

# Children's Hearing Services Working Groups

## Capturing young peoples views as they transition to adult services: National Deaf Children's Society Moving On Survey



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### Introduction

The Moving On survey was developed by the National Deaf Children's Society in 2022 in response to a need for increased contribution from deaf young people at Children's Hearing Services Working Groups (CHSWGs).

The survey aims to collect the views of young people as they transition to adult services, and offers an opportunity for deaf young people to contribute meaningful service user experience to their local CHSWG, while offering anonymity to the young person.

This poster highlights key themes that young people told us about children's audiology.

Method: The survey was shared with young people by the National Deaf Children's Society's Participation team, on the Buzz website and in our termly updates for CHSWGs.

The survey covered questions about education, work and audiology.

Results: Forty-seven survey responses were received over nine months, ending June 2023.

The online survey reflected opinions from young people aged 16 to 25.

Thirty-three CHSWGs (28/111 in England, 4/14 in Scotland and 1/7 in Wales) received one or more survey responses from deaf young people about their experience of education, audiology and work and careers.

### Young people were asked to tell us one thing their audiologist did well.

Some examples are:

"She explains what options I have and their advantages and disadvantages, allowing me to understand the assessments and their purpose and many more."

"Talks me through what is happening and allows me to understand hearing loss and gives good advice."

"Asks me if the settings are working for me and if any changes are needed."

"Listens to me if I had issues."

### Key themes

#### Transition to adult audiology:

Thirty-two young people aged 18 or above responded to a question asking whether they were offered an appointment to discuss the changes in service before they moved to adult audiology. Of these, 63% told us they weren't sure or hadn't been offered an appointment.

16 young people told us about their experience. One young person told us, "I wasn't told I had been moved over, I just noticed on my new appointment it didn't say paediatric anymore."

#### Confidence to independently book an appointment with audiology for 18 to 25 year olds:

On a scale of 1 to 5, with 1 meaning no confidence and 5 meaning very confident, this age group reported an average rating of 2.4 in confidence to independently book an appointment with audiology.

#### Understanding my audiogram:

Forty-five young people told us whether their audiologist had supported them to understand what their audiogram told them about their hearing. 31.1% told us they weren't sure, or they hadn't received support from their audiologist.

#### Understanding how technology can support me:

74% (out of 43) young people reported that audiology had supported them to understand how hearing technology can support them.

#### Deaf awareness when visiting audiology:

Deaf awareness was a key theme, with 24 statements describing experiences relating to deaf awareness that young people wished audiology would do better or stop. Some examples are:

"Better understanding of the requirement for interpreter."

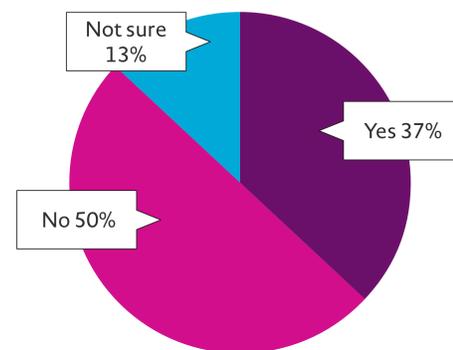
"Stop trying to make conversation when I am not wearing my hearing aids!!"

"I recommend that there should be a text messaging service that means we can get a quicker response just like we would on a phone call, but just a more accessible version than doing a phone call."

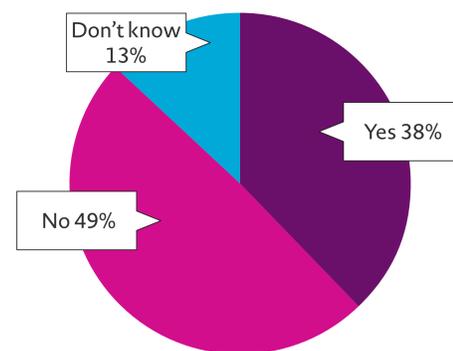
#### Feedback to audiology:

On average using a five-point scale, young people didn't report high levels of confidence to feedback to audiology either during (2.6) or after (3.3) their appointment.

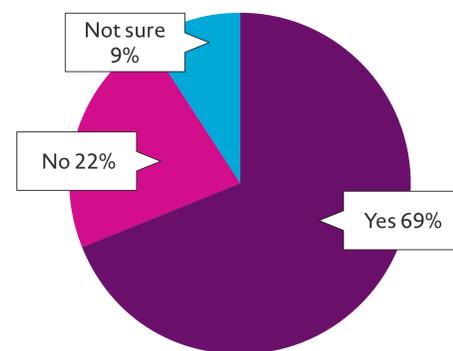
Thirty-two young people aged 18 or above told us whether they were offered an appointment to discuss changes to the service before moving to the adult audiology service.



Forty-five young people told us if they knew when their next audiology appointment would be.



Forty-five young people told us whether their audiologist supported them to understand their audiogram.



### Conclusion/recommendations

- The majority of respondents hadn't been offered an appointment to discuss changes in the service or weren't sure if they had. To become independent in managing their audiology care, young people need to understand what to expect when they move from paediatric to adult audiology services. It is important services consult with young people as they review how, what and when information is provided about moving to adult audiology.
- Although two-thirds of young people reported audiology had supported them to understand their audiogram, there is still progress to be made. Understanding their audiogram will help young people develop as experts in their own deafness/hearing loss. It will also help them evidence their need for appropriate support and equipment throughout their life and improve other people's understanding of their deafness. Young people should be invited to talk about their audiogram with their audiologist as they learn more about their hearing.
- Audiology services may want to consider how they ensure quality and consistency of deaf awareness in paediatric and adult audiology services.
- Audiology services may want to consider co-producing a feedback mechanism with young people to see if it improves young people's confidence to provide feedback.

The NHS Constitution pledges to "encourage and welcome feedback on your health and care experiences and use this to improve services". It states, "Please give feedback – both positive and negative – about your experiences and the treatment and care you have received. Feedback will help to improve NHS services for all." The Moving On survey provides an example of how deaf young people can share their views with audiology services upholding the commitment laid out in the NHS Constitution.

[gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england](https://www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england)

### What next?

- We are going to share a summary of the 47 survey responses with CHSWGs, highlighting the main themes from the survey. We will share this in the termly CHSWG update.
- We will create a template of the survey for CHSWGs to download from the National Deaf Children's Society website to use locally or act as inspiration for services to design their own survey for young people.



Find out about your local CHSWG by emailing [localengagement@ndcs.org.uk](mailto:localengagement@ndcs.org.uk) or scan the QR code to visit our CHSWG pages.

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