

Newborn Hearing Screening Wales: User Satisfaction Report 2009

Summary

A postal questionnaire survey of 390 mothers of well babies screened by NBHSW was carried out in February 2009. 49% of mothers responded.

The majority of mothers had received written information about the screening programme however a minority had opportunity to read the leaflet before their baby was born.

The survey demonstrated generally high levels of satisfaction with the screening programme, staff and screening test comparable with surveys in 2005 and 2007.

Anxiety levels of women whose babies had clear responses on initial screening and women whose babies needed re screening in the community were no greater than expected from published research and comparable to previous surveys.

Many women (31%) provided written comments on their experiences. This qualitative information will be used to provide learning opportunities for both new and established screeners.

Quality standards on user satisfaction with the screening programme were met in relation to general satisfaction but not information provision.

Background information:

Parental views and experiences of the newborn hearing screening programme are an important measure of the quality of the programme. Parental dissatisfaction with the screening programme could limit uptake and effectiveness of screening and result in more harm than good. Anxiety experienced by parents of babies with normal hearing is the main consideration in relation to 'harm' from newborn hearing screening.

An evaluation of the Newborn Hearing Screening programme in Wales in 2005 included a postal questionnaire survey of user satisfaction.² This survey provided a baseline for evaluating parental satisfaction with NBHSW . A further survey was undertaken in 2007 and a quality standard on user /parental satisfaction developed for evaluation of the screening programme.

Parental views and experiences were collated in a postal questionnaire survey in 2009 and measured against the NBHSW quality standard.

Method

The bilingual questionnaire developed for use in 2005 (2) was amended for the 2007 survey in order to determine when information on the screening programme was given to mothers and to allow free text comments to be made in relation to some of the questions. (Appendix 2)

The same questionnaire was used for the 2009 survey and sought parental views on general satisfaction with newborn hearing screening, staff attributes, test used, information provision and anxiety. Responses were recorded on a five point Likert scale from strongly agree to strongly disagree.

Sample

The questionnaire was sent to two groups of women:

- 285 mothers of babies who had bilateral clear responses in hospital born between 1st December 2008 and 15th December 2008.
(Group A)
- 105 mothers of babies born between 1st October 2008 and 31st December 2008 who had been re-screened in the community and had clear responses following initial no clear responses in hospital.
(Group B)

Mothers of babies who had been on NICU were not included in the survey nor mothers of babies referred for audiological assessment.

390 bilingual (English/Welsh) questionnaires were distributed in February 2009 with a repeat mailing to 242 non-responders four weeks later.

Results

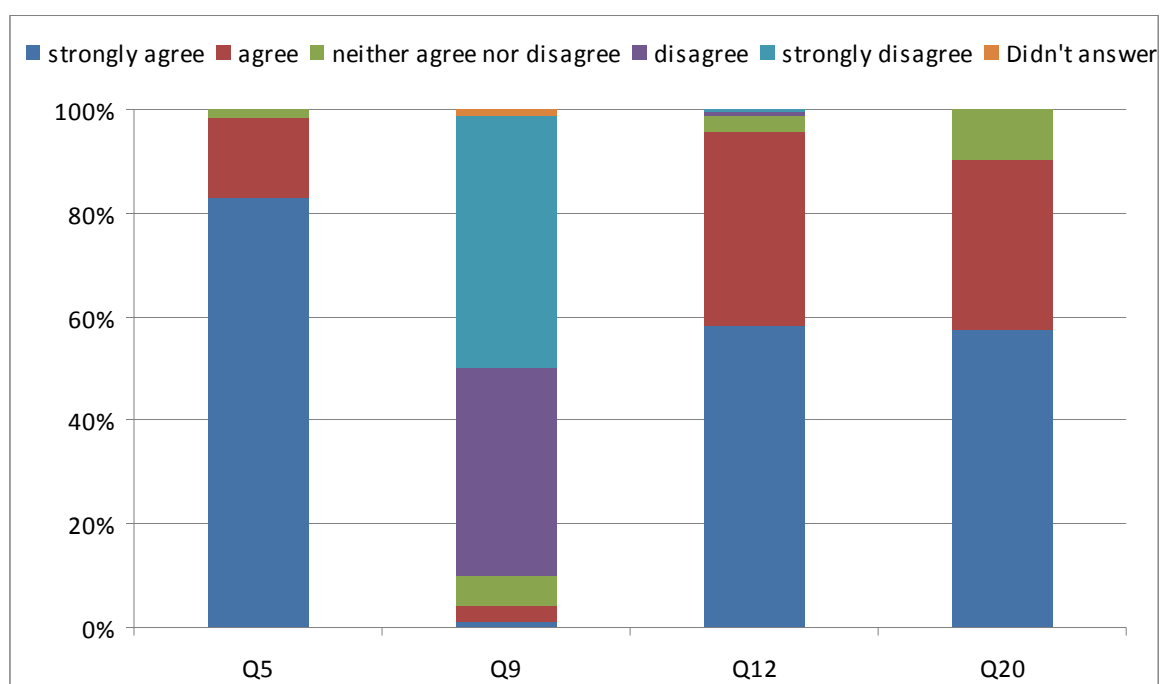
Of the 390 women contacted, 189 responded to the questionnaire (49%). 144/285 (51%) from group A and 45/105 (43%) from group B. 183 responses were in English and 6 in Welsh.

172 women (91%) remembered receiving a leaflet about newborn hearing screening. Women from both groups were equally likely to remember being given a leaflet. Of these women 139 (74%) recalled reading the leaflet after their baby was born. 17 (9%) of women indicated that they had an opportunity to read the leaflet before their baby was born.

General Satisfaction

98% respondents felt newborn hearing screening was worthwhile (fig 1), 96% agreed or strongly agreed that they were perfectly satisfied with their treatment and 91% would recommend NBHSW to friends. 4% felt that there were things about the programme they were unhappy about.

Figure 1: General Satisfaction

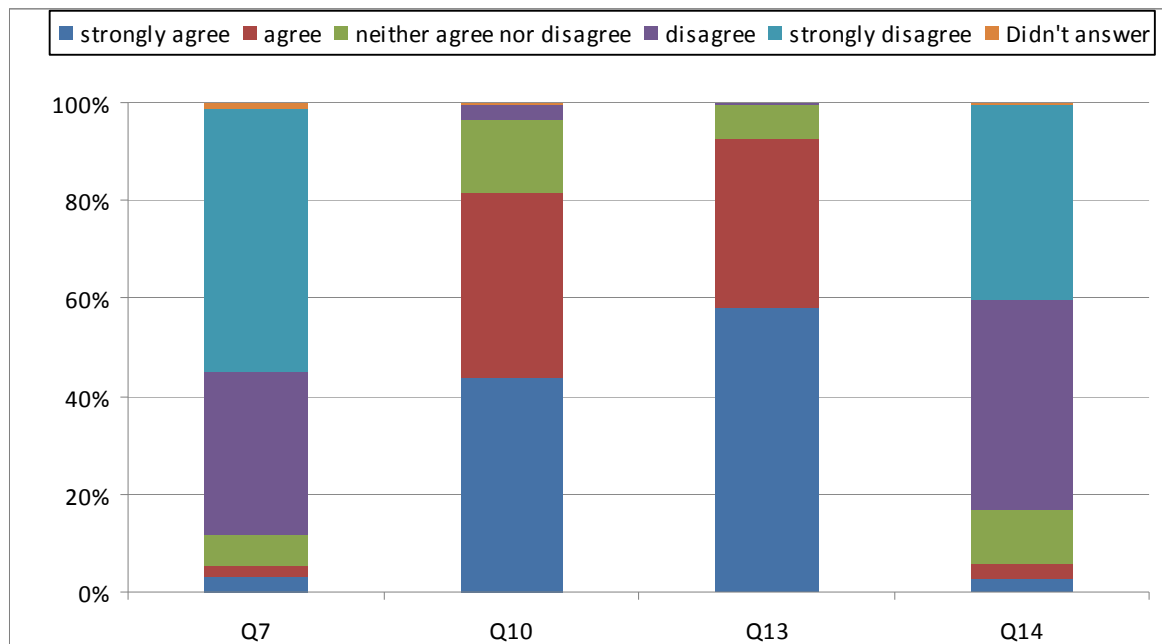


The proportion of respondents whose answers indicated satisfaction is shown as blue = very satisfied, plum =satisfied. The proportion who were neutral is shown above this in lemon. Dissatisfied respondents are shown in light blue (dissatisfied) and violet (very dissatisfied) at the top of each bar.

2.4 Staff Attributes

82% agreed that screening staff were interested and 93% that the screener did everything needed. 5% felt that the screener did not listen carefully, and 6% felt that they were rushed.

Figure 2: Staff Attributes

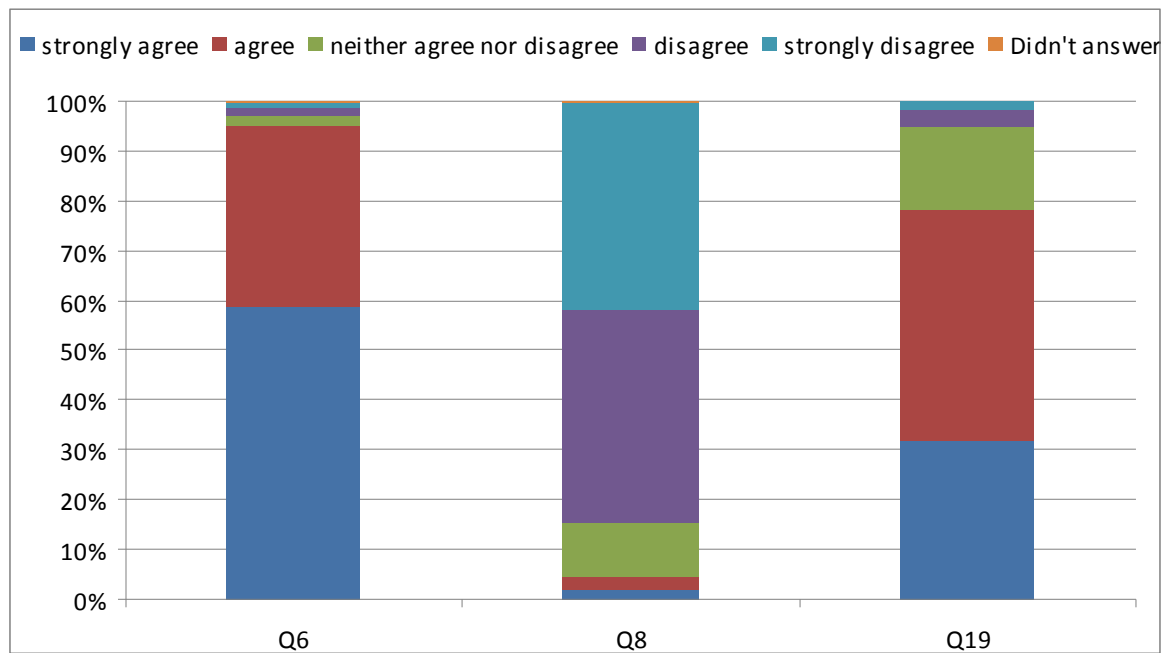


The proportion of respondents whose answers indicated satisfaction is shown as blue = very satisfied, plum =satisfied. The proportion who were neutral is shown above this in lemon. Dissatisfied respondents are shown in light blue (dissatisfied) and violet (very dissatisfied) at the top of each bar.

2.5 Information

95% respondents felt that the screener had fully explained the reasons for the test. 84% felt they had enough information about the test and 78% felt that they had enough information to decide whether their baby should be screened.

Figure 3: Information

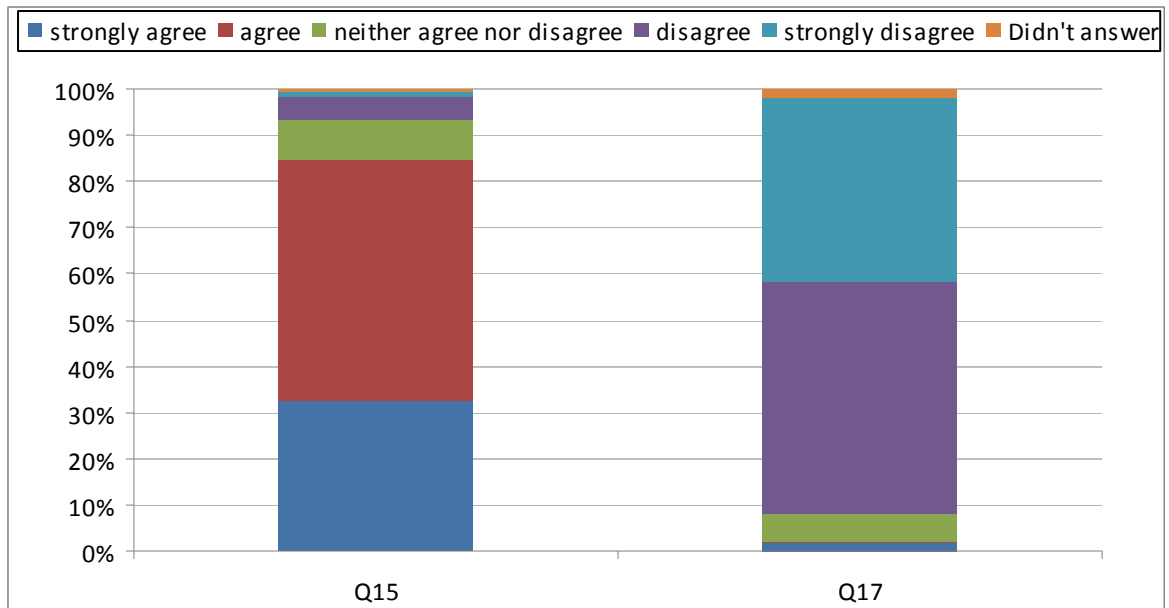


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2.6 The Screening Test

85% agreed the time of testing was convenient. 2% felt that the test had upset their baby (fig 4).

Figure 4: The Screening Test

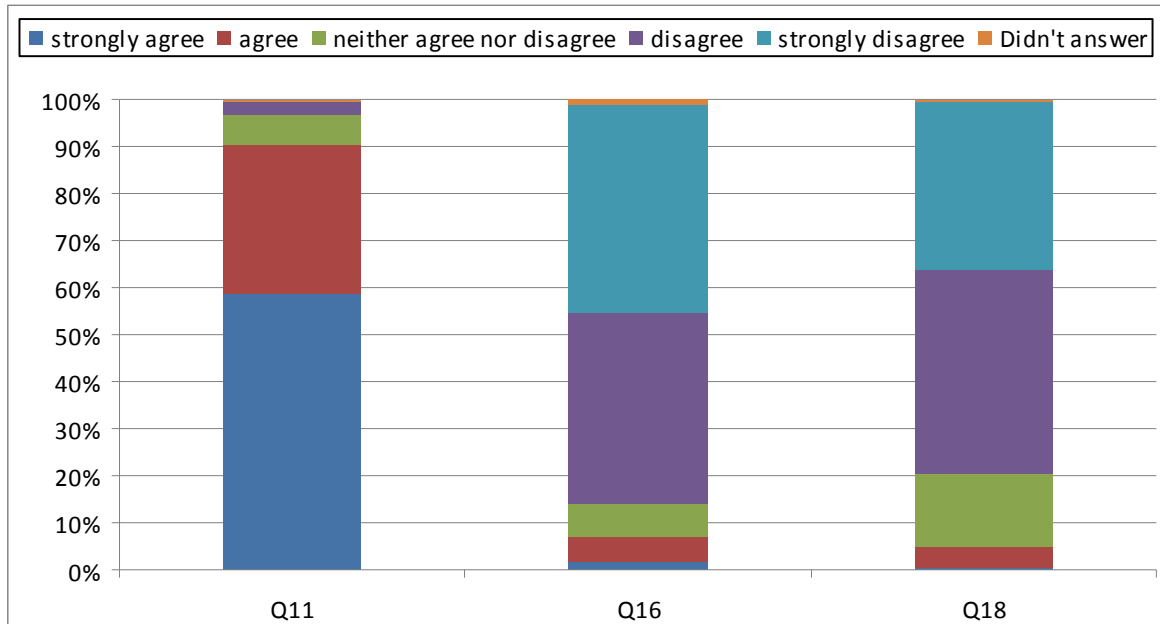


The proportion of respondents whose answers indicated satisfaction is shown as blue = very satisfied, plum =satisfied. The proportion who were neutral is shown above this in lemon. Dissatisfied respondents are shown in light blue (dissatisfied) and violet (very dissatisfied) at the top of each bar.

2.7 Anxiety

91% felt relieved after screening. While 7% felt worried themselves, 5% felt that newborn hearing screening made parents worry unnecessarily (fig 5).

Figure 5: Anxiety



The proportion of respondents whose answers indicated satisfaction is shown as blue = very satisfied, plum =satisfied. The proportion who were neutral is shown above this in lemon. Dissatisfied respondents are shown in light blue (dissatisfied) and violet (very dissatisfied) at the top of each bar.

Comparison Between Groups A and B

There were no statistically significant differences between the groups in views on staff attributes, information provided or the screening test.

Statistically significant differences were found in the anxiety domain and general satisfaction. Women whose babies had clear responses in hospital (Group A) were significantly less likely to feel worried after their baby's hearing screening test (3% v 20%, RR 7.2 (2.3-22.3 95% CI, $p < 0.05$) compared with women whose babies had initial no clear responses.(group B). Women in Group A also had a significantly lower score than women in Group B on one question in the general satisfaction domain (Q9-There are some things I am not happy about) than women in Group B.(2%v13%, RR9.6% 95% CI 2.0-45.9%)

Comparison with 2005 and 2007

The responses to questions on general satisfaction ,information provision ,the test, staff attributes and anxiety for the cohorts of 2005, 2007 and 2009 are shown in the tables 1 to 5.

For information, general satisfaction, staff attributes, the test and anxiety results were generally similar to 2007.

In all three surveys comparison of Group A and B in relation to anxiety showed that women in Group B were more worried after their babies hearing test.(Table 6)

Table 1: % of whole cohort response for each question in general satisfaction domain.

Question	2005	2007	2009
I think newborn hearing screening is worthwhile	97%	98%	98%
I am perfectly satisfied with the way I was treated by the newborn hearing screening programme	95%	97%	96%
I would recommend newborn hearing screening to my friends	92%	91%	91%
There are some things about the newborn hearing screening programme I am not happy about	8%	2%	4%

Table 2: % of whole cohort response for each question in staff attributes domain.

Question	2005	2007	2009
The screener did not listen carefully when I spoke to her	8%	3%	5%
The screening staff were interested in me and my baby	85%	83%	82%
The screener did everything needed when testing my baby	93%	93%	93%
I felt rushed when I was with the screener	2%	5%	6%

Table 3: % of whole cohort response for each question in information domain.

Question	2005	2007	2009
The screener fully explained reasons for the test	97%	95%	95%
I was given enough information about the test	82%	83%	84%
I was given enough information to decide whether my baby should be tested	77%	80%	78%

Table 4: % of whole cohort response for each question in the test domain.

Question	2005	2007	2009
The test took place at a convenient time	83%	87%	85%
The test upset my baby	6%	3%	2%

Table 5: % of whole cohort response for each question in anxiety domain.

Question	2005	2007	2009
I felt relieved after my baby's hearing screening test	85%	90%	91%
I felt worried after my baby's hearing screening test	7%	6%	7%
Newborn hearing screening makes parents worry unnecessarily	12%	6%	5%

Table 6: Comparison of Group A and B in anxiety domain: (Q 9: I felt worried after my baby's hearing screening test)

	2005	2007	2009
Group A	7%	3%	3%
Group B	27%	15%	20%

NBHSW Standards for parent satisfaction

No	Objective:	Criteria:	Minimum Standard	2007	2009
	To evaluate mothers satisfaction with the screening programme	The percentage of mothers of well babies who give positive responses on a general satisfaction subscale of a user survey	>=95% of mothers completing user survey questionnaire	97%	97%
		The percentage of mothers of well babies who give positive responses on an information subscale of a user survey	>=90% of mothers completing user survey questionnaire	86%	86%

Qualitative information

32% of the questionnaires contained comments.

Women in Group B (56%) more likely to comment than Group A (24%) and many women made more than one comment. Positive comments were on the benefit of early screening for hearing loss and the screeners professionalism. Most negative comments related to the ward conditions affecting the screening test and lack of antenatal information about newborn hearing screening. Both negative and positive comments are outlined below.

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		Examples
General satisfaction:	Positive	'It was a very reassuring experience for me and obviously beneficial for my child's continued health'
	Negative	'
Staff attributes	Positive	The screeners were lovely relaxed and confident' Screeners knew how to perform the test without disturbing my baby'
	Negative	Screeners did not introduce themselves by their names'
Information	Positive	'I think it's a great idea to test newborns but parents should have information before and after birth'
	Negative	The first I heard about newborn screening was when the lady asked if she could test my son.'
The test	<u>Hospital testing:</u> positive	'It would be helpful if a quiet room could be made available'
	<u>Hospital testing:</u>	
	<u>Home testing:</u> positive	I welcomed the visit/test at home... much easier'
	<u>Home testing:</u> negative	
Anxiety	Positive	I was glad my baby had the hearing test as my husband is deaf in one ear. It made me feel at ease to know my baby's hearing was fine'
	Negative	The reason I felt worried about my baby's test was because he failed the first time'

Discussion

The response rate was 49%. This compares favourably with many published satisfaction surveys, but is lower than ideal. It is not possible to know if this response is representative of all ethnic and socioeconomic groups in Wales. Consideration could be given to distribution of user satisfaction questionnaires on completion of screening in hospital or community by the screeners.

As in 2007 this survey has shown that a minority of women have the opportunity to consider newborn screening before delivery. Newborn Hearing Screening Wales needs to continue to explore opportunities for universal provision of antenatal information on newborn hearing screening.

Overall there was generally high satisfaction with the screening programme with the majority of women having positive views on the staff and screening test. The standards introduced by NBHSW for monitoring of parental satisfaction were met in relation to general satisfaction but not for information provision. Ongoing evaluation of information for parents is an therefore an important outcome of the user survey.

Women whose babies initially had no clear responses (Group B) were more likely to feel worried after their baby's hearing test than women whose babies had clear responses (Group A) . The level of anxiety is similar to that reported in the previous user surveys and is no greater than anxiety levels in other newborn screening programmes .Monitoring of parental anxiety within the newborn screening programme is important in evaluation of the quality of the programme.

The survey provided a wealth of information in relation to parental experiences of the screening programme with over a third of parents providing written comments. Newborn Hearing Screening Wales has planned to use parental experiences collated from completed user surveys as a basis for 'in-house ' screener training.

References

1. NBHSW. Quality Manual 2008
2. An Evaluation of Newborn Hearing Screening in Wales with an emphasis on informed choice and user satisfaction. Rose Fox .2005