We Are Listening- August 2026

NHS Wrightington, Wigan and Leigh lation Trust

TOTAL FORMS RECEIVED: 42

15 forms from Thomas Linacre Centre

17 forms from Leigh Infirmary

10 forms Online

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

93% of thought their experience was **EXCELLENT**

7% of thought their experience was **GOOD**

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

93% said they're care they received was **COMPLETELY** tailoured to meet their needs

7% said they're care they received was **MOSTLY** tailoured to meet their needs

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

"Found this to be an excellent service. The young lady on reception was very pleasant and very helpful. The audiology assistant I saw was very knowledgeable and caring. Overall an excellent experience and I'm very grateful for the fabulous care I've received"

Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.

"I am happy with Leigh audiology dept. I have been a patient for many years and always treated well and very efficiently. Thank you"

Reply: Thank you for filling in our patient feedback questionnaire.

"Probably the best service ever"

Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.

The WWL Way