

## **Helpful Hours Development – Feedback**

Thank you to everyone who came along to the most recent sessions of ‘Getting the most from your audiology appointment’ and also for taking the time to complete the feedback survey.

We will be looking at running a few more sessions over the next month, so do look out for invitations on here to that if you haven’t already been.

As a reminder, the mindset of coming to a session is of someone with questions to ask on audiology appointments. We anticipate that it is likely to be someone who is relatively new on their hearing loss journey, maybe preparing for their first appointment, or someone who may have been going for a while but don’t always come away with a feeling of time well spent. They may have been referred to the service by a volunteer at a community event, by an advisor during a hearing support session, or self-referred via the website or a flyer.

There are 2 types of Helpful Hour – online and in-person, and 3 formats – presentation, discussion, and where the subject allows, a demonstration.

The rehearsals were of a presentation – so a group of any size, 40 mins of content and 20 mins of Q+A. There are helpsheets for each of the 5 segments following the session and then direct follow up from the central support team along the charity’s ‘beneficiary pathway’.

The 5 sections of content followed a narrative of before, during and after...

- **preparing yourself**
- **preparing your appointment**
- **the language and process of an appointment**
- **hearing aid features and additional technology**
- **post-appointment.**

This design allows for individual presenter’s input of personal experience and anecdotes to highlight a section. An attendee would perhaps come away with 1 or 2 answers, or golden nuggets of information from 1 or 2 of the sections.

The hour-long format, the personal touch and the follow up, mean that it should be worthwhile for an hour of anyone’s time.

The content has been developed by peer support volunteers over a period of months by attending weekly meetings and additional work between sessions.

The feedback was overwhelmingly positive. Here are some key responses...

## 2. Overall what was your first impression (take into account content and presentational style)?

[More Details](#)
[Insights](#)

● Good	18
● Fair	2
● Poor	2



## 4. You saw a Helpful Hour presentation with 5 segments. How was that in terms of volume/scope?

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● Good - Keep to that	11
● OK - however, this can be flexible	9
● Not right - Needs fewer with m...	1



## 6. Content - How was the narrative connecting each segment?

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● Clear - Keep these segments/titl...	17
● Patchy - It didn't flow. Needs so...	3
● Unclear - They all need to chan...	1



## 7. How rich was the content?

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● Overwhelming	4
● Proportionate	16
● Weak	1



## 9. Presentation - The slides were present at all times. How was that?

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● Fine - helpful, not a distraction	13
● Too much - There should be par...	8



13. Which, if any, of the segments could lead to/or should be a Helpful Hour of its own?

[More Details](#)

● Preparing yourself	2
● Preparing your appointment	5
● The appointment (procedure, vo...	9
● Understanding your hearing aid...	19
● Post-appointment	4



15. The helpsheets are there to support the Helpful Hour. They can also be referenced during the session. They are formatted in style and contain around 400 words, useful links and additional advice. How important are they?

[More Details](#)

● Important	15
● Neutral	4
● Not needed	0



17. Are you still convinced Helpful Hours have their place in our services offer?

[More Details](#)

● yes	20
● no	1
● unsure	0



From here, the service will have its first live presentation at the Information Day at our Beatrice Wright Centre on 15 July.

A wider timetable of bookable online presentations will run from mid-August to the end of October. If you are tempted to take on the presenter's role, then training will be available, and we will also start considering new subjects and new development groups will start.