



Here to help - help to hear

**Cambridgeshire Hearing Help
Service User Satisfaction
Survey Report
February 2021 and March 2021**

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Cambridgeshire Hearing Help Service User Satisfaction Survey

February 2021 and March 2021

We have been conducting a service user satisfaction survey at our community NHS hearing aid maintenance 'Hearing Help' drop-in sessions across Cambridgeshire on a rolling basis since November 2012. By carrying out this survey we can identify the outcomes we achieve and where improvements should be made. This is the 9th year we have produced a survey report.

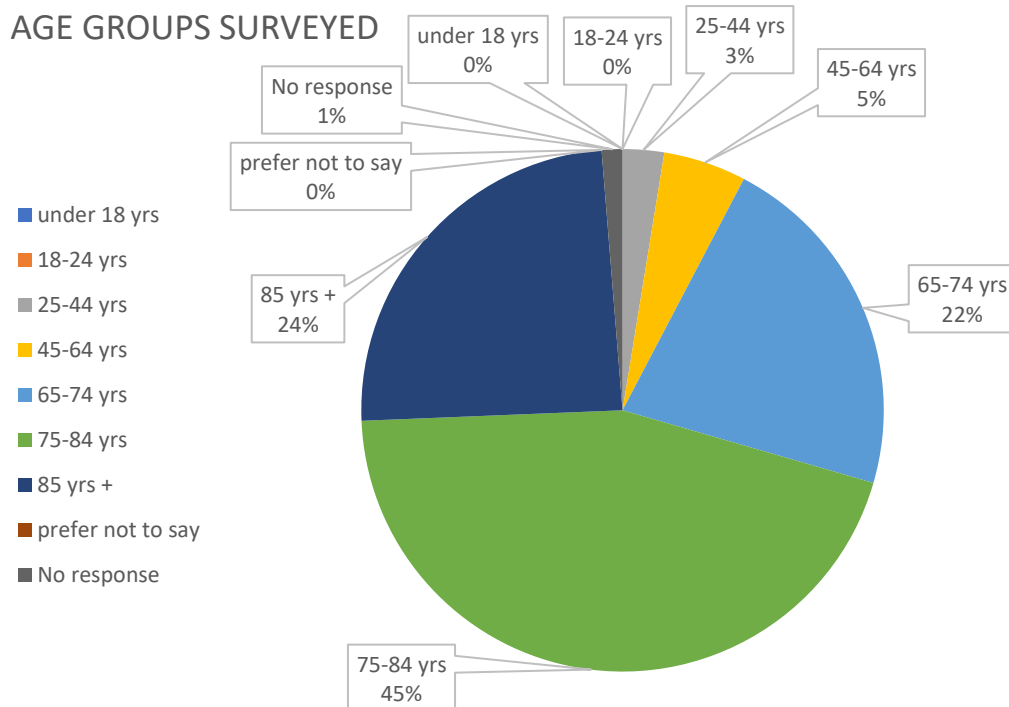
Due to the Covid-19 pandemic this survey is not identical to previous years, the number of questions being fewer; and posed to determine how the service of Cambridgeshire Hearing Help has responded throughout the Covid-19 pandemic. During the pandemic Cambridgeshire Hearing Help has responded in two main ways: Batteries by Post service and Hearing Aid Maintenance Centres by appointment.

The results presented here come from survey questionnaire data collected during February and March 2021. A total of 200 survey questionnaires were distributed. 100 of these were posted to service users on their request for batteries by post and a further 100 were given to service users who booked an appointment at 5 of the Cambridgeshire Hearing Help Maintenance Centres. These were handed out until entirely distributed. Service users returned completed questionnaires via the free post envelope provided.

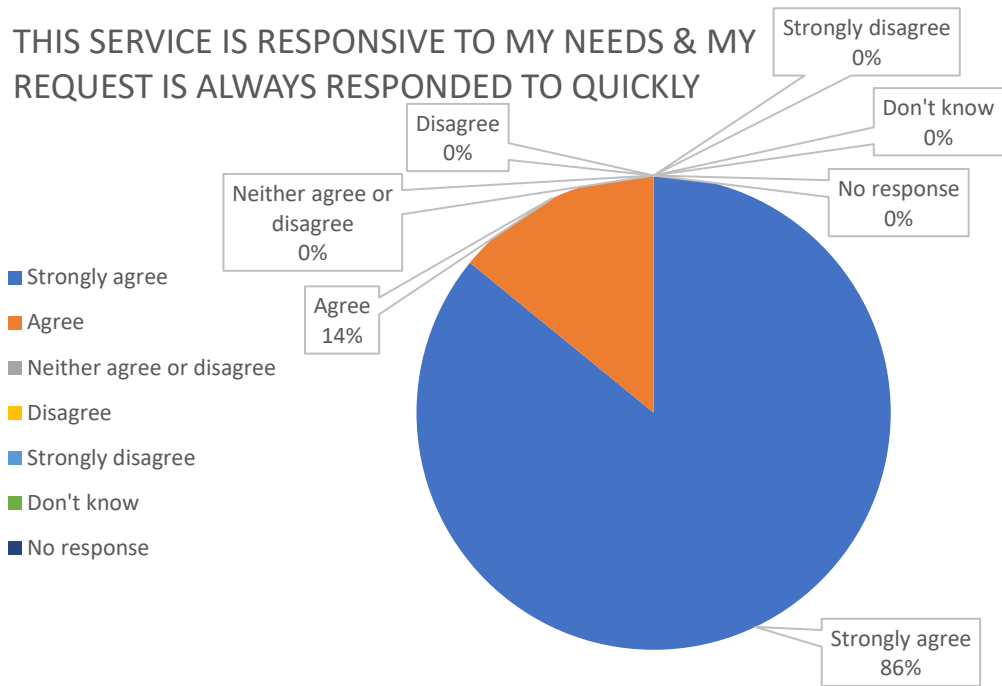
A total of 130 questionnaires were returned, 78 were specifically the Battery by Post Survey and 53 were in response to the Hearing Aid Maintenance Questionnaire. This is a return rate of 78% for the Battery by Post Survey and 53% for the Hearing Aid Maintenance Survey, with a combined return rate of 66%.

BATTERY BY POST QUESTIONNAIRE

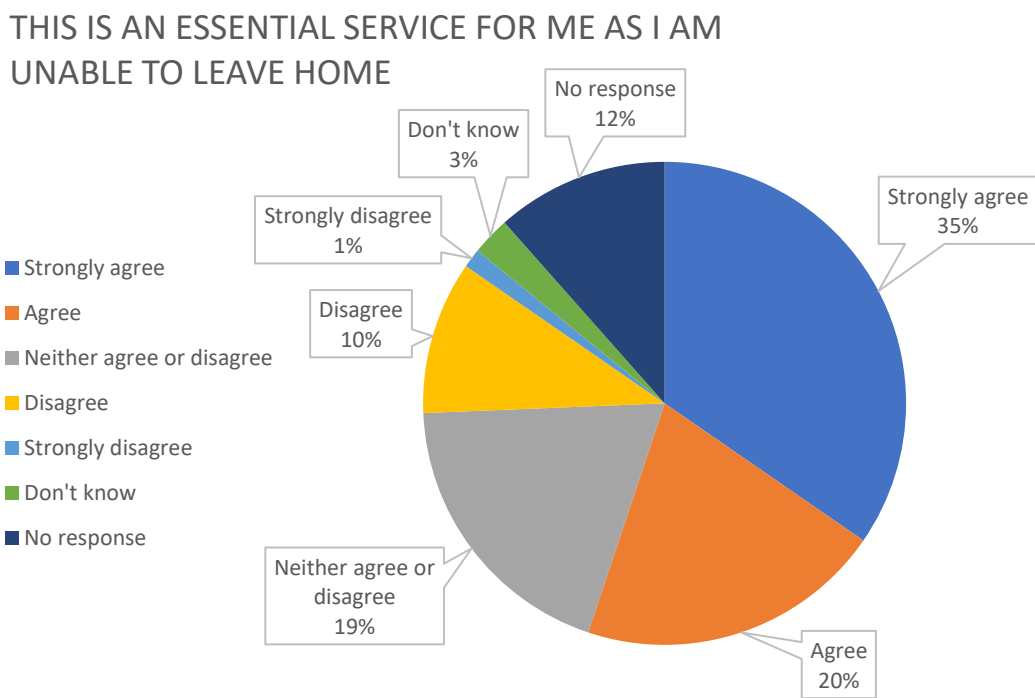
The survey results show 91% of respondents were in the 65 years and above category, with just 8% indicating below this age group.



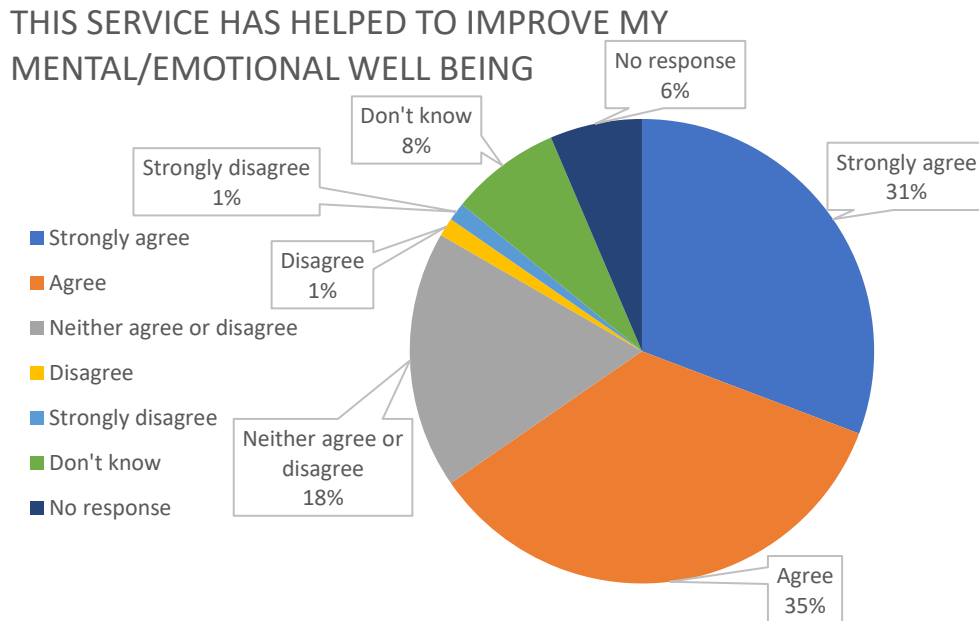
All respondees agreed or strongly agreed Cambridgeshire Hearing Help responded well to service user needs and requests were responded to promptly. With no responses in any other group.



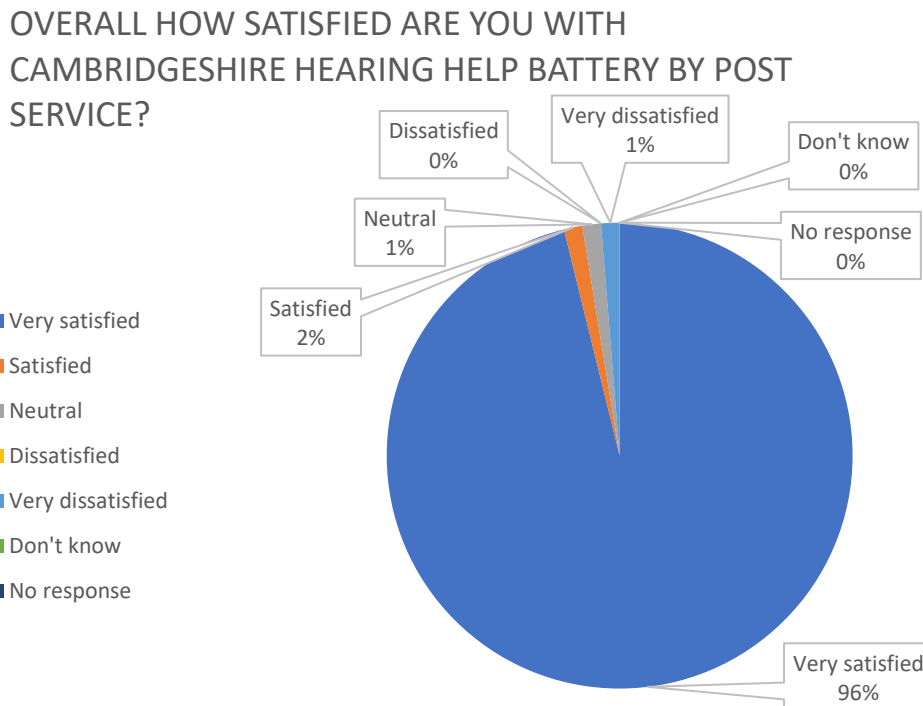
55% of respondees either strongly agreed or agreed that the battery by post service of Cambridgeshire Hearing Help was essential for them as they were unable to leave their home.



66% of respondents agreed or strongly agreed that the battery by post service had helped to improve their mental/emotional well being, with a further 18% neither agreeing or disagreeing with this statement, and relatively few in all other categories.



The survey results show the overwhelming majority of respondents were very satisfied with Cambridgeshire Hearing Help battery by post service. 96% indicated this category.



SELECTION OF COMMENTS FROM BATTERY BY POST SURVEY

“Many thanks for sending the batteries. I hope to reimburse you one day!”

“Excellent service.”

“First time to use this service. Excellent!”

“Thank you for the excellent service throughout the pandemic and always! Keep up the good work!”

“Thank you so much for this service! ♥ It helps me and my deaf clients to get needed batteries on time! Especially when all my clients are shielding!” X

“Brilliant service - better than I could have expected.”

“Very, very grateful without our hearing aids we would be lost.”

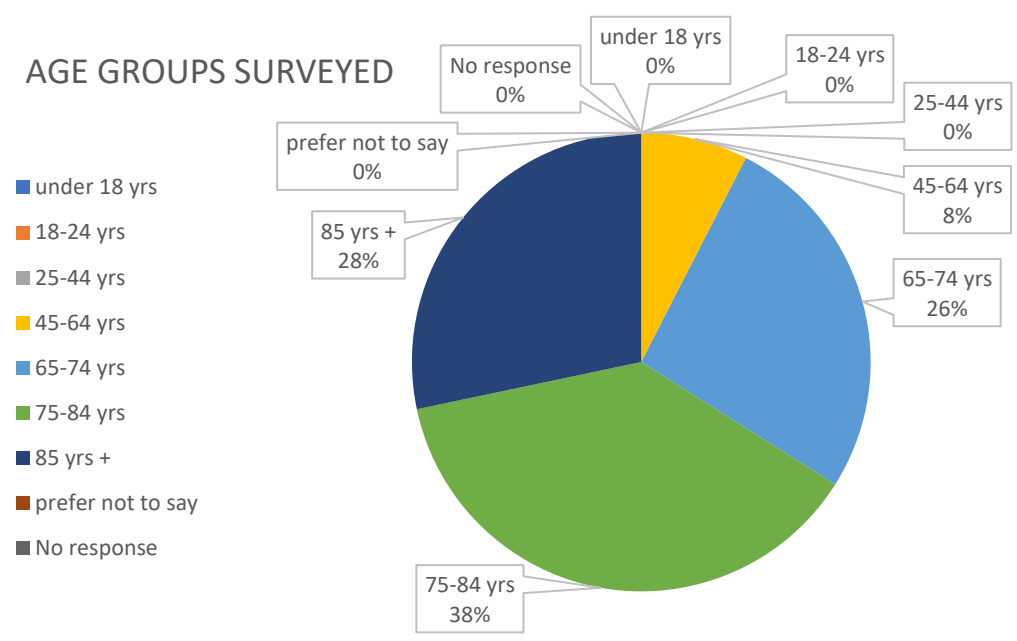
“As someone who works fulltime and long hours, this service has been brilliant as I often struggle to get batteries from sessions as can't get there during the opening hours so would love it if batteries by post could continue after covid.”

“I can leave home when I wish but I know on no other supplier of batteries during lockdown.”

“It is an essential service while the Cottenham service station is closed due to covid restrictions.”

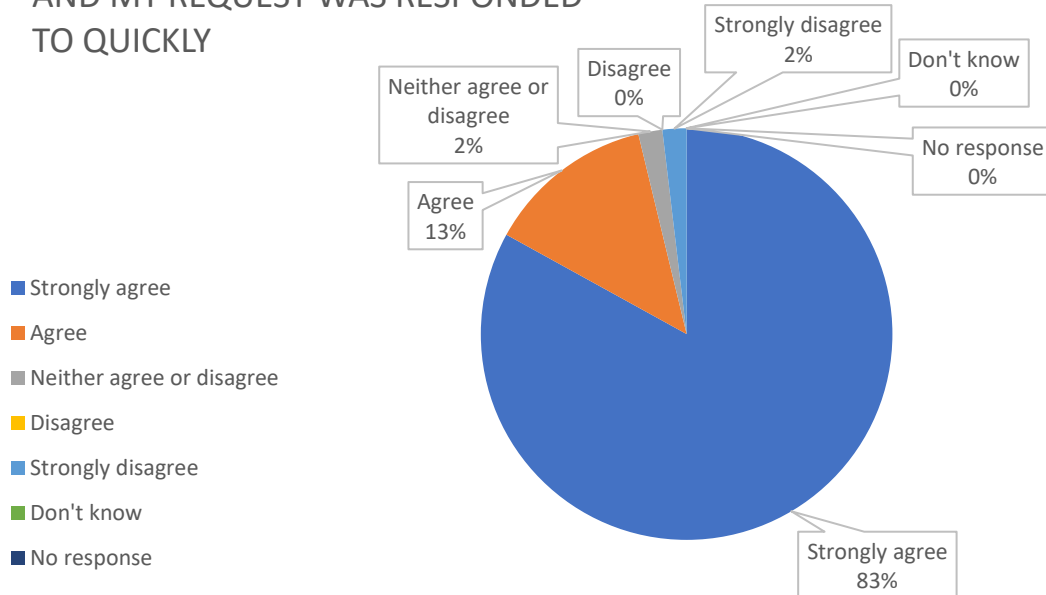
HEARING AID MAINTENANCE CENTRE BY APPOINTMENT QUESTIONNAIRE

The survey results show 92% of respondents were in the 65 years and above category, with just 8% indicating below this age group.



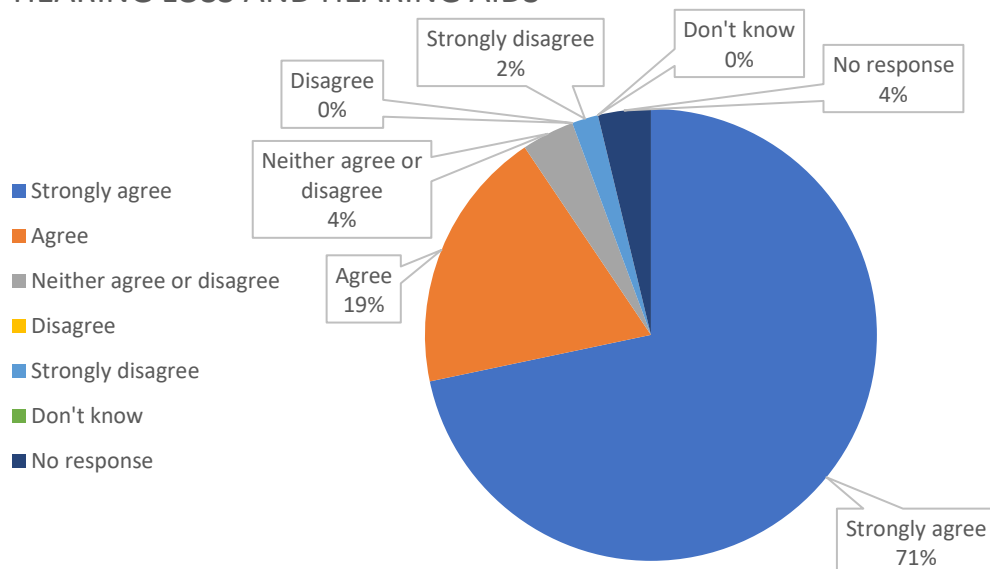
96% of service users agreed or strongly agreed Cambridgeshire Hearing Help responded well to service user needs and the requests were responded to quickly.

THIS SERVICE IS RESPONSIVE TO MY NEEDS AND MY REQUEST WAS RESPONDED TO QUICKLY

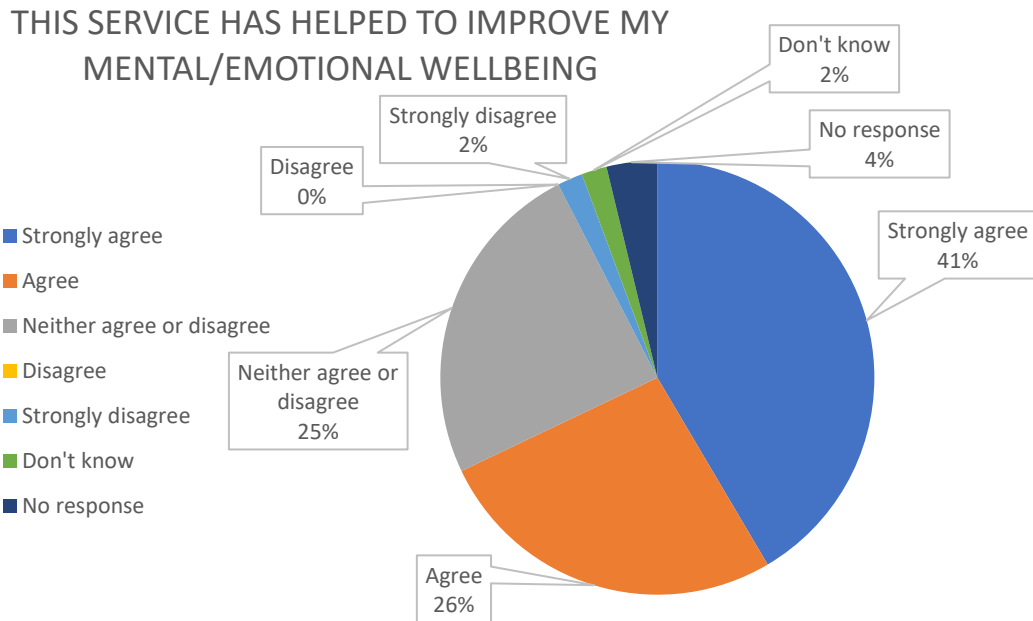


90% of respondents strongly agreed or agreed that the HAM service supported them with managing their hearing loss and hearing aids.

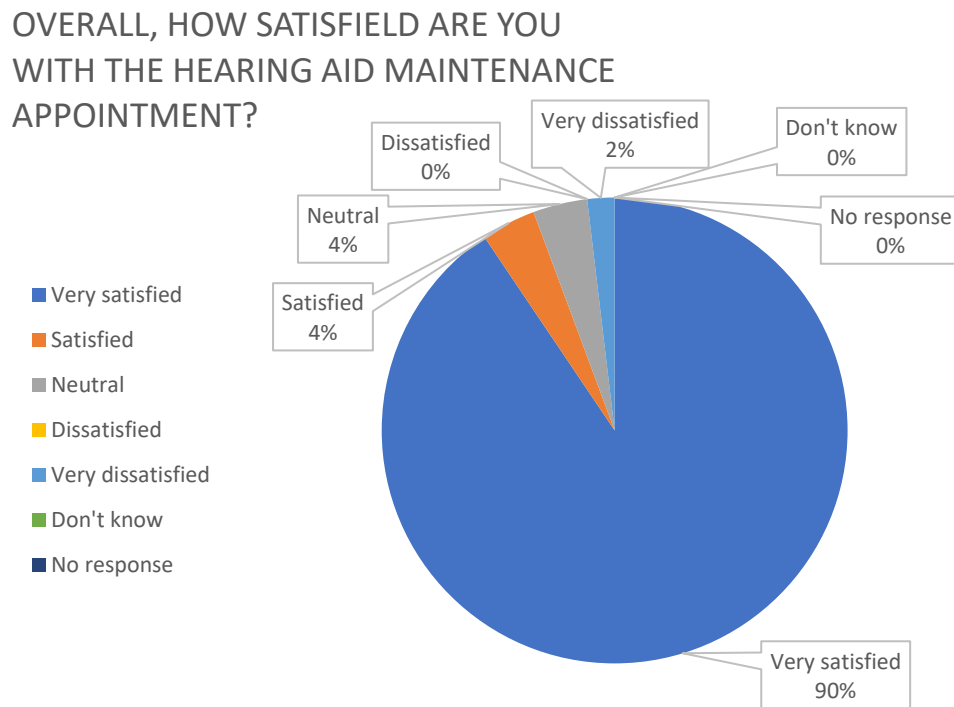
THIS SERVICE HAS SUPPORTED ME IN MANAGING MY HEARING LOSS AND HEARING AIDS



The survey results show 67% of respondents indicating they strongly agreed or agreed that the Hearing Aid Maintenance Centre service helped to improve their mental or emotional wellbeing.



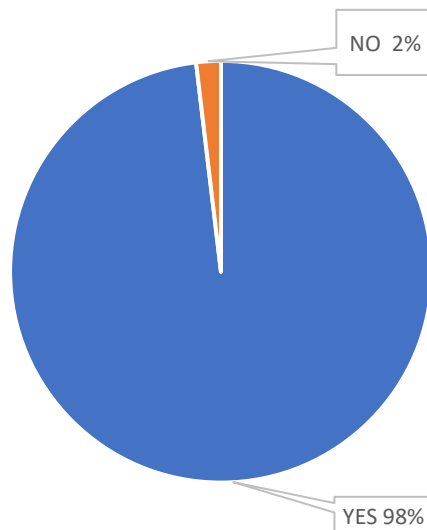
Overall, the survey results show an overwhelming majority of respondents were either satisfied or very satisfied with the hearing aid maintenance appointment. With 94% in these categories.



RECOMMENDING THE SERVICE OF CAMBRIDGESHIRE HEARING HELP

Service users at our Hearing Aid Maintenance sessions were asked if they would recommend the service of Cambridgeshire Hearing Help to others. 98% stated “yes”, leaving only 2% in the “no” category.

WOULD YOU RECOMMEND THE SERVICE OF CAMBRIDGESHIRE HEARING HELP TO OTHERS?



A SMALL NUMBER OF SERVICE USERS CHOSE TO LEAVE A VOLUNTARY COMMENT ON THE HEARING AID MAINTENANCE CENTRE'S SURVEY:

"An absolutely wonderful service, many thanks"

"I am really surprised that you have no Cambridge City HAM's (but very pleased you are able to operate where you do)"

"The lady on the door was most helpful"

"Lady very pleasant and service very efficient"

"Due to the circumstances, I was barely told what to do by the lady - only "come back in 10 mins!" Never saw her again as my hearing aid etc was left with the receptionist. I need to get another hearing aid on right hand side - but haven't a clue where to get one!! Perhaps someone in authority could tell me where to go!!"

"Received first rate service"

"Definitely recommend. Many thanks to all volunteers"

During the Covid pandemic year March 2020 – March 2021 additional compliments were offered from the service users of Cambridgeshire Hearing Help. A selection of these are shared below.

"Thank you so much. Really can't say how appreciative I am."

"Following responding quickly to battery request via mobile: "What service, thank you and I will be clapping NHS even harder tonight."

"Many thanks for such prompt service"

"The batteries arrived today, thank you very much for your prompt response, much appreciated"

"That was very quick, thank you very much. It's very generous gesture to post these out free of charge."

"Thanks, you are a lifesaver!"

"Thank you so much batteries arrived this morning, I am very impressed at the speedy way you responded."

"Take care from one very happy old deaf person."

"You are a star!"

"Thank you so much for this service. We value and appreciate you all!"

"Thank you very much indeed for the hearing aid batteries you put in the post for me. I am very grateful indeed."

"It's a wonderful service, thank you."

"I would like to thank you for the hearing aid batteries you sent me. They arrived very quickly. A very good service. First class and very appreciated."

"I want to say a huge thank you. It is just a wonderful service, I can't thank you enough, it was such an efficient service."

"Following my telephone call this week, I am writing to thank you for supplying replacement batteries for my Oticon hearing aid. I am most grateful for your help and very speedy response. If only other organisations were as efficient!"

"Thank you so much, so quick and efficient. To be commended."

"I just want to thank you all for picking up messages and carrying out the necessary instructions left on the phone/computer. You are doing a marvellous job and am so pleased to say my 4 packets of batteries arrived safely so quickly after I had left a message. Thank you for providing such a wonderful service."

"Wow! Super quick response. I am most impressed. Had you thought of joining Track & Trace to give them some advice."

"I just wanted you to know you are doing a fantastic job! Thank you."