

# 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.***

