

WE ARE LISTENING

MARCH 2025

TOTAL FORMS RECEIVED: 18

6 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

100% of thought their experience was **EXCELLENT**

FAMILY AND FRIENDS

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

12% 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 **PARTIALLY** tailored to meet their needs

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

"I can't fault the department in any way, from communication to patient care, it's been outstanding."

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

"Amazing experience, always on time – thank you."

Reply: Thank you for your feedback. We always try to ensure that clinics run in a timely manner to reduce waiting times.

"Always been helpful. Patient has Downs Syndrome and every time we have been everyone has been so nice! Thank you for the inclusion & support you provide it is appreciated very much."

Reply: Thank you for your feedback. Our complex needs team aim to provide individual person centred care.

