

We Are Listening- MARCH 2021

TOTAL FORMS RECEIVED: 6

3 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

67% of thought their experience was **EXCELLENT**

17% of thought their experience was **GOOD**

FAMILY AND FRIENDS

67% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

17% said they were **LIKELY** to do so

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

“Thank you for a very helpful & professional & excellent service. Very thorough very professional and kind-
Feel and hear so much better – Thankyou”.

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

“I would like to thank the entire service for their active listening skills. Thank you for easing fears and making
me comfortable. Your service is near perfect. “

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