

# We Are Listening- JUNE 2021

## TOTAL FORMS RECEIVED: 24

16 forms from Thomas Linacre Centre

8 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

**83%** of thought their experience was **EXCELLENT**

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

## FAMILY AND FRIENDS

**92%** said they were **EXTREMELY LIKELY** to recommend our service to family/friends

**8%** said they were **LIKELY** to do so

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

Everyone has been very professional, kind & patient with me. Appointments have always been kept on time and I am more than happy with Leigh audiology – You are all doing brilliantly – well done!

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

'My experience of hearing aid follow up was excellent – Audiologist was thorough , helpful knowledgeable and dealt with all my queries'

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