

# WE ARE LISTENING

## FEBRUARY 2025

**TOTAL FORMS RECEIVED: 26**

**19 from TLC**

**7 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

**96%** 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

**96%** said the care received was **COMPLETELY** tailored to meet their needs

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

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

*“Very friendly service, relaxed and informative – a very good service.”*

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

*Always helpful, respond v. quickly to email requests. Great service always.”*

***Reply: Thank you for your feedback. Our clerical team work very hard to ensure all appointment requests and enquiries are dealt with in a timely manner.***

*“Shorter waiting times. Thanks.”*

***Reply: We book appointments directly and do not currently have waiting lists, we aim to book as soon as possible and are a very busy service. There is an emergency hearing aid repair service available.***

