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.

Forms received since:03/02/2014

Your	Your responses for Question 12 - Satisfaction with Listening Situations								
With one person				large oups	Outdoors		At a concert or movie		At church or at a lecture
Not stated	С	Dissatisfied	•	atisfied	Satisfied		Neutral		Neutral
Watching TV	7	In a ca	r	At v	At work		On the phone		t a restaurant
Neutral		Neutra	Neutral		Not stated		Not stated		Not stated

Your r	Your responses for Question 13 - Satisfaction with Hearing Aid Features							
Overall fit/ comfort	Ease of adjusting volume	Visibility	Ongoing expense	Battery life				
Very satisfied	Not stated	Satisfied	Very satisfied	Very satisfied	Very satisfied			
Reliability	Clarity	Sound of	Localisation	Loud	Whistling			
		own voice		sounds				
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	Friend	lliness of staff	Patience of clinician		Explanations given			
Very satisfied	Ve	ry satisfied	Very satisfied		Very satisfied			
·			ess and e of office	Ser	vice after purchase			
Very satisfied		Very sa	atisfied	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.

Forms received since:03/02/2014

Your re	Your responses for Question 12 - Satisfaction with Listening Situations							
With one	In small			Outdoors		At a conce or movie		
person	groups	groups grou				or movie	at a lecture	
Satisfied	Neutral	Ne	eutral	I Satisfied		Satisfied	Satisfied	
Watching TV	In a ca	In a car		At work		the phone	At a restaurant	
Satisfied	Satisfie	d	Not relevant		Satisfied		Neutral	

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

Q.13 Comments – Trouble changing ear piece.

Your respon	Your responses for Question 14 - Satisfaction with Service Provider								
Professionalism of clinician	Friend	liness of staff	Patience of clinician		Explanations given				
Very satisfied	Ve	ry satisfied	Very satisfied		Satisfied				
Amount of time sp	ent	Cleanliness and		Ser	vice after purchase				
		appearanc	e of office						
Very satisfied		Very sa	atisfied		Very satisfied				

Your r	Your responses for Question 12 - Satisfaction with Listening Situations							
With one person	In small groups	3			ors	At a conce or movie		
Satisfied	Neutral	Diss	atisfied	Neutral		Satisfied	Satisfied	
Watching TV	In a ca	r	At v	work C		the phone	At a restaurant	
Satisfied	Neutra	I	Neutral		Neutral		Neutral	

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

Your respon	Your responses for Question 14 - Satisfaction with Service Provider								
Professionalism of clinician	Friend	liness of staff	Patience of clinician		Explanations given				
Very satisfied	Ve	ry satisfied	Very satisfied		Very satisfied				
Amount of time sp	Amount of time spent Cleanlin appearance			Ser	vice after purchase				
Very satisfied		Very s	atisfied		Very satisfied				

Forms received since:03/02/2014

Your re	Your responses for Question 12 - Satisfaction with Listening Situations								
With one person	In small groups		large oups	Outdo	ors	At a conce		At church or at a lecture	
Neutral	Neutral		eutral	al Very		Neutral		Not stated	
				Dissatis	sfied				
Watching TV	In a car	•	At v	ork	On the phone		At	a restaurant	
Neutral	Neutral		Not s	tated	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 r	Your responses for Question 13 - Satisfaction with Hearing Aid Features Overall fit/ Ease of Visibility Cleaning Ongoing Battery life									
Overall fit/ comfort	Ease of adjusting volume	Visibility	frequency expense							
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								
	Friend	liness of staff	Patience of clinician		Explanations given			
clinician			ciinician	1				
Satisfied		Satisfied	Satisfied		Neutral			
Amount of time spent Cleanlin			ess and e of office	Ser	vice after purchase			
					Catiofied			
Satisfied		Satis	sileu		Satisfied			

Forms received since:03/02/2014

Your r	Your responses for Question 12 - Satisfaction with Listening Situations									
With one	In small			Outdoors		At a concert or movie		At church or at a lecture		
person	groups	gı	oups			OI IIIOVIE		at a lecture		
Very satisfied	Satisfied	Sa	tisfied	Very sat	atisfied Very satis		ed	Not stated		
Watching TV	In a ca	In a car		At work C		On the phone		t a restaurant		
Very satisfied	Satisfie	Satisfied		Satisfied		Satisfied		Satisfied		

Q.12 It has absolutely changed my life.

Your r	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	Localisation	Loud	Whistling				
	_	own voice		sounds					
Very satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Very satisfied				

Q.13 Comments – My favourite accessory.

Your respon	Your responses for Question 14 - Satisfaction with Service Provider									
Professionalism of clinician	Friend	liness of staff	Patience clinician		Explanations given					
Very satisfied	Vei	ry satisfied	Very satisfied		Very satisfied					
Amount of time sp	ent	Cleanliness and		Service after purchase						
		appearance	e of office							
Very satisfied		Very satisfied		Very satisfied						

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

Your r	Your responses for Question 12 - Satisfaction with Listening Situations									
With one	In small		large	Outdo	ors	At a concer		At church or		
person	groups	groups groups				or movie		at a lecture		
Neutral	Neutral	N	eutral	Neutr	ral Neutral			Satisfied		
Watching TV	In a ca	In a car		At work Or		n the phone		t a restaurant		
Dissatisfied	Dissatisfi	Dissatisfied		Satisfied		Neutral		Dissatisfied		

Your r	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	Ve	ry satisfied	Very satisf	ied	Very satisfied				
Amount of time sp	ent	Cleanliness and		Service after purchase					
		appearance	e of office						
Very satisfied		Very sa	atisfied		Very satisfied				

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

Your r	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	Localisation	Loud	Whistling					
	-	own voice		sounds						
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	Ve	ry satisfied	Very satisf	ied	Very satisfied				
Amount of time sp	ent	Cleanliness and		Service after purchase					
		appearance	e of office						
Very satisfied		Very sa	atisfied		Very satisfied				

Your r	Your responses for Question 12 - Satisfaction with Listening Situations									
With one	In small In larg		•	Outdoors		At a concert		At church or		
person		groups gr		oups			or movie		at a lecture	
Very satisfied	Ve	ery satisfied	Very	satisfied	Very satisfied		Very satisfied		Very satisfied	
Watching TV	Watching TV In a car		r	At w	work On		the phone		t a restaurant	
Very satisfied	Satisfied		d Not stated		tated	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	Localisation	Loud	Whistling			
	_	own voice		sounds				
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	Ve	ry satisfied	Very satisfied		Very satisfied			
Amount of time sp	ent	Cleanlin	ess and	Ser	vice after purchase			
		appearance	e of office					
Very satisfied		Very sa	atisfied		Very satisfied			

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Your responses for Question 12 - Satisfaction with Listening Situations									
With one	In small	In large Outdoors		Outdoors At a concer		rt At chur	rch or		
person	groups	gr	groups			or movie	at a le	cture	
Satisfied	Neutral	N	eutral	Neutr	ral	Satisfied	Satis	fied	
Watching TV	In a ca	r	At wo		vork On t		At a resta	urant	
Very satisfied	Very satis	fied Net		Neutral Ve		y satisfied	Neutra	al	

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 r	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 sp	f time spent Cleanlin appearanc				vice after purchase			
Satisfied		Satis	sfied		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.

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Your responses for Question 12 - Satisfaction with Listening Situations									
With one person	In small groups		large oups			At a conce or movie		At church or at a lecture	
Satisfied	Satisfied	diss	atisfied	Satisfied Not re		Not relevar	nt	Not relevant	
Watching TV	In a ca	r	At v	At work		On the phone		t a restaurant	
Satisfied	Satisfie	d	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 r	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	Satisified	Satisified				
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	Ve	ry satisfied	Very satisfied		Satisfied			
Amount of time sp	spent Cleanlin appearanc			Ser	vice after purchase			
Very satisfied		Very sa	atisfied		Very satisfied			

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

Forms received since:03/02/2014

Your responses for Question 12 - Satisfaction with Listening Situations									
With one	In small	In	In large Outdoors		ors At a concert		At church or		
person	groups	gr	groups			or movie		at a lecture	
Satisfied	Satisfied	N	eutral	Satisf	ied	Satisfied		Satisfied	
Watching TV	In a ca	ır	At work		On the phone		Α	t a restaurant	
Very dissatisfie	ed Dissatist	ied	Neu	utral	al 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 r	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 dissapointed with some aspects of the dongle I was supplied with.

Your responses for Question 14 - Satisfaction with Service Provider									
Professionalism of	Friendliness of staff				Explanations given				
clinician			clinician						
Very satisfied	Ve	ry satisfied	Very satisfied		Neutral				
Amount of time sp	ent	Cleanlin	ess and S		vice after purchase				
		appearance of office							
Satisfied		Very sa	atisfied		Satisfied				

Q.14 Comments – I have received very good service from my provider and they have always done there 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.