

We Are Listening- APRIL 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 34

23 forms from Thomas Linacre Centre

11 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

88% of thought their experience was **EXCELLENT**

12% thought it was **GOOD**

FAMILY AND FRIENDS

88% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

12% said they were **LIKELY** to do so

PERSON CENTERED CARE

71% said they're care they received was **COMPLETELY** tailoured to meet their needs

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

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

'It is difficult to make suggestions, because as always I have found , when I have needed the NHS treatment it has been fantastic. Thankyou.

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

'Not sure – the service & staff are wonderful and we are very fortunate to have such a service free at the point of clinical need. Bless you all & bless our NHS. .'

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

'Just keep doing what you are doing- A great service that changed my life.'- 'Good work'

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

