

We Are Listening- JUNE 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 36

21 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

97% of thought their experience was **EXCELLENT**

3% thought it was **GOOD**

FAMILY AND FRIENDS

89% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

11% said they were **LIKELY** to do so

PERSON CENTERED CARE

96% said they're care they received was **COMPLETELY** tailored to meet their needs

4% said they're care they received was **MOSTLY** tailored to meet their needs

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

"Think you are doing a great job- the staff are great- they are not condescending which is a big plus. Excellent Service."

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

"A Superb service- very impressed thank you."

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

"Cannot think how to improve because whole experience excellent. Staff absolutely BRILLIANT."

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

