

# We Are Listening- MAY 2022



Wrightington,  
Wigan and Leigh  
NHS Foundation Trust

## TOTAL FORMS RECEIVED: 36

20 forms from Thomas Linacre Centre

16 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

**89%** of thought their experience was **EXCELLENT**

**8%** thought it was **GOOD**

**3%** thought it was **POOR**

## FAMILY AND FRIENDS

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

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

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

## PERSON CENTERED CARE

**95%** said they're care they received was **COMPLETELY** tailoured to meet their needs

**5%** said they're care they received was **MOSTLY** tailoured to meet their needs

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

*"Excellent service cannot fault my treatment and experience whatsoever- everything explained to a high standard. Thank you to all the staff for making this a caring experience."*

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

*"No I find them wonderful cannot fault them."*

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

*"The audiologist should speak directly to the customer not their carer. We felt as though we were stupid and not treated in a kind manner even though we were only coming in to get tubes changed and hearing aids checked."*

***Reply: Thank you for filling in our patient feedback questionnaire. We are very sorry that you did not find your experience with us satisfactory, we always try to ensure we treat patients with kindness and respect. Your comment has been passed on to the whole staff cohort.***

*"We have nothing but admiration and praise for the excellent care and consideration we were shown- you are a brilliant department."*

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