

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

95of 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.

