

WE ARE LISTENING

September 2025



Wrightington, Wigan and
Leigh Teaching Hospitals
NHS Foundation Trust

TOTAL FORMS RECEIVED: 29
21 forms from Thomas Linacre Centre
6 forms from Leigh Infirmary
2 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

93% of thought their experience was **EXCELLENT**
7% of thought their experience was **GOOD**

FAMILY AND FRIENDS

93% said they were **EXTREMELY LIKELY** to recommend our service to family/friends
7% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

93% said the care received was **COMPLETELY** tailored to meet their needs
7% said the care received was **PARTIALLY** tailored to meet their needs

HOW CAN WE IMPROVE YOUR AUDIOLOGY SERVICE? PATIENT COMMENTS/SUGGESTIONS:

“In my opinion it cannot be improved. Everyone was first class.”
Reply: Thank you for the very positive feedback, we all appreciate it.

“The service I received was excellent; I can’t think of any changes you could make. Please keep on with the great service you are providing. All the staff are very kind and patient. Thank you to you all.”
Reply: Thank you from all the Audiology staff. We’re always happy to hear when we’ve done a good job.

