

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: 21 Dec 2018
 End Date: 20 Mar 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 21/12/2018 and 20/03/2019

98.73%

Number of questionnaires submitted between 21/12/2018 and 20/03/2019

55

Results - Audiology

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

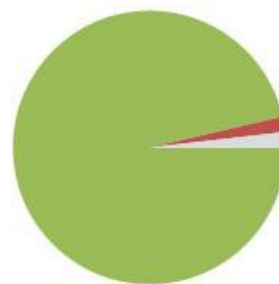
Overall Meridian score for this question: 93.18% (based on 55 responses)



Distribution of results
 72.73% Extremely Likely
 27.27% 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: 98.15% (based on 55 responses)



Distribution of results
 96.36% Yes
 1.82% No
 1.82% Don't Know/ Ca...

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

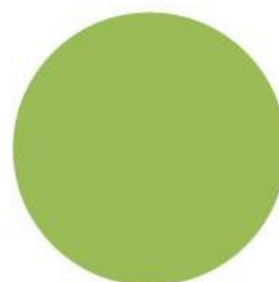
Overall Meridian score for this question: 100.00% (based on 55 responses)



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

4. Any questions I had were answered clearly?

Overall Meridian score for this question: 100.00% (based on 55 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 54 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 52 responses)



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

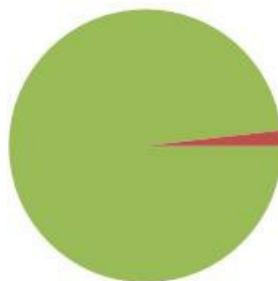
7. Were you treated with Privacy, Dignity and Respect whilst attending the Audiology Department?

Overall Meridian score for this question: 100.00% (based on 54 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: 98.18% (based on 55 responses)



Distribution of results
 98.18% Yes
 1.82% No
 0% Don't Know/ Ca...

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

Overall Meridian score for this question: 98.15% (based on 54 responses)



Distribution of results
 98.15% Yes
 1.85% No
 0% Don't Know/ Ca...

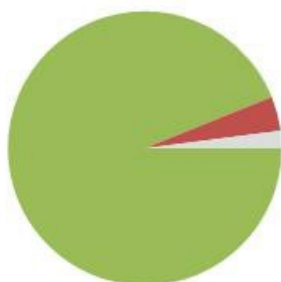
10. Did the audiology staff introduce themselves?
 Overall Meridian score for this question: 100.00% (based on 53 responses)



Distribution of results
 98.11% Yes
 0% No
 1.89% Don't Know/ Ca...

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

Overall Meridian score for this question: 95.83% (based on 49 responses)



Distribution of results
 93.88% Yes
 4.08% No
 2.04% Don't Know/ Ca...

12. The department was easy to get in touch with?
 Overall Meridian score for this question: 97.87% (based on 49 responses)



Distribution of results
 93.88% Yes
 2.04% No
 4.08% Don't Know/ Ca...

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

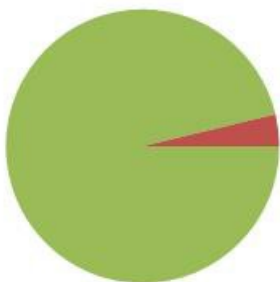
Overall Meridian score for this question: 100.00% (based on 52 responses)



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: 96.23% (based on 53 responses)



Distribution of results
96.23% Yes
3.77% 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 53 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 53 responses)



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

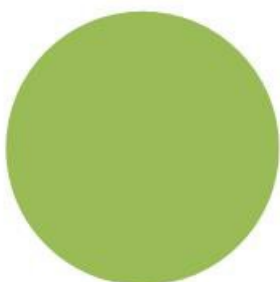
17. The waiting area was comfortable, clean and tidy?

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



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

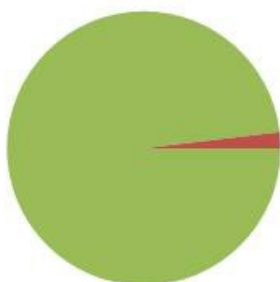
18. The appointment room was comfortable, clean and tidy?
Overall Meridian score for this question: 100.00% (based on 53 responses)



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: 98.11% (based on 53 responses)



Distribution of results
98.11% Yes
1.89% No
0% Don't Know/ Ca...

[Question Analysis user guide](#)