

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: 21 Jun 2018
 End Date: 23 Sep 2018
 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 21/06/2018 and 23/09/2018

97.46%

Number of questionnaires submitted between 21/06/2018 and 23/09/2018

41

Results

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

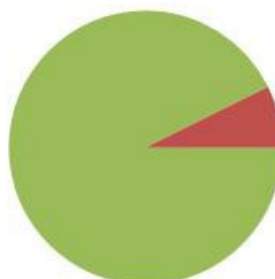
Overall Meridian score for this question: 94.51% (based on 41 responses)



Distribution of results
 78.05% Extremely Likely
 21.95% 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: 92.68% (based on 41 responses)



Distribution of results
 92.68% Yes
 7.32% No
 0% Don't Know/ Ca...

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

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



Distribution of results
 97.56% Yes
 0% No
 2.44% Don't Know/ Ca...

4. Any questions I had were answered clearly?

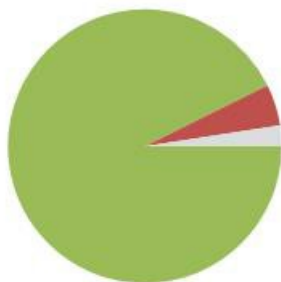
Overall Meridian score for this question: 95.12% (based on 41 responses)



Distribution of results
 95.12% Yes
 4.88% No
 0% Don't Know/ Ca...

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

Overall Meridian score for this question: 95.00% (based on 41 responses)



Distribution of results
 92.68% Yes
 4.88% No
 2.44% 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 41 responses)



Distribution of results
 95.12% Yes
 0% No
 4.88% Don't Know/ Ca...

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

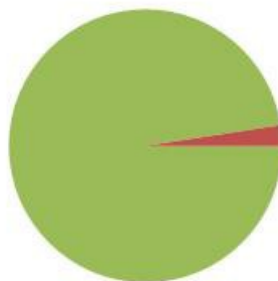
Overall Meridian score for this question: 100.00% (based on 41 responses)



Distribution of results
 97.56% Yes
 0% No
 2.44% Don't Know/ Ca...

8. Audiology staff were friendly and helpful

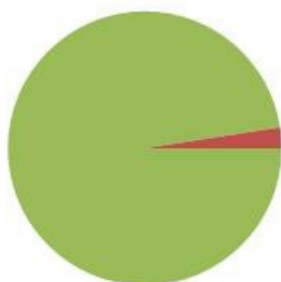
Overall Meridian score for this question: 97.56% (based on 41 responses)



Distribution of results
 97.56% Yes
 2.44% No
 0% Don't Know/ Ca...

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

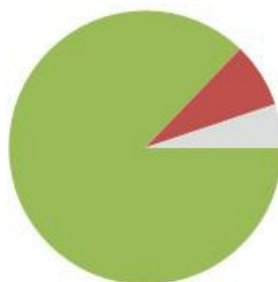
Overall Meridian score for this question: 97.56% (based on 41 responses)



Distribution of results
 97.56% Yes
 2.44% No
 0% Don't Know/ Ca...

10. Did the audiology staff introduce themselves?

Overall Meridian score for this question: 91.89% (based on 39 responses)



Distribution of results
 87.18% Yes
 7.69% No
 5.13% Don't Know/ Ca...

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

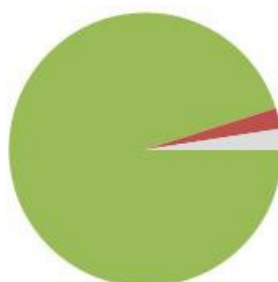
Overall Meridian score for this question: 100.00% (based on 38 responses)



Distribution of results
 89.47% Yes
 0% No
 10.53% Don't Know/ Ca...

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

Overall Meridian score for this question: 97.50% (based on 41 responses)



Distribution of results
 95.12% Yes
 2.44% No
 2.44% Don't Know/ Ca...

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

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



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

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

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



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

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

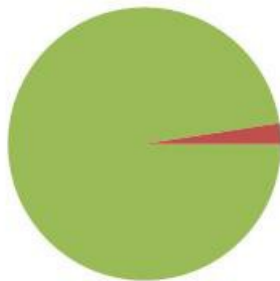
Overall Meridian score for this question: 97.56% (based on 41 responses)



Distribution of results
97.56% Yes
2.44% No
0% Don't Know/ Ca...

16. Reception staff were friendly and helpful?

Overall Meridian score for this question: 97.56% (based on 41 responses)



Distribution of results
97.56% Yes
2.44% 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: 97.56% (based on 41 responses)



Distribution of results
97.56% Yes
2.44% 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 41 responses)



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

[Question Analysis user guide](#)