

## 2016 Feedback Card Database (April 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
01/04/2016	Inpatients	The care and aftercare has been first class.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Inpatients	I was looked after extremely well by all staff.	The room could have been cooler. <i>Our action: Thank you for your valuable feedback. Our Facilities Management Team are able to monitor the temperature in our Inpatient rooms when requested and adjust such wherever possible. We apologise that you were not made aware of this at the time of your stay and we will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
01/04/2016	Daycase	Communication, friendly staff, food and cleanliness.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Daycase	Everything. A great experience.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Daycase	Everything. The care was brilliant.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Inpatients	Everything.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
01/04/2016	Not stated	Everything.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Inpatients	Kind, friendly and efficient.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Inpatients	My stay was made a relaxing and enjoyable experience.	Nothing.	Yes	Not stated	Extremely likely
01/04/2016	Inpatients	The care and attention from the Nurses was first class. The food was excellent.	Nothing.	Yes	Medical Insurer	Extremely likely
01/04/2016	Inpatients	Everything. Everyone was really kind and helpful and I was made to feel at ease.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Friendly staff.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Not stated.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	The operation. The after-care was fabulous.	Nothing.	Yes	Medical Insurer	Extremely likely
08/04/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Daycase	All well.	Nothing.	Yes	Not stated	Extremely likely

08/04/2016	Not stated	Everything.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Outpatients	Friendly.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Radiology	Everything.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
08/04/2016	Radiology	Most considerate and patient.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Very good. Patient, caring and attentive ward staff.	Stock earplugs. I had trouble sleeping because of the machine noise. <i>Our Action: Thank you for your valuable feedback. Earplugs can be provided to our patients upon request. We apologise that you were not made aware of this at the time of your stay and we will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Really attentive.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Everything. Looking after me.	You could not have done better.	Yes	Not stated	Extremely likely
08/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Daycase	Everything. All the staff are amazing and very caring. I could not have asked for any more.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Daycase	Caring staff, friendly and punctual. An excellent endoscopy.	Nothing.	Yes	Not stated	Extremely likely
08/04/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely likely
08/04/2016	Inpatients	Everything.	Food after surgery. <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	Friend/Family recommendation	Extremely likely
08/04/2016	Daycase	All staff were friendly, efficient and professional. They put me at ease from the moment of arrival.	Nothing.	Yes	GP	Extremely likely
15/04/2016	Daycase	Friendly, patient and understanding.	Nothing.	Yes	GP	Extremely likely
15/04/2016	Daycase	Friendly, reassuring and efficient staff.	Nothing.	Yes	Medical Insurer	Extremely likely
15/04/2016	Not stated	The whole hospital team were very professional, understanding and very patient with me. I really appreciated the care they provided.	Nothing.	Yes	GP	Extremely likely
15/04/2016	Daycase	Very friendly staff. Kept well informed and an overall pleasant experience.	Nothing.	Yes	NHS Choice Website	Extremely likely
15/04/2016	Not stated	Friendly staff. Kept well informed. Polite and efficient.	Nothing.	Yes	NHS Choice Website	Extremely likely
15/04/2016	Inpatients	Everything was assessed and help was given. I felt very confident in my stay and in capable hands.	Nothing.	Yes	Not stated	Extremely likely
15/04/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely likely
15/04/2016	Daycase	The procedure was explained and support provided at all stages of the procedure and operation.	Nothing. It was all perfect.	Yes	Medical Insurer	Extremely likely
15/04/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely likely

15/04/2016	Daycase	I was well informed throughout the process.	Nothing.	Yes	Not stated	Extremely likely
15/04/2016	Inpatients	Good communication skills and information given readily.	Nothing.	Yes	Not stated	Extremely likely
15/04/2016	Inpatients	Everything. I could not have had better care or service.	Nothing.	Yes	Not stated	Extremely likely
15/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
15/04/2016	Inpatients	Efficient checking in at reception. Great care from the nurses, health care assistants and doctors. Good clear explanations and instructions.	Nothing.	Yes	Not stated	Extremely likely
15/04/2016	Physiotherapy	A friendly helpful service.	Nothing.	Yes	Not stated	Likely
15/04/2016	Inpatients	All staff were very friendly, knowledgeable and cheerful. Especially the day staff.	Perhaps food could be cleared a little quicker. <i>Our Action: We apologise that this was your experience. Our Hotel Services Lead has reminded the Hospitality Team of the importance of ensuring that the tables within our Inpatient rooms are cleared in a timely manner. We will continue to monitor our patient feedback in relation to such</i>	Yes	Not stated	Extremely likely
15/04/2016	Daycase	Completed eye treatment.	Nothing. Everything was excellent.	Yes	Not stated	Extremely likely
19/04/2016	Inpatients	Friendly, always available and kept me well informed at all times.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Daycase	Very friendly, clear communication from everyone involved.	One issue is the lack of privacy, I could hear everything said to other patients. <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	Medical Insurer	Likely
22/04/2016	Daycase	All the staff were so friendly and helpful. Nothing was too much trouble. It was quiet and relaxing.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Inpatients	Very friendly and attentive, I was made to feel very comfortable. I did not feel like I was in hospital. It was more like a 5 Star Hotel.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Daycase	Efficient, organised and helpful. Thank you.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Outpatients	Absolutely everything, from complex measurements due to extra lens to problems with cataracts. The most reassuring care staff ever. Nothing was too much trouble for them.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Not stated	Everything.	Car park needs to be bigger. <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
22/04/2016	Inpatients	Efficient procedure. All staff were welcoming and friendly.	Nothing.	Yes	Not stated	Likely
22/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Inpatients	Very friendly and attentive.	Nothing.	Yes	Not stated	Extremely likely

22/04/2016	Daycase	Always attentive and informative. Made me feel incredibly comfortable.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
22/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Inpatients	Everything. Everyone was really nice and friendly and happy to answer any questions I had.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Not stated	I was given very good care and support. The staff were extremely friendly and helped so much when I was nervous.	Nothing.	Yes	Not stated	Extremely likely
22/04/2016	Daycase	Efficient nursing staff. Well informed, punctual and good hospitality.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Daycase	Very pleasant and efficient staff.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Daycase	The care and communication were great.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Daycase	Taking good care of me. I would like to thank all the staff.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Inpatients	All aspects of care were carried out to a high professional standard.	The food was very bland. <i>Our Action: We apologise that this was your experience at the time of your stay. We have passed your feedback onto our Patient Experience Lead and Head Chef for further review and discussion. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
29/04/2016	Inpatients	Everything. I was extremely well looked after and made to feel comfortable during my stay.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Outpatients	The nurses treated me with respect and I found them professional and friendly.	Nothing. I thought everything was excellent.	Yes	Not stated	Extremely likely
29/04/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Likely
29/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Inpatients	All staff that I had contact with were very helpful and friendly.	Nothing.	Yes	Not stated	Likely
29/04/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Inpatients	Everything. The service was amazing. Caring and considerate staff.	Perhaps the Wi-Fi, I could not use my iPad. <i>Our action: Thank you for your feedback. We have passed your valuable feedback onto our Facilities Management Team and we will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
29/04/2016	Outpatients	Efficient and polite. I arrived early and was seen almost immediately.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Outpatients	Everything.	Nothing.	Yes	NHS Choice Website	Extremely likely
29/04/2016	Inpatients	My needs were met in every way.	Nothing.	Yes	Not stated	Extremely likely
29/04/2016	Inpatients	All staff were very friendly and the building was very modern and clean.	Nothing.	Yes	Not stated	Extremely likely

29/04/2016	Daycase	Day of procedure and pre-operative care was very well organised and efficient. Very reassuring staff.	Did not realise the initial consultation appointment would take so long. <i>Our Action: Thank you for your valuable feedback. We apologise that you were not made aware of the duration of your initial consultation appointment. 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
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