

WE ARE LISTENING

February 2024

TOTAL FORMS RECEIVED: 50

36 forms from Thomas Linacre Centre

14 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

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

4% thought their experience was **GOOD**

FAMILY AND FRIENDS

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

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

PERSON CENTERED CARE

98% said the care received was **COMPLETELY** tailored to meet their needs

2% said the care received was **MOSTLY** tailored to meet their needs

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

“I am amazed by the quality of care, help and information, this is the NHS as its best. “

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

“Just keep doing what you are doing thank you.”

Thank you for filling in our patient feedback questionnaire.

“The audiology to me does not need to improve in anyway. From the start of my treatment to now has been first class. Well done to everyone in audiology 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.

