

WE ARE LISTENING JANUARY 2025

TOTAL FORMS RECEIVED: 48

28 from TLC

20 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

92% of thought their experience was EXCELLENT

8% thought their experience was GOOD

FAMILY AND FRIENDS

90% said they were EXTREMELY LIKELY to recommend our service to family/friends

10% said they were LIKELY to recommend our service to family/friends

PERSON CENTERED CARE

88% said the care received was COMPLETELY tailored to meet their needs

12% said the care received was MOSTLY tailored to meet their needs

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

“No improvement necessary. I feel I’ve got the part of me back (personality) that had gone missing. Thank you. Outstanding service and support provided.”

Reply: Thank you from all the Audiology staff. We’re always happy to hear when we’ve made a difference.

“Liz has been incredible, she is always person centred, listens without judgment and demonstrates care and compassion. Liz is holistic in her approach and open to ideas. Liz has overall provided more strategies, insight and guidance than any other service. Thank you so much.” *Reply: Thank you for your feedback. We always aim to provide a service tailored for individual needs.*

“Everyone was extremely helpful, and I would definitely recommend to other people.”

Reply: Thank you for the very positive feedback, we all appreciate it.



WE ARE LISTENING FEBRUARY 2025

TOTAL FORMS RECEIVED: 26

19 from TLC

7 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

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

4% 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

4% said the care received was **PARTIALLY** tailored to meet their needs

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

"Very friendly service, relaxed and informative – a very good service."

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.

Always helpful, respond v. quickly to email requests. Great service always."

Reply: Thank you for your feedback. Our clerical team work very hard to ensure all appointment requests and enquiries are dealt with in a timely manner.

"Shorter waiting times. Thanks."

Reply: We book appointments directly and do not currently have waiting lists, we aim to book as soon as possible and are a very busy service. There is an emergency hearing aid repair service available.



WE ARE LISTENING MARCH 2025

TOTAL FORMS RECEIVED: 18

6 from TLC

12 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

100% of thought their experience was **EXCELLENT**

FAMILY AND FRIENDS

88% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

12% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

94% said the care received was **COMPLETELY** tailored to meet their needs

6% said the care received was **PARTIALLY** tailored to meet their needs

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

"I can't fault the department in any way, from communication to patient care, it's been outstanding."

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.

"Amazing experience, always on time – thank you."

Reply: Thank you for your feedback. We always try to ensure that clinics run in a timely manner to reduce waiting times.

"Always been helpful. Patient has Downs Syndrome and every time we have been everyone has been so nice! Thank you for the inclusion & support you provide it is appreciated very much."

Reply: Thank you for your feedback. Our complex needs team aim to provide individual person centred care.



WE ARE LISTENING APRIL 2025

TOTAL FORMS RECEIVED: 71

37 from TLC

34 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% of thought their experience was **GOOD**

FAMILY AND FRIENDS

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

4% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

94% said the care received was **COMPLETELY** tailored to meet their needs

6% said the care received was **PARTIALLY** tailored to meet their needs

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

"Treatment in this department is always 10/10. Plain speaking, patience and time to take in the new information. Always well mannered, friendly and respectful. Thank you for your time."

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.

"Thank you for your efficient service. Everyone is polite, kind and helpful. I am grateful for all the support given."

Reply: Thank you for your feedback.

"Do not think any changes necessary. Extremely happy with the service and the audiologist."

Reply: Thank you for your feedback.



WE ARE LISTENING MAY 2025

TOTAL FORMS RECEIVED: 37

26 from TLC

11 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

95% of thought their experience was **EXCELLENT**

5% of thought their experience was **GOOD**

FAMILY AND FRIENDS

95% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

5% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

92% said the care received was **COMPLETELY** tailored to meet their needs

5% said the care received was **MOSTLY** tailored to meet their needs

3% said the care received was **PARTIALLY** tailored to meet their needs

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

"As always Thankyou – so helpful and clear. I cannot think of anything which would enhance your service. Good luck to Maryam Patel newly qualified:- friendly , personable – enthusiastic and very clear."

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.

"It was fantastic – thanks very much."

Reply: Thank you for your feedback.

"Don't change anything- perfect as it is."

Reply: Thank you for your feedback.



WE ARE LISTENING JUNE 2025

TOTAL FORMS RECEIVED: 38
25 from TLC

13 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

95% of thought their experience was EXCELLENT

5% of thought their experience was GOOD

FAMILY AND FRIENDS

95% said they were EXTREMELY LIKELY to recommend our service to family/friends

5% said they were LIKELY to recommend our service to family/friends

PERSON CENTERED CARE

94% said the care received was COMPLETELY tailored to meet their needs

6% said the care received was PARTIALLY tailored to meet their needs

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

"Appointment was excellent, (interested in learning to retube own moulds)"

Reply: We offer appointments for this. Please contact us to book.

"I appreciated being offered someone else's cancellation when I needed a repair. Thank you so much."

Reply: We always try to rebook cancelled appointments to ensure we use our resources efficiently.

"An excellent service is provided here. Always understand my needs and I am listened to and understood. No question is a silly question. Thank you."

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.



WE ARE LISTENING JULY 2025



Wrightington, Wigan and
Leigh Teaching Hospitals

NHS Foundation Trust

TOTAL FORMS RECEIVED: 35
14 forms from Thomas Linacre Centre
9 forms from Leigh Infirmary
12 forms Online

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

PATIENT OVERALL EXPERIENCE

97% of thought their experience was EXCELLENT

FAMILY AND FRIENDS

100% said they were EXTREMELY LIKELY to recommend our service to family/friends

PERSON CENTERED CARE

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

3% said the care received was PARTIALLY tailored to meet their needs

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

"Audiology staff are polite and helpful. Came out of appointment very satisfied.

Reply: Thank you for your feedback.

"Always a first class service, very helpful staff. ."

Reply: Thank you for your feedback.

"No changes needed. Staff are welcoming and very polite, allows times to answer questions given, take time to explain various ways to care for my hearing aid."

Reply: Thank you for the very positive feedback, we all appreciate it.

"I am very happy with the service. I have been using it for years everyone I see is professional and deliver care 100%. Thank you."

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.



WE ARE LISTENING

AUGUST 2025



Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 36
18 forms from Thomas Linacre Centre
13 forms from Leigh Infirmary
5 forms Online

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

PATIENT OVERALL EXPERIENCE

94% of thought their experience was **EXCELLENT**
6% of thought their experience was **GOOD**

FAMILY AND FRIENDS

92% said they were **EXTREMELY LIKELY** to recommend our service to family/friends
8% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

92% said the care received was **COMPLETELY** tailored to meet their needs
8% said the care received was **PARTIALLY** tailored to meet their needs

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

"I think the department works very well and I personally have never had any problems, The staff are all friendly and knowledgeable.

Reply: Thank you for your feedback.

"We had an appt at Lunch time on a Saturday – the check in screen isn't in operation. There is no one around. As I write this I am still unsure if we are in the correct area. A sign saying : 'Saturday appointments' please take a seat! Would reassure people"

Reply: Thank you for your feedback- The feedback is passed on to all staff and we will ensure future Saturday clinics area is clearer.

"From admin staff to audiologist everyone is so pleasant and helpful, nothing too much trouble.

Reply: Thank you for the very positive feedback, we all appreciate it.

"Audiology Department is great, cannot be improved. Quick and efficient service.
Reply: Thank you from all the Audiology staff. We're always happy to hear when we've done a good job.



WE ARE LISTENING

September 2025



Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 29
21 forms from Thomas Linacre Centre
6 forms from Leigh Infirmary
2 forms Online

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

PATIENT OVERALL EXPERIENCE

93% of thought their experience was **EXCELLENT**
7% of thought their experience was **GOOD**

FAMILY AND FRIENDS

93% said they were **EXTREMELY LIKELY** to recommend our service to family/friends
7% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

93% said the care received was **COMPLETELY** tailored to meet their needs
7% said the care received was **PARTIALLY** tailored to meet their needs

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

"In my opinion it cannot be improved. Everyone was first class."

Reply: Thank you for the very positive feedback, we all appreciate it.

"The service I received was excellent; I can't think of any changes you could make. Please keep on with the great service you are providing. All the staff are very kind and patient. Thank you to you all."

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



WE ARE LISTENING

October 2025



Wrightington, Wigan and
Leigh Teaching Hospitals

NHS Foundation Trust

TOTAL FORMS RECEIVED: 39

14 forms from Thomas Linacre Centre

11 forms from Leigh Infirmary

14 forms Online

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

PATIENT OVERALL EXPERIENCE

97% of thought their experience was EXCELLENT

3% of thought their experience was GOOD

FAMILY AND FRIENDS

92% said they were EXTREMELY LIKELY to recommend our service to family/friends

8% said they were LIKELY to recommend our service to family/friends

PERSON CENTERED CARE

92% said the care received was COMPLETELY tailored to meet their needs

8% said the care received was PARTIALLY tailored to meet their needs

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

"Send an e-mail to fill in a questionnaire, then we can fill it in at home.

Reply: Thank you for your feedback, the feedback forms are able to complete online if you follow the QR link.

"No suggestions or comments other than my needs were explained thoroughly –
thankyou."

Reply: Thank you for your feedback.

"This department is perfect. I have never had any problems and have always been seen
whatever the problem. Thankyou."

Reply: Thank you for the very positive feedback, we all appreciate it.

From many years experience, treatment & supplies have been helpful. I am sure to
recommend anyone who needs help to contact the department straight away, Thankyou.

*Reply: Thank you from all the Audiology staff. We're always happy to hear when
we've made a difference.*



We Are Listening- November 2025



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED: 51

32 forms from [Thomas Linacre Centre](#)

10 forms from [Leigh Infirmary](#)

9 forms [Online](#)

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

98% of thought their experience was **EXCELLENT**

2% 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

92% said they're care they received was **COMPLETELY** tailored to meet their needs

8% said they're care they received was **MOSTLY** tailored to meet their needs

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

"I have been totally happy with the service and the whole team have been amazing"

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

"Very good service on time, very polite and extremely helpful"

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

"Can't thank the Audiology Dept staff enough. The service is brilliant & the difference since receiving my hearing aids is amazing. Thankyou"

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



We Are Listening- December 2025



Wrightington,
Wigan and Leigh
NHS Foundation Trust

TOTAL FORMS RECEIVED:

7 forms from Thomas Linacre Centre

6 forms from Leigh Infirmary

5 forms from Online

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

100% of thought their experience was EXCELLENT

FAMILY AND FRIENDS

100% said they were EXTREMELY LIKELY to recommend our service to family/friends

PERSON CENTERED CARE

94% said they're care they received was COMPLETELY tailoured to meet their needs

6% said they're care they received was MOSTLY tailoured to meet their needs

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

"Was helped really well and was explained really well. Came away with peace of mind."

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

"Excellent service and very reassuring service."

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

"Service is excellent and very accommodating to any requests."

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

