

We Are Listening- MARCH 2022



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 32

12 forms from Thomas Linacre Centre

20 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

94% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

3% said they were **LIKELY** to do so

PERSON CENTERED CARE

66% 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:

'I HAVE NO RECOMMENDATIONS FOR CHANGE-THROUGHOUT MY TREATMENT I WAS TREATED WITH RESPECT. EVERYTHING I NEEDED TO KNOW WAS EXPLAINED VERY CLEARLY & WRITTEN HANDOUTS PROVIDED. THE FACILITIES WERE CLEAN & TIDY AND DRINKING WATER AVAILABLE. ON BOTH VISITES MY APPOINTMENT TIMES WERE ADHERED TO WITH VERY LITTLE WAITING.'

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

'MY EXPERIENCE HAS BEEN EXCELLENT BUT IN THE PAST I ALWAYS FELT I WAS LEFT NOT KNOWING IF THERE WAS ANYTHING BETTER TO HELP MY HEARING ESPECIALLY T.V NOW THE AUDIOLOGIST AND ASSISTANTS SEEM TO BE ON THE BALL – THANKYOU NHS FOR THESE NEW HEARING AIDS'

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

THE SERVICE FIRST CLASS- EVERYTHING EXPLAINED WELL AND PLENTY TIME GIVEN FOR MY QUESTIONS'

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