

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.

