

2016 Feedback Card Database (March 2016) - CircleReading

100 Drake Way
Reading
RG2 0NE
01189 226 888
circlereading.co.uk



| 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 |
|------------|-------------|---|--|--|--|------------------|
| 02/03/2016 | Inpatients | A fantastic team of consultants, anaesthetists, nurses and health care assistants. | Nothing. | Yes | Not stated | Extremely likely |
| 04/03/2016 | Daycase | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 04/03/2016 | Inpatients | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 04/03/2016 | Inpatients | They looked after me and communicated non-stop. Everyone was great and very efficient. | Nothing. | Yes | Not stated | Extremely likely |
| 04/03/2016 | Inpatients | The care was exemplary. | Nothing. | Yes | Not stated | Extremely likely |
| 04/03/2016 | Inpatients | Looked after me totally during my stay. All the nurses, physiotherapists and all staff were great. | Nothing. | Yes | Friend/family recommendation | Extremely likely |
| 11/03/2016 | Not stated | Clean and tidy. | The car parking was really bad and busy. <i>Our Action: We apologise that the car park spaces were not easily accessible on the day of your appointment. We have recently acquired additional car parking spaces for our staff on Kennet Island and the double-car parking bays are now in use by staff in order that more spaces are made available to our patients and visitors.</i> | Yes | Not stated | Extremely likely |
| 11/03/2016 | Outpatients | Very informative, friendly and a great atmosphere. | Nothing. | Yes | NHS Choices Website | Extremely likely |
| 11/03/2016 | Inpatients | A very calm atmosphere and the staff were superb. | I had trouble sending and receiving emails from family. <i>Our Action: Thank you for your feedback. We will continue to monitor our patient feedback in relation to such.</i> | Yes | Not stated | Extremely likely |
| 11/03/2016 | Daycase | Everything was of a very high standard. | Nothing. | Yes | Medical Insurer | Extremely likely |
| 11/03/2016 | Inpatients | Very informative and friendly staff. I had great communication throughout my stay. | With a throat operation, I would like the catering staff to understand the timing of the meal as it takes longer to eat. <i>Our Action: We apologise that this was your experience. We have passed your valuable feedback onto our Patient Experience Lead who has reminded the hospitality hosts of the importance of serving food and ensuring that courses are served in an appropriately timed manner.</i> | Yes | Medical Insurer | Extremely likely |
| 11/03/2016 | Daycase | Everything done by staff. All areas of the care team and housekeeping with an extremely friendly, warm and professional manner. | Nothing. | Yes | Internet search | Extremely likely |
| 11/03/2016 | Inpatients | The doctors, nurses and physiotherapists were excellent providing support and care at all times. The facilities and the room were lovely. | Nothing. You provided an excellent service and I was very pleased. | Yes | GP | Extremely likely |
| 11/03/2016 | Not stated | Everything. I had an extremely restful and amazing stay. The staff were really lovely and helpful. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Inpatients | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Daycase | All of the doctors and nurses were very kind and professional. The facilities were excellent. | In the recovery room there was a lot of talking, I needed peace and quiet. It was annoying. <i>Our Action: We apologise that this was your experience. We have passed your valuable feedback onto our Recovery Lead who has reminded the recovery team of the importance of ensuring that a peaceful and quiet environment is maintained.</i> | Yes | Not stated | Extremely likely |

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| 11/03/2016 | Daycase | You cared beautifully for me and for my elderly mother, in a clean and practical environment. | Perhaps you could supply smaller slipper socks for those of us with smaller feet. <i>Our Action: Non-slip slipper socks in a range of sizes have been sourced as an alternative to the one size slippers.</i> | Yes | Friend/family recommendation | Extremely likely |
| 11/03/2016 | Daycase | Admission was smooth and efficient, everyone was friendly and welcoming. After my operation, refreshments were delivered speedily and were much appreciated. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Inpatients | Brilliant care. I always felt welcome and was always kept updated with everything that happened during my stay. | Nothing. | Yes | GP | Extremely likely |
| 11/03/2016 | Inpatients | Everything was extremely professional, well organised and the staff were excellent. | I cannot think of anything. I am extremely pleasant with all aspects. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Not stated | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Daycase | Communication was kept throughout my stay. Also, the sandwich I was brought was excellent. | To be a bit more realistic about time intervals between surgery and discharge. This is a comment not a complaint. <i>Our Action: We apologise that you experienced a longer than expected waiting time. We endeavour to inform and keep our patients updated when unforeseen delays occur and our Daycase Lead has reminded the team of the importance of communicating such information to our patients.</i> | Yes | GP | Extremely likely |
| 11/03/2016 | Inpatients | I was well looked after. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Daycase | Care prior the operation and also after the operation was good, as well as the information being provided. | Nothing. | Yes | Not stated | Likely |
| 11/03/2016 | Inpatients | Very happy with my experience at the Circle. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Inpatients | Everything, from the service provided by all staff, which was uncouncted at all times, during my stay. | Nothing. | Yes | Not stated | Extremely likely |
| 11/03/2016 | Physiotherapy | Everything. | You cannot improve on perfection. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Inpatients | Everything. | Nothing | Yes | Not stated | Extremely likely |
| 18/03/2016 | Inpatients | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Inpatients | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Inpatients | Not stated. | Nothing. | Yes | Not stated | Likely |
| 18/03/2016 | Outpatients | Everything. | Nothing. | Yes | NHS Choices Website | Extremely likely |
| 18/03/2016 | Daycase | Regular reviews and friendly people. I was always kept updated. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Daycase | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Daycase | Made comfortable and checked frequently. | Nothing. | Yes | NHS Choices Website | Extremely likely |
| 18/03/2016 | Daycase | Very friendly and efficient throughout my stay. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Inpatients | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Inpatients | Everything. Very happy with everyone and everything. | Nothing. | Yes | Not stated | Extremely likely |

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|------------|---------------|--|---|-----|---------------------|------------------|
| 18/03/2016 | Inpatients | Everything. The nursing staff were caring and professional. It was almost a pleasure being ill. Also, well done to the catering. | Nothing. | Yes | Internet search | Extremely likely |
| 18/03/2016 | Inpatients | Looked after me very well. | Nothing. | Yes | GP | Extremely likely |
| 18/03/2016 | Inpatients | All the staff were exceptional, especially the paediatric nurse and all the team. They really were all superb. | Nothing. | Yes | Internet search | Extremely likely |
| 18/03/2016 | Radiology | Very courteous, calming, warm and reassuring. | Nothing. | Yes | NHS Choices Website | Extremely likely |
| 18/03/2016 | Radiology | Always greeted by staff. They were always giving me information and kept me updated throughout my stay. The staff had a good general attitude. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Daycase | The staff were very friendly. | Nothing. | Yes | Not stated | Extremely likely |
| 18/03/2016 | Daycase | Not stated. | Perhaps a slightly shorter period in the ante-room before my operation, although this may not be possible. <i>Our Action: We apologise that you experienced a longer than expected waiting time. We endeavour to inform and keep our patients updated when unforeseen delays occur and our Daycase Lead has reminded the team the importance of communicating such information to our patients.</i> | Yes | Medical Insurer | Extremely likely |
| 24/03/2016 | Daycase | Care and attention always provided. | Nothing. | Yes | Family/friend | Extremely likely |
| 24/03/2016 | Daycase | Explained everything well. Looked after and very attentive. | Nothing. | Yes | Medical Insurer | Extremely likely |
| 24/03/2016 | Outpatients | Polite, thorough, efficient and happy. | Nothing. | Yes | Family/friend | Extremely likely |
| 24/03/2016 | Daycase | Everything was perfect. | Nothing. | Yes | Not stated | Extremely likely |
| 24/03/2016 | Inpatients | Not stated. | Nothing. | Yes | Family/friend | Extremely likely |
| 24/03/2016 | Inpatients | Everything. | Nothing. | Yes | GP | Extremely likely |
| 24/03/2016 | Physiotherapy | Good class but I also received individual attention. | Nothing. | Yes | Not stated | Extremely likely |
| 24/03/2016 | Inpatients | Everything. The staff were very friendly, cheerful and accommodating. | Nothing. | Yes | Not stated | Extremely likely |
| 24/03/2016 | Outpatients | Everything. The staff were very polite and I was made to feel at ease. | Nothing. | Yes | GP | Extremely likely |
| 24/03/2016 | Daycase | Not stated. | During my pre-assessment appointment, I felt no consideration was given to my age or physical condition. <i>Our Action: We apologise that this was your experience. We would welcome the opportunity to discuss such with you further in order that we may address your concerns raised directly.</i> | Yes | GP | Extremely likely |
| 24/03/2016 | Inpatients | Great care and my medical and comfort needs were satisfied. | Look at reducing night time noise (e.g. personal buzzers or light flashers) instead of loud signal sounds. It is difficult, but try to keep talking at a lower level. <i>Our Action: We apologise that this was your experience. Every effort is made to ensure a safe environment for our patients and our call buzzers notify the nursing staff that clinical assistance is required. Our Inpatients Lead has reminded the nursing staff to answer call buzzer requests promptly and has reminded the team of the importance of such within the weekly departmental meetings.</i> | Yes | Not stated | Extremely likely |
| 24/03/2016 | Physiotherapy | Patient care and communication was good. | Nothing. | Yes | NHS Choices Website | Extremely likely |