

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.

