

WE ARE LISTENING

JANUARY 2025

TOTAL FORMS RECEIVED: 48

28 from TLC

20 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

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

8% 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

88% said the care received was **COMPLETELY** tailored to meet their needs

12% 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.

