

WE ARE LISTENING

October 2025



Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 39
14 forms from Thomas Linacre Centre
11 forms from Leigh Infirmary
14 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**
3% 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:

“Send an e-mail to fill in a questionnaire, then we can fill it in at home.

Reply: Thank you for your feedback, the feedback forms are able to complete online if you follow the QR link.

“No suggestions or comments other than my needs were explained thoroughly –
thankyou.”

Reply: Thank you for your feedback.

“This department is perfect. I have never had any problems and have always been seen
whatever the problem. Thankyou.”

Reply: Thank you for the very positive feedback, we all appreciate it.

From many years experience, treatment & supplies have been helpful. I am sure to
recommend anyone who needs help to contact the department straight away, Thankyou.

Reply: Thank you from all the Audiology staff. We're always happy to hear when we've made a difference.

