




Hear things  
differently



# Improving Patient Access – Services Closer to Home

A SHORT SURVEY FOR SOUTHLAND RECIPIENTS



Southern  
Cochlear  
Implant  
Programme

# We need your thoughts!

The Southern Cochlear Implant Programme is looking at ways it can improve access to our services for patients living in Southland. For this, we need your help.

We're keen to know more about how you use our service, particularly if you have to travel long distances to get to appointments in Christchurch. We'd really appreciate it if you could complete the short survey below. All identifying information you provide is confidential and will not be disclosed.

From the survey we'll produce a summary of our findings and organise to meet in Invercargill to discuss next steps for improving patient access. These meetings will be organised at a suitable time in early 2018.

We use your information anonymously, particularly your **age, postcode, and how long you have had your implant**, to help us better understand how we should adapt our service to meet different needs.

We'd be grateful if you could return the survey by **31 January 2018** in the post-paid self-addressed envelope included. If you have any questions or concerns, please feel free to contact our Clinical Manager (Jill Mustard) at [jill.mustard@scip.co.nz](mailto:jill.mustard@scip.co.nz) or on (03) 355 3041 or 0800 500 405.

## Your Details

1. Name: \_\_\_\_\_
2. Age:
  - 19-29
  - 30-39
  - 40-49
  - 50-59
  - 60-69
  - 70-79
  - 80 years and over
3. What is your post code?
4. How long have you had your implant?
  - Less than 3 months
  - 3 – 6 months
  - 6 – 12 months
  - 12 – 24 months
  - More than 2 years

## Our Services – What is Most Important to You?

5. Which of the services that we provide do you find **most** important when you visit Christchurch? Next to the items below, please enter a number from 1 to 10 where:  
1 = most important  
10 = least important  
You can mark as few or as many items as you like. You may choose to only mark a few things you feel are the most important. You do not have to mark all items.
  - Speech perception testing
  - An audiogram with my cochlear implant
  - Changes to my MAP/ listening programme
  - Rehabilitation (with Nikki Cleine or Penny Monteath)



- Check or repair of my speech processor
  - Getting new/ replacement gear or equipment (i.e. batteries, cables, coils)
  - Being able to ask questions of staff
  - Training and information about accessories or assistive listening devices (e.g. wireless devices)
  - Meeting other people with cochlear implants
  - Other (please specify):
- 

- Time away from family or work
  - Mobility issues
  - Impact on my health (e.g. being tired after getting home)
  - Finding support for travel, or for cover at work/ home/ childcare
  - Other (please specify):
- 

## Our Services – What are your barriers to access?

6. What are the **biggest** barriers or difficulties that you encounter in travelling to Christchurch for an appointment? Next to the items below, enter a number from 1 to 9 where;

1 = biggest barrier or difficulty  
9 = smallest barrier or difficulty

You can mark as few or as many items as you like. You may choose to only mark a few things you feel are the most important. You do not have to mark all items.

- Travel time to get to Christchurch (including length of time, as well as early starts for flights)
- The need to stay overnight in Christchurch
- Fatigue or tiredness
- Cost/expenses of a visit not covered by the Ministry of Health (e.g. food, taxis, public transport, etc.)

## Travelling and Staying in Christchurch

7. Who do you travel with to your appointments in Christchurch?
- Spouse or other family member
  - Other support person (friend or other)
  - I travel on my own
8. How do you travel to the clinic predominantly?
- By air
  - By private car
  - Other (e.g. public transport)
9. What are your accommodation arrangements when in Christchurch?
- I travel for the day only
  - I stay at least one night and stay with family or friends
  - I stay at least one night in a Ministry of Health-funded motel
  - Other (please specify):
-

## Improving Access – Future Services in Southland

10. If we were to consider a SCIP service based in Southland, this will most likely be based in **Invercargill** as this would cater to the largest number of people in Southland. If we began a service in Invercargill how interested would you be in using this sort of service?

- Not at all interested
- I may have an interest in using this service
- Definitely interested

11. If you answered “Not at all interested” in 10. above, what are some of the reasons? Tick all that apply.

- It is no more convenient than travel to Christchurch
- I can save travel costs by staying with family in Christchurch
- I can save accommodation costs by staying with family in Christchurch
- I combine my clinic visit with other business in Christchurch
- Other (please specify):  
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## Final Comments

Feel free to add any other comments or suggestions here:

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## Returning the Survey

Thank you for taking the time to complete the survey!

To return the survey, place it in the supplied post-paid envelope and send to;

The Clinical Manager  
Southern Cochlear Implant  
Programme  
c/- Milford Chambers  
St. George's Hospital  
249 Papanui Road  
Christchurch 8014

