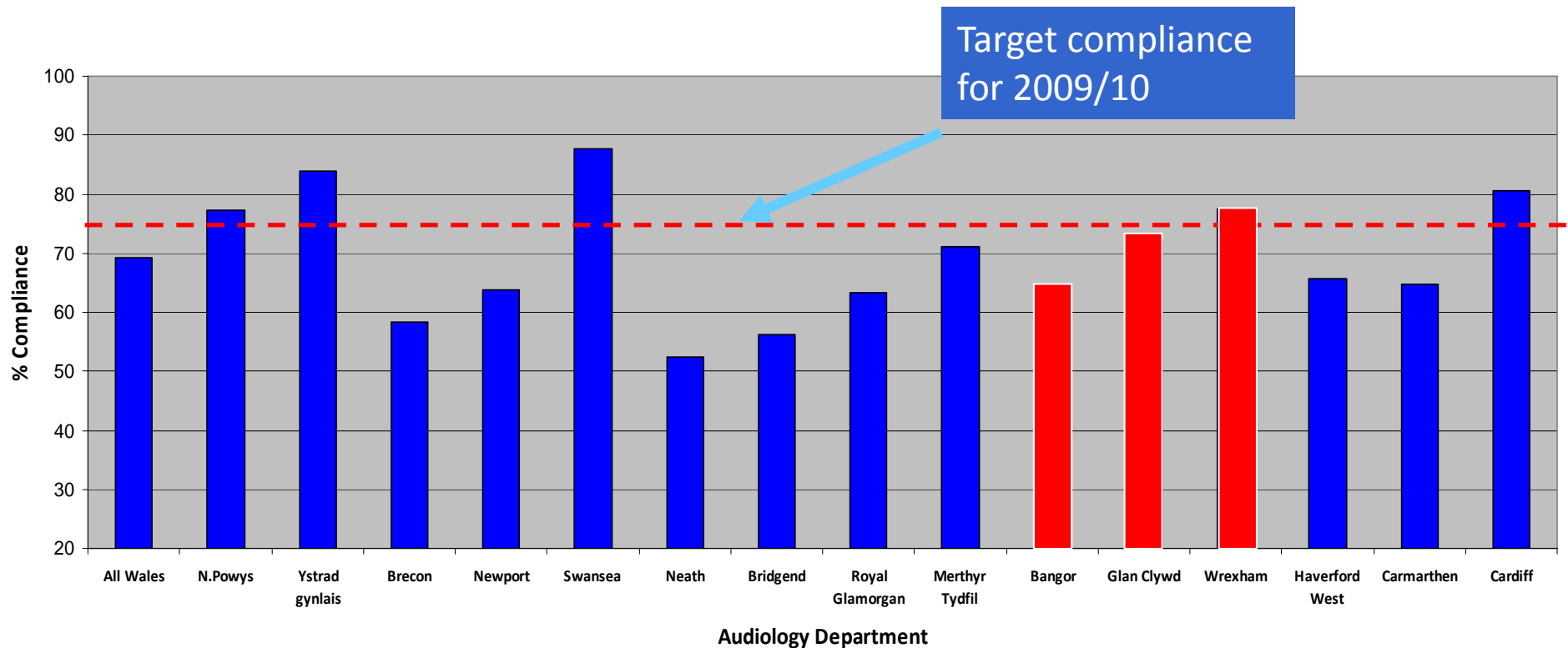


External Audit (2009/10)

Compliance (against adult standards) by Audiology Department across Wales:
How do the BCU departments compare?



Gwasanaeth Awdioleg
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Hydref 2010

Adult Audiology Service
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Eich profiad o gyfathrebu
ar y ffôn gyda'r
Gwasanaeth Awdioleg

Your experience
communicating on the
phone with the Audiology
Service

Bodlon iawn	50%
Bodlon	28%
Anfodlan	1%
Anfodlan iawn	0%
Heb ddatgan	22%

Very satisfied	50%
Satisfied	28%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	22%

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Yr amser y buoch yn aros
am eich apwyntiadau

The time you waited for
your appointments

Bodlon iawn	52%
Bodlon	39%
Anfodlon	7%
Anfodlan iawn	0%
Heb ddatgan	2%

Very satisfied	52%
Satisfied	39%
Dissatisfied	7%
Very dissatisfied	0%
Not stated	2%

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Yr amser y buoch yn aros
yn eich apwyntiadau

The time you waited at
your appointment

Bodlon iawn	70%
Bodlon	24%
Anfodlon	2%
Anfodlan iawn	0%
Heb ddatgan	4%

Very satisfied	70%
Satisfied	24%
Dissatisfied	2%
Very dissatisfied	0%
Not stated	4%

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Lleoliad eich
apwyntiadau

The location of your
appointment

Bodlon iawn	74%
Bodlon	20%
Anfodlon	2%
Anfodlon iawn	0%
Heb ddatgan	4%

Very satisfied	74%
Satisfied	20%
Dissatisfied	2%
Very dissatisfied	0%
Not stated	4%

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Y gwasanaeth amnewid
batri a thrwsio teclynnau
clyw drwy'r post

The postal hearing aid repair
and battery replacement
service

Bodlon iawn	20%
Bodlon	4%
Anfodlon	0%
Anfodlon iawn	0%
Ddim yn berthnasol	61%
Heb ddatgan	15%

Very satisfied	20%
Satisfied	4%
Dissatisfied	0%
Very dissatisfied	0%
Not applicable	61%
Not stated	15%

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Eich croeso yn y
dderbynfa

Your welcome at
reception

Bodlon iawn	81%
Bodlon	17%
Anfodlon	0%
Anfodlon iawn	0%
Heb ddatgan	2%

Very satisfied	81%
Satisfied	17%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	2%

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Ymddangosiad yr ystafell
aros

The appearance of the
waiting room

Bodlon iawn	54%	Very satisfied	54%
Bodlon	42%	Satisfied	42%
Anfodlon	2%	Dissatisfied	2%
Anfodlon iawn	0%	Very dissatisfied	0%
Heb ddatgan	2%	Not stated	2%

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Ymddangosiad yr
ystafelloedd clinig

The appearance of the
clinic rooms

Bodlon iawn	65%
Bodlon	29%
Anfodlon	0%
Anfodlon iawn	0%
Heb ddatgan	6%

Very satisfied	65%
Satisfied	29%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	6%

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Cyfforddusrwydd yr
ystafelloedd clinig

The comfort of the clinic
rooms

Bodlon iawn	57%
Bodlon	39%
Anfodlon	0%
Anfodlon iawn	0%
Heb ddatgan	4%

Very satisfied	57%
Satisfied	39%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	4%

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Yr wybodaeth a
dderbyniocch gyda'r
llythyrau apwyntiad

The information you
received with the
appointment letters

Bodlon iawn	59%
Bodlon	37%
Anfodlon	2%
Anfodlon iawn	0%
Heb ddatgan	2%

Very satisfied	59%
Satisfied	37%
Dissatisfied	2%
Very dissatisfied	0%
Not stated	2%

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Yr wybodaeth ysgrifenedig
a dderbynioch yn ystod
eich apwyntiadau

The written information
you received at your
appointments

Bodlon iawn	63%
Bodlon	24%
Anfodlon	0%
Anfodlon iawn	0%
Heb ddatgan	13%

Very satisfied	63%
Satisfied	24%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	13%

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Yr wybodaeth yn yr
ystafell aros

The information in the
waiting room

Bodlon iawn	39%
Bodlon	39%
Anfodlon	2%
Anfodlon iawn	0%
Heb ddatgan	20%

Very satisfied	39%
Satisfied	39%
Dissatisfied	2%
Very dissatisfied	0%
Not stated	20%

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Proffesiynoliaeth staff y
dderbynfa

The professionalism of
the reception staff

Bodlon iawn	72%
Bodlon	26%
Anfodlon	0%
Anfodlon iawn	0%
Heb ddatgan	2%

Very satisfied	72%
Satisfied	26%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	2%

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Oedolion
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Proffesiynoliaeth yr
awdiolegydd

The professionalism of
the Audiologist

Bodlon iawn	81%	Very satisfied	81%
Bodlon	17%	Satisfied	17%
Anfodlon	0%	Dissatisfied	0%
Anfodlon iawn	0%	Very dissatisfied	0%
Heb ddatgan	2%	Not stated	2%

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Y cyfleoedd a gawsoch i
drafod unrhyw broblemau
neu anawsterau

The opportunities you
were given to discuss any
problems or difficulties

Bodlon iawn	72%	Very satisfied	72%
Bodlon	17%	Satisfied	17%
Anfodlon	2%	Dissatisfied	2%
Anfodlon iawn	0%	Very dissatisfied	0%
Heb ddatgan	9%	Not stated	9%

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Unrhyw esboniadau a
gawsoch

Any explanations you
were given

Bodlon iawn	70%
Bodlon	20%
Anfodlon	0%
Anfodlon iawn	0%
Heb ddatgan	10%

Very satisfied	70%
Satisfied	20%
Dissatisfied	0%
Very dissatisfied	0%
Not stated	10%

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Pa mor dda y gwnaethom
ddeal eich problemau clyw

How well we understood
your hearing problem

Bodlon iawn 65%

Very satisfied 65%

Bodlon 24%

Satisfied 24%

Anfodlon 2%

Dissatisfied 2%

Anfodlon iawn 0%

Very dissatisfied 0%

Heb ddatgan 9%

Not stated 9%

Gwasanaeth Awdioleg
Oedolion
Holiadur Bodlonrwydd
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Faint o gymorth gawsoch
gennym i reoli eich
problemau clyw

How much we helped you
manage your hearing
problem

Bodlon iawn	70%
Bodlon	20%
Anfodlon	2%
Anfodlon iawn	0%
Heb ddatgan	8%

Very satisfied	70%
Satisfied	20%
Dissatisfied	2%
Very dissatisfied	0%
Not stated	8%

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Sut y gwnaethom gynnwys
yr aelod teulu neu ffrind a
ddaeth gyda chi

How we involved the
family member or friend
you brought with you

Bodlon iawn	24%
Bodlon	2%
Anfodlon	2%
Anfodlon iawn	0%
Ddim yn berthnasol	48%
Heb ddatgan	24%

Very satisfied	24%
Satisfied	2%
Dissatisfied	2%
Very dissatisfied	0%
Not applicable	48%
Not stated	24%

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Ar y cyfan, y gwasanaeth
awdioleg a dderbynioch

Overall, the Audiology
service you received

Bodlon iawn	70%	Very satisfied	70%
Bodlon	22%	Satisfied	22%
Anfodlon	0%	Dissatisfied	0%
Anfodlon iawn	0%	Very dissatisfied	0%
Heb ddatgan	8%	Not stated	8%