

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.

