

We Are Listening- APRIL 2021

TOTAL FORMS RECEIVED: 17

4 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

82% of thought their experience was **EXCELLENT**

18% of thought their experience was **GOOD**

FAMILY AND FRIENDS

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

6% said they were **LIKELY** to do so

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

'Absolutely top top service – thank you so much.'

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

'My mum is 93 and I would have liked to gone in with her (31/3/21) I understand restrictions due to covid but I do think this should be addressed with the patient/relative/carer in mind, in case there are difficulties.'

Reply: Thank you for your feedback. Due to the current circumstances we are currently restricted to numbers of people in the room as some can be quite small. Where possible we will always allow family members into appointments and always try to explain to families what we have done in the appointment.

'No improvements necessary, a 1ST class service. Audiologist was so kind & very helpful. All my questions were answered and everything fully explained – with her help, I left the department feeling very confident in my new future with hearing aids – wonderful!'

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