

We Are Listening- January 2021

TOTAL FORMS RECEIVED: 13

7 forms from Thomas Linacre Centre

6 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

100% of thought their experience was **EXCELLENT**

FAMILY AND FRIENDS

85% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

15% said they were **LIKELY** to do so

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

"I cannot think of anything it was excellent from start to finish."

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

"Best experience of individualised healthcare I've ever experienced. Has made a major difference to my quality of life – I have felt understood, respected, given the time needed & really listened to. Thankyou John Entwistle for assessing me so well."

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