

# We Are Listening- October 2021

## TOTAL FORMS RECEIVED: 32

19 forms from Thomas Linacre Centre

13 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

94% thought their experience was **EXCELLENT**

6% thought their experience was **GOOD**

## FAMILY AND FRIENDS

88% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

9% said they were **LIKELY** to do so

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

*"I was very pleased with my treatment and hearing aids, Thank you"*

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

*'Send next appointment instead of leaving it up to patient to contact'*

*Reply: Thank you for filling in our patient feedback questionnaire. Unfortunately due to the volume of patients we have it would be impossible for us to contact them all to book future appointments. We are also only able to book up to six weeks in advance so are unable to book next maintenance appointments.*

*We have multiple ways in which you can contact us and we will always try our best to accommodate appointments.*

*'VERY GOOD APPOINTMENT, VERY FRIENDLY, EXPLAINED THINGS CLEARLY'*

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