

# We Are Listening- May 2026



Wrightington,  
Wigan and Leigh  
Foundation Trust

## TOTAL FORMS RECEIVED: 30

12 forms from Thomas Linacre Centre

11 forms from Leigh Infirmary

11 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

**97%** of thought their experience was **EXCELLENT**

**3%** of thought their experience was **GOOD**

## FAMILY AND FRIENDS

**97%** said they were **EXTREMELY LIKELY** to recommend our service to family/friends

**3%** said they were **LIKELY** to recommend our service to family/friends

## PERSON CENTERED CARE

**97%** said they're care they received was **COMPLETELY** tailored to meet their needs

**3%** said they're care they received was **MOSTLY** tailored to meet their needs

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

"Staff in the department are very friendly & make you feel completely relaxed. They speak to you at a level that makes it easy to understand & allow you time to ask questions as well as showing an interest in what you have to say. Thankyou."

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

"Don't think you can – treatment was excellent."

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

"I had problems with one of my old aids and it was decided to replace both with a new rechargeable set. I was seen by Bethany Sykes, she introduced herself she was very pleasant and knowledgeable in the fitting and usage of the aids, it was a pleasure to be seen by her in such a professional manner."

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

