

WE ARE LISTENING

April 2024

TOTAL FORMS RECEIVED: 43

*Thank you for completing our feedback forms, your opinion is very important to us.
All feedback is discussed at our monthly staff meeting and is also available on our internet page.*

PATIENT OVERALL EXPERIENCE

95% of thought their experience was **EXCELLENT**
5% thought their experience was **GOOD**

FAMILY AND FRIENDS

95% said they were **EXTREMELY LIKELY** to recommend our service to family/friends
5% said they were **LIKELY** to recommend our service to family/friends

PERSON CENTERED CARE

95% said the care received was **COMPLETELY** tailored to meet their needs
5% said the care received was **MOSTLY** tailored to meet their needs

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

“Overall Audiology service was excellent. On time. Excellent staff, well organised. Thank you NHS, face-to-face is always for me the best policy.”

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

“Staff lovely, very efficient explained everything very clearly no problems.”

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

“Why does the TV need to be on in the waiting area? No-one needs it as it's difficult enough to hear as it is.”

Reply: Thank you for your comment, this will be reviewed.

