## What do our service users really want?

Helen Cullington PhD

'Tell me how you feel about:"





## Parent focus group

13 parents of children with CI aged 2-13

## Adult focus group

10 adult CI users aged 21-70+

"when he was old enough to do it himself, I'd be happy for him to take that responsibility but I wouldn't want to do it myself" "maybe for some of us who are at that early stage of the journey, the frequency of appointments is good thing rather than a bad thing"

"when I go back there, it is a 2 hour drive, I don't have time"

"if you're doing it at home it gives you control, but you never know, you might do something wrong"

"I would love to be able to play with the maps"

understand, with instructions, and

"make it simpler, easy to

specially like IKEA, you have pictures, that way there is no complication of things"

"Yes, I want more area of control"

Less clinic visits

V

Remote assistant fitting

 $\overline{\mathbf{A}}$ 

✓ Self-testing at home

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"it would have been good to have something where I could have done a quick test at home to say it's okay, it's not okay"

Online genius bar

 $\overline{\mathbf{V}}$ 

"if this is an enhancement to what we already have, fantastic"

Local centre for longterm follow-up

phone, like your iPhone, you understand the iPhone so well, so easily"

"Yes like an I-



"That's fine as long as they are able to pick up problems and refer them to specialists as needed. It's fine for routine stuff"

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Listen to some comments



"Yes just getting spare parts mostly. But if it is a processing or a mechanical part, just go to the cochlear implant centre"

Supported by Cochlear Europe HelenCullington@gmail.com

"if you're anywhere round the world, and you can check it but you're speaking directly to your audiologist that way, via Skype"

## **Conclusions**

Adult CI users and parents of children with CI were generally keen to have more control of their hearing.

Parents did not want to lose any sessions at the CI centre.