

EARtrak Progress Report

The report summarises data received since 03/02/2014 for Practice ID: 123.

We have received Client Data Sheets for the following clients:

02120826	02120827	02120828	02120829	02120830
02120832	02120833	02120834	02120835	02120836
02120837	02120838	02120839	02120840	02120841

We have received Respondent Survey forms for the following clients:

01120716	01120718	01120723	02120826	02120827
02120828	02120829	02120834	02120836	02120838
02120840.				

PLEASE NOTE: The following clients have requested that you contact them for a fitting review:

02120827 02120840

The final section of this report contains any comments your clients may have made. Comments are only included where your client has given their permission.

Respondent comments for Practice: 123, Client: 01120716

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Not stated	Dissatisfied	Dissatisfied	Satisfied	Neutral	Neutral
Watching TV	In a car	At work	On the phone	At a restaurant	
Neutral	Neutral	Not stated	Not stated	Not stated	

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Not stated	Satisfied	Very satisfied	Very satisfied	Very satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Not stated	Not stated	Not stated	Not stated	Not stated	Not stated

Q.13 Comments – My own voice is different – one aspect being worked on at present. My next appointment is 07/02/2013. I have bracketed the areas (clarity of tone, sound of own voice, ability to tell location of sounds and comfort with loud sounds) that affect me most at present. I do have treatment for hypertension.

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Very satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Q.14 Comments – I am very satisfied with the treatment I have been given. I feel impressed and appreciate the effort afforded in trying to get the fine tuning improvement.

Respondent comments for Practice: 123, Client: 01120718

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Satisfied	Neutral	Neutral	Satisfied	Satisfied	Satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Satisfied	Satisfied	Not relevant	Satisfied	Neutral	

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Not stated	Very satisfied	Dissatisfied	Very satisfied	Satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied

Q.13 Comments – Trouble changing ear piece.

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Respondent comments for Practice: 123, Client: 01120723

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Satisfied	Neutral	Dissatisfied	Neutral	Satisfied	Satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Satisfied	Neutral	Neutral	Neutral	Neutral	

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Satisfied	Not relevant	Satisfied	Satisfied	Satisfied	Satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Very satisfied	Very satisfied	Very satisfied	Neutral	Satisfied	Not relevant

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Very satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Respondent comments for Practice: 123, Client: 02120826

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Neutral	Neutral	Neutral	Very Dissatisfied	Neutral	Not stated
Watching TV	In a car	At work	On the phone	At a restaurant	
Neutral	Neutral	Not stated	Neutral	Neutral	

Q.12 Comments – Sharp unexpected noises are very “stressful” e.g Metal object dropped, car door closing. Noise when washing dishes in sink. Children “cry out”, bird squawking. Small dog barking.

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Neutral	Neutral	Satisfied	Satisfied	Dissatisfied	Very dissatisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Neutral	Very dissatisfied	Very dissatisfied	Neutral	Very dissatisfied	Very dissatisfied

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Satisfied	Satisfied	Satisfied	Neutral
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Satisfied	Satisfied		Satisfied

Respondent comments for Practice: 123, Client: 02120827

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Very satisfied	Satisfied	Satisfied	Very satisfied	Very satisfied	Not stated
Watching TV	In a car	At work	On the phone	At a restaurant	
Very satisfied	Satisfied	Satisfied	Satisfied	Satisfied	

Q.12 It has absolutely changed my life.

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Very satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Very satisfied

Q.13 Comments – My favourite accessory.

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Very satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Q.14 Comments – Have nothing but high regard for personel or service.

Respondent comments for Practice: 123, Client: 02120828

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Neutral	Neutral	Neutral	Neutral	Neutral	Satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Dissatisfied	Dissatisfied	Satisfied	Neutral	Dissatisfied	

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Dissatisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Very satisfied	Satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Very satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Respondent comments for Practice: 123, Client: 02120829

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Very satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Very satisfied	Not stated	Not stated	Neutral	Very satisfied	

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Neutral	Very satisfied	Satisfied	Satisfied	Satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Satisfied	Satisfied	Satisfied	Neutral	Satisfied	Very satisfied

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Very satisfied
Amount of time spent		Cleanliness and appearance of office	Service after purchase
Very satisfied		Very satisfied	Very satisfied

Respondent comments for Practice: 123, Client: 02120834

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Very satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied	Very satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Very satisfied	Satisfied	Not stated	Dissatisfied	Satisfied	

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Satisfied	Satisfied	Very satisfied	Very satisfied	Very satisfied	Satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Very satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Very satisfied

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Satisfied	Very satisfied	Very satisfied	Very satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Respondent comments for Practice: 123, Client: 02120836

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Satisfied	Neutral	Neutral	Neutral	Satisfied	Satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Very satisfied	Very satisfied	Neutral	Very satisfied	Neutral	

Q.12 Comments – I still have difficulty at time, with background noise e.g restaurants and big groups. Sometime it's because of bad acoustics.

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Satisfied	Neutral	Satisfied	Satisfied	Neutral	Neutral
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Satisfied	Satisfied	Satisfied	Satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Satisfied	Satisfied		Satisfied

Q.14 Comments –

- 1) Need a better sign out front so people can find them.
- 2) Need magazines or papers when waiting longer for appointments.
- 3) Would be nice to have some water to drink.

Respondent comments for Practice: 123, Client: 02120838

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Satisfied	Satisfied	dissatisfied	Satisfied	Not relevant	Not relevant
Watching TV	In a car	At work	On the phone	At a restaurant	
Satisfied	Satisfied	Neutral	Neutral	Not relevant	

Q.12 Comments – I found I got a lazy listener with my old hearing aids. I feel I have overcome this habit to a large degree with my new hearing aids.

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Neutral	Satisfied	Very satisfied	Satisfied	Satisfied
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Satisfied	Satisfied	Neutral	Very satisfied	Satisfied	Neutral

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Satisfied
Amount of time spent	Cleanliness and appearance of office		Service after purchase
Very satisfied	Very satisfied		Very satisfied

Q.14 Comments – Since installation I have not had any need for service. This situation speaks for itself.

Respondent comments for Practice: 123, Client: 02120840

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations					
With one person	In small groups	In large groups	Outdoors	At a concert or movie	At church or at a lecture
Satisfied	Satisfied	Neutral	Satisfied	Satisfied	Satisfied
Watching TV	In a car	At work	On the phone	At a restaurant	
Very dissatisfied	Dissatisfied	Neutral	Very dissatisfied	Neutral	

Q.12 Comments – I have been supplied with a dongle with my hearing aid to assist me to hear TV and I find that the dongle will only work for short periods before dropping out to reconnect and have to turn it off and on again.

Your responses for Question 13 - Satisfaction with Hearing Aid Features					
Overall fit/ comfort	Ease of adjusting volume	Visibility	Cleaning frequency	Ongoing expense	Battery life
Very satisfied	Very satisfied	Satisfied	Satisfied	Very satisfied	Neutral
Reliability	Clarity	Sound of own voice	Localisation	Loud sounds	Whistling
Satisfied	Neutral	Satisfied	Very dissatisfied	Dissatisfied	Satisfied

Q.13 Comments – I am dissatisfied with some aspects of the dongle I was supplied with.

Your responses for Question 14 - Satisfaction with Service Provider			
Professionalism of clinician	Friendliness of staff	Patience of clinician	Explanations given
Very satisfied	Very satisfied	Very satisfied	Neutral
Amount of time spent		Cleanliness and appearance of office	Service after purchase
Satisfied		Very satisfied	Satisfied

Q.14 Comments – I have received very good service from my provider and they have always done their best to assist me with my hearing. I have one complaint the manufacturer of my hearing aid and that it was not supplied with an on off switch and that means I need to remove the batteries to perform this task.