

# We Are Listening- SEPTEMBER 2022



Wrightington,  
Wigan and Leigh  
NHS Foundation Trust

## TOTAL FORMS RECEIVED: 28

21 forms from Thomas Linacre Centre

7 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

**96%** of thought their experience was **EXCELLENT**

**4%** thought it was **GOOD**

## FAMILY AND FRIENDS

**96%** said they were **EXTREMELY LIKELY** to recommend our service to family/friends

**4%** said they were **LIKELY** to do so

## PERSON CENTERED CARE

**93%** said they're care they received was **COMPLETELY** tailoured to meet their needs

**7%** said they're care they received was **MOSTLY** tailoured to meet their needs

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

'All good, service is all anyone could wish for. My thanks to all the team for their wonderful help.

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

'You cant improve on the service you provide – excellent'

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

Very pleased – wonderful staff – Love you all

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

