We Are Listening- October 2026

NHS
Wrightington, Wigan and Leigh
dation Trust

TOTAL FORMS RECEIVED: 25

12 forms from Thomas Linacre Centre

7 forms from Leigh Infirmary

6 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

100% of thought their experience was **EXCELLENT**

FAMILY AND FRIENDS

92% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

8% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

100% said they're care they received was **COMPLETELY** tailoured to meet their needs

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

"I just being told the tinnitus, the sound of hissing or background noise is normal + usually we don't hear it unless something triggers it has actually made me feel normal as most of the time I don't hear the hissing sound and now I understand what triggers it. Also having my ears checked for hearing ability and for any physical problems has given me 'piece of mind'. Knowing what to expect gives people control and piece of mind. Thanks Audiology team."

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

"Very impressed with service, explanation and attitude. Seen by Ruth"

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

"None for me it was excellent"

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