

Peacock Low Vision Satisfaction Survey 2025
June 30, 2025

During the months March 2024 through March of 2025 there were 340 low vision clients at Miami Lighthouse for the Blind and Visually Impaired of which 116 completed a satisfaction survey (34% of the low vision clients). The goal of the survey was to obtain feedback from clients about the areas of services provided by Miami Lighthouse for the Blind and Visually Impaired. The clients completed the survey assisted by Miami Lighthouse staff members. In terms of demographic data, clients were only asked about their age and the range of ages was from 56 to 98 years old with an average age of 77 years old.

The analyses of the survey data shows that the majority (73%) of the respondents had heard about Miami Lighthouse Low Vision Services through their primary care or specialist eye physician. Others heard about Miami Lighthouse Low Vision Services through a family member (5%), friend (6%), neighbor (1%), social worker (1%), online (3%), just heard about it (1%), and 9% were clients of Miami Lighthouse or had heard about the services by word of mouth.

The survey items explored client satisfaction with Miami Lighthouse services and processes. It is relevant to note that not all clients participated in all services, therefore some of the survey items were not completed by all the clients (for example, satisfaction with OT services was not addressed by all clients because they did not all use the service).

The survey's rating scale (1 to 5) was explained to the clients by Miami Lighthouse staff members as follows:

- 1- Service, experience did not meet expectations and would not recommend to others (e.g., low vision devices did not improve patient's independence, or the low vision exam was not helpful).
- 2- Service, experience was not enjoyable, however, patients may recommend it to others (e.g., low vision device was not helpful to patient; however, it may be helpful to someone else).
- 3- Service, experience was satisfactory (e.g., scheduling the appointment should have been easier, low vision exam was not thorough enough, or intake interview was lengthy).
- 4- Service/experience was enjoyable and would likely recommend it to others.
- 5- Client loved the service/experience and would definitely recommend our low vision services to others (e.g., exam was thorough, training on devices was easy to understand and not rushed.)

A summary of the questions and responses pertaining to satisfaction with services is presented below. Please note that the percentage recommending the service to others includes those respondents' selecting ratings of 5 and 4.

- Low vision exam - 96% of the respondents indicated that they loved their low vision exam and 97% would recommend it to others (110 clients rated this area with a 5, two with 4, two with a 3, and one with a 1). One respondent indicated this area did not apply to them.
- Scheduling - 95% of the respondents indicated that they loved the scheduling service/experience and 100% would recommend it to others (110 clients rated this area with a 5 and six rated it with a 4).
- OT Services - 97% of the respondents indicated that they loved the OT service/experience and 98% would recommend it to others (111 clients rated this area with a 5, three rated it a 4, and one rated it a 1). One respondent indicated this area did not apply to them.

- Intake - 95% of the respondents indicated that they loved the intake service/experience and 99% would recommend it to others (110 clients rated this area with a 5, five with a 4, and one rated it a 1).
- Training on Aids and Appliances - 99% of the respondents indicated that they loved the training and their independence had improved and 99% would recommend to others (113 rated this item a 5 and one rated it a 1). Two respondents indicated this area did not apply to them.
- Transportation services – 82% of the respondents indicated that they loved the transportation services and would and 98% would recommend to others (51 clients rated this area with a 5, ten with a 4, and one with a 3). There were 40 respondents who indicated this area did not apply to them.
- Waiting areas - 93% of the respondents indicated that they loved the waiting areas and 99% would recommend them to others (108 clients rated this area with a 5, seven with a 4, and one with a 2).
- Exam room - 97% of the respondents indicated that they loved the exam room and 99% would recommend to others (113 clients rated this area with a 5, two with a 4, and one with a 1).
- Bathrooms - 98% of the respondents indicated that they loved the bathrooms and 100% would recommend to others (114 clients rated this area with a 5 and two with a 4).
- Solution Store - 97% of the respondents indicated that they loved the solutions store service/experience and 99% would recommend to others (112 clients rated this area with a 5, three with a 4, and one with a 2).
- Doctors treating clients with respect - 99% of the respondents indicated that the doctor had treated them with respect and 99% would recommend them to other (115 clients rated this area with a 5 and one with a 3).
- The OT services were helpful - 95% of the respondents indicated that the OT services were helpful and 97% would recommend the services to others (110 clients rated this area with a 5, three with a 4, one with a 3, and one with a 2).
- The aids and appliances improved clients' independence - 97% of the respondents indicated that the aids and appliances had improved their independence and 97% would recommend to others (113 clients rated this area with a 5, one with a 3, one with a 2, and one with a 1).

Finally, clients were asked if they would recommend the Low Vision Clinic and Solution Store: 97% of the respondents indicated they loved the Low Vision clinic and Solution Store and 95% would recommend it to others (108 clients rated this area with a 5, two with a 4, two with a 3, and four with a 1).

**Deering Low Vision Satisfaction Survey 2025
July 30, 2025**

By July 2025 there were 83 low vision clients at Miami Lighthouse for the Blind and Visually Impaired of which 72 completed a satisfaction survey (87% response rate). The goal of the survey was to obtain feedback from clients about the areas of services provided by Miami Lighthouse for the Blind and Visually Impaired. The clients completed the survey assisted by a Miami Lighthouse staff member. In terms of demographic data, clients were asked about their age and 59 clients provided the information: the range of ages was from 50 to 98 years old with an average age of 79 years old.

The analyses of the survey data shows that the majority (81%) of the respondents had heard about Miami Lighthouse Low Vision Services through their specialist or eye doctor followed by 15% indicating they were clients of Miami Lighthouse or had heard about the services by word of mouth. Others heard about Miami Lighthouse Low Vision Services through another agency (1%), Miami Lighthouse (1%), or through an instructor at Miami Lighthouse (1%).

The survey items explored client satisfaction with Miami Lighthouse services and processes. The survey's rating scale (1 to 5) was explained to the clients by Miami Lighthouse staff members as follows:

- 1- Service, experience did not meet expectations and would not recommend to others (e.g., low vision devices did not improve patient's independence or the low vision exam was not helpful).
- 2- Service, experience was not enjoyable, however, patients may recommend it to others (e.g., low vision device was not helpful to patient; however, it may be helpful to someone else).
- 3- Service, experience was satisfactory (e.g., scheduling the appointment should have been easier, low vision exam was not thorough enough, or intake interview was lengthy).
- 4- Service/experience was enjoyable and would likely recommend it to others.
- 5- Client loved the service/experience and would definitely recommend our low vision services to others (e.g., exam was thorough, training on devices was easy to understand and not rushed.)

A summary of the questions and responses pertaining to satisfaction with services is presented below. Please note that the percent recommending the service to others includes those respondents selecting ratings of 5 and 4. Unless otherwise noted all respondents answered the survey item.

- Low vision exam - 100% of the respondents indicated that they loved their low vision exam would definitely recommend our low vision exams to others. All respondents assigned this area a rating of 5.
- Scheduling - 100% of the respondents indicated that they loved the scheduling service/experience and would definitely recommend our scheduling process to others. All respondents assigned this area a rating of 5.
- OT Services - 100% of the respondents indicated that they loved the OT service/experience and would definitely recommend our OT services to others. All respondents assigned this area a rating of 5.
- Intake - 100% of the respondents indicated that they loved the intake service/experience and would definitely recommend to others. All respondents assigned this area a rating of 5.
- Training on Aids and Appliances - 100% of the respondents indicated that they loved the training and their independence had improved and would definitely recommend to others. All respondents assigned this area a rating of 5.
- Transportation services – four respondents completed this item and all (100%) indicated that they loved the transportation services and would definitely recommend to others. All respondents assigned this area a rating of 5.
- Waiting areas - 100% of the respondents indicated that they loved the waiting areas and would definitely recommend to others. All respondents assigned this area a rating of 5.
- Exam room – 100% of the respondents (71 clients) indicated that they loved the exam room and would definitely recommend to others. All respondents assigned this area a rating of 5.
- Bathrooms - 100% of the respondents indicated that they loved the bathrooms and would definitely recommend to others. All respondents assigned this area a rating of 5.

- Solution Store - 100% of the respondents (70 clients) indicated that they loved the solutions store service/experience and would definitely recommend to others. All respondents assigned this area a rating of 5.
- Doctors treating clients with respect - 100% of the respondents indicated that the doctor had treated them with respect and 100% would recommend them to other. 71 clients rated this area with a 5 and one with a 4.
- The OT services were helpful - 100% of the respondents indicated that the OT services were helpful and would definitely recommend to others. All respondents assigned this area a rating of 5.
- The aids and appliances improved clients' independence - 92% of the respondents (n=66) indicated that the aids and appliances had improved their independence and would definitely recommend to others. There were 4 clients (6%) assigning this area a rating of 3 while 2 clients (3%) assigned this area a rating of 1. Average rating: 4.8.

Finally, clients were asked if they would recommend the Low Vision Clinic and Solution Store and 100% of the respondents indicated they loved the Low Vision clinic and Solution Store and would definitely recommend to others. All respondents assigned this area a rating of 5.