

WE ARE LISTENING DECEMBER 2023

TOTAL FORMS RECEIVED: 32

8 forms from Thomas Linacre Centre

24 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

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

3% thought their experience was **GOOD**

FAMILY AND FRIENDS

91% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

6% said they were **LIKELY** to recommend our service to family/friends

3% said they **DID NOT KNOW IF THEY WOULD** to recommend our service to family/friends

PERSON CENTERED CARE

97% said the care received was **COMPLETELY** tailored to meet their needs

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

“Had a great appointment. Everything explained by lovely audiologist lady. Feel much more confident using different aspects of my 6 week old hearing aids. Many thanks”

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 that staff are very professional and importantly very clear with instructions etc. The trainee audiologist very clear in her explanations.”

Thank you for filling in our patient feedback questionnaire,.

“Nothing to improve excellent quality of service. Thank you”

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

