (two per cent), whilst the population amongst older working ages (40 to 64) increased by 233,000 (14 per cent).

Forth Valley Audiology Services Annual Review 2012
**Adult statistics**

Action on Hearing Loss (formerly known as RNID) estimate that there are more than one on six adults of the adult population who have hearing loss.

For Forth Valley residents, this means an estimated 49,600 of the population.

Action on Hearing Loss estimates that only 1 in 3 people who would benefit from hearing aids actually have them.

This would suggest that we may have as many as 16,500 adult hearing aid users in Forth Valley.

**Childrens Statistics.**

Forth Valley Paediatric Audiology Service currently support

163 children who use hearing aids; 20 pre school
   72 primary children
   71 high school children

14 children with cochlear implants; 3 pre school
   9 primary children
   2 high school children

57 children known to have permanent hearing loss but do not use either hearing aids or cochlear implant.; 7 pre school
   30 primary children
   20 high school children

**Table: Scottish Population by Ethnic Group using new ethnicity classifications July 2011 – June 2012**

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>2011 - 2012</th>
<th>% of Total Population</th>
<th>% of Ethnic Minority Population (rounded estimate)</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>African</td>
<td>0.4</td>
<td>10</td>
<td>19,700</td>
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<tr>
<td>Arab</td>
<td>0.1</td>
<td>3</td>
<td>5,800</td>
<td></td>
</tr>
<tr>
<td>Asian / Asian Scottish / Asian British</td>
<td>2.1</td>
<td>56</td>
<td>107,600</td>
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<tr>
<td>Caribbean or Black</td>
<td>0.1</td>
<td>3</td>
<td>5,900</td>
<td></td>
</tr>
</tbody>
</table>
### Table 1: Population Estimates by Ethnic Group, 2011-2012

<table>
<thead>
<tr>
<th></th>
<th>% of Total Population</th>
<th>% of Ethnic Minority Population (rounded estimate)</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mixed / Multiple ethnic</td>
<td>0.5</td>
<td>14</td>
<td>26,700</td>
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<tr>
<td>groups</td>
<td></td>
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</tr>
<tr>
<td>Other ethnic group</td>
<td>0.5</td>
<td>14</td>
<td>27,200</td>
</tr>
<tr>
<td>White</td>
<td>96.2</td>
<td>n/a</td>
<td>4,952,600</td>
</tr>
<tr>
<td>All Minority Ethnic</td>
<td>3.7</td>
<td>100</td>
<td>192,900</td>
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<tr>
<td>Population</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Population</td>
<td>100</td>
<td>n/a</td>
<td>5,169,600</td>
</tr>
</tbody>
</table>

**Source:** Annual Population Survey (Jan to Dec) Table S4.3

More detailed population estimates by ethnic group are available through Scotland’s 2001 Census.

- The size of the ethnic minority population in 2001 was just over 100,000 or 2% of the total population of Scotland (based on the 2001 ethnicity classification).

- Pakistanis were the largest ethnic minority group, followed by Chinese, Indians and those of Mixed race ethnic backgrounds.

- For all ethnic groups, Scotland is either the most common or the second most common country of birth. However, the percentages vary greatly between different ethnic groups: 47% of Pakistanis were born in Scotland compared to only 18% of Africans.

- For both males and females, ethnic minority groups in the 2001 Census had a younger age distribution than the ‘White’ groups. With the exception of the Caribbean group, more than 20% of the population for all other groups was less than 16 years old.

**Source:** Analysis of Ethnicity in the 2001 Census - Summary Report (2004)
Clinical Governance

- 1 additional member of staff undertook ABR training in May 2012
- Ongoing assessment of clinical competency for all audiology staff.
- 2 staff attended an online conference entitled ‘Deaf Children Under One’
- The tinnitus rehabilitation group for Forth Valley residents continues to be well attended, and meets twice annually.
- The department has representation on the commodity advisory panel and quality standards peer group.
- We have recruited a firmly established group of volunteers to the department and have an identified training route allowing support for Audiologists with repairs to hearing aids.
- We have developed a new ‘collect and return’ service for hearing aids requiring repair.
- We continue to provide improved access to multi agency support for children with hearing loss who require this as part of their management.
- The department is involved in research work regarding hearing following stroke.
- We continue to use the new bone conduction hearing aids.

Evidence of audit, guidelines or protocols developed

- All paediatric pathways have been reviewed via CHSWG.
- Updated protocols have been developed in collaboration with the UNHS screening department regarding follow up assessments required for certain populations of babies.
- We have continued an assessment and management clinic for adults with learning difficulties allowing specific members of staff to develop expertise in this role.
- Adult hearing aid protocols have been reviewed.
- All relevant protocols required by the Scottish Quality Standards are in place and kept on the departmental shared computer drive ensuring access for all relevant staff
- All BSA/BAA standards are also placed on the departmental shared computer drive ensuring access for all relevant staff.
- Individual Management plans in place for all patients reviewed to be in line with QS requirements and department requirements.
- Results from each of an adult and paediatric questionnaire regarding service provision are available as an appendix to this report.

Personal Development

All staff Personal Development Plans carried out annually.
All staff familiar with the Learn Pro system and are currently working through mandatory training tasks.

- One staff member trained in ABR electrophysiology assessment
Two staff members attended an update training day regarding new techniques in Leeds Sept 2012
One staff member undertook a qualification in Life Coaching Skills
Two staff members attended a tinnitus update course.
Several volunteers training days have seen their knowledge regarding customer service, deaf awareness and hearing aid maintenance have been organised in house.

**Waiting Time Targets**
The Scottish Government’s target from GP or self referral to hearing aid fitting was 18 weeks by December 2011. We initially reached this target by April 2008 (compared to 78 weeks at Falkirk and 52 weeks at Stirling in 2005) although changes to establishment staff and referral rate have resulted in this being an ongoing and considerable challenge.

**Staff Changes**
Our Head of Service of almost 7 years, Dr Donald MacAskill left us in the autumn 2011.
Since then this post has continued to be filled by Ms Jennifer Nicol, Deputy Audiology Services Manager.

One of our Highly Specialised Audiologists, Mrs Agnes Black, retired in January 2012.

We welcomed Frazer Paterson and Amanda Francis ( both audiologists ) to the department in late summer 2012, and were also delighted that Lisa McEwan ( Audiologist) who had joined us temporarily the year before, became a permanent member of staff.

We recruited an assistant technical officer, Stephanie Docherty to the department in summer of 2012. Our final staffing change was that Stephanie Doody who had returned to the department following secondment in April 2012, left us again to take up a further period of secondment as National Clinical Science Lead.
NHS Forth Valley

AUDIOLOGY PATIENT EXPERIENCE

December 2012

Maggie MacKinnon, Quality Improvement Facilitator
Jennifer Nicol, Chief Audiologist
1  **Aim**

The aim of this project was elicit patient experience of NHS Forth Valley’s Audiology Service.

2  **Methodology**

A patient experience questionnaire (appendix 1) was designed and issued to patients who attended the Audiology Departments during the first week of October 2012.

Patients were then asked to complete the questionnaire and return in a confidential box at the reception desk.

The questionnaires were processed using Formic® and analysed using Microsoft Excel©.

The questionnaire design, data processing and analysis was supported by NHS Forth Valley’s Quality Improvement team.

3  **Findings**

A total of 174 questionnaires were completed and an analysis of the findings is provided below.

3.1  **Demographics**

*Clinic Location*

Patients were asked to indicate which of the 3 possible clinics they attended. 40.80% (n=71) of respondents attend Falkirk Community Hospital; 48.28% (n=84) Stirling Community Hospital and; 9.77% (n=17) Clackmannanshire Community Hospital. 1.15% (=2) did not answer this question.

*Type of Appointment*

31.03% (n=54) of people who responded to the questionnaire indicated that they were attending for a follow-up appointment; 50% (n=87) a hearing aid repair and 13.22% (n=23) were attending the clinic for the first time. 5.75% (n=10) did not provide a response.
3.2 Accessibility and Communication

Respondents were asked to rate aspects of the service in relation to accessibility and communication.

The time you waited to be seen

43.10% (n=75) were very satisfied by the length of time they waited to be seen at the clinic; 33.3% (n=25) were satisfied; 11.49% (n=20) some what dissatisfied and 2.87% (n=5) very dissatisfied. 9.20% (n=16) did not provide a response to this question.

The location of the clinic from where you live

The majority 88.51% (n=154) of patients reported a positive response in relation to the location of the clinic from where they live. 4.60% (n=8) indicated they were somewhat dissatisfied. No patients indicated they were very dissatisfied and 6.90% (n=12) did not answer this question.
The signage directing you to the department

39.66% were very satisfied with the signage directing them to the audiology department; 45.40% (n=93) were satisfied; 5.17% (n=9) somewhat dissatisfied and 0.57% (n=1) were very dissatisfied. 9.20% (n=16) did not respond to this question.

Your welcome at reception

39.08% (n=69) were very satisfied with the welcome they received at reception. 45.04% (n=79) were satisfied; 5.17% (n=9) somewhat dissatisfied and 0.57% (n=1) very dissatisfied. 9.20% (n=16) did not provide an answer.
Appearance of waiting room

56.32% (n=98) of patients attending the clinic were very satisfied with the appearance of the waiting room. 31.61% (n=55) were satisfied; 4.02% (n=7) indicated they were somewhat dissatisfied and 1.15% (n=2) very dissatisfied. 6.90% (n=12) did not provide a response.

Information you received with your appointment letter(s)

31.03% (n=54) of respondents indicated they were very satisfied with the information they received with their appointment letter(s). 36.21% (n=63) were satisfied and 0.57% (n=1) somewhat dissatisfied. No respondents were very dissatisfied. 10.34% did not provide an answer to this question.
The information in the waiting room

When asked to rate the information in the waiting room 27.07% (n=47) of patients indicated they were very satisfied with the information in the waiting room. 58.62% (n=102) were satisfied; 4.02% (n=7) somewhat dissatisfied. No patients were very dissatisfied. 10.34% (n=18) did not provide a response.

3.3 About Your Attendance Today

The time you waited to see the staff

47.07% (n=83) were very satisfied with the time they waited to see the staff at the clinic on the day they completed the questionnaire. 33.91% (n=59) were satisfied; 7.47% (n=13) were somewhat dissatisfied and 3.45% (n=6) were very dissatisfied. 10.34% (n=13) did not respond to this question.
Appearance of the clinic rooms

41.38% (n=72) were very satisfied with the appearance of the clinic rooms; 49.83% (n=86) indicated they were satisfied; 1.15% somewhat dissatisfied and no patients were very dissatisfied. 8.05% (n=14) did not respond to this question.

Comfort of the clinic rooms

41.95% (n=73) of respondents to this questionnaire were very satisfied with the comfort of the clinic rooms. 49.43% (n=86) were satisfied; 1.15% (n=2) somewhat dissatisfied and 8.05% (n=14) did not provide a response.
Any written information given to you at your appointment

Of the 174 patients, 34 indicated not applicable to this question, presumably as they did not receive or require written information. Of the remaining 140 patients the following responses were given when asked to rate the information given to them: 35% (n=49) were very satisfied; 35.71% (n=50) were satisfied and 29.29% (n=41) did not respond to this question.

Professionalism of the staff

67.24% (n=117) were very satisfied and 22.99% (n=40) indicated they were satisfied with the professionalism of the audiology. 9.77% (n=17) did not respond to this question.
Opportunities to discuss problems/difficulties

63.79% (n=111) were very satisfied at the opportunities given to them to discuss any problems or difficulties. 25.86% (n=45) were satisfied and 10.34% (n=18) did not respond to this question.

The way your care and treatment was explained

61.49% (n=107) were very satisfied with the way their care and treatment was explained to them. 27.59% (n=48) were satisfied and 0.57% (n=1) indicated they were somewhat dissatisfied. 10.34% (n=18) did not respond to this question.
The assessment and management of your hearing needs

60.34% (n=105) were very satisfied and 28.16% (n=49) were satisfied with the assessment and management of their hearing needs. 9.77% (n=17) did not provide an answer to this question.

Involvement of your partner, relative or carer

Of the 174 patients who completed this questionnaire, 54 indicated not applicable to this question. Presumably this is due to them attending the appointment on their own. Of the remaining 120 respondents the following responses were given when asked how satisfied they were with the involvement of their partner, relative or carer: 23.33% (n=28) were very satisfied and 30% (n=36) were satisfied. The remaining 46.67% did not respond to this question.
The overall service you received today

In terms of rating the overall service received at the time of completing this questionnaire the following responses were given: 60.92% (n=106) were very satisfied with the service they received and 28.74% (n=50) were satisfied. 0.57% (n=1) indicated they were somewhat dissatisfied. 9.77% (n=17) did not provide a response to this question.

3.4 Qualitative Data

The following provides a summary of the free text comments received from patients when asked to identify things that have helped them most, things they would have liked help with, things they would like help with now and ways in which they thing the clinic could be better. A full transcription of all information received is provided at [appendix 2].

Things that have helped me most

In terms of things that have helped patients most, the majority of comments received were very complementary to the high standard of service received by patients:

“Service is excellent”

Patients also commented on the clarity of advice, care and attention they received from the audiology clinic staff:

“Staff made every effort to speak directly to me. Not turning away while speaking.”
“The manner of all the staff is caring and helpful”

Some patients also commented on the difference their hearing aid has made to their life and how much it has helped them

“My hearing aid has made a huge difference to my life.”

“Having the digital ear pieces and being able to hear clearly.”

Other positive comments received were in relation to the good location of the clinic and having the ability to just drop in. However, one patient commented that it could be a long wait with the ‘first come first served’ approach:

“Things could be better than it is now. At the moment it seems like a lucky dip depending who gets to the ticket machine first. Otherwise it can be a long wait.”

**Things that I would have liked the clinic to help me with**

Most patients took the time to provide compliments to the service:

“Pleasant reception by Nurse. Thorough investigation and explanation during my session. Always made feel welcome.”

Of the few suggestions made within this section, people expressed a wish to improve their hearing, improve the signage to the clinic from the main entrance and waiting time.

“Being able to improve on my hearing ability.”

One patient stated that although 2 appointment letters had been sent to them they had not received them which resulted in a 6 month wait for their next appointment for a hearing aid adjustment.

“Apparently two appointments were sent to me but I did not receive the letters. This came to light when I took my hearing aid in for adjustment. This meant that I had to wait a further 6 months to be seen.”

**Things that I would like help with now**

Very few responses were given in this section, but the few received were in relation to improving hearing or repairing their aid.

“To be able to have my hearing restored to normal.”

“Correction of hearing aid never been satisfied with it (right ear only) (left ear hearing aid fin).”

One patient stated they would like a full assessment as they were currently on a waiting list. Another respondent expressed a wish to help others with hearing difficulties:
“I would like to be able to help others who were in my position 18 months ago.”

Ways in which I think the clinic could be better
When asked ways in which the clinic could be better comments provided were in relation to waiting times for appointments, opening hours and the length of time waiting to be seen at the clinic once arriving – requests for a more efficient system.

“The time scale the clinic is open is inadequate which makes waiting times so tiring, otherwise I am very happy with all the staff.”

“The ability to make booking would be useful. The last time I arrived at 1:00pm at 2:30 I had to be asked to be seen as I had to collect my children from school at 3:00 pm. Was seen in 5 mins.”

One patient stated they had a memory problem and requested they received a letter about their appointment rather than a telephone call.

“I have a memory problem. I need a letter not a phone call.”

In addition some patients took the opportunity to provide further compliments to the service:

“I don't know, my experience is only one of satisfaction for the advice and help”
4 Discussion of Results

It is encouraging to note the high level of satisfaction that our patients have with the service they receive from us, and is to the credit of our dedicated staff.

5 Recommendations

It is clear, however, from comments received, that there are difficulties with the operation of our repair service.

Certainly this is an aspect of our service which has seen little change in terms of staffing and time over the years, despite significant changes to how hearing aids operate the maintenance of them, and the growing population of hearing aid wearers.

We hope to be able to address this difficulty, piloting an alternative way of working over the summer.
Appendix 1

We would like to hear your experience of attending the Audiology Clinic and would be grateful if you could spare a few moments of your time to complete this questionnaire - there are no right or wrong answers.

Using black or blue ink, choose only one answer, unless otherwise indicated for multiple choice questions, and use the free text areas to share your experiences and opinions.

Some of the questions can be completed before you see the audiologist and some after - this will be indicated on the questionnaire.

Please place a cross ☒ in the appropriate box or write your answer where indicated in black ink. If you answer incorrectly please fill in the box completely ■ and reselect your desired answer.

All comments will be treated in confidence.

Q1  Please indicate which clinic you attended today:

- [ ] Falkirk Community Hospital
- [ ] Stirling Community Hospital
- [ ] Clackmannanshire Community Healthcare Centre

Q2  Please indicate the type of appointment you had today

- [ ] A follow up appointment
- [ ] A hearing aid repair
- [ ] My first visit to the audiology clinic

Go to Page 2
### Q3 Accessibility and Communication

**Before** seeing the staff today, please rate the following:

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
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<tbody>
<tr>
<td>The time you waited to be seen</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The location of the clinic from where you live</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The signage directing you to the department</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Your welcome at the reception</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The appearance of the waiting room</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The information you received with appointment letter(s)</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>The information in the waiting room</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Q4 About your attendance today

**After** seeing the staff, please rate the following:

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>The time you waited to see the staff</td>
<td></td>
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<tr>
<td>The appearance of the clinic rooms</td>
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<tr>
<td>The comfort of the clinic rooms</td>
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<tr>
<td>Any written information given to you at your appointment</td>
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<tr>
<td>The professionalism of the staff</td>
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<tr>
<td>The opportunities to discuss any problems or difficulties</td>
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<tr>
<td>The way your care and treatment was explained</td>
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<tr>
<td>The assessment and management of your hearing needs</td>
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<tr>
<td>The involvement of your partner/ relative or carer</td>
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<tr>
<td>The overall service you received today</td>
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</tbody>
</table>
Q5  We would like to know if your involvement with the Audiology Clinic has been helpful and if there is anything we could do to improve it. Please use the boxes below to share your views:

Things that have helped me most:

Things that I would have liked the clinic to help me with:

Things that I would like help with now:

Ways in which I think the clinic could be better:

Thank you for taking the time to complete this questionnaire. Please return it in the box provided at reception before you leave today.
Appendix 2

Qualitative Data

*Things that have helped me most*

- Courteous staff
- Attending Falkirk Community Hospital is convenient for travelling from Bo’ness by bus.
- Audiologist very clear and precise with explanations. I feel I had a very good hearing test.
- Staff very understanding
- Help and advice given has always been very good.
- Staff made every effort to speak directly to me. Not turning away while speaking.
- Explanation on maintenance of aids
- Friendliness of staff
- Staff very helpful
- Availability of clinic
- Proximity to my home
- Excellent and reassuring appointment
- Tubing and batteries service is excellent
- Service is excellent
- Audiologist attention
- Reception Staff
- (name supplied) very helpful
- Things could be better than it is now. At the moment it seems like a lucky dip depending who gets to the ticket machine first. Otherwise it can be a long wait.
- Convenience of being able to drop in.
- The friendliness of staff and their understanding
- The staff were very helpful as I have two walking sticks
- Explanations excellent
- Very helpful
- New battery
- Any time I have had a problem with my hearing aid, it has been dealt with efficiently. The manner of all the staff is caring and helpful.
- Person talked slowly and clearly
- My hearing aid has made a huge difference to my life.
- Clinics closer to home (Avonbridge)
- Getting first hearing aids from NHS
- Information is good.
- Very helpful. Thank you very much
- Most helpful staff. Took time, demonstrated very clearly and allowed me to practice.
- Good battery service. Pleasant mature staff at all times
- Being explained what to do with hearing aids.
- First class. Excellent
- Communication
- Present availability of car parking
- Attention of the staff.
- Pleasant reception by Nurse. Thorough investigation and explanation during my session. Always made feel welcome.
- Staff very helpful
- Clinician very helpful
- Receiving hearing aid with loop system
- Having the digital ear pieces and being able to hear clearly
- Helpful and professional
- Good clear explanation of process involved and how hearing aid operates
- Good care
- Overall help and attention
- The explanation of the hearing aid
- Fine
- The way everything was explained
- Staff
- Satisfactory
- The help given to me
- Clear in aid explanation
- New hearing aids
- The kindness of (staff name) during a very difficult time for me
- Very helpful in understanding my condition
- The kindness and interest of young Audiologist very professional
- Efficient service. No long waiting.
- Explanation of the procedure.
- Excellent service
Things I would have liked the clinic to help me with

- Better signage as to location of department.
- Satisfied
- I am satisfied with help and explanations which I have received
- Satisfied
- More staff for repair work
- More comprehensive directions/signage at main entrance/corridor
- To cut down the time waiting, like having to come at 12:30 or earlier to get a ticket. We have then had to wait over an hour before being seen.
- No
- None that were not done
- Of its phone or letter for return to clinic
- Being able to improve on my hearing ability.
- Hearing
- Can't think of any.
- Details of hearing aids available
- Very helpful. Girl very pleasant and very helpful
- Hearing
- Nothing
- Fine
- Nothing else
- Nothing
- They couldn't have done more
- Nothing as everything was explained very well to me
- Apparently two appointments were sent to me but I did not receive the letters. This came to light when I took my hearing aid in for adjustment. This meant that I had to wait a further 6 months to be seen.

Things that I would like help with now

- No more help needed now
- Can't think of anything
- Correction of hearing aid never been satisfied with it. (right ear only) (left ear hearing aid fin)
- Mending ear piece
- No
- None applicable
- To be able to have my hearing restored to normal
- Hearing
- My ears
- Full assessment (on waiting list)
- Nothing
- Fine
- Nothing at the moment
- Nothing
- I would like to be able to help others who were in my position 18 months ago.
Ways in which I think the clinic could be better

- All Ok.
- Longer opening hours
- Less waiting time
- More professional staff to help to reduce waiting time
- Maybe a better waiting ticket routine
- Offer of 5 days (Afternoons)
- It's ok the way it is, but length of time for an audiologist appointment maybe could be better
- The time scale the clinic is open is inadequate which makes waiting times so tiring, otherwise I am very happy with all the staff.
- More trained staff
- The clinic seems to be understaffed at times and causes delays
- Make appointments to cut waiting time
- Separate "treatment" etc from supply e.g Hearing Aid, Batteries, Retubing and repair
- It is ok as it is
- To cut down the time waiting, like having to come at 12:30 or earlier to get a ticket. We have then had to wait over an hour before being seen.
- More staff
- I don't think the clinic could do any better as I was treated like a VIP and staff were very considerate and helpful in every way.
- Nearer home
- Quite good
- I think a simple thing like picking up new batteries without a long wait would be helpful.
- None to suggest
- I have a memory problem. I need a letter not a phone call.
- Setting could be helped
- More staff in the repair department
- The volunteer was quite snippy
- More staff
- If in Sauchie instead of Stirling.
- This clinic has never been other than very helpful to me.
- I feel it is set up correctly for the number of patients that visit each month
- More staff
• The main reception at hospital is closed and so is the audiology reception. The repair service - come and sit in a room and eventually somebody will see you is not great customer service. The ability to make booking would be useful. The last time I arrived at 1:00pm at 2:30 I had to be asked to be seen as I had to collect my children from school at 3:00 pm. Was seen in 5 mins
• Waiting time for hearing test in 6 months which is too long!
• Hearing aid clinic - staying here in Stirling - more suitable (transport wise)
• It would be better if you could run repair till later in the day say 6 pm
• It is excellent in every way
• None
• Length of time awaiting appointments
• None
• Can't think of anything
• I don't know, my experience is only one of satisfaction for the advice and help
• Satisfied
• Very satisfied
We are trying to improve communication between HISSCC members.

This includes looking at how we communicate information to you as a child’s carer and also receive information back.

To help us have a better understanding, we would be grateful for a few minutes of your time to complete this questionnaire.

Which council area are you resident in?
- **Falkirk Council** 1-6
- **Stirling** 7-9
- Clackmannan 10
- Not known 11

<table>
<thead>
<tr>
<th>Does your child see a teacher of the deaf/ SLT?</th>
<th>Teacher of the Deaf</th>
<th>Speech and Language Therapist</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. No</td>
<td>1. No</td>
<td></td>
</tr>
<tr>
<td>2. Yes</td>
<td>2. No</td>
<td></td>
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<tr>
<td>3. She came before summer holiday but now she is not</td>
<td>3. Yes</td>
<td></td>
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<tr>
<td>4. yes</td>
<td>4. yes</td>
<td></td>
</tr>
<tr>
<td>5. yes</td>
<td>5. no</td>
<td></td>
</tr>
<tr>
<td>6. yes</td>
<td>6. no response</td>
<td></td>
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<tr>
<td>7. Spoke to class and Becky once or twice.</td>
<td>7. n/a</td>
<td></td>
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<tr>
<td>8. yes</td>
<td>8. n/a</td>
<td></td>
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<tr>
<td>9. yes</td>
<td>9. no response</td>
<td></td>
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<tr>
<td>10. Yes</td>
<td>10. no response</td>
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<tr>
<td>11. Yes</td>
<td>11. no</td>
<td></td>
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<tr>
<td>If so, do you know their name?</td>
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<tr>
<td>1. n/a</td>
<td>1. n/a</td>
<td></td>
</tr>
<tr>
<td>2. no</td>
<td>2.</td>
<td></td>
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<tr>
<td>3. Lauren</td>
<td>3. Sophie</td>
<td></td>
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<tr>
<td>4. Amanda</td>
<td>4. Frances</td>
<td></td>
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<tr>
<td>5. Jennifer? ( not quite sure)</td>
<td>5. n/a</td>
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<td>6. Various.</td>
<td>6. n/a</td>
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<tr>
<td>7. I don’t know her name</td>
<td>7. n/a</td>
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<td>8. yes</td>
<td>8. n/a</td>
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<td>9. Jane IR</td>
<td>9. n/a</td>
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<td>10. Anne Dick</td>
<td>10. n/a</td>
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<tr>
<td>11. yes</td>
<td>11. n/a</td>
<td></td>
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<tr>
<td>How frequently are they seen?</td>
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</tr>
<tr>
<td>1. n/a</td>
<td>1. n/a</td>
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<tr>
<td>2. every month or end of term</td>
<td>2.</td>
<td></td>
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<tr>
<td>3. fortnight</td>
<td>3. every week</td>
<td></td>
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<tr>
<td>4. every fortnight</td>
<td>4. every fortnight</td>
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<tr>
<td>5. once every school term</td>
<td>5. n/a</td>
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<tr>
<td>6. yearly</td>
<td>6. n/a</td>
<td></td>
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<tr>
<td>7. Not seen regularly, if at all now</td>
<td>7. n/a</td>
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<td>8. once a week</td>
<td>8. n/a</td>
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<tr>
<td>9. Regularly ( once a week or</td>
<td>9. n/a</td>
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<tr>
<td>10. once every 2 weeks</td>
<td>10. n/a</td>
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<tr>
<td>11. twice per week</td>
<td>11. n/a</td>
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<tr>
<td>Do the visits happen;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- at home</td>
<td>1. n/a</td>
<td></td>
</tr>
<tr>
<td>- at nursery / school</td>
<td>2.</td>
<td></td>
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<tr>
<td>- both</td>
<td>3. at home</td>
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<tr>
<td></td>
<td>4. home</td>
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<td></td>
<td>5. at school</td>
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<td></td>
<td>6. school</td>
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<td></td>
<td>7. school – if ever!</td>
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<td></td>
<td>8. school</td>
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<td>9. school</td>
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<td>10. school</td>
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<td></td>
<td>11. at school</td>
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<tr>
<td>How do you know what happened at their visit?</td>
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<tr>
<td>1. n/a</td>
<td></td>
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<tr>
<td>2. Child says when they arrive</td>
<td>1. n/a</td>
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<tr>
<td>3. she was paying and try to teach some sounds</td>
<td>2.</td>
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<tr>
<td>4. I’m present at the meeting</td>
<td>3. she communicate with my kid</td>
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<tr>
<td>5. Stephanie, my daughter, told me when she got home from school</td>
<td>4. I’m present at the meeting</td>
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<tr>
<td>6. Letter received in post to home</td>
<td>5. n/a</td>
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<tr>
<td>7. I don’t</td>
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<tr>
<td>8. Ask child. Periodic verbal reports from TOD</td>
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<td>9. via our child. Summarised by TOD at staged intervention meetings at school</td>
<td>6. n/a</td>
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<tr>
<td>10. I don’t</td>
<td></td>
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<tr>
<td>11. TOD communicates in written form after each session via a liaison book</td>
<td>7. n/a</td>
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<tr>
<td>Would you be aware if the visit had not happened as expected (maybe due to staff sickness for example)</td>
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<tr>
<td>1. no</td>
<td>1. no</td>
<td></td>
</tr>
<tr>
<td>2. No</td>
<td>2. No</td>
<td></td>
</tr>
<tr>
<td>3. No response</td>
<td>3. No response</td>
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<tr>
<td>4. Yes, I always get a phone call beforehand</td>
<td>4. Yes, I always get a phone call beforehand</td>
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<tr>
<td>5. Yes, I would have been informed by letter or phonecall</td>
<td>5. n/a</td>
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<tr>
<td>6. No</td>
<td>6. n/a</td>
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<td>7. no</td>
<td>7. no</td>
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<tr>
<td>8. perhaps</td>
<td>8. n/a</td>
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<tr>
<td>9. No</td>
<td>9. n/a</td>
<td></td>
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<tr>
<td>10. no</td>
<td>10 n/a</td>
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<tr>
<td>11. Yes – I am advised of any prearranged cancellations in advance</td>
<td>11. n/a</td>
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<tr>
<td>How would you be able to</td>
<td>1. n/a</td>
<td>1. n/a</td>
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</tbody>
</table>
communicate any concerns you might have to the teacher of the deaf or Speech and Language therapist?

2. Speak to school
3. No response
4. I can call them or speak to them at the meetings
5. I could call her on her number or visit her at her office
6. Phone
7. Phone school office and they would pass message on
8. Phone/ email/ face to face at review meetings
9. Write note to the TOD
10. don’t know
11. I can write back in liaison jotter – same is two way process.

2. no response
3. no response
4. I can call them or speak to them at the meetings.
5. n/a
6. phone
7. n/a
8. n/a
9. n/a
10. n/a
11. n/a

Do you have any other thoughts on how communication could be improved?
1. No Response
2. Letters sent out or come in when they go to school visit.
3. No
4. No
5. No, I think the lines of communication are just fine.
6. Communication with sensory centre ASAP if possible prior to child’s appointment at sensory centre
7. Contact directly with deaf teacher. Regular contact throughout school year or at least updates and progress reviews
8. No response
9. Direct Communication is very good.
10. To be contacted
11. I am happy with the regular communication I receive from my child’s TOD

Are you aware that it is possible to assist your child at home with equipment which would help alert them to the doorbell ringing, the smoke alarm sounding, telephone ringing etc? (these items are available through social services) Yes/No
1. no
2. yes
3. no
4. no
5. No
6. n/a
7. No
8. Yes
9. Yes
10. No
11. No

If you answered no to the above would you be interested in discussing this further? – please contact the Paediatric Audiology Team, or your local Social Services Team for details.

1. Yes
2. n/a
3. no response
4. no response
5. no response
6. n/a
7. not required
8. no response
9. no response
10. Yes
11. yes