



Hearing is Believing

Also at www.allen-fisher.com

October 2009

Thank you for your feedback

This year, Allen-Fisher Acoustics commissioned Shaw Preston Consulting, to conduct a client survey as part of its ongoing service review process.

A confidential report presented the demographic details and opinions of AFA clients who participated in the *2009 Client Satisfaction Survey*, between February 2009 and July 2009.

This survey of client opinion involved **300** clients, **215** respondents (almost **72%**).

Client respondents were fairly evenly divided between males (**49%**) and females (**51%**), and between the age groups of 65 to 80 years (**47%**) and 80 years and over (**45%**). Demographic details also revealed that the majority of respondents were: *funded either by OHS alone or by OHS*

with a personal top-up contribution (76%); tested by AFA as having a hearing loss of less than 45 3FAHLs (65%); self-rated as having a moderate hearing loss (64%); classified as return clients (64%) rather than new clients; wearing their hearing aids for greater than 4 hours a day (72%); and fitted with two hearing aids (binaural) (73%) rather than with one (monaural) by AFA.

Approximately **96%** of the clients indicated that they would be likely to stay as clients of AFA and *would also be likely to recommend AFA to others in the future.*

Overall, the vast majority of clients reported **high levels** of satisfaction. More than nine out of ten, (**99.07%**), indicated

that they were happy (satisfied) with the service that AFA's staff provide.

25 clients (11.6%) offered suggestions for improvements, some of which included the *offering of more hearing aid information and more batteries, as well as a trial for new hearing aids.*

31 clients (15.9%) requested *hearing aid assistance with volume, modulation, definition, echoing, whistling, amplification and feedback.* Also mentioned were issues related to *cleaning, TV, telephone and batteries.*

Over **270** comments were recorded, many of which showed that clients were particularly **satisfied** with: *the warmth, friendliness and helpfulness of AFA's staff; their professional and service-focussed approach; and their excellent standard of service.*

Others comments indicated that clients were still **satisfied**, although slightly less so, with: *their hearing aid performance and reliability; and the comfort or appearance of AFA's premises.*

Very few of AFA's service areas scored **less than "4"** (for "Satisfied") and even fewer scored any neutral responses ("3s") or "2's" (for "Dissatisfied").

In conclusion, the *2009 Survey* found that overall, AFA's clients were **very satisfied** with the level of service that they had received to date. It also identified a small number of areas which could benefit from some attention and established a baseline from which to monitor and compare client perceptions over time.

Thank you to everyone involved.

Balgowlah 9948 0844

Castle Hill 9634 8127

Hornsby 9476 0002

Lindfield 9416 5694

Mona Vale 9979 8092

Ryde 9877 6300

Now you can learn more on DVD

Allen-Fisher Acoustics has produced a new DVD which will help clients and their families to learn more about hearing loss and the advantages of different types and styles of hearing aids.

Topics that are covered in the DVD include

- types of hearing loss,
- how hearing loss occurs,
- having a hearing test,
- how qualified clinical staff can help people with hearing loss,
- types of hearing aids

- choosing from the different solutions to hearing loss,
- placement of the aid in the ear,
- cleaning and maintaining your hearing aid
- communication tactics,
- dealing with situations such as background noise and eating out,
- how to check the improvements in hearing with your new aids
- using the telephone as well as
- other aids to hearing.

It has an easy to follow format and is useful for both new users of hearing aids as well as a refresher for more experienced users.

Allen-Fisher Acoustics will loan existing clients a copy of the DVD.

Talk to the staff at your clinic about the DVD.



Hear clearer with Oricom phones

Allen-Fisher Acoustics is now an authorised reseller of the Oricom phone range.

These phones are packed with great features such as

- Big Buttons,
- Volume Control,
- Boost Button and



- Extra phones and answer machines which link to the main phone.

The phones are set up on display at all clinics ready for a live demonstration.

Thank you for your patience

During the last three years clients at all six Allen-Fisher Acoustics clinics have experienced difficulties in relation to access and parking because of major developments, road works and diversions. While all these difficulties have been outside the control of the staff of Allen-Fisher Acoustics, every effort has been made to help and assist clients with written and verbal advice about parking and access.

At Balgowlah, disruptions were caused by the redevelopment of Totem Shopping Centre, at Castle Hill by the changes to Old Northern Road and Terminus St, at Hornsby by the rebuilding of Hornsby Hospital Accident and Emergency, at Lindfield by changes to car parking availability, at Mona Vale by the redevelopment of Bungan Court and at Ryde with the almost completed redevelopment of the Top Ryde Shopping Centre. Thank you for your loyalty and patience as we have struggled together to find solutions so we can continue to provide you with the best possible care.