

Question Analysis

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

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

Start Date: 20 Mar 2017
 End Date: 21 Jun 2017
 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 20/03/2017 and 21/06/2017

99.41%

Number of questionnaires submitted between 20/03/2017 and 21/06/2017

50

Results

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: 95.00% (based on 50 responses)



Distribution of results
 80% Extremely Likely
 20% Likely
 0% Neither likely nor...
 0% Unlikely
 0% Extremely unlikely
 0% Don't know

2. My specific problems and needs were addressed?

Overall Meridian score for this question: 97.87% (based on 50 responses)



Distribution of results
 92% Yes
 2% No
 6% Don't Know/ Can't...

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

4. Any questions I had were answered clearly?

Overall Meridian score for this question: 100.00% (based on 50 responses)



Distribution of results
 98% Yes
 0% No
 2% Don't Know/ Can't...

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



Distribution of results
96% Yes
0% No
4% Don't Know/ Can't...

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

8. Audiology staff were friendly and helpful

Overall Meridian score for this question: 98.00% (based on 50 responses)



Distribution of results
98% Yes
2% No
0% Don't Know/ Can't...

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

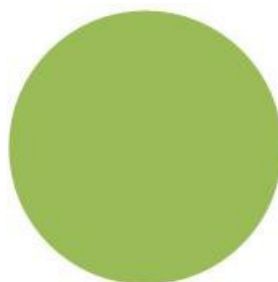
Overall Meridian score for this question: 100.00% (based on 49 responses)



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

10. Did the audiology staff introduce themselves?

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

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

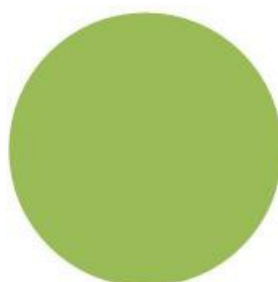
Overall Meridian score for this question: 100.00% (based on 50 responses)



Distribution of results
98% Yes
0% No
2% Don't Know/ Can't...

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



Distribution of results
98% Yes
0% No
2% Don't Know/ Can't...

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

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 50 responses)



Distribution of results
98% Yes
0% No
2% Don't Know/ Can't...

16. Reception staff were friendly and helpful?

Overall Meridian score for this question: 98.00% (based on 50 responses)



Distribution of results
98% Yes
2% No
0% Don't Know/ Can't...

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

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

Overall Meridian score for this question: 100.00% (based on 50 responses)



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

[Question Analysis user guide](#)