

2016 Feedback Card Database (May 2016) - CircleReading

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Reading
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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
06/05/2016	Outpatients	Very efficient.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Physiotherapy	Good treatment.	Nothing. All perfect.	Yes	Not stated	Likely
06/05/2016	Daycase	Good treatment.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Inpatients	Surgery went well The pain was controlled well and the after-care was excellent.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Inpatients	Everything. Everyone went beyond the call of duty. I have had a wonderful stay and been made to feel at ease.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Daycase	Treatment, information and aftercare were excellent. The Consultant and team were first class I would highly recommend.	Nothing.	Yes	GP	Extremely likely
06/05/2016	Inpatients	Everything possible was done to make my stay welcoming and comfortable. You could not have done any more for me.	Nothing. Your team throughout were amazing.	Yes	Not stated	Extremely likely
06/05/2016	Inpatients	Everything was wonderful. The staff could not have done more for me. I feel very lucky to have been treated at Circle.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Daycase	Very efficient. I was made to feel comfortable.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Inpatients	The facilities were fantastic and very comfortable. The staff were very nice and responsive. It could not have been better.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Outpatients	The nurses explained what they were doing. They were very friendly and made me feel at ease.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Inpatients	Multiple aspects of the visit.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Likely
06/05/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
06/05/2016	Outpatients	I am generally happy with the service at Circle.	The parking is horrendous. I circled for about 10 minutes before finding a space. <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	Likely
06/05/2016	Inpatients	Everything. The staff were wonderful, very helpful, polite, courteous and reassuring.	Nothing. This was a wonderful experience. Thank you all.	Yes	Not stated	Extremely likely
06/05/2016	Daycase	Patient care was excellent. Friendly and reassuring. Thank you.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Daycase	Explained condition clearly and very helpful.	Nothing.	Yes	NHS Choice Website	Likely
13/05/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely

13/05/2016	Inpatients	Looked after me so well.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	Exceptional care.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	Everything from start to finish.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	General care and compassion. I felt well looked after.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	Attentive, checked pain levels and I always had fresh water. Very kind and sincere staff.	Woken me up too early for my own routine medicines. <i>Our Action: We apologise that this was your experience. In order that all of our patients receive their routine daily medications, it is necessary for the administration of such to take place during the drug rounds, scheduled at certain times of the day within the Inpatients area. On occasion, this can mean that our patients may be woken early in order that all necessary observations can be undertaken, prior to the administration of medicines. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
13/05/2016	Radiology	Looked after me as a patient and my little 2 year old who came with me.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	Everything. From the surgeon to the nurses and to the physiotherapists. It was a difficult experience but a pleasant journey indeed.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Daycase	All excellent.	Nothing.	Yes	GP	Extremely likely
13/05/2016	Daycase	Everything. Especially the after-care.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Daycase	Everything. Reception and the initial briefing and tests. The consultant and all staff were exceptional. Well done.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Outpatients	Punctual and friendly. Professional and informative.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Daycase	Everything, Very caring staff.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Inpatients	Hospitality and after-care. The staff are very friendly.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Daycase	On arrival, I was seen promptly and with a smile. The area was clean and the nurse who took my observations was very pleasant.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Outpatients	I was given time, treated with respect and provided with the latest treatment available.	Timekeeping perhaps. <i>Our Action: We apologise that this was your experience. On occasion, unforeseen delays do occur within the Outpatients Department 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	Extremely likely
13/05/2016	Outpatients	Immediate treatment was offered.	Nothing.	Yes	GP	Extremely likely
13/05/2016	Pre - assessment	Everybody has been pleasant and efficient. Also on time.	Nothing.	Yes	NHS Choice Website	Extremely likely
13/05/2016	Outpatients	Very friendly and pleasant staff. Nice waiting area.	Nothing.	Yes	Not stated	Extremely likely
13/05/2016	Outpatients	Seen on time. Courteous and efficient.	Nothing.	Yes	Medical Insurer	Extremely likely

20/05/2016	Outpatients	Punctual and friendly.	<p>My only issue was on the day of my operation, the person in the Pod opposite me was being really noisy, talking loudly and playing the radio at top volume, I did not complain but felt the staff might have asked them to keep the noise down. <i>Our Action: We apologise that this was your experience. Our Daycase Lead has reminded all staff partners within the Daycase area, of the importance of ensuring that all of our patients are comfortable within the environment. We will continue to monitor our patient feedback in relation to such.</i></p>	Yes	Medical Insurer	Extremely likely
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