Patient Satisfaction Survey Results
First Fitting Spring 2013

Chime Social Enterprise is committed to delivering high quality care to patients with hearing difficulties. To help us measure how well we are doing this we conducted a comprehensive survey of our patients. We are delighted to announce that patients believe we are delivering a high quality robust service for the NHS and the patients themselves.

What do patients think when they are first fitted with hearing aids?

Overall quality of service

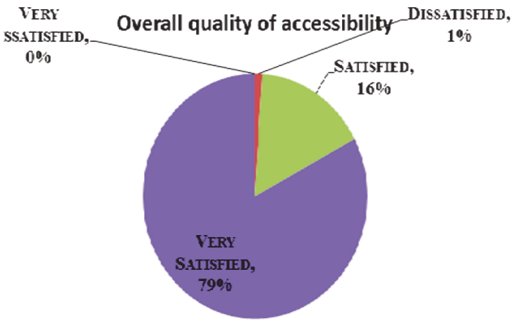
Our results show that patients value our services extremely highly. 96% of our patients would recommend this service to both family and friends!

Examples of some patient comments:

"If only the rest of the NHS was half as good"	"Very happy with the service I have had. Life is so much better that I can hear"	"Thank you for helping me to hear again."
"First class service, can not be bettered"	"Excellent service and lovely people"	"Excellent treatment and exceptional care"

Accessibility

It is important for our services to be easy to communicate with, accessible for people from their homes and to be able to provide patients with the necessary care quickly. These are our findings.



- 97.7% of our patients are very satisfied or satisfied with their experience communicating with our services.
- 97.7% of our patients are very satisfied or satisfied with the time waited for an appointment.
- 97.7% of our patients are very satisfied or satisfied with the location of their appointment.
- 84.0% of our patients are very satisfied or satisfied with the hearing aid repair and battery replacement service.

Contact us

We appreciate feed-back from healthcare professionals and patients to help us provide the best quality care and service.

If you have anything you would like to share, contact us via our website, email or phone.

Website: www.chimehealth.co.uk

Email: cse.audiology@nhs.net

Phone: 01392 402223

Write: Chime Social Enterprise, Audiology Department, Royal Devon & Exeter Hospital, Barrack Road, Exeter, Devon, EX2 5DW

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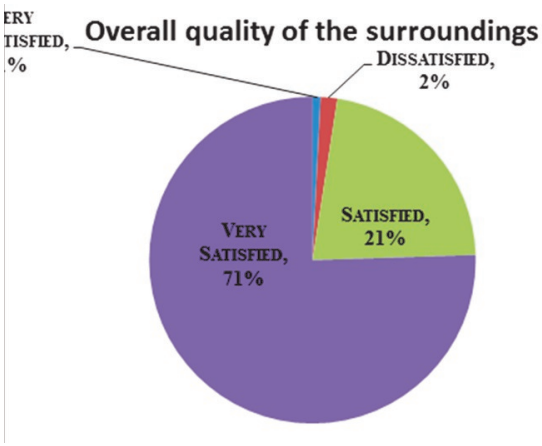
Surroundings

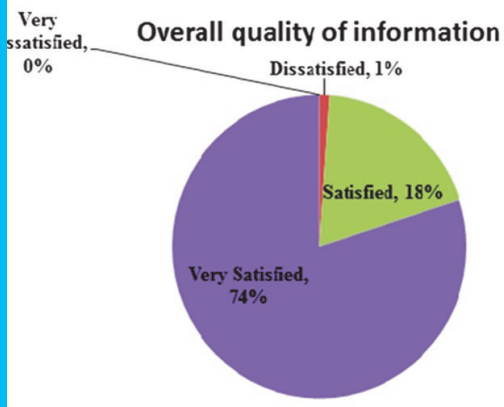
It is also important for our services to be easy to find, welcoming and comfortable both in the waiting area and within the clinic rooms. These are our findings.



- 90.0% of our patients are very satisfied or satisfied with the signs directing them to our services.
- 90.8% of our patients are very satisfied or satisfied with the welcome they received at the reception desk.
- 88.5% of our patients are very satisfied or satisfied with the friendliness of our waiting rooms.
- 95.5% of our patients are very satisfied or satisfied with the comfort of our clinic rooms.

Information

It is also important for our services to provide the necessary information with our appointment letters, in our waiting areas and within the appointments. These are our findings.



- 99.3% of our patients are very satisfied or satisfied with the information they receive with the appointment letter.
- 97.0% of our patients are very satisfied or satisfied with the written information they received within the appointment.
- 79.4% of our patients are very satisfied or satisfied with the information provided around our waiting rooms.

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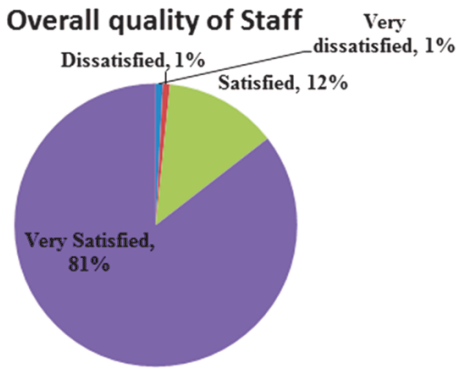
Staff

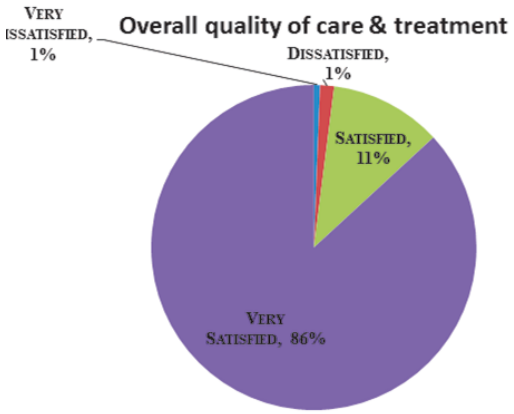
Our services strives to employ the best members of staff available in order to provide the best standard of care for our patients. These are our findings.



- 87.1% of our patients are very satisfied or satisfied with the professionalism of our reception staff. Not all receptionists are employed by Chime in locality clinics.
- 99.3% of our patients are very satisfied or satisfied with the professionalism of our audiologists.

Care and treatment

We strive to be the best in providing best possible hearing care and treatment for the benefit of the patients and NHS. These are our findings.



- 99.3% of our patients are very satisfied or satisfied with the approachability and friendliness of the audiologists.
- 98.4% of our patients are very satisfied or satisfied with the opportunities they have to discuss any problems or difficulties their having.
- 96.2% of our patients are very satisfied or satisfied with the assessment and management they received.
- 96.2% of our patients are very satisfied or satisfied with the assessment and management they received.
- 95.4% of our patients are very satisfied or satisfied with what they gained from the appointment.

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How we will use the results

The outcomes for the survey were brilliant but we're proud of being an organisation that wants to constantly improve.

From this survey we have highlighted areas for improvement, and we are taking the following actions to enhance our service:

- We will strive to increase the number of locality services and audiologists available in order to meet increasing demands.
- We will work with locality managers to help improve our surroundings in locality services which we provide .
- We will work towards improving and access at localities for repair and maintenance appointments.

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