

# Audiology Patient Experience Survey Results\*

## May- July 2019

**82%** said they were satisfied with their choice of appointment date, time and location.

**97%** said they were made to feel welcome (in person or on the telephone).

**94%** said they were satisfied with the way their clinician communicated with them.

**94%** said they were satisfied with any written information they were given.

**94%** said they were likely to recommend us to friends and family.

“Very friendly, approachable staff. I was made to feel very calm”

“Good service and accommodating to your work hours, very helpful”

“Treated with respect and staff empathic to any problems”

“Friendly first class care”

\*Based on 39 responses.