

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: 22 Dec 2019
 End Date: 20 Mar 2020
 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 22/12/2019 and 20/03/2020

99.12%

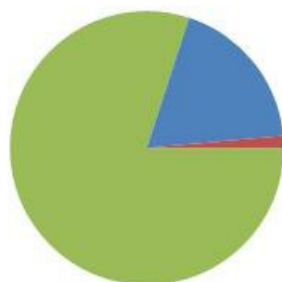
Number of questionnaires submitted between 22/12/2019 and 20/03/2020

70

Results - Audiology

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

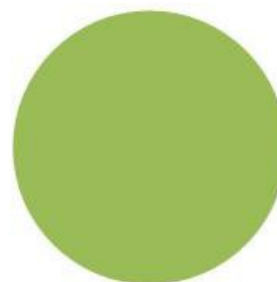
Overall Meridian score for this question: 93.93% (based on 70 responses)



Distribution of results
 80% Extremely Likely
 18.57% Likely
 0% Neither likely n...
 0% Unlikely
 1.43% Extremely unli...
 0% Don't know

2. My specific problems and needs were addressed?

Overall Meridian score for this question: 100.00% (based on 69 responses)



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

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

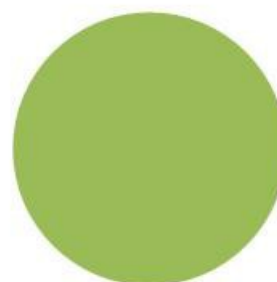
Overall Meridian score for this question: 98.57% (based on 70 responses)



Distribution of results
 98.57% Yes
 1.43% No
 0% Don't Know/ Ca...

4. Any questions I had were answered clearly?

Overall Meridian score for this question: 100.00% (based on 70 responses)



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

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

Overall Meridian score for this question: 100.00% (based on 70 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: 98.53% (based on 68 responses)



Distribution of results
 98.53% Yes
 1.47% No
 0% Don't Know/ Ca...

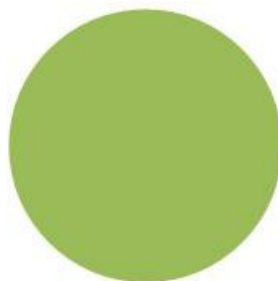
7. Were you treated with Privacy, Dignity and Respect whilst attending the Audiology Department?

Overall Meridian score for this question: 98.55% (based on 69 responses)



Distribution of results
 98.55% Yes
 1.45% No
 0% Don't Know/ Ca...

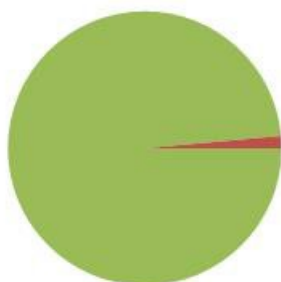
8. Audiology staff were friendly and helpful
 Overall Meridian score for this question: 100.00% (based on 69 responses)



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

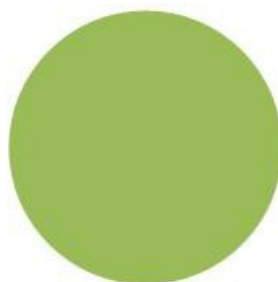
9. Audiology staff were caring and listened to my concerns?

Overall Meridian score for this question: 98.55% (based on 69 responses)



Distribution of results
 98.55% Yes
 1.45% No
 0% Don't Know/ Ca...

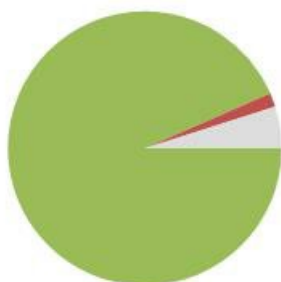
10. Did the audiology staff introduce themselves?
 Overall Meridian score for this question: 100.00% (based on 64 responses)



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

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

Overall Meridian score for this question: 98.28% (based on 61 responses)



Distribution of results
 93.44% Yes
 1.64% No
 4.92% Don't Know/ Ca...

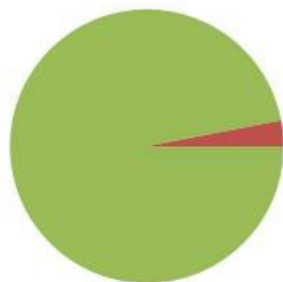
12. The department was easy to get in touch with?
 Overall Meridian score for this question: 100.00% (based on 65 responses)



Distribution of results
 98.46% Yes
 0% No
 1.54% Don't Know/ Ca...

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

Overall Meridian score for this question: 96.97% (based on 66 responses)



Distribution of results

96.97% Yes
3.03% No
0% Don't Know/ Can...

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

Overall Meridian score for this question: 100.00% (based on 67 responses)



Distribution of results

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

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 64 responses)



Distribution of results

98.44% Yes
0% No
1.56% Don't Know/ Can...

16. Reception staff were friendly and helpful?

Overall Meridian score for this question: 100.00% (based on 67 responses)

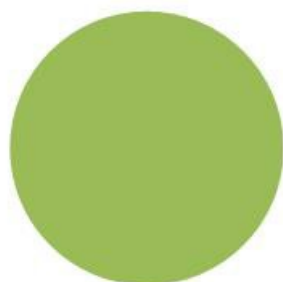


Distribution of results

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

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

Overall Meridian score for this question: 100.00% (based on 67 responses)



Distribution of results

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

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

Overall Meridian score for this question: 100.00% (based on 66 responses)

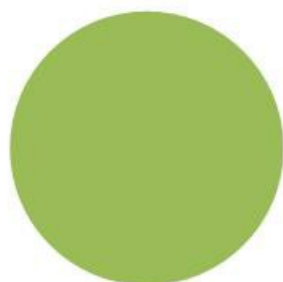


Distribution of results

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 67 responses)



Distribution of results

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

[Question Analysis user guide](#)