

# We Are Listening- February 2021

## TOTAL FORMS RECEIVED: 9

6 forms from Thomas Linacre Centre

3 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

**89%** of thought their experience was **EXCELLENT**

**11%** of thought their experience was **AVERAGE**

## FAMILY AND FRIENDS

**78%** said they were **EXTREMELY LIKELY** to recommend our service to family/friends

**11%** said they were **LIKELY** to do so

**11%** of said they were **NEITHER LIKELY OR UNLIKELY** to do so

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

“I found that the staff are very good & easy to talk to. They will listen and look after me & my wife – OK. Thank you very much.”

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

“My poor score for documentation is because I did not receive the confirmation appointment letter.”

*Reply: Due to the current global pandemic our service is not running to it's full capacity, this enables us to see patients in a quicker time frame than before meaning there will be times that an appointment letter would not arrive before the appointment slot. We can send email confirmations for the appointment date and time and will always try to send an appointment letter when possible. Thank you for filling in our feedback form.*