

We Are Listening- JULY 2021

TOTAL FORMS RECEIVED: 22

6 forms from Thomas Linacre Centre

16 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

95% of thought their experience was **EXCELLENT**

5% of thought their experience was **AVERAGE**

FAMILY AND FRIENDS

95% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

5% said they were **LIKELY** to do so

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

'Can't improve – excellent service – very impressed'

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

'When oh when are we allowed to have a 121 with the Audiologists F2F is needed for the hard of hearing! – aids need to be computer adjusted and checked – this is not done!! '(this pt was a tube change).

Reply: Thank you for filling in our feedback forms, due to the current global pandemic there have been restrictions put into place for appointments. The repair and collect drop off service enables us to still service hearing aids and issue batteries as required. As things are now easing if a face to face appointment is required and requested we would happily arrange this.

'Service was efficient, helpful, very well organised – friendly caring staff, very professional- thank you for helping me'.

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