

Audiology

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 2019
End Date:	21 Jun 2019
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 20/03/2019 and 21/06/2019

97.96%

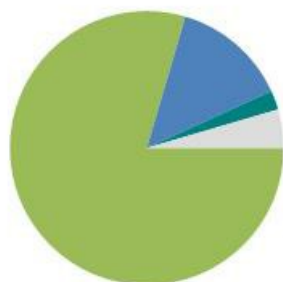
Number of questionnaires submitted between 20/03/2019 and 21/06/2019

44

Results - Audiology

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

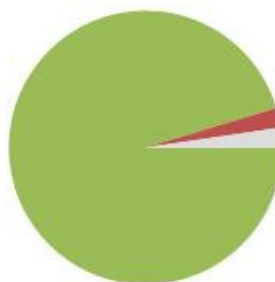
Overall Meridian score for this question: 95.24% (based on 44 responses)



Distribution of results
 79.55% Extremely Likely
 13.64% Likely
 2.27% Neither likely n...
 0% Unlikely
 0% Extremely unli...
 4.55% Don't know

2. My specific problems and needs were addressed?

Overall Meridian score for this question: 97.62% (based on 43 responses)



Distribution of results
 95.35% Yes
 2.33% No
 2.33% Don't Know/ Ca...

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

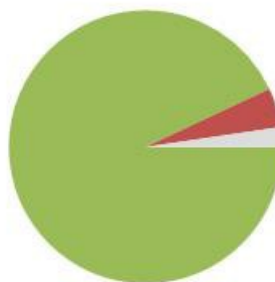
Overall Meridian score for this question: 100.00% (based on 44 responses)



Distribution of results
 97.73% Yes
 0% No
 2.27% Don't Know/ Ca...

4. Any questions I had were answered clearly?

Overall Meridian score for this question: 95.24% (based on 43 responses)



Distribution of results
 93.02% Yes
 4.65% No
 2.33% Don't Know/ Ca...

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

Overall Meridian score for this question: 100.00% (based on 43 responses)



Distribution of results
 97.67% Yes
 0% No
 2.33% Don't Know/ Ca...

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

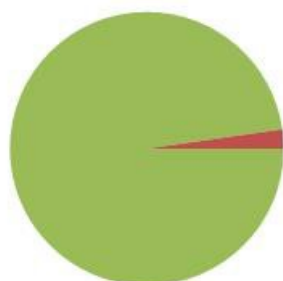
Overall Meridian score for this question: 100.00% (based on 43 responses)



Distribution of results
 95.35% Yes
 0% No
 4.65% Don't Know/ Ca...

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

Overall Meridian score for this question: 97.73% (based on 44 responses)



Distribution of results
 97.73% Yes
 2.27% No
 0% Don't Know/ Ca...

8. Audiology staff were friendly and helpful

Overall Meridian score for this question: 97.67% (based on 43 responses)



Distribution of results
 97.67% Yes
 2.33% No
 0% Don't Know/ Ca...

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

Overall Meridian score for this question: 97.67% (based on 43 responses)



Distribution of results
 97.67% Yes
 2.33% No
 0% Don't Know/ Ca...

10. Did the audiology staff introduce themselves?

Overall Meridian score for this question: 94.74% (based on 41 responses)



Distribution of results
 87.8% Yes
 4.88% No
 7.32% Don't Know/ Ca...

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

Overall Meridian score for this question: 96.97% (based on 35 responses)



Distribution of results
 91.43% Yes
 2.86% No
 5.71% Don't Know/ Ca...

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

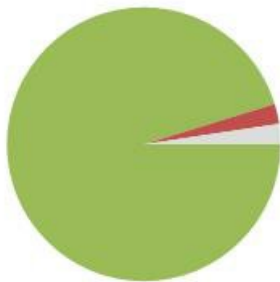
Overall Meridian score for this question: 97.50% (based on 40 responses)



Distribution of results
 97.5% Yes
 2.5% No
 0% Don't Know/ Ca...

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

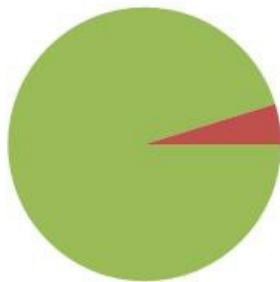
Overall Meridian score for this question: 97.56%
(based on 42 responses)



Distribution of results
95.24% Yes
2.38% No
2.38% Don't Know/ Ca...

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

Overall Meridian score for this question: 95.24%
(based on 42 responses)



Distribution of results
95.24% Yes
4.76% No
0% 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: 97.56%
(based on 42 responses)



Distribution of results
95.24% Yes
2.38% No
2.38% Don't Know/ Ca...

16. Reception staff were friendly and helpful?

Overall Meridian score for this question: 100.00%
(based on 42 responses)



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

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

Overall Meridian score for this question: 100.00%
(based on 41 responses)



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

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

Overall Meridian score for this question: 100.00%
(based on 41 responses)



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

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

Overall Meridian score for this question: 100.00%
(based on 42 responses)



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

[Question Analysis user guide](#)