

We Are Listening- January 2021

TOTAL FORMS RECEIVED: 13

7 forms from Thomas Linacre Centre

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

FAMILY AND FRIENDS

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

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

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

"I cannot think of anything it was excellent from start to finish."

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

"Best experience of individualised healthcare I've ever experienced. Has made a major difference to my quality of life – I have felt understood, respected, given the time needed & really listened to. Thankyou John Entwistle for assessing me so well."

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 2021

TOTAL FORMS RECEIVED: 9

6 forms from Thomas Linacre Centre

3 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% of thought their experience was **AVERAGE**

FAMILY AND FRIENDS

78% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

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

11% of said they were **NEITHER LIKELY OR UNLIKELY** to do so

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

"I found that the staff are very good & easy to talk to. They will listen and look after me & my wife – OK. 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

"My poor score for documentation is because I did not receive the confirmation appointment letter."

Reply: Due to the current global pandemic our service is not running to it's full capacity, this enables us to see patients in a quicker time frame than before meaning there will be times that an appointment letter would not arrive before the appointment slot. We can send email confirmations for the appointment date and time and will always try to send an appointment letter when possible. Thank you for filling in our feedback form.

We Are Listening- MARCH 2021

TOTAL FORMS RECEIVED: 6

3 forms from Thomas Linacre Centre

3 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

67% of thought their experience was **EXCELLENT**

17% of thought their experience was **GOOD**

FAMILY AND FRIENDS

67% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

17% said they were **LIKELY** to do so

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

"Thank you for a very helpful & professional & excellent service. Very thorough very professional and kind-
Feel and hear so much better – Thankyou".

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

"I would like to thank the entire service for their active listening skills. Thank you for easing fears and making
me comfortable. Your service is near perfect. "

*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 2021

TOTAL FORMS RECEIVED: 17

4 forms from Thomas Linacre Centre

13 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

82% of thought their experience was **EXCELLENT**

18% of 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

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

'Absolutely top top service – thank you so much.'

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

'My mum is 93 and I would have liked to gone in with her (31/3/21) I understand restrictions due to covid but I do think this should be addressed with the patient/relative/carer in mind, in case there are difficulties.'

Reply: Thank you for your feedback. Due to the current circumstances we are currently restricted to numbers of people in the room as some can be quite small. Where possible we will always allow family members into appointments and always try to explain to families what we have done in the appointment.

'No improvements necessary, a 1ST class service. Audiologist was so kind & very helpful. All my questions were answered and everything fully explained – with her help, I left the department feeling very confident in my new future with hearing aids – wonderful!'

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 2021

TOTAL FORMS RECEIVED: 5

2 forms from Thomas Linacre Centre

3 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

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

20% of thought their experience was **GOOD**

FAMILY AND FRIENDS

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

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

‘This follow up appointment was very informative. The staff member was very kind and understanding covering all necessary topics and no rushing! – Very patient.’

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

‘If I explain a problem, it does not seem to be acted on, Why?’

Reply: Thank you for your feedback. We are very sorry that you do not feel your problem was resolved in the appointment as we always strive to ensure answer any questions or queries are acknowledged as best as we can.

‘FIRST CLASS 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- JUNE 2021

TOTAL FORMS RECEIVED: 24

16 forms from Thomas Linacre Centre

8 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

83% of thought their experience was **EXCELLENT**

4% of thought their experience was **AVERAGE**

FAMILY AND FRIENDS

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

8% said they were **LIKELY** to do so

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

Everyone has been very professional, kind & patient with me. Appointments have always been kept on time and I am more than happy with Leigh audiology – You are all doing brilliantly – well done!

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

'My experience of hearing aid follow up was excellent – Audiologist was thorough , helpful knowledgeable and dealt with all my queries'

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 2021

TOTAL FORMS RECEIVED: 22

6 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

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

5% of thought their experience was **AVERAGE**

FAMILY AND FRIENDS

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

5% said they were **LIKELY** to do so

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

'Can't improve – excellent service – very impressed'

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

'When oh when are we allowed to have a 121 with the Audiologists F2F is needed for the hard of hearing! – aids need to be computer adjusted and checked – this is not done!!' (this pt was a tube change).

Reply: Thank you for filling in our feedback forms, due to the current global pandemic there have been restrictions put into place for appointments. The repair and collect drop off service enables us to still service hearing aids and issue batteries as required. As things are now easing if a face to face appointment is required and requested we would happily arrange this.

'Service was efficient, helpful, very well organised – friendly caring staff, very professional- thank you for helping me'.

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 2021

TOTAL FORMS RECEIVED: 16

9 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

88% thought their experience was **EXCELLENT**

13% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

13% said they were **LIKELY** to do so

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

‘I was very satisfied’

‘I can’t see how It needs improving – I was phoned quite quickly after leaving a message & got a repair slot the same day – Excellent service’

‘Thankyou’

‘Made the experience a good one. Worried about coming but was given all the info and was treated wonderfully’.

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 2021

TOTAL FORMS RECEIVED: 32

19 forms from Thomas Linacre Centre

13 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**

6% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

9% said they were **LIKELY** to do so

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

"I was very pleased with my treatment and hearing aids, Thank you"

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

'Send next appointment instead of leaving it up to patient to contact'

Reply: Thank you for filling in our patient feedback questionnaire. Unfortunately due to the volume of patients we have it would be impossible for us to contact them all to book future appointments. We are also only able to book up to six weeks in advance so are unable to book next maintenance appointments. We have multiple ways in which you can contact us and we will always try our best to accommodate appointments.

'VERY GOOD APPOINTMENT, VERY FRIENDLY, EXPLAINED THINGS CLEARLY'

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 2021

TOTAL FORMS RECEIVED: 20

4 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

74% of thought their experience was **EXCELLENT**

15% thought it was **GOOD**

FAMILY AND FRIENDS

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

5% said they were **LIKELY** to do so

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

'I think your service is first class, and Ruth Peet has a nice manner, 100%'

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

'A LARGE SIGN AT THE END OF THE FIRST CORRIDOR PAST THE CAFÉ – SAYING ^Audiology Department^ WITH AN ARROW AS IT LOOKS LIKE A DEAD END. A LOT OF YOUR PATIENTS ARE OLD & HAVE RESTRICTED EYE SIGHT'

Reply: Thank you from for filling out one of our feedback forms and for your above comment, we will look into this to see if the signs and directions can be made any clearer.

'THE SERVICE WAS GOOD, HEARING AID FUNCTIONALITY WAS IMPROVED AS WAS THE CONTROL OF VOLUME & HEARING LOOP – VERY IMPRESSED WITH THE PROFESSIONALISM SHOWN BY RUTH. THANKYOU FOR YOUR HELP'

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 2021

Wrightington,
Vigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 49

26 forms from Thomas Linacre Centre

23 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

82% thought their experience was **EXCELLENT**

12% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

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

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

"The staff I saw today were extremely friendly, I feel happy with everything that was discussed today."

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

"TEXT reminders for appts – missed mine yesterday, lucky to get a cancellation the day after."

Reply: Thank you for filling in our patient feedback questionnaire. Unfortunately our text reminder service is currently unavailable due to an error outside of our control. Where possible we will always send out an appointment letter and if requested we can send an e-mail confirmation with appointment details.

"Outstanding service. Very grateful – thanks to 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.