

**University of Southampton BSc Healthcare Science  
(Audiology) and MSc Audiology programmes:  
Patient/Carer Questionnaire**

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Thank you for agreeing to give some feedback to this student. Your comments about the service you have just received are important in helping the student train to be a good Audiologist.

Below are some questions to help you think about how well the student carried out the appointment today. Please answer as many of them as you can. **Your comments on the student's performance will not affect your care in any way.**

1. When you arrived, did the student make you feel welcome?
2. Did the student consider any additional needs that you might have? For example, eyesight problems?
3. How well did they 'set the scene' at the start of the appointment?
4. How well did the student communicate with you during the appointment? Were they listening and interested?

5. Did they involve you in decisions about your care?
  
6. Did the student tell you what they were doing during the appointment? Were there any times when you did not understand what was happening?
  
7. Did they have good hand hygiene? For example, did they regularly use the hand gel in the room?
  
8. Did the student put you at ease during the appointment?
  
9. If you came with a carer or relative, how well did the student involve them in the appointment (where appropriate)?
  
10. Would you see this student Audiologist again? (Please answer: No/Would prefer to see someone else /Yes, happy to/Yes, very happy to)

**If there is anything else you would like to say to the student about their performance today then please do so.**

**Many thanks.**