

We Are Listening- November 2021

TOTAL FORMS RECEIVED: 20

4 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

74% of thought their experience was **EXCELLENT**

15% thought it was **GOOD**

FAMILY AND FRIENDS

80% 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:

'I think your service is first class, and Ruth Peet has a nice manner, 100%'

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

'A LARGE SIGN AT THE END OF THE FIRST CORRIDOR PAST THE CAFÉ – SAYING ^Audiology Department^ WITH AN ARROW AS IT LOOKS LIKE A DEAD END. A LOT OF YOUR PATIENTS ARE OLD & HAVE RESTRICTED EYE SIGHT'

Reply: Thank you from for filling out one of our feedback forms and for your above comment, we will look into this to see if the signs and directions can be made any clearer.

'THE SERVICE WAS GOOD, HEARING AID FUNCTIONALITY WAS IMPROVED AS WAS THE CONTROL OF VOLUME & HEARING LOOP – VERY IMPRESSED WITH THE PROFESSIONALISM SHOWN BY RUTH. THANKYOU FOR YOUR HELP'

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