

2016 Feedback Card Database (June 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
03/06/2016	Inpatients	High level of nursing care. Quick response to bell call and plenty of opportunities to ask questions.	To be given the menu to look at before the operation, as I was sky high on morphine when trying to read and make choices. <i>Our Action: We apologise that this was your experience. Our Hospital Services Lead has reminded the hospitality hosts of ensuring that our patients are asked to request menu choices at an appropriate time, to ensure that preferred food options are chosen by our patients.</i>	Yes	Friend/Family recommendation	Extremely likely
03/06/2016	Daycase	Always available for questions. Checking-in was friendly and approachable.	To supply softer bread. <i>Our Action: We apologise that you did not find the bread soft at the time of your stay. Alternative types of bread are available upon request. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
03/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
03/06/2016	Inpatients	You did well in all areas regarding personal care.	In my opinion nothing. A job well done.	Yes	Not stated	Likely
03/06/2016	Outpatients	Helped me to progress confidently.	Nothing.	Yes	Not stated	Extremely likely
03/06/2016	Outpatients	Quick, efficient and friendly.	Nothing.	Yes	NHS Choice Website	Extremely likely
03/06/2016	Outpatients	I was seen promptly. Responded well to letter in relation to my condition.	Nothing.	Yes	GP	Extremely likely
03/06/2016	Daycase	Caring and friendly staff. Clean and organised clinic. Nice private pod.	Nothing.	Yes	Not stated	Extremely likely
03/06/2016	Daycase	All round great care and friendly staff.	Nothing.	Yes	Not stated	Extremely likely
03/06/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Informative and friendly. Food was amazing. Better than most hotels.	A little quieter in the morning. <i>Our Action: We apologise that this was your experience. Our Inpatients Lead has reminded all staff partners within the Inpatients 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>	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Parking for visitors. Hospitality service. The quality of health care assistants and nurses in charge.	There are various discrepancies between written information and practice. Also, there was no focus on functional activities post-discharge. <i>Our Action: 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	Likely
10/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Very professional. All staff were polite and friendly.	Nothing.	Yes	Not stated	Extremely likely

10/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Great. Felt well looked after.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
10/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Daycase	Everything was wonderful.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Not stated	You were wonderful at everything.	Nothing	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Everything. Very attentive.	Nothing	Yes	Not stated	Extremely likely
10/06/2016	Outpatients	The professionals are generally good.	An old address was used with the GP referral, so I did not receive the confirmation letter. Therefore, I did not know that I should not have driven, so I had to rebook the appointment. <i>Our Action: We apologise that this was your experience and for the inconvenience this may have caused you. We have passed your feedback onto our Operations Lead in order that we can further advise your GP of your change of address and update our patient information systems accordingly.</i>	Yes	Not stated	Neither likely nor unlikely
10/06/2016	Physiotherapy	Punctual and respectful. Efficient and prepared to listen and discuss.	Text reminder of appointment time. <i>Our Action: Thank you for your feedback. We are currently investigating alternative ways in which to further alert our patients of appointment times and text reminders are currently under discussion as an additional option.</i>	Yes	Not stated	Extremely likely
10/06/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/06/2016	Physiotherapy	The Physiotherapists were very patient with me. My confidence was built and targets were set that could be achieved.	The Locum Physiotherapist who dealt with me at the weekend, was not well tuned into my home situation. <i>Our Action: We apologise that this was your experience. We have passed your feedback onto our Physiotherapy Lead for further discussion and review with the Locum Physiotherapist involved in your care pathway, to ensure that all of our patients' needs are covered in relation to a patient's home mobility and any areas of concern that have been previously identified.</i>	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Everything. Great team that looked after me so very well.	Nothing. You were the best.	Yes	Not stated	Extremely likely
10/06/2016	Inpatients	Everything.	Wi-Fi signal was a touch flaky. <i>Our Action: We apologise that this was your experience at the time of your stay. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Local press (newspaper, magazine etc.)	Extremely likely
17/06/2016	Outpatients	Friendly and clear. Welcoming and professional.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Inpatients	Everybody has been extremely lovely and patient. Answered all questions and have been very supportive.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Daycase	It has been like staying in a quality hotel. Excellent food and the best room service. All the staff were very encouraging.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Inpatients	Very good service and care.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Inpatients	You kept me informed of everything that would be happening. I felt very relaxed.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely

17/06/2016	Inpatients	Everything.	Vegan food choices. <i>Our Action: We apologise that you were not provide with vegan food options at the time of your stay. Our Hospital Services Lead has reminded our hospitality hosts of the importance of ensuring that all of our patients are provided with alternative menu options as requested. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
17/06/2016	Inpatients	Everything was done very well. More than happy.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Inpatients	Very attentive and helpful. Changed food as I had my tonsils removed.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
17/06/2016	Inpatients	Everything. All staff were very good, friendly and attentive.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Daycase	Everything. All staff were very good, friendly and attentive.	Nothing.	Yes	Not stated	Extremely likely
17/06/2016	Daycase	Everything. Nice people who were attentive and supportive. Also the sandwich and tea.	Maybe work on the reception process during busy times. Not bad though but could be improved on. <i>Our Action: Thank you for your 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