

WE ARE LISTENING JANUARY 2024

TOTAL FORMS RECEIVED: 45

25 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 and is also available on our internet page.

PATIENT OVERALL EXPERIENCE

93% of thought their experience was **EXCELLENT**

7% thought their experience was **GOOD**

FAMILY AND FRIENDS

87% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

13% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

96% 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:

“Completely satisfied with the service I have received all the way through. Everything well explained and demonstrated – no problems.”

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

“The staff almost without exception , speak clearly and make good eye contact which of course is important in an audiology clinic ! thanks you so much.”

Thank you for filling in our patient feedback questionnaire.

“Everything explained thoroughly, all questions answered and helped in technology connecting to Bluetooth.”

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

