

Audiology

Question Analysis

View the breakdown of responses received, the question text and overall score.

[More information](#)

Please use the filters below to change the reporting criteria for Question Analysis

Start Date:	23 Sep 2018
End Date:	21 Dec 2018
Ward:	Audiology
Display Black and White:	No
Exclude NA:	No
Enable Chart Type:	Pie
Display Order:	Question Order
Result Type:	Percentage

Combined result from all questionnaires submitted between 23/09/2018 and 21/12/2018

97.51%

Number of questionnaires submitted between 23/09/2018 and 21/12/2018

57

Results - Audiology

1. You are happy to recommend our service to friends and family if they need similar care or treatment?

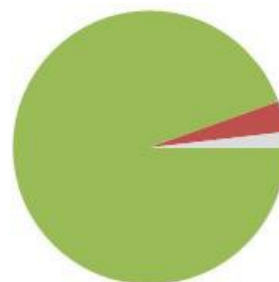
Overall Meridian score for this question: 93.86% (based on 57 responses)



Distribution of results
 75.44% Extremely Likely
 24.56% Likely
 0% Neither likely n...
 0% Unlikely
 0% Extremely unli...
 0% Don't know

2. My specific problems and needs were addressed?

Overall Meridian score for this question: 96.30% (based on 55 responses)



Distribution of results
 94.55% Yes
 3.64% No
 1.82% Don't Know/ Ca...

3. I had opportunities to ask questions throughout my appointment?

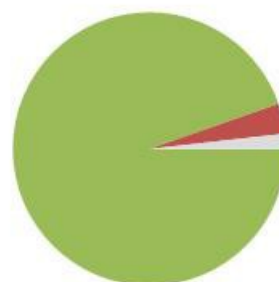
Overall Meridian score for this question: 98.25% (based on 57 responses)



Distribution of results
 98.25% Yes
 1.75% No
 0% Don't Know/ Ca...

4. Any questions I had were answered clearly?

Overall Meridian score for this question: 96.36% (based on 56 responses)



Distribution of results
 94.64% Yes
 3.57% No
 1.79% Don't Know/ Ca...

5. The Audiologist explained everything to me in a way that I could understand?

Overall Meridian score for this question: 98.25% (based on 57 responses)



Distribution of results
 98.25% Yes
 1.75% No
 0% Don't Know/ Ca...

6. If any tests or procedures were carried out, were they explained to you?

Overall Meridian score for this question: 100.00% (based on 53 responses)



Distribution of results
 98.11% Yes
 0% No
 1.89% Don't Know/ Ca...

7. Were you treated with Privacy, Dignity and Respect whilst attending the Audiology Department?

Overall Meridian score for this question: 96.49% (based on 57 responses)



Distribution of results
 96.49% Yes
 3.51% No
 0% Don't Know/ Ca...

8. Audiology staff were friendly and helpful

Overall Meridian score for this question: 98.25% (based on 57 responses)



Distribution of results
 98.25% Yes
 1.75% No
 0% Don't Know/ Ca...

9. Audiology staff were caring and listened to my concerns?

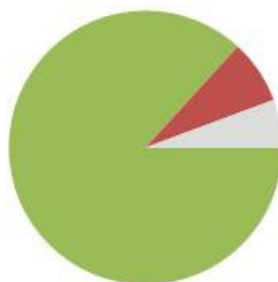
Overall Meridian score for this question: 98.21% (based on 57 responses)



Distribution of results
 96.49% Yes
 1.75% No
 1.75% Don't Know/ Ca...

10. Did the audiology staff introduce themselves?

Overall Meridian score for this question: 92.00% (based on 53 responses)



Distribution of results
 86.79% Yes
 7.55% No
 5.66% Don't Know/ Ca...

11. Did you receive adequate information within your appointment letter?

Overall Meridian score for this question: 95.83% (based on 51 responses)



Distribution of results
 90.2% Yes
 3.92% No
 5.88% Don't Know/ Ca...

12. The department was easy to get in touch with?

Overall Meridian score for this question: 96.23% (based on 55 responses)



Distribution of results
 92.73% Yes
 3.64% No
 3.64% Don't Know/ Ca...

13. I was satisfied with the length of time I waited for my appointment?

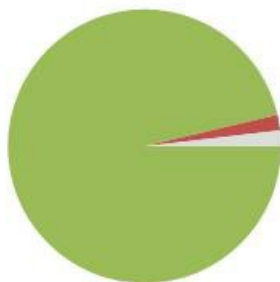
Overall Meridian score for this question: 100.00%
(based on 54 responses)



Distribution of results
 98.15% Yes
 0% No
 1.85% Don't Know/ Ca...

14. The appointment was convenient for me to get to?

Overall Meridian score for this question: 98.11%
(based on 54 responses)



Distribution of results
 96.3% Yes
 1.85% No
 1.85% Don't Know/ Ca...

15. I was satisfied with the length of time I waited on the day of the appointment?

Overall Meridian score for this question: 100.00%
(based on 52 responses)



Distribution of results
 100% Yes
 0% No
 0% Don't Know/ Ca...

16. Reception staff were friendly and helpful?

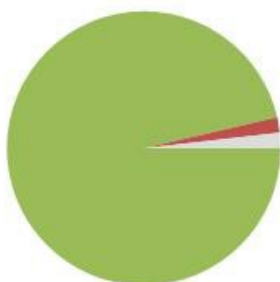
Overall Meridian score for this question: 98.18%
(based on 55 responses)



Distribution of results
 98.18% Yes
 1.82% No
 0% Don't Know/ Ca...

17. The waiting area was comfortable, clean and tidy?

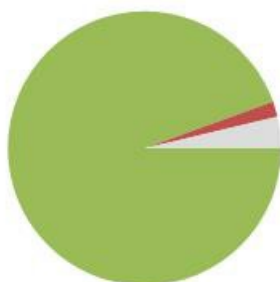
Overall Meridian score for this question: 98.15%
(based on 55 responses)



Distribution of results
 96.36% Yes
 1.82% No
 1.82% Don't Know/ Ca...

18. The appointment room was comfortable, clean and tidy?

Overall Meridian score for this question: 98.08%
(based on 54 responses)



Distribution of results
 94.44% Yes
 1.85% No
 3.7% Don't Know/ Ca...

19. Overall I was pleased with the service I received?

Overall Meridian score for this question: 100.00%
(based on 55 responses)



Distribution of results
 98.18% Yes
 0% No
 1.82% Don't Know/ Ca...

[Question Analysis user guide](#)