

## 2016 Feedback Card Database (February 2016) - CircleReading

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Date w/c	Department	What did we do well?	What could we have done better?	Would you recommend us to your friends and family?	How did you hear about Circle Reading?	Comments
05/02/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Daycase	The staff create a calm environment. Good information, friendly and polite.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Kept me well informed and communicated well. Thank you.	Nothing. Coming from working at an Acute Trust, this is a dream.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Excellent care and nursing.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Caring in every aspect. Looking after me. Whenever I needed help or medication a nurse was there at all times. The food and drink. The cleaning of my room. Everything was excellent.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Daycase	Pleasant, friendly and informative.	It would have been better to have gone straight to my own room. The Pods are not private. <i>Our Action: Thank you for your feedback. We apologise that you did not find the Daycase Pods private. Our Daycase pods have been designed to be spacious and calming, enabling our patients to experience a quiet environment. We have introduced information in relation to the design of the Daycase pods in order that our patients are made aware of what can be expected upon arrival to the Daycase area.</i>	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Excellent service all around.	X-ray machine broke down on day of going home. A long time waiting around. <i>Our Action: Thank you for your feedback. On occasion, unforeseen circumstances do arise, which can lead to delays in the discharge process. We apologise that this was your experience at the point of your stay.</i>	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Absolutely everything.	Nothing. It was perfect.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Good experience from all involved.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Everything was smooth, effective and extremely friendly.	Repeated same questions for example 'are you allergic to anything'. <i>Our Action: Thank you for your feedback. Our care pathway is designed to ensure that all up to date information relating to our patients is documented and in some instances, it is pertinent to ensure that some questions are regularly revisited in order to ensure and maintain safe patient care.</i>	Yes	Internet Search	Extremely Likely
05/02/2016	Not Stated	All of it. I was very well looked after and supported by all staff. Thank you.	Nothing.	Yes	Not stated	Extremely Likely

05/02/2016	Daycase	Everything was excellent.	Hot drinks hotter, only luke warm. Not keep straws when I need to use them. <i>Our Action: We apologise that this was your experience. Our Hospitality Services Manager has reiterated to the Hospitality Team the importance of ensuring that all of our patients are served hot beverages, if requested, in a timely manner and are provided with a continuous supply of drinking straws as requested.</i>	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Everyone was friendly and helpful in every aspect of my stay.	Cleaning and dusting of room daily. <i>Our Action: Thank you for your valuable feedback. We would welcome the opportunity to discuss such with you personally in order that we may further investigate your feedback with you directly.</i>	Yes	Not stated	Extremely Likely
05/02/2016	Not Stated	Hernia operation. Before and after the procedure was very good. The consultant was very good. Altogether it was excellent.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Physiotherapy	Consultative approach. Explained things clearly.	Nothing.	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Everything was fine.	Supply proper brown bread without seeds. <i>Our Action: Thank you for your feedback. Our Hospitality Hosts are able to provide a variety of different bread types if so requested by our patients. We apologise that this was not offered to you at the time of your stay.</i>	Yes	Not stated	Extremely Likely
05/02/2016	Inpatients	Attentive and sympathetic to my needs.	The food is average. On this occasion, I was put in a day room for 2 hours before going to my overnight room. This was not very comfortable. <i>Our Action: Thank you for your valuable feedback. We apologise that this was your experience. We would welcome the opportunity to discuss such with you personally in order that we may further investigate your feedback with you directly.</i>	Yes	Not stated	Extremely Likely
12/02/2016	Radiology	Very friendly and was made to feel at ease.	Nothing.	Yes	GP	Extremely Likely
12/02/2016	Inpatients	Everybody has been friendly, helpful and has looked after me at all times. A special mention for the catering on the wards. The gentleman could not have been more helpful.	Nothing.	Yes	Not stated	Extremely Likely
12/02/2016	Not Stated	Looked after my every need during my sickness and pain.	Nothing.	Yes	Not stated	Extremely Likely
12/02/2016	Not Stated	The whole package.	I was very happy with it all.	Yes	Not stated	Extremely Likely
12/02/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
12/02/2016	Inpatients	The staff were supportive and friendly. When I panicked they were very attentive.	Nothing.	Yes	NHS Choices Website	Extremely Likely
12/02/2016	Daycase	Everything. An exemplary experience.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
12/02/2016	Inpatients	The staff were very professional and friendly.	Nothing.	Yes	Not stated	Extremely Likely
12/02/2016	Daycase	The personal care was of a very high standard.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
12/02/2016	Daycase	Very clean, professional staff and a friendly environment.	Nothing.	Yes	Not stated	Extremely Likely
12/02/2016	Inpatients	Everything. The staff were very caring and nothing was any trouble for them.	Nothing.	Yes	Not stated	Extremely Likely
12/02/2016	Inpatients	Overall attention and explanations. Good aftercare, post the operation.	Advice of later operation time. I was told about 10.00am and it was actually 12.30pm. <i>Our Action: We apologise that this was your experience. On occasion, unforeseen delays do occur and we endeavour to ensure that all of our patients are provided with regular and informative updates. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Likely

12/02/2016	Inpatients	I found that all staff are very professional and caring.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	My first operation. I was made to feel very comfortable and relaxed.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	The caring. The nursing. Very informative. Explained everything.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	All the care. Staff have been very helpful and supportive.	Nothing.	Yes	Medical Insurer	Extremely Likely
19/02/2016	Radiology	Everything.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
19/02/2016	Not Stated	Kind and caring and informing us of the procedure.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	Everything.	Nothing.	Yes	Medical Insurer	Extremely Likely
19/02/2016	Daycase	Very friendly staff and clean facilities.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	Everything. I have never before felt looked after so well. 10/10 for the staff. Thank you.	The only small thing was, I kept dropping the remote controls for the bed and T.V. It is a shame there is no holder attached to the bed for them. <i>Our Action: Thank you for your valuable feedback. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	Staff were amazing.	There were no toiletries in the bathroom. All other hospitals have these, so I assumed I would not need to bring any. <i>Our Action: Thank you for your feedback. Prior to admission, all of our patients are provided with an Information Guide, which clearly details all available facilities within either the Inpatient or Daycase Wards. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Friend/family recommendation	Extremely Likely
19/02/2016	Radiology	A clear explanation of the procedure and caring approach. The staff member offered to hold my hand which was thoughtful and appreciated.	Perhaps explain what footwear would be best to bring or wear in, at the procedure. <i>Our Action: Thank you for your feedback. Prior to admission, all of our patients are provided with an Information Guide, which clearly details all radiological procedures and associated information. We apologise if you were not given this information prior to your appointment. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	I felt very well looked after, from start to finish.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Inpatients	You were very attentive and kind.	Nothing. Excellent service.	Yes	Not stated	Extremely Likely
19/02/2016	Daycase	Everything was very good.	Nothing.	Yes	Not stated	Extremely Likely
19/02/2016	Daycase	Friendly staff. Tidy hospital and good explanations by staff and Doctor. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything. Total care.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	The staff were all helpful, caring and polite. They always kept calm.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything. A pleasure to be here. I was welcomed by all.	Nothing at all. Excellent.	Yes	Not stated	Extremely Likely
26/02/2016	Daycase	Everything was explained clearly. Caring and kindness was shown.	Nothing.	Yes	Not stated	Extremely Likely

26/02/2016	Inpatients	Everything. A totally pleasurable experience.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything was wonderful.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Daycase	Good communication and very friendly.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything. I cannot fault anything.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Daycase	From start to finish, excellent.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	Everything! Very attentive and professional The nurses were beautiful and caring	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	The staff were very polite and helpful. I felt great in this place.	Nothing.	Yes	Not stated	Extremely Likely
26/02/2016	Inpatients	I was well looked after and everything was explained.	Let me use my vaping machine. <i>Our Action: Thank you for your feedback. We prohibit the use of vaping machines within the hospital as per the provision of 'smoking guidance' in conjunction with the hospital's Fire Safety Advisor.</i>	Yes	Not stated	Extremely Likely
26/02/2016	Physiotherapy	A good series of exercises demonstrated. The email of exercises was good and personable.	Although private, it would have been useful to have costs and length of appointments explained. <i>Our Action: Thank you for your valuable feedback. We would welcome the opportunity to discuss such with you personally in order that we may further investigate your feedback with you directly.</i>	Yes	GP	Extremely Likely