We Are Listening- JULY 2026

NHS
Wrightington, Wigan and Leigh
dation Trust

TOTAL FORMS RECEIVED: 45

23 forms from Thomas Linacre Centre

13 forms from Leigh Infirmary

9 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

91% of thought their experience was **EXCELLENT**

9% of thought their experience was **GOOD**

FAMILY AND FRIENDS

93% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

7% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

98% said they're care they received was **COMPLETELY** tailoured to meet their needs

2% said they're care they received was **MOSTLY** tailoured to meet their needs

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

"We are so lucky to have such a fantastic staff and service, well done!."

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

"Answer the phone when you ring to make appointment. It took 3 attempts to make one."

Reply: Thank you for your comment, due to the high demand of calls we advice to leave one message and someone will get back to you, we do also offer email, online and text as a way to contact us.

"I was extremely pleased with the service I received and can't think of any improvements."

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

"I was very pleased & satisfied with the service."

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