

Universal Newborn Hearing Screening Customer Feedback

Universal Newborn Hearing Screening Program (SA)
295 South Terrace Adelaide, SA, 5000
Ph: (08) 8303 1585 Fax: (08) 8303 1640

We are always looking at ways to improve our service and would appreciate your time in completing this quick survey and returning it to us in the post (our address is above). Your responses will help us build our future services. The survey takes approximately 2 minutes to complete.

1. How did you learn about our Universal Hearing Screening (UNHS) Program?
(you may select more than 1 response)

- Family/Friend
- From other health professionals
- In hospital
- Child and Family Health Nurse
- Media: Newspaper/Radio/TV/Website
- Other

2. Were you provided with information about UNHS prior to receiving this service?

- | | YES | NO |
|-----------------------------------|--------------------------|--------------------------|
| Family/Friend | <input type="checkbox"/> | <input type="checkbox"/> |
| From other health professionals | <input type="checkbox"/> | <input type="checkbox"/> |
| In hospital | <input type="checkbox"/> | <input type="checkbox"/> |
| Child and Family Health Nurse | <input type="checkbox"/> | <input type="checkbox"/> |
| Media: Newspaper/Radio/TV/Website | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |

If No, what information would have been helpful?

3. How long did your baby wait to see an UNHS audiologist once you were advised your baby would be referred?

- 24 to 72 hours
- between 1 – 2 weeks
- between 1 - 3 months
- 72 hours to 1 week
- between 2 – 4 weeks
- greater than 3 months



4. How would you rate the following things about the service you attended?

(please rate the following by circling the appropriate number)

a. The waiting time to receive the service was acceptable

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

b. Staff listened to me

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

c. Staff explained things clearly

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

d. I felt comfortable asking questions

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

e. I was given enough information to make a decision about what I needed to do next

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

f. The service appointment time and venue was convenient

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

g. The service was easy to get to

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

h. The building/waiting area was satisfactory

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

i. The service has been useful/helpful

1. strongly disagree	2. disagree	3. neutral	4. agree	5. strongly agree

If any part of the service was unsatisfactory, please provide more information

Do you have any positive comments about the service you received?

Thank you for taking the time to complete this survey.

Trish Strachan

Executive Director, Primary and Population Health Directorate



Government
of South Australia

SA Health