

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.