

WE ARE LISTENING

March 2024

TOTAL FORMS RECEIVED: 43

24 forms from Thomas Linacre Centre

19 forms from Leigh Infirmary

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

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

2 % thought their experience was **GOOD**

FAMILY AND FRIENDS

93% said they were **EXTREMELY LIKELY** to recommend our service to family/friends

7% 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:

“I have had private Has in the past – from abroad. Your service has been much better in every respect – congratulations.”

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

“All was well from start to finish – Thankyou.”

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

“Proactively reach out to those with hearing loss but are in denial. Mailshot from GP service??”

Reply: Thank you from all the Audiology staff. We are always looking at ways to continuously improve our service and welcome suggestions.

