

WE ARE LISTENING

JANUARY 2024

TOTAL FORMS RECEIVED: 45

25 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

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

7% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

13% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

96% 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:

“Completely satisfied with the service I have received all the way through. Everything well explained and demonstrated – no problems.”

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

“The staff almost without exception , speak clearly and make good eye contact which of course is important in an audiology clinic ! thanks you so much.”

Thank you for filling in our patient feedback questionnaire.

“Everything explained thoroughly, all questions answered and helped in technology connecting to Bluetooth.”

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 2024

TOTAL FORMS RECEIVED: 50

36 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 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

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

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

PERSON CENTERED CARE

98% 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:

"I am amazed by the quality of care, help and information, this is the NHS as its best. "

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

"Just keep doing what you are doing thank you."

Thank you for filling in our patient feedback questionnaire.

"The audiology to me does not need to improve in anyway. From the start of my treatment to now has been first class. Well done to everyone in audiology 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

March 2024

Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 43

24 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

98% of thought their experience was **EXCELLENT**

2 % thought their experience was **GOOD**

FAMILY AND FRIENDS

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

7% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

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

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

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

"I have had private Has in the past – from abroad. Your service has been much better in every respect – congratulations."

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

"All was well from start to finish – Thankyou."

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

"Proactively reach out to those with hearing loss but are in denial. Mailshot from GP service??"

Reply: Thank you from all the Audiology staff. We are always looking at ways to continuously improve our service and welcome suggestions.



WE ARE LISTENING

April 2024

TOTAL FORMS RECEIVED: 43

*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

95% of thought their experience was **EXCELLENT**
5% thought their experience was **GOOD**

FAMILY AND FRIENDS

95% said they were **EXTREMELY LIKELY** to recommend our service to family/friends
5% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

95% said the care received was **COMPLETELY** tailored to meet their needs
5% said the care received was **MOSTLY** tailored to meet their needs

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

“Overall Audiology service was excellent. On time. Excellent staff, well organised. Thank you NHS, face-to-face is always for me the best policy.”

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

“Staff lovely, very efficient explained everything very clearly no problems.”

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

“Why does the TV need to be on in the waiting area? No-one needs it as it’s difficult enough to hear as it is.”

Reply: Thank you for your comment, this will be reviewed.



WE ARE LISTENING

May 2024

TOTAL FORMS RECEIVED: 49

26 from TLC

23 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

98% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

2% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

98% 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:

"Text reminders for appts."

Reply: We are currently trialling a text reminder service for Audiology appointments. If this is successful, we will continue to use it.

"Excellent service from initial assessment to follow up – I felt reassured and supported with the options available. Excellent service and amazing friendly approachable staff – thank you."

Reply: Thank you for your feedback. We aim to provide a service tailored for individual needs.

"I was seen by a trainee – I received excellent service – listened to all my concerns and treated my concerns – thank you for looking after me."

Reply: As a teaching department we often have students working with us. Thank you for providing the opportunity for our student to gain more experience



WE ARE LISTENING

May 2024

TOTAL FORMS RECEIVED: 15

11 from TLC

4 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

80% of thought their experience was **EXCELLENT**

13% thought their experience was **GOOD**

FAMILY AND FRIENDS

80% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

13% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

93% 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 am amazed by the professionalism of the staff, the high-tech equipment (incl soundproof room) and the high quality of the hearing aids – excellent – 10/10 thank you."

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

"Automatic check in would not accept double digit date – I.E 17th Jan – would only accept 1 or 7 – therefore not accepted."

Reply: Thank you for your feedback. The numbers on our check-in screen are from 1-31. We have made sure that there are clear instructions next to the screens. "



WE ARE LISTENING

July 2024

TOTAL FORMS RECEIVED: 15

36 from TLC

17 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**

6% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

9% 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

6% said the care received was **MOSTLY** tailored to meet their needs

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

"I am new to this department and I have found it extremely helpful. Everything was explain(ed) very well and I felt comfortable all the way through."

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

"Grateful for the text reminder as I had the wrong date in my diary! Also thankful she was able to remove the wax as I had that booked after this appointment! Excellent service on the day."

Reply: Thank you for your feedback. We are currently trialling a text reminder service and will be reviewing the results. "



WE ARE LISTENING

August 2024

TOTAL FORMS RECEIVED: 44

28 from TLC

16 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

98% of thought their experience was **EXCELLENT**

2% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

5% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

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

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

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

"I could not have had better treatment, and I am very pleased with the hearing aids."

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

"I have received excellent service every time I have attended, I like the fact that staff are always friendly and will help if needed and always provide up to date information. I don't see how the service could be improved at this time"

Reply: Thank you for the very positive feedback.

"Should be able to purchase Bluetooth/TV streamers at reduced price"

Reply: This is not currently a service we provide. We can make referrals to the Sensory Team who can provide advice and support with equipment.



WE ARE LISTENING SEPTEMBER 2024

TOTAL FORMS RECEIVED: 30

13 from TLC

17 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

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

7% thought their experience was **GOOD**

FAMILY AND FRIENDS

90% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

10% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

90% said the care received was **COMPLETELY** tailored to meet their needs

10% said the care received was **MOSTLY** tailored to meet their needs

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

"The total experience was excellent and can't really think how it could be improved."

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

"Keep doing what you are doing – very good department Audiology."

Reply: Thank you for the positive feedback.

"Hearing aids and equipment on display with prices."

Reply: This is not currently a service we provide. We can make referrals to the Sensory Team who can provide advice and support with equipment.



WE ARE LISTENING OCTOBER 2024

TOTAL FORMS RECEIVED: 49

25 from TLC

24 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

98% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

2% said they were **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:

"I think the service does not need improvement going off the way I was treated today. I have come and found my experience was 100% better than expected – I am going away well pleased!."

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

"No suggestions! Excellent dept as always. Thank you.."

Reply: Thank you for the positive feedback.

"The treatment I received was first class in each of the 3 visits I made. I have no complaints whatsoever. Perhaps a text reminder before the 6 week follow up would be helpful. Thank you so much for tending to my audio needs."

Reply: We now have a text reminder service for all of our appointments. As long as your contact number is up to date this will send automatically.



WE ARE LISTENING NOVEMBER 2024

TOTAL FORMS RECEIVED: 27

15 from TLC

12 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

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

PERSON CENTERED CARE

93% 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 am extremely impressed and proud of our NHS Audiology services – great job! Thanks."

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

"Maybe offer in the ear aids for spectacle wearers."

Reply: We do not currently have in-the-ear hearing aids available on the NHS. The hearing aids that we offer are high quality digital aids, many models are now rechargeable and have Bluetooth technology. The hearing aids are neat, discreet and easily worn with spectacles.

"No drop in slot times – could one morning per week help?"

Reply: We provide a 48 hour repair service, hearing aids which require repair can be dropped off at Audiology reception during our opening times (Monday-Friday). The repair will be completed and ready to collect 2 working days later.



WE ARE LISTENING DECEMBER 2024

TOTAL FORMS RECEIVED: 24

12 from TLC

12 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

98% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

2% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

92% said the care received was **COMPLETELY** tailored to meet their needs

4% said the care received was **MOSTLY** tailored to meet their needs

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

“No improvement necessary. I feel I’ve got the part of me back (personality) that had gone missing. Thank you. Outstanding service and support provided.”

” Reply: Thank you from all the Audiology staff. We’re always happy to hear when we’ve made a difference.

“Liz has been incredible, she is always person centred, listens without judgment and demonstrates care and compassion. Liz is holistic in her approach and open to ideas. Liz has overall provided more strategies, insight and guidance than any other service. Thank you so much.” **Reply: Thank you for your feedback. We always aim to provide a service tailored for individual needs.**

“Everyone was extremely helpful, and I would definitely recommend to other people.”
Reply: Thank you for the very positive feedback, we all appreciate it.

