We Are Listening- September 2026

NHS
Wrightington, Wigan and Leigh
lation Trust

TOTAL FORMS RECEIVED: 23

10 forms from Thomas Linacre Centre

10 forms from Leigh Infirmary

3 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

96% of thought their experience was **EXCELLENT**

4% of thought their experience was **GOOD**

FAMILY AND FRIENDS

100% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

92% said they're care they received was **COMPLETELY** tailoured to meet their needs

8% said they're care they received was **MOSTLY** tailoured to meet their needs

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

"The service & care I received today was absolutely outstanding! The explanations and instructions were logical, clear & extensive. Any questions I had were answered completely in the explanation given by Lottie. I wouldn't expect the service I experienced today be any better if I had attended a Private clinic. Well done Lottie for a fantastic service, thankyou so much!"

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

"Very happy with the service, very efficient"

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

"You guys have been amazing every time I have been. Very polite & listen to any concerns. Thankyou so much 😊"

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