

# We Are Listening- April 2026



Wrightington,  
Wigan and Leigh  
NHS Foundation Trust

## TOTAL FORMS RECEIVED: 25

13 forms from Thomas Linacre Centre

12 forms 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.*

## PATIENT OVERALL EXPERIENCE

**100%** 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

**96%** said they're care they received was **COMPLETELY** tailoured to meet their needs

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

*"I have no suggestions really as everyone was very helpful & feel I received the best care – thankyou so much"*

***Reply: Thank you from all of the Audiology staff. We're always happy to hear when we've done a good job.***

*"I don't think you have to do anything , I was very happy with the service."*

***Reply: Thank you for filling in our patient feedback questionnaire.***

*"According to my treatment today I cannot see anyway to improve it. Really taken care of & quite enjoyed seeing it all work. Thankyou , First time back & would come again anytime"*

***Reply: Thank you from all the Audiology staff. We always do our best to answer any queries/questions our patients and visitors may have.***



The WWL Way