

We Are Listening- FEBRUARY 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 32

17 forms from Thomas Linacre Centre

15 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

100% thought their experience was **EXCELLENT**

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

100% said they're care they received was **COMPLETELY** tailored to meet their needs

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

'Outstanding staff very professional and caring – full marks'.

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

'Cant think of any improvements keep up the good work'.

'Extremely good appt – information given the best in many years – thank you'.

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

'Excellent service cannot identify any suggestions for improvements – communication excellent'.

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

