

We Are Listening- May 2021

TOTAL FORMS RECEIVED: 5

2 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

80% of thought their experience was **EXCELLENT**

20% of thought their experience was **GOOD**

FAMILY AND FRIENDS

100% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

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

‘This follow up appointment was very informative. The staff member was very kind and understanding covering all necessary topics and no rushing! – Very patient.’

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

‘If I explain a problem, it does not seem to be acted on, Why?’

Reply: Thank you for your feedback. We are very sorry that you do not feel your problem was resolved in the appointment as we always strive to ensure answer any questions or queries are acknowledged as best as we can.

‘FIRST CLASS SERVICE’

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