

We Are Listening- JANUARY 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 64

36 forms from Thomas Linacre Centre

28 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

94% thought their experience was **EXCELLENT**

3% thought their experience 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

81% said they're care they received was **COMPLETELY** tailored to meet their needs

6% said they're care they received was **MOSTLY** tailored to meet their needs

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

"I don't think you can improve 5 star treatment – made up with aids and they have sorted my hearing & tinnitus out –
thankyou"

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

"Great experience & service I felt comfortable asking questions and everything was clear and helpful"

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

"I don't think you can improve – all the staff especially my audiologist was lovely very professional, helpful and just explained everything to me – nothing was too much trouble – all leaflets & information was there to take in the waiting area – well done to all your staff"

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

