

We Are Listening- JANUARY 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 64

36 forms from Thomas Linacre Centre

28 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

94% thought their experience was **EXCELLENT**

3% thought their experience was **GOOD**

FAMILY AND FRIENDS

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

6% said they were **LIKELY** to do so

PERSON CENTERED CARE

81% said they're care they received was **COMPLETELY** tailored to meet their needs

6% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"I don't think you can improve 5 star treatment – made up with aids and they have sorted my hearing & tinnitus out –
thankyou"

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"Great experience & service I felt comfortable asking questions and everything was clear and helpful"

Reply: Thank you for filling in our patient feedback questionnaire.

"I don't think you can improve – all the staff especially my audiologist was lovely very professional, helpful and just explained everything to me – nothing was too much trouble – all leaflets & information was there to take in the waiting area – well done to all your staff"

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- FEBRUARY 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 32

17 forms from Thomas Linacre Centre

15 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

100% thought their experience was **EXCELLENT**

FAMILY AND FRIENDS

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

6% said they were **LIKELY** to do so

PERSON CENTERED CARE

100% said they're care they received was **COMPLETELY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

'Outstanding staff very professional and caring – full marks'.

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

'Cant think of any improvements keep up the good work'.

'Extremely good appt – information given the best in many years – thank you'.

Reply: Thank you for filling in our patient feedback questionnaire.

'Excellent service cannot identify any suggestions for improvements – communication excellent'.

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- MARCH 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 32

12 forms from Thomas Linacre Centre

20 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

97% of thought their experience was **EXCELLENT**

3% thought it was **GOOD**

FAMILY AND FRIENDS

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

3% said they were **LIKELY** to do so

PERSON CENTERED CARE

66% said they're care they received was **COMPLETELY** tailored to meet their needs

3% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

'I HAVE NO RECOMMENDATIONS FOR CHANGE-THROUGHOUT MY TREATMENT I WAS TREATED WITH RESPECT. EVERYTHING I NEEDED TO KNOW WAS EXPLAINED VERY CLEARLY & WRITTEN HANDOUTS PROVIDED. THE FACILITIES WERE CLEAN & TIDY AND DRINKING WATER AVAILABLE. ON BOTH VISITS MY APPOINTMENT TIMES WERE ADHERED TO WITH VERY LITTLE WAITING.'

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

'MY EXPERIENCE HAS BEEN EXCELLENT BUT IN THE PAST I ALWAYS FELT I WAS LEFT NOT KNOWING IF THERE WAS ANYTHING BETTER TO HELP MY HEARING ESPECIALLY T.V NOW THE AUDIOLOGIST AND ASSISTANTS SEEM TO BE ON THE BALL – THANKYOU NHS FOR THESE NEW HEARING AIDS'

Reply: Thank you for filling in our patient feedback questionnaire.

THE SERVICE FIRST CLASS- EVERYTHING EXPLAINED WELL AND PLENTY TIME GIVEN FOR MY QUESTIONS'

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- APRIL 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 34

23 forms from Thomas Linacre Centre

11 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

88% of thought their experience was **EXCELLENT**

12% thought it was **GOOD**

FAMILY AND FRIENDS

88% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

12% said they were **LIKELY** to do so

PERSON CENTERED CARE

71% said they're care they received was **COMPLETELY** tailored to meet their needs

3% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

'It is difficult to make suggestions, because as always I have found , when I have needed the NHS treatment it has been fantastic. Thankyou.

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

'Not sure – the service & staff are wonderful and we are very fortunate to have such a service free at the point of clinical need. Bless you all & bless our NHS. .'

Reply: Thank you for filling in our patient feedback questionnaire.

'Just keep doing what you are doing- A great service that changed my life.'- 'Good work'

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- MAY 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 36

20 forms from Thomas Linacre Centre

16 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

89% of thought their experience was **EXCELLENT**

8% thought it was **GOOD**

3% thought it was **POOR**

FAMILY AND FRIENDS

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

3% said they were **LIKELY** to do so

3% said they were **EXTREMELY LIKELY** to do so

PERSON CENTERED CARE

95% said they're care they received was **COMPLETELY** tailored to meet their needs

5% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"Excellent service cannot fault my treatment and experience whatsoever- everything explained to a high standard. Thank you to all the staff for making this a caring experience."

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"No I find them wonderful cannot fault them."

Reply: Thank you for filling in our patient feedback questionnaire.

"The audiologist should speak directly to the customer not their carer. We felt as though we were stupid and not treated in a kind manner even though we were only coming in to get tubes changed and hearing aids checked."

Reply: Thank you for filling in our patient feedback questionnaire. We are very sorry that you did not find your experience with us satisfactory, we always try to ensure we treat patients with kindness and respect. Your comment has been passed on to the whole staff cohort.

"We have nothing but admiration and praise for the excellent care and consideration we were shown- you are a brilliant department."

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.

We Are Listening- JUNE 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 36

21 forms from Thomas Linacre Centre

15 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

97% of thought their experience was **EXCELLENT**

3% thought it was **GOOD**

FAMILY AND FRIENDS

89% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

11% said they were **LIKELY** to do so

PERSON CENTERED CARE

96% said they're care they received was **COMPLETELY** tailored to meet their needs

4% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"Think you are doing a great job- the staff are great- they are not condescending which is a big plus. Excellent Service."

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"A Superb service- very impressed thank you."

Reply: Thank you for filling in our patient feedback questionnaire.

"Cannot think how to improve because whole experience excellent. Staff absolutely BRILLIANT."

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- JULY 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 78

58 forms from Thomas Linacre Centre

20 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

94% of thought their experience was **EXCELLENT**

6% thought it was **GOOD**

FAMILY AND FRIENDS

88% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

12% said they were **LIKELY** to do so

PERSON CENTERED CARE

92% said they're care they received was **COMPLETELY** tailored to meet their needs

8% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"1ST class service – everything covered – no improvements needed in my opinion – keep up the good work."

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"Wonderful service today. Thanks audiology for everything you have done. Lots of love to you."

Reply: Thank you for filling in our patient feedback questionnaire.

"Very good information and explanation of what I will need to keep up to scratch with my treatment."

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- AUGUST 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 68

50 forms from Thomas Linacre Centre

18 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

93% of thought their experience was **EXCELLENT**

3% thought it was **GOOD**

FAMILY AND FRIENDS

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

2% said they were **LIKELY** to do so

PERSON CENTERED CARE

93% said they're care they received was **COMPLETELY** tailored to meet their needs

3% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

'Excellent experience as I was initially worried – all worries laid to rest and I was treated very very well – thank you very much.'

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

'I think you have everything covered – one of the best overall services I have received.'

Reply: Thank you for filling in our patient feedback questionnaire.

'Outstanding care – professional, caring, non-judgemental and extremely kind- superb service'

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- SEPTEMBER 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 28

21 forms from Thomas Linacre Centre

7 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

96% of thought their experience was **EXCELLENT**

4% thought it was **GOOD**

FAMILY AND FRIENDS

96% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

4% said they were **LIKELY** to do so

PERSON CENTERED CARE

93% said they're care they received was **COMPLETELY** tailored to meet their needs

7% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

'All good, service is all anyone could wish for. My thanks to all the team for their wonderful help.

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

'You cant improve on the service you provide – excellent'

Reply: Thank you for filling in our patient feedback questionnaire.

Very pleased – wonderful staff – Love you all

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- October 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 27

18 forms from Thomas Linacre Centre

9 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

89% of thought their experience was **EXCELLENT**

11% thought it was **GOOD**

FAMILY AND FRIENDS

85% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

15% said they were **LIKELY** to do so

PERSON CENTERED CARE

93% said they're care they received was **COMPLETELY** tailored to meet their needs

7% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"Your service today was wonderful, appointments can be stressful but Ruth Peet put me at ease and she was a good listener, very many thanks once again"

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"Really good experience – everything excellent thankyou."

Reply: Thank you for filling in our patient feedback questionnaire.

"To whom it may concern , I am extremely thankful to the NHS for my complimentary Has and tinnitus explanation and understanding. Jennifer was indeed extremely 5 star rating in her professionalism and helpfulness in my hearing needs – I cannot recommend and thank her enough – sincerely yours – blessings to the NHS and their hardworking staff."

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- November 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 41

22 forms from Thomas Linacre Centre

19 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

93% of thought their experience was **EXCELLENT**

2% thought it was **GOOD**

FAMILY AND FRIENDS

85% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

15% said they were **LIKELY** to do so

PERSON CENTERED CARE

98% said they're care they received was **COMPLETELY** tailored to meet their needs

2% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"No suggestions excellent 10/10 for the service received today Brilliant communication explanations& hearing aids supplied BIG THANKYOU Uzma Ibrahim."

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"Thankyou for my care everything excellent."

Reply: Thank you for filling in our patient feedback questionnaire.

"Brilliant – very attentive and patient – Everything explained fully and I understandable way. Patient comes first. Bottle the formula and sell it. Brilliant."

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.



We Are Listening- December 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 41

22 forms from Thomas Linacre Centre

19 forms from Leigh Infirmary

Thank you for completing our feedback forms, your opinion is very important to us.

All feedback is discussed at our monthly staff meeting.

PATIENT OVERALL EXPERIENCE

95% of thought their experience was **EXCELLENT**

5% thought it was **GOOD**

FAMILY AND FRIENDS

88% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

10% said they were **LIKELY** to do so

PERSON CENTERED CARE

95% said they're care they received was **COMPLETELY** tailored to meet their needs

5% said they're care they received was **MOSTLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

"No suggestions excellent 10/10 for the service received today Brilliant communication explanations& hearing aids supplied BIG THANKYOU Uzma Ibrahim."

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