

# We Are Listening

## DECEMBER 2021

Wrightington,  
Wigan 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.***