

We Are Listening- February 2026



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 32

14 forms from Thomas Linacre Centre

6 forms from Leigh Infirmary

12 forms from Online

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

91% of thought their experience was **EXCELLENT**

9% thought it 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

PERSON CENTERED CARE

97% said they're care they received was **COMPLETELY** tailored to meet their needs

3% said they're care they received was **MOSTLY** tailored to meet their needs

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

"The Audiologist was very helpful and patient, and spent time to go through everything with the new hearing aids – so I know how to work it"

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

"I can't think of anything at the moment because I feel the help is great! So helpful & friendly thankyou"

Reply: Thank you for filling in our patient feedback questionnaire.

"I have visited Audiology several times and have nothing but praise and excellent care, Thankyou"

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

