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”

“yes, I want more area of control”

“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”

“If this is an enhancement to what we already have, fantastic”

“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”

“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”

“Less clinic visits
Remote assistant fitting
Self-testing at home
Online genius bar
Local centre for long-term follow-up

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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.

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