

# We Are Listening- January 2026



Wrightington,  
Wigan and Leigh  
NHS Foundation Trust

## TOTAL FORMS RECEIVED: 52

22 forms from Thomas Linacre Centre

15 forms from Leigh Infirmary

15 forms Online

*Thank you for completing our feedback forms, your opinion is very important to us.*

## PATIENT OVERALL EXPERIENCE

**98%** of thought their experience was **EXCELLENT**

**2%** thought it was **GOOD**

## FAMILY AND FRIENDS

**96%** said they were **EXTREMELY LIKELY** to recommend our service to family/friends

**4%** said they were **LIKELY** to do so

## PERSON CENTERED CARE

**98%** said they're care they received was **COMPLETELY** tailoured to meet their needs

**2%** said they're care they received was **MOSTLY** tailoured to meet their needs

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

Everything was very good – staff super friendly & explained my needs very well 😊

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

All good. A new experience and good advice received thankyou

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

“Very impressed with the department. Friendly kind knowledgeable – a good experience – 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.*



The WWL Way