

# We Are Listening- March 2026



Wrightington,  
Wigan and Leigh  
NHS Foundation Trust

## TOTAL FORMS RECEIVED: 46

24 forms from Thomas Linacre Centre

15 forms from Leigh Infirmary

7 Online

*Thank you for completing our feedback forms, your opinion is very important to us.*

## PATIENT OVERALL EXPERIENCE

**98%** of thought their experience was **EXCELLENT**

**2%** thought it was **GOOD**

## FAMILY AND FRIENDS

**100%** said they were **EXTREMELY LIKELY** to recommend our service to family/friends

## PERSON CENTERED CARE

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

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

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

"Today I had my hearing aids fitted. Katie was very pleasant and explained everything to me in great detail. She also addressed my queries and concerns. I was seen promptly at the appointment time. At reception my follow up appointment was scheduled at a time to suit me. Overall a nice experience."

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

"Excellent service, can't think of anything that it lacks"

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

"Just to say Thank you to all the staff who I have met from start to finish of my appointments. All were very professional, friendly and helpful."

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

