

We Are Listening- JUNE 2026



Wrightington,
Wigan and Leigh
Audiology Trust

TOTAL FORMS RECEIVED: 43

16 forms from Thomas Linacre Centre

17 forms from Leigh Infirmary

10 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.*

PATIENT OVERALL EXPERIENCE

95% of thought their experience was **EXCELLENT**

5% of thought their experience was **GOOD**

FAMILY AND FRIENDS

98% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

2% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

98% said they're care they received was **COMPLETELY** tailored to meet their needs

2% said they're care they received was **MOSTLY** tailored to meet their needs

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

"Great to be listened to."

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

"Direct phone line would be better than having to leave a message for someone to get back to you. Not always convenient when someone is working and cant answer the phone."

Reply: Thank you for your comment, due to the high demand of calls we get an answering machine is the best way in which we can get back to everyone, we do also offer email, online and text as a way to contact us.

"Very happy with Audiology professional, friendly caring & thoughtful -Thankyou."

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

"Audiology staff very pleasant , thorough description how to deal with instruments."

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

