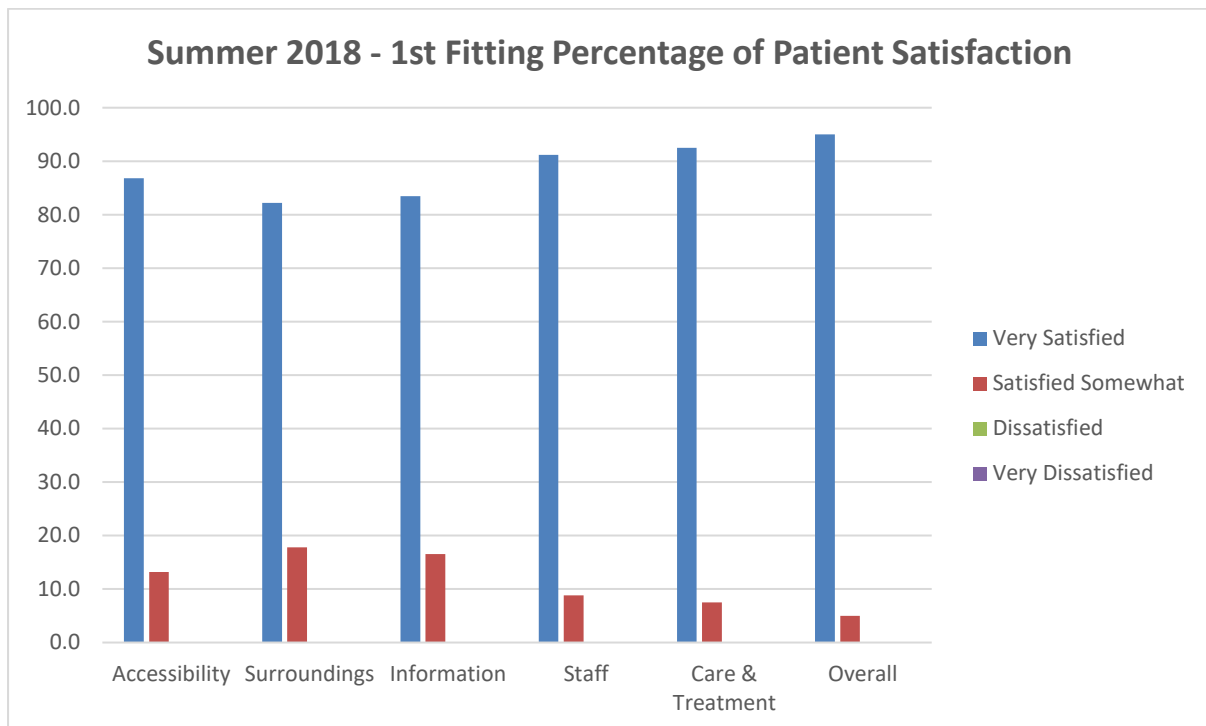


Patient Satisfaction Survey Summer 2018

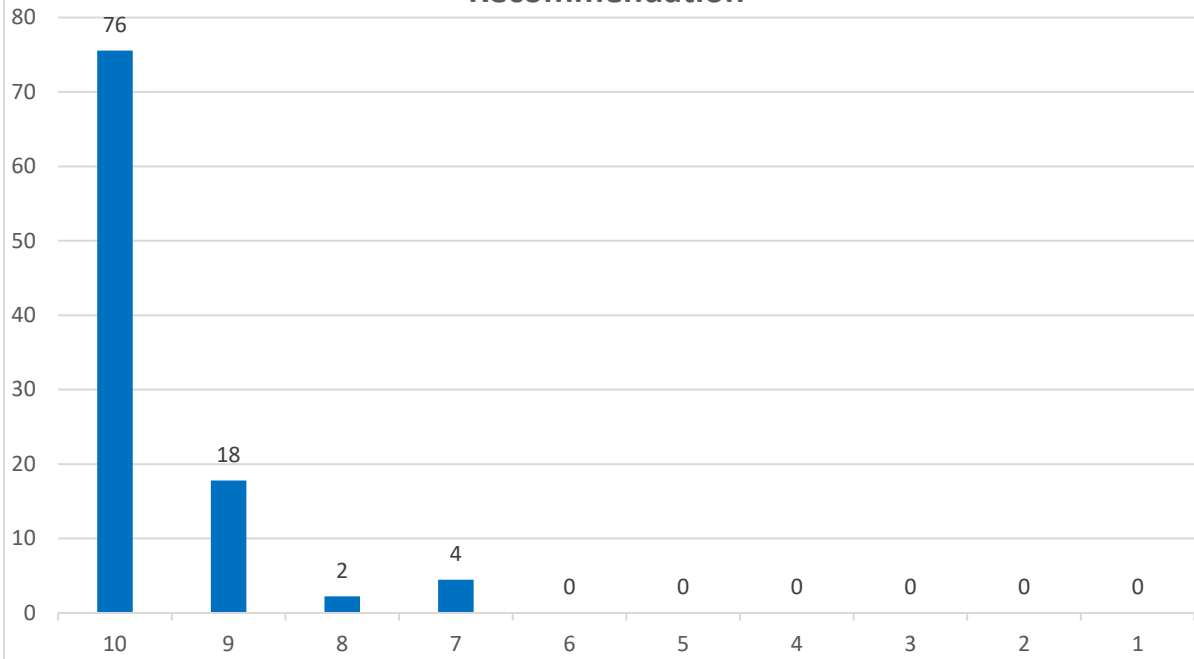
First Fitting



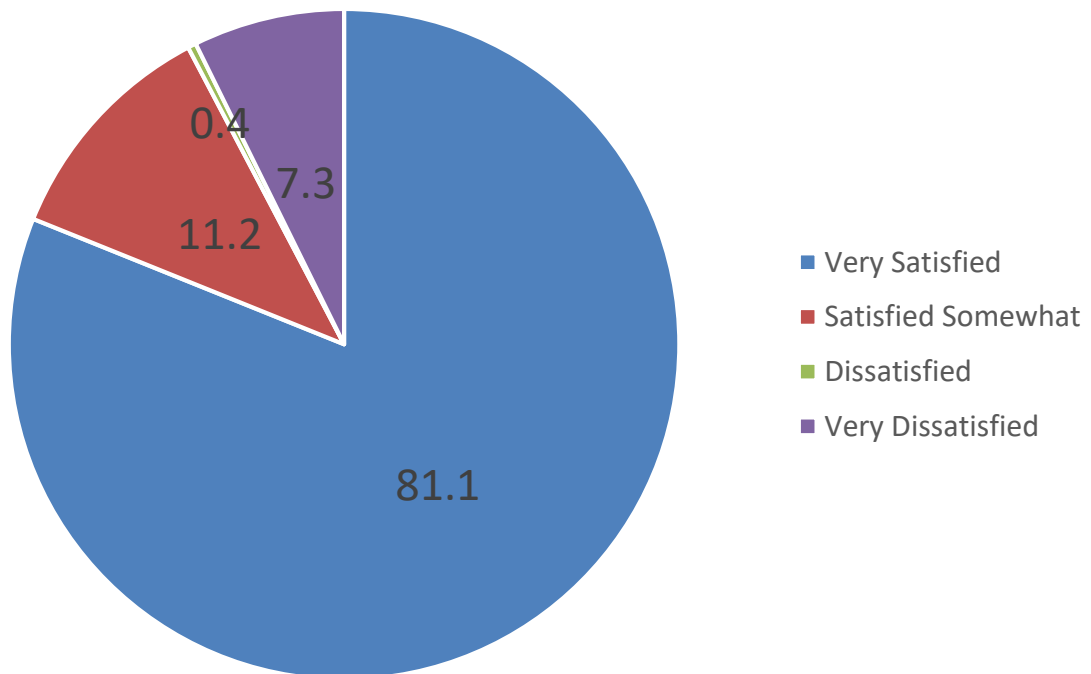
Comments:

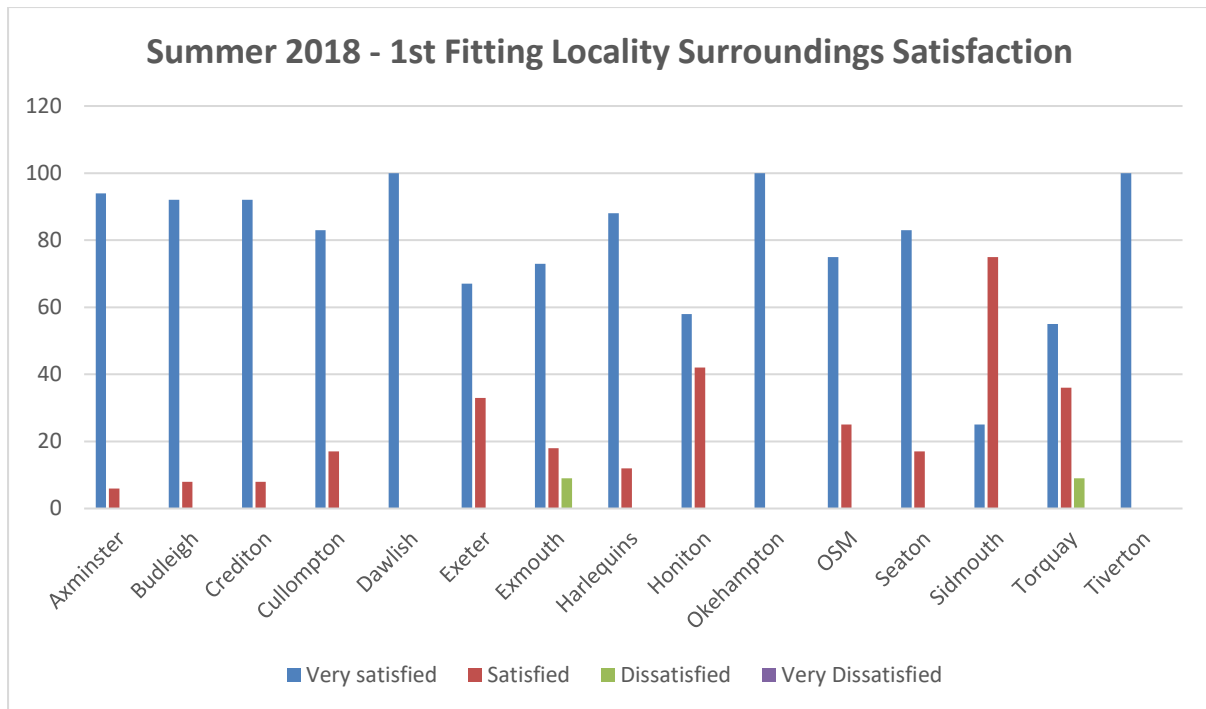
- "I could not believe how kind everyone has been to me"
- "Everyone was lovely, kind and calm"
- "Booking the appointment was difficult and not straightforward when trying to arrange for someone who can't hear to talk on the phone. It took 3 phone calls and several letters"
- "I find NHS aids bulky and awkward to use – but the service by the audiologist was excellent. He was clear in his speech while explaining what was necessary"
- "This has made a significant difference to my daily life. Very happy"
- "I have already recommended to friends and family"
- "Could not have received better service anywhere"
- "Every aspect has been delivered in a friendly but professional manner. Congratulations on getting it right"
- "First appointment and fitting was by a trainee, the mentor was being very noisy during test!"
- "The last two appointments – the audio machine was not working. So we couldn't check my hearing aid and I have had to make another appointment"

Summer 2018 - 1st Fitting Percentage Scores of Recommendation



**Summer 2018 - 1st Fittings
Overall - the audiology service you received (%)**

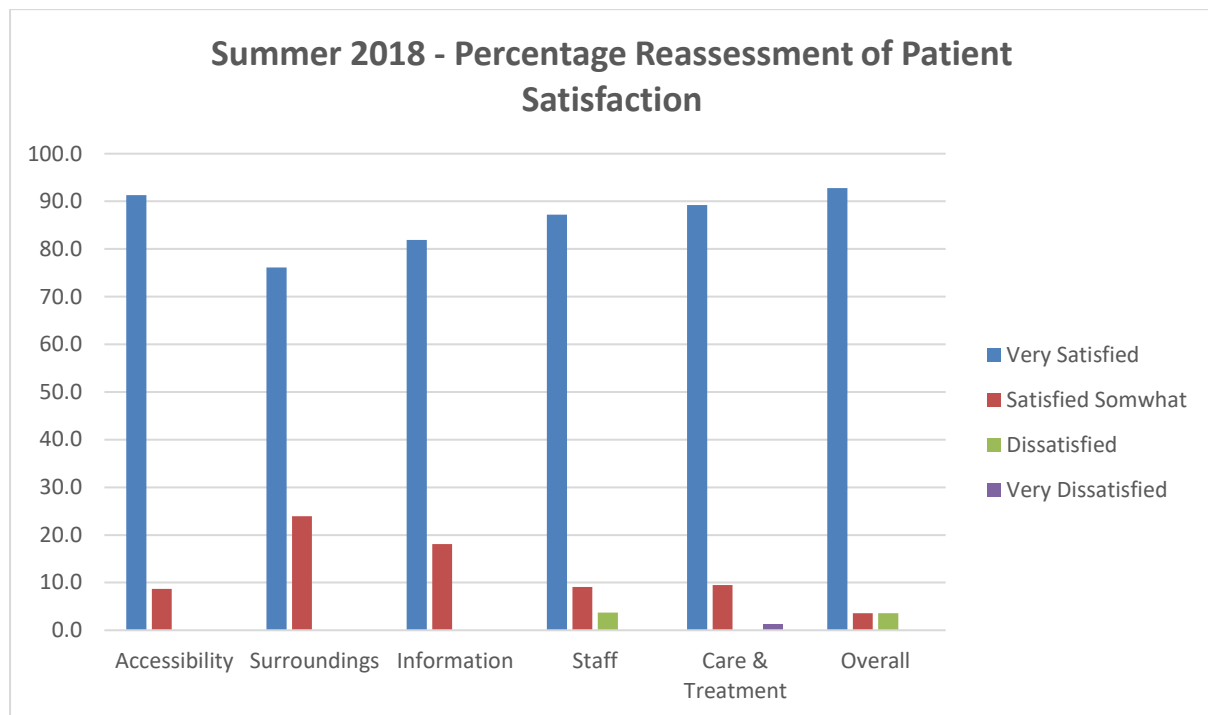




Comments:

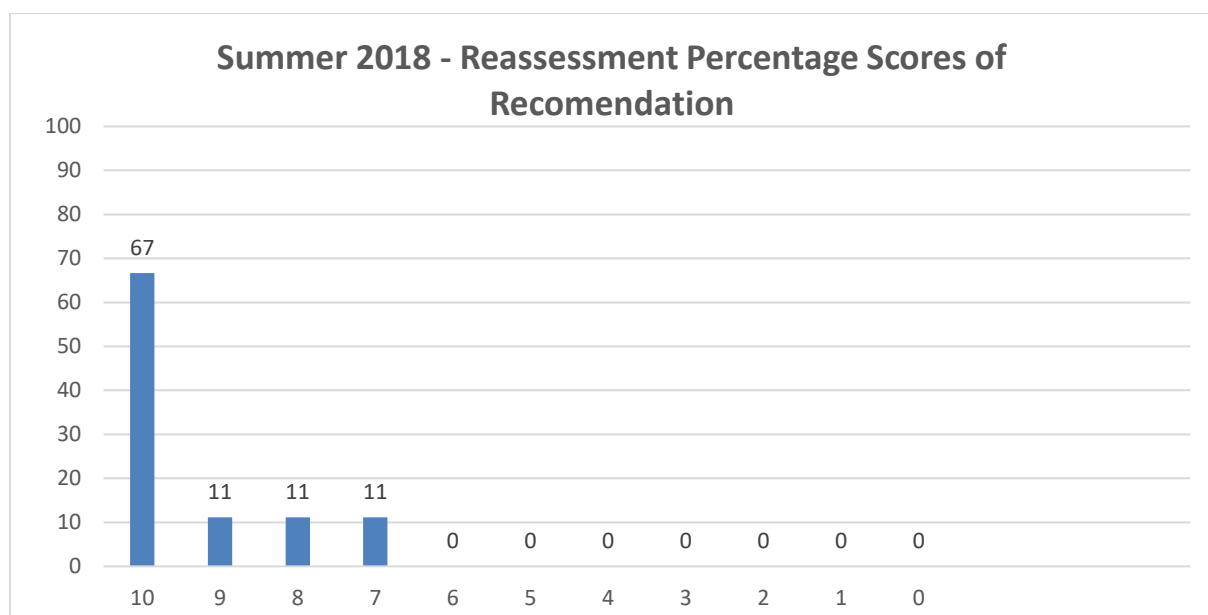
- “Waiting area very glum, and parking difficult” (Exmouth)
- “Waiting area and parking adequate, but very convenient” (Budleigh Salterton)
- “So lucky to be seen so close to home” (Axminster)

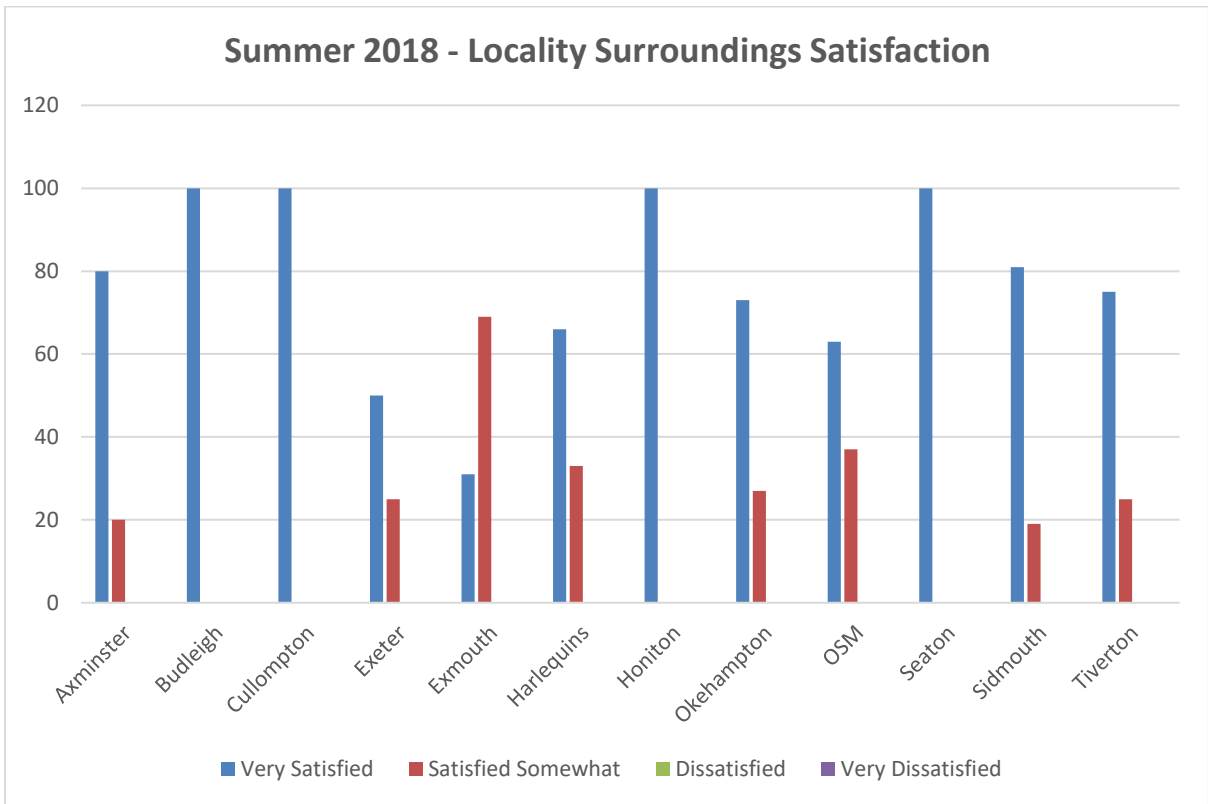
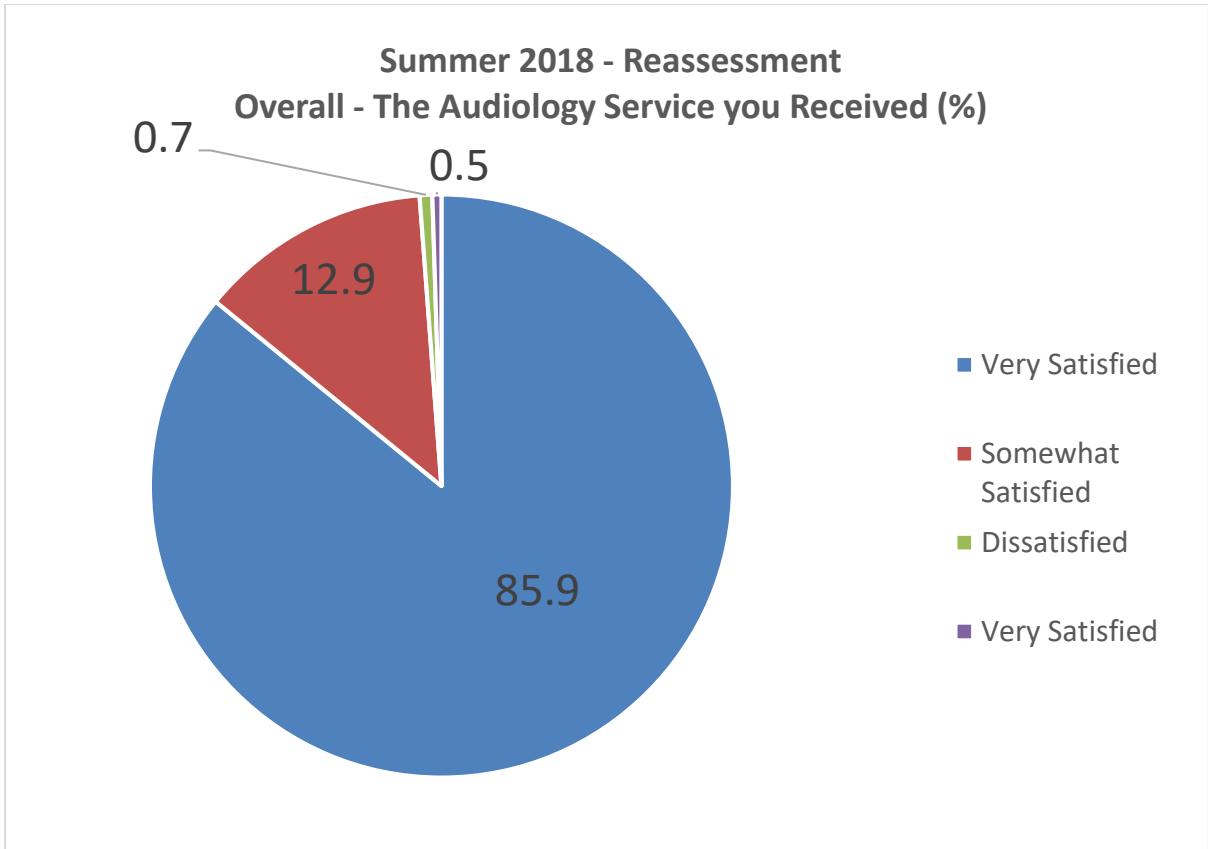
Reassessment



Comments:

- "Great staff"
- "So very important to receive these aids and service in order to keep involved in everyday life and therefore healthier in mind and body"
- "Everything excellent, thank you"
- "Very good service, very pleasant waiting area, and nice friendly people"
- "Such a good experience"
- "Hearing aids have made life easier in communications with others"





Comments:

- "I think attention should be taken of the age of the patient involved and distance to travel... please make Seaton more available for hearing and other medical problems"
- "Very pleasant waiting area" (Exmouth)