

We Are Listening- JANUARY 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 47

31 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

79% of thought their experience was **EXCELLENT**

21% thought it was **GOOD**

FAMILY AND FRIENDS

81% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

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

PERSON CENTERED CARE

87% said they're care they received was **COMPLETELY** tailored to meet their needs

13% said they're care they received was **MOSTLY** tailored to meet their needs

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

"My personal experience is that the service is working perfectly so far. It has met my needs and exceeded my expectations. I cannot think of anything that needs improving."

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

"Very impressed with everything – excellent and professional and personable service."

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

"Very good experience today. Helping to learn more re tinnitus and its care including psychological help. Thankyou."

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 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 39

27 forms from Thomas Linacre Centre

12 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

92% of thought their experience was **EXCELLENT**

8% thought it was **GOOD**

FAMILY AND FRIENDS

95% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

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

PERSON CENTERED CARE

95% 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:

"The service I received during my initial assessment has been perfect. I was impressed with how informative my assessment was, the whole department is extremely efficient and professional."

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

"Very good service – staff very competent and well trained."

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

"As far as I'm concerned everything was spot on. Friendly staff, very well explained all the way through. No issues at 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- MARCH 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 22

13 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

86% of thought their experience was **EXCELLENT**

14% thought it was **GOOD**

FAMILY AND FRIENDS

86% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

14% said they were **LIKELY** to do so

PERSON CENTERED CARE

91% said they're care they received was **COMPLETELY** tailored to meet their needs

9% said they're care they received was **MOSTLY** tailored to meet their needs

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

"In my opinion there is no need to improve the service I have received. Ruth was very good in explaining everything to me."

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

"An excellent service, we are very lucky to have this in Leigh and on the NHS."

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

"Thank you! I have always had a great service and a good experience when attending my hearing assessments. (I find historical hearing aid display fascinating) Thank you again."

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 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 19

10 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

84% of thought their experience was **EXCELLENT**

16% thought it was **GOOD**

FAMILY AND FRIENDS

95% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

5% 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:

"I received prompt and helpful service."

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

"Everything was very good no problems."

Thank you for filling in our patient feedback questionnaire.

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 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 27

15 forms from Thomas Linacre Centre

12 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

85% of thought their experience was **EXCELLENT**

7% thought it was **GOOD**

FAMILY AND FRIENDS

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

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

PERSON CENTERED CARE

78% said they're care they received was **COMPLETELY** tailored to meet their needs

15% said they're care they received was **MOSTLY** tailored to meet their needs

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

"My journey through the audiology department was second to none I had no issues, however, so much praise and appreciation to all the staff for their professional, knowledgeable and friendly attitudes. Certainly, a team that any manager should be proud of, they are a credit to the NHS. Thank you."

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

"Receiving my hearing aids has been life changing. I am so grateful for the service and how I have been treated throughout my visits. Thank you."

Thank you for filling in our patient feedback questionnaire.

"Today's appointment was extremely good and the last appointment the same, the audiology staff I have seen are very friendly, professional and spoke clearly both appointments, Farzeen and Ruth, a lovely department. No problem is too much."

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 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 65

16 forms from Thomas Linacre Centre

49 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

97% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

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

PERSON CENTERED CARE

97% said the care received was **COMPLETELY** tailored to meet their needs

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

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

"None other than how really professional you are a credit to the NHS many thanks."

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

"No improvement needed – friendly and helpful staff."

Thank you for filling in our patient feedback questionnaire.

"Very pleased with my appointment – I saw Ruth who was very professional and clear and explained things to my satisfaction."

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 2023



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 57

40 forms from Thomas Linacre Centre

17 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

93% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

7% said they were **LIKELY** to do so

PERSON CENTERED CARE

95% said the care received was **COMPLETELY** tailored to meet their needs

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

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

"My visit Lottie was excellent – I cannot praise her enough. Excellent in every way and your Audiology department is also excellent many thanks."

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

"Thankyou excellent service – brilliant facilities – love the touch screen to sign in – thankyou."

Thank you for filling in our patient feedback questionnaire.

"I have always found the treatment and aftercare extremely good and I would particularly like to thank Uzma for her thoroughness during my HT and the supply of these excellent hearing aids. Many thanks."

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 2023



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

TOTAL FORMS RECEIVED: 30

16 forms from Thomas Linacre Centre

14 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

90% of thought their experience was **EXCELLENT**

10% thought it was **GOOD**

FAMILY AND FRIENDS

100% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

100% said the care received was **COMPLETELY** tailored to meet their needs

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

"The service was 5 star first class – so 6 out of 5 for the lovely lady that took me through the complete process and answered all my questions – lovely service – thankyou – kindest regards."

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

"Third visit today. Excellent service each time and department is totally professional – could not have had a better service – well done and thankyou!."

Thank you for filling in our patient feedback questionnaire.

"Excellent service friendly professional efficient staff – would recommend to everyone with hearing problems."

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 2023

Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 70

41 forms from Thomas Linacre Centre

29 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

87% of thought their experience was **EXCELLENT**

11% thought their experience was **GOOD**

2% thought their experience was **POOR**

FAMILY AND FRIENDS

87% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

11% said they were **LIKELY** to recommend our service to family/friends

11% said they were **EXTREMELY UNLIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

91% said the care received was **COMPLETELY** tailored to meet their needs

5% said the care received was **MOSTLY** tailored to meet their needs

2% said the care received was **NOT AT ALL** tailored to meet their needs

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

Really good experience in both appointments, clear instructions, pleasant audiologist, really make you feel comfortable and very helpful."

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

"I have received an excellent service and therefore cannot think of any way to improve it. Well done."

Thank you for filling in our patient feedback questionnaire.

"The service met all my needs and I cannot suggest any way to improve it. Staff are friendly, professional, helpful and caring. Information given is easy to understand and delivered in a way that is at the right level, and practical demonstration backs up the verbal and written aspect. Thank you to all staff for the service I have received."

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

"Appointment wait times can be excessive 4+ weeks for an appointment, a text service would be useful to remind you of the appointment the day before."

Reply: Thank you for filling in our feedback questionnaire- we are a very busy department and will always try our best to get appointments booked in as soon as possible, depending on the issue you are having we have a repair and collect service – where the aid will be fixed/replaced within 48 hours.



WE ARE LISTENING OCTOBER 2023

TOTAL FORMS RECEIVED: 51

21 forms from Thomas Linacre Centre

30 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

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

4% thought their experience was **GOOD**

FAMILY AND FRIENDS

92% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

4% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

94% said the care received was **COMPLETELY** tailored to meet their needs

2% said the care received was **MOSTLY** tailored to meet their needs

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

“Thank you for all the wonderful help and treatment to everyone in Audiology – you have changed my life – fantastic staff “

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

“Very pleased with my visit today 10/10 Very helpful.”

Thank you for filling in our patient feedback questionnaire.

“I found everything to be 1st class – the information was clear & understandable – Ruth was very patient pleasant and professional I was very happy with my appt.”

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 2023

Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 54

21 forms from Thomas Linacre Centre

33 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

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

4% thought their experience was **GOOD**

2% thought their experience was **AVERAGE**

FAMILY AND FRIENDS

87% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

9% said they were **LIKELY** to recommend our service to family/friends

2% said they **DID NOT KNOW IF THEY WOULD** to recommend our service to family/friends

PERSON CENTERED CARE

91% said the care received was **COMPLETELY** tailored to meet their needs

7% said the care received was **MOSTLY** tailored to meet their needs

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

"I cannot fault the expertise of the staff from beginning to end. Explanations clear & precise – well done!"

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

"Take time to listen to your patients they may have other problems related to a hearing test. If people treat you with respect it helps. Just because you are older you are not stupid.

Thank you for filling in our patient feedback questionnaire, we are sorry you did not feel the treatment in your appointment was satisfactory, the comments are always shared to the team and we always reflect on these.

"Excellent service this morning at appt. Very informative and professional – thankyou.."

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 2023

TOTAL FORMS RECEIVED: 32

8 forms from Thomas Linacre Centre

24 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

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

3% thought their experience was **GOOD**

FAMILY AND FRIENDS

91% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

6% said they were **LIKELY** to recommend our service to family/friends

3% said they **DID NOT KNOW IF THEY WOULD** to recommend our service to family/friends

PERSON CENTERED CARE

97% said the care received was **COMPLETELY** tailored to meet their needs

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

“Had a great appointment. Everything explained by lovely audiologist lady. Feel much more confident using different aspects of my 6 week old hearing aids. Many thanks”

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 that staff are very professional and importantly very clear with instructions etc. The trainee audiologist very clear in her explanations.”

Thank you for filling in our patient feedback questionnaire,.

“Nothing to improve excellent quality of service. Thank you”

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

