

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 Dec 2017
 End Date: 20 Mar 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 21/12/2017 and 20/03/2018

98.78%

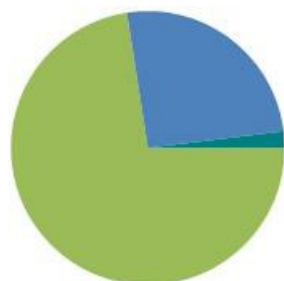
Number of questionnaires submitted between 21/12/2017 and 20/03/2018

52

Results

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

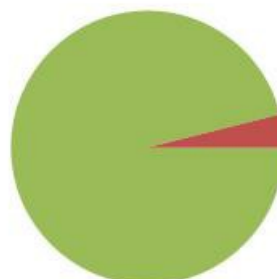
Overall Meridian score for this question: 92.65% (based on 51 responses)



Distribution of results
 72.55% Extremely Likely
 25.49% Likely
 1.96% 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: 96.08% (based on 51 responses)



Distribution of results
 96.08% Yes
 3.92% 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 51 responses)



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

4. Any questions I had were answered clearly?

Overall Meridian score for this question: 98.08% (based on 52 responses)



Distribution of results
 98.08% Yes
 1.92% No
 0% Don't Know/ Ca...

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

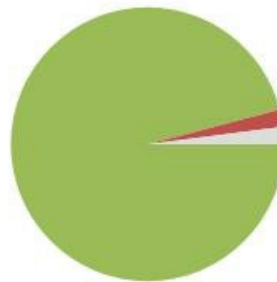
Overall Meridian score for this question: 100.00% (based on 52 responses)



Distribution of results
 100% Yes
 0% 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: 97.92% (based on 49 responses)



Distribution of results
 95.92% Yes
 2.04% No
 2.04% Don't Know/ Ca...

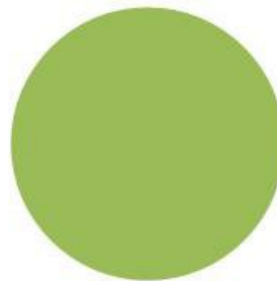
7. Were you treated with Privacy, Dignity and Respect whilst attending the Audiology Department?

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



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

8. Audiology staff were friendly and helpful
 Overall Meridian score for this question: 100.00% (based on 51 responses)



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

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

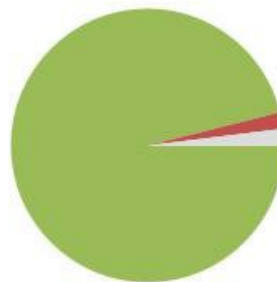
Overall Meridian score for this question: 100.00% (based on 50 responses)



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

10. Did the audiology staff introduce themselves?

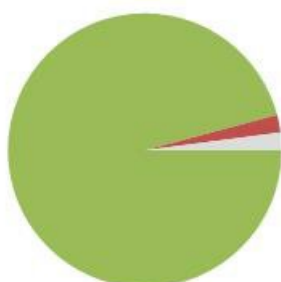
Overall Meridian score for this question: 98.00% (based on 51 responses)



Distribution of results
 96.08% Yes
 1.96% No
 1.96% Don't Know/ Ca...

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

Overall Meridian score for this question: 97.87% (based on 48 responses)



Distribution of results
 95.83% Yes
 2.08% No
 2.08% Don't Know/ Ca...

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

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



Distribution of results
 94.23% Yes
 0% No
 5.77% Don't Know/ Ca...

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

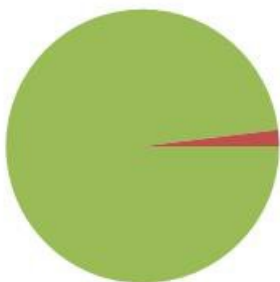
Overall Meridian score for this question: 100.00%
(based on 51 responses)



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

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

Overall Meridian score for this question: 98.08%
(based on 52 responses)



Distribution of results
98.08% Yes
1.92% 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: 100.00%
(based on 52 responses)



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

16. Reception staff were friendly and helpful?
Overall Meridian score for this question: 100.00%
(based on 52 responses)



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

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

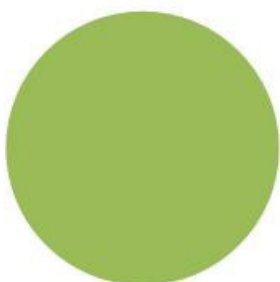
Overall Meridian score for this question: 98.04%
(based on 51 responses)



Distribution of results
98.04% Yes
1.96% No
0% Don't Know/ Ca...

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

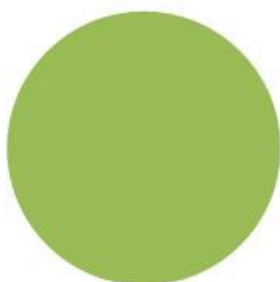
Overall Meridian score for this question: 100.00%
(based on 51 responses)



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

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

Overall Meridian score for this question: 100.00%
(based on 51 responses)



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

[Question Analysis user guide](#)