

2016 Feedback Card Database (July 2016) - CircleReading

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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
01/07/2016	Radiology	On time. Explained everything well. Reassuring.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Everything. You were pleasant. Professional. Efficient. Keep up the excellent work.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Everyone I have had contact with was lovely and very supportive.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Pre-Assessment	Everything.	Nothing.	Yes	Internet Search	Likely
01/07/2016	Outpatients	Everything.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Outpatients	Seen on time. Clear explanation of medical condition. Options for treatment were clearly explained. All staff very polite and patient.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Everything. Everyone is so pleasant. Understood my problems. You have all been fantastic. Thank you.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Physiotherapy	Everything. Classes were excellent.	Nothing.	Yes	NHS Choices Website	Extremely Likely
01/07/2016	Radiology	Pleasant. Calm. Friendly environment.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Inpatients	All satisfactory.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	Excellent service. Very well looked after. Just wanted to say a huge thank you to all staff and the consultant.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Not Stated	Wow! You guys are amazing! Its the best hospital and facilities I have ever been to. Keep doing what you are doing.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
01/07/2016	Inpatients	Everything.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	From the time I arrived to the time I left, I felt I was treated like royalty. All the nurses were angels. I was so nervous but reassured by everyone. A lovely cup of tea.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	Extremely well.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Inpatients	I felt well looked after and cared for at all times. Kept completely informed of everything regarding my treatment. Everything was well organised and I felt well looked after at all times of the day and night.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Inpatients	Informative. Friendly. Attentive. Thoughtful. Staff. Lovely food. Comfortable room. I could not have asked for better.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	Everything. Staff at all levels were extremely polite and friendly. From my experience, you were all outstanding.	Nothing.	Yes	Not stated	Extremely Likely

01/07/2016	Outpatients	The staff were always very polite and happy. The hospital was so clean and beautifully decorated.	The waiting time was quite long today about 40 minutes. <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	Extremely Likely
01/07/2016	Radiology	Patient care and communication was excellent. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Physiotherapy	A very nice physiotherapist who put me at ease straight away and told me everything I needed to know.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Physiotherapy	The pre-operative physiotherapy assessment was very beneficial. Everything was explained fully and I learnt more about the procedure.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Inpatients	Efficient. Friendly staff. Good food.	Provide better medical cover at weekends. I came in on a Saturday as my wound was very red. Antibiotics should have been available. <i>Our Action: We apologise that this was your experience. We would like to hear more about your individual experience and invite you to contact us directly in order that we may investigate such further.</i>	Yes	Not stated	Likely
01/07/2016	Outpatients	Just about everything. It is always a pleasure coming here.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Clean. Tidy. Helpful. Friendly nurses.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
01/07/2016	Not Stated	Extremely happy with everything. Amazing team. Thank you.	Medical secretary has a very abrupt telephone manner. <i>Our Action: Thank you for your feedback. We apologise that this was your experience and we have forwarded your feedback onto our Operations Lead who will investigate your comments directly with the secretary in question.</i>	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	General care. Explained clearly what was happening. Aftercare. All staff very pleasant and friendly. Good food. Physiotherapist very pleasant and helpful.	Wi-Fi connection. <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	Not stated	Extremely Likely
01/07/2016	Daycase	All staff were friendly and made me feel welcome. Comfortable.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Great team. Lovely nurse. Very friendly. Thoughtful.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Not Stated	Friendly. Efficient staff who always keep you informed.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
01/07/2016	Daycase	Everything from start to finish.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Quality of care. Efficiency.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	The whole thing.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything. All of the staff are super and made me feel so relaxed. A lovely atmosphere. Thank you so much. Everything was great.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Physiotherapy	The switchboard operator was very helpful and polite with directions. The receptionist on reception was excellent.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
01/07/2016	Daycase	Explained what was to happen well. Very friendly. Very efficient.	Nothing.	Yes	Not stated	Extremely Likely

01/07/2016	Pre-Assessment	Excellent explanation of what to expect before, during and after the operation. Great manner.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	Kind. Gentle. Explained everything clearly.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Very professional and organised. Very caring. Nice setting. Facilities.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Reception and day care unit staff are very friendly and caring.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
01/07/2016	Daycase	Pleasant. Modern facilities. Welcoming staff.	Bigger name badges so we can read 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
01/07/2016	Physiotherapy	Overall treatment was great.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	I was made to feel comfortable. Very kind.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Lovely staff. Friendly and reassuring as always.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	Changed dressing extremely well. Gave me confidence.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything went well. Everyone was very nice and professional. All instructions were clear. Great Coffee. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Polite. Friendly. Caring. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Helpful. Supportive.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Very responsive to all my needs.	Access to one working toilet which did not work too well. <i>Our Action: Thank you for your feedback. We apologise that this was your experience at the time of your stay. We alerted our Facilities Management Team to the issue you raised and the toilet is now fit for purpose and in use.</i>	Yes	GP	Extremely Likely
01/07/2016	Radiology	On time.	Had a sign outside the main doors to show where reception was. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Hospital Services Lead for further review. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Local press (newspapers, magazine etc.)	Extremely Likely
01/07/2016	Inpatients	Everyone was extremely friendly. My stay has been very comfortable. Thank you.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	Everything. Excellent care.	Nothing.	Yes		Extremely Likely
01/07/2016	Inpatients	Fantastic care.	Some on-demand films are only partially available. <i>Our Action: Thank you for your feedback which we have passed onto our I.T. Services Team to further investigate. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	Everything. Upfront explanations. Welcome. Pre-operative care. Anaesthetist room. Aftercare. Attentive nurse and consultant. Physiotherapist.	Nothing.	Yes	Internet Search	Extremely Likely
01/07/2016	Daycase	Friendly. Helpful. Caring. Professional. Efficient. I cannot see how you could improve anything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Excellent friendly care from start to finish. Very efficient.	Nothing.	Yes	NHS Choices Website	Extremely Likely

01/07/2016	Daycase	Looked after me and made sure I had no concerns.	Turn the heating up. <i>Our action: Thank you for your valuable feedback. Our Facilities Management Team are able to monitor the temperature in our Daycase pods 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	Medical Insurer	Extremely Likely
01/07/2016	Daycase	Everything.	Put tea in teapot not just a single cup. <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 offered this service. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	Clear explanations.	Ask the same questions less. <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	GP	Extremely Likely
01/07/2016	Daycase	Looked after me very well. Everything was explained thoroughly.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Outpatients	Made me feel comfortable.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Faultless.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything. I was very satisfied.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Patient care was excellent. Lovely and clean.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Pleasant and relaxed surroundings. Friendly staff. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Physiotherapy	Explained the exercise and progression clearly. Answered all my queries with clarity.	Nothing.	Yes	Not stated	Likely
01/07/2016	Outpatients	Blood test and physiotherapy pre-assessment. Reception was excellent. Nice to come somewhere and feel welcome rather than just a number.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Pre-Assessment	Answering questions.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Physiotherapy	Professional and detailed exercises given. Advice was spot on. The physiotherapist was excellent throughout even when I thought I was ready.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	The experience and atmosphere was good. I was happy with the service provided.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Physiotherapy	Everything from the consultation to my physiotherapy appointment was very professional. Suited to my individual needs.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything. Nice sandwiches. Coffee as well. Friendly and informative staff.	Not enough seats in Level 1 Reception. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Hospital Services Lead for review. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely Likely
01/07/2016	Daycase	Everything from reception to pre and post-operative care. The shortbread was great.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
01/07/2016	Daycase	Care. Communication. Facilities. Cleanliness. Professionalism.	Nothing.	Yes	Medical Insurer	Extremely Likely
01/07/2016	Daycase	The nurse put us both at ease from the very start. She explained everything in perfect detail. We could not ask for more.	Nothing.	Yes	Not stated	Extremely Likely

01/07/2016	Daycase	Excellent from start to finish. The nurse was fantastic.	The sandwiches were very dry and not good. <i>Our Action: We apologise that this was your experience at the time of your stay. We have passed your feedback onto our Hospital Services 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
01/07/2016	Daycase	Pre-operative information was very comprehensive. All staff who I came into contact with, were very friendly and helpful.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Not Stated	Treated nicely and looked after.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	My visit was handled professionally from start to finish.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Inpatients	Sensitive. Caring. Calm. Clean.	Nothing.	Yes	GP	Extremely Likely
01/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
01/07/2016	Inpatients	Listened. Explained. Demonstrated professionalism and appropriate care.	There seemed to be a delay in responding to calls from patients at night. <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
08/07/2016	Inpatients	All aspects of care and aftercare were exceptional throughout.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	The staff were very helpful.	I did not receive any confirmation of appointment. <i>Our Action: We apologise that this was your experience. We have passed your feedback onto our Operations Lead for further investigation and discussion within the Medical Secretaries weekly departmental meetings, in order that we may improve our patient experience. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Likely
08/07/2016	Outpatients	Friendly. Comfortable space. Great atmosphere.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	Courteous. Considerate. Overall sense of care.	Nothing.	Yes	Not stated	Likely
08/07/2016	Outpatients	Prompt. Polite. Friendly. Attentive. Free car park.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	Very kind and helpful.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	Very friendly.	Nothing.	Yes	Not stated	Likely
08/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	The staff and care I received was excellent.	Nothing.	Yes	Not stated	Likely
08/07/2016	Pre-Assessment	Everything. Very comprehensive.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Not Stated	Polite and very happy.	Nothing.	Yes	Not stated	Extremely Likely

08/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Likely
08/07/2016	Pre-Assessment	Friendly. Helpful.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Outpatients	On time. Informative. Excellent communication. Lovely facilities.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Not Stated	The food and service was excellent.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
11/07/2016	Outpatients	Very efficient.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Outpatients	The whole experience of my visit was efficient. Those who attended to me were extremely pleasant.	Nothing.	Yes	NHS Choices Website	Extremely Likely
08/07/2016	Pre-Assessment	Informal group setting which allowed for interaction.	Nothing.	Yes	NHS Choices Website	Extremely Likely
08/07/2016	Outpatients	Lovely environment. The hospitality host was very friendly, helpful and courteous. Excellent service. She is a great asset to your team and service.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Pre-Assessment	Great help. Very clear description of procedure.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Outpatients	Explained everything well. Warm and friendly staff.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Pre-Assessment	Presentation was concise and informative. Well presented information by the physiotherapist.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Pre-Assessment	Explained everything well. I felt more content.	Nothing.	Yes	NHS Choices Website	Extremely Likely
08/07/2016	Daycase	Staff friendly. Helpful. Professional staff who demonstrate expertise which makes one feel confident.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Physiotherapy	Good advice. Very friendly. Helpful.	Nothing.	Yes	NHS Choices Website	Extremely Likely
08/07/2016	Inpatients	Incredibly supportive staff.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Daycase	Helped relax me by clearly explaining the process. Thank you.	Letter said nothing to eat or drink after midnight, but leaflet and nurses advised that water was OK before 06:00. <i>Our action: We apologise that you received conflicting information and have passed your valuable feedback onto the relevant Departmental Leads for review. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Very informative throughout my time here.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Physiotherapy	Explaining. Encouraging. Smiling. Made whole exercise class enjoyable.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	Ensured that I was comfortable. Kept me in the loop. Quick to respond to help my pain management.	Pre-operative communication or email from secretary could have been more efficient and help build confidence. <i>Our Action: Thank you for your feedback. We apologise that this was your experience and we have forwarded your feedback onto our Operations Lead who will investigate your comments directly with the secretary in question.</i>	Yes	Friend/family recommendation	Extremely Likely
08/07/2016	Daycase	Efficient and friendly.	Nothing.	Yes	Medical Insurer	Extremely Likely

08/07/2016	Daycase	Care.	Nothing.	Yes	NHS Choices Website	Likely
08/07/2016	Daycase	Everything. Fabulous care. Thank you.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Daycase	Everything that mattered.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
08/07/2016	Inpatients	Everything.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Looked after me. Made me feel at ease.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Physiotherapy	Treatment. Explanations. Personal interaction. Encouragement.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Physiotherapy	Clear communication. Empathy. Instructions. Made each patient feel welcome.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Made me feel welcome whilst acting professional. Staff are lovely and approachable. Excellent service.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Good.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Made me feel comfortable throughout the procedure.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Quick. Efficient. Informative. Friendly.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Daycase	I came for my procedure and I am very happy overall. Everybody was nice.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Brilliant nurses. My consultant is really good. Very reassuring for a nervous patient.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	The nursing staff were all very professional, kind and helpful.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
08/07/2016	Daycase	Everything was brilliant. Excellent care all round.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	The staff were all really friendly and helpful.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Very friendly and comfortable.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Inpatients	Cheerful. Kind. Attentive.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Not Stated	Very polite. Very courteous. Professional. Caring. Put me at ease.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Daycase	Very efficient. Kind. Friendly. Professional. Clearly explained everything.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	Excellent care and attention. Information provided at all times. Excellent facilities.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	All really good. Anaesthetist very helpful about my concerns over anaesthetic. Night nurses, in particular, were very kind and helpful.	Nothing.	Yes	Medical Insurer	Extremely Likely

08/07/2016	Inpatients	Everything was excellent. Staff were outstanding and attentive.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Inpatients	Very good pre and post operative care. Very attentive and patient staff.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely Likely
08/07/2016	Pre-Assessment	Talked us all through what will be happening. Very impressed. Put my mind at rest.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
08/07/2016	Outpatients	Politeness and well organised.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Absolutely everything. Pre-operative care. Theatre and aftercare.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Compassionate and patient focused. All staff were extremely pleasant and understanding at all times. Meals were wonderful.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Inpatients	Great staff. Communication. Great facilities.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything. Amazing care. Attention.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Reassurance. Good explanation of procedure.	Nothing.	Yes	GP	Likely
15/07/2016	Inpatients	Everything. Very friendly and informative.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	The nursing staff are excellent.	Service in café area was a bit slow. <i>Our Action: We apologise that this was your experience. We have passed your feedback onto our Hospital Services Lead for further investigation and discussion within the weekly departmental meetings in order that there is shared learning within the hospitality team.</i>	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Service. Communication. Bedside manner. Cleanliness.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	All ran smoothly. Nursing staff were very caring. Consultant was very flexible.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Daycase	Attentiveness and staff care. The building. Room quality. Cleanliness.	Noisy neighbours. <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>	Yes	Not stated	Likely
08/07/2016	Physiotherapy	Quality of instructions and positive language was extremely motivating to get me through my recovery.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	Everything. The best experience in a hospital ward ever.	Room was too warm. <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	Friend/family recommendation	Extremely Likely

08/07/2016	Inpatients	Nursing care. Pre and post-operative care. Briefings. Physiotherapy.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Daycase	Everything.	I am an NHS patient having hand surgery. I received two invoices for a wrist brace within a week of each other and a further reminder letter. Quite unnecessary. I rang accounts and was told they would call me back 10 days ago. I have heard nothing further. <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	Not stated	Extremely Unlikely
08/07/2016	Inpatients	Everything. Physiotherapy. Nursing. Doctors. Food. Reception. Going down to theatre. Coming back from theatre. Consultant and anaesthetist.	Nothing.	Yes	Not stated	Extremely Likely
08/07/2016	Inpatients	The staff were so amazing and nothing was too much trouble. They went over the call of duty, they were fantastic.	Nothing.	Yes	Medical Insurer	Extremely Likely
08/07/2016	Inpatients	Making appointments. Efficient handling of enquiries. Keeping me informed at all times of matters.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Super. Great pre and post-operative care. Lots of reassurance. Very professional but also very personal. Thank you.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Daycase	Everything. I felt very safe and reassured. Everyone was so kind.	I was completely satisfied with all the care that I had. Thank you so much.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Inpatients	Everything. Amazing care and attention.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Compassionate and patient focused. All staff were extremely pleasant and understanding at all times. The meals were wonderful.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Inpatients	Feeling cared for. Good food and very comfortable.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Very knowledgeable. Informative and friendly.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Well organised pre and post operative care. Very efficient. Caring. Friendly.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Likely
15/07/2016	Outpatients	On time. Very polite. Everything explained well.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
15/07/2016	Inpatients	Friendly. Helpful. Caring.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	No complaints about anything.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Pre-Assessment	Everybody was very helpful. I felt all information I needed was being given. Good service.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	The whole experience was superb. The operation process and physiotherapy exceeded my best expectations. Absolutely nothing could have been better.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Excellent advice. Exercises. Professionalism. Diagnostics. Friendly care.	Nothing.	Yes	Not stated	Extremely Likely

15/07/2016	Daycase	Very good. Patient care.	Pods mean that everyone around can hear what the consultant and medical staff are saying. <i>Our Action: Thank you for your feedback. Our Daycase pods have been designed to be spacious and calming, enabling our patients to experience a quiet environment. We have introduced patient information leaflets 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	Friend/family recommendation	Extremely Likely
15/07/2016	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Physiotherapy	Everything.	Nothing.	Yes	Medical Insurer	Likely
15/07/2016	Physiotherapy	Very efficient.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Outpatients	Excellent customer service.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Outpatients	Professional and courteous.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
15/07/2016	Outpatients	Welcoming. Quick. Personable.	Nothing.	Yes	Medical Insurer	Extremely Likely
15/07/2016	Outpatients	Very friendly. Well organised.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Everything was perfect.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Very polite. On time.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Friendly. Approachable.	Nothing.	Yes	Not stated	Likely
15/07/2016	Pre-Assessment	Very good communication. Comprehensive information.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Pre-Assessment	All friendly.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Pre-Assessment	Yes.	Nothing.	Yes	Not stated	Likely
15/07/2016	Not Stated	Care.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	My shoulder was sorted out.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Pre-Assessment	Quick. Concise. Clear.	Parking. <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	Medical Insurer	Extremely Likely

15/07/2016	Daycase	Everything was easy. Cannot think of anything more you could do.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Daycase	Took good care of me.	Reduce waiting time. <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 Daycase Lead has reminded the team of the importance of communicating such information to our patients.</i>	Yes	GP	Likely
15/07/2016	Daycase	Everything. Welcome. Treatment. Attentiveness of staff was excellent.	Nothing.	Yes	Medical Insurer	Extremely Likely
15/07/2016	Daycase	Reassuring staff for very nervous patient.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Not Stated	Made me feel at ease.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Daycase	Everything was unusually quick and well organised compared to other hospitals. I felt like a client not like a piece of more work. Thank you.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
15/07/2016	Daycase	Very efficient and friendly.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Likely
15/07/2016	Daycase	Everything.	I was given a non-vegan sandwich after stating that I was vegan. <i>Our Action: Thank you for your valuable feedback which we have passed onto the Hospitality Services Manager. 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	Friend/family recommendation	Extremely Likely
15/07/2016	Daycase	Very friendly. Ensured I was relaxed before operation. Excellent post-operative care and attention.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything.	Offer more drinks other than water through the day. <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 offered both hot and cold beverages in a timely manner. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Extremely Likely
15/07/2016	Daycase	Ambience. Welcoming. Professional.	Reduce waiting time. I had an 08:00 appointment and was not seen until 11:30. <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	NHS Choices Website	Extremely Likely
15/07/2016	Pre-Assessment	Staff made you feel at ease and are very knowledgeable about the tasks at hand.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Outpatients	The consultant was extremely clear in his explanations and was very supportive.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Very helpful and informative. Good timekeeping. Friendly staff.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Everything was great. Receptionists, nursing staff, anaesthetists and doctors were very welcoming and friendly.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Inpatients	I was well cared for by friendly and responsive staff.	Suggestions for washing and freshening up on the day after the operation would have been appreciated. <i>Our Action: Thank you for your feedback which we have passed onto our Inpatients Lead for further discussion within the weekly departmental meetings, in order that we may improve our patient experience in relation to such.</i>	Yes	Not stated	Extremely Likely

15/07/2016	Inpatients	Pre-operative care. Post-operative care. Food. Cheerfulness and efficiency of clinical and admin personnel.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Everything. Everyone is absolutely wonderful. Thank you all so much.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Everything. Putting me at ease from admission to discharge.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Clear advice and instructions. Very friendly and answered all questions asked.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Inpatients	Excellent from start to finish. I cannot find any fault. You have excellent staff who care. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Made me feel completely at ease. Explained things which removed my apprehension.	Nothing.	Yes	Medical Insurer	Extremely Likely
15/07/2016	Outpatients	Very friendly and professional.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Everything. From the moment of being contacted, through to my procedure and then leaving. Everyone was wonderful. Thank you.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Pre-Assessment	Explained everything very clearly and in a reassuring manner. Excellent!	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Outpatients	Efficient. Friendly. Good timekeeping.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Friendliness. Efficiency. So far the whole process has been very good	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Inpatients	Patient care. Communication.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Professional. Helpful. Friendly.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Kind and punctual.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Outpatients	Fast. Efficient. Friendly service.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Got me moving very well. Discussed issues. Gave encouragement.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Everything. The slideshow explanation made everything clear.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Whole process. Attentive. Focused treatment.	Nothing.	Yes	GP	Extremely Likely
15/07/2016	Physiotherapy	Consultation. Explanation and the combined training. Good work.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Physiotherapy	Good to have a run through of procedures and process for physiotherapy. Opportunity to practise techniques.	Aligned the process better between the ward and pre-assessment. <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	GP	Extremely Likely
15/07/2016	Physiotherapy	Everyone was great.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Daycase	Overall experience was very good. Staff were all fantastic.	Nothing.	Yes	Medical Insurer	Extremely Likely
15/07/2016	Physiotherapy	Friendly. Helpful. Useful advice.	Nothing.	Yes	Not stated	Extremely Likely

15/07/2016	Daycase	Very friendly staff. Very helpful. It was a lovely experience.	Nothing.	Yes	NHS Choices Website	Extremely Likely
15/07/2016	Daycase	Very friendly staff. Quick and efficient treatment.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Inpatients	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Inpatients	Everything.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Inpatients	Registration. All elements of care. Catering. Physiotherapy. Advice.	Nothing.	Yes	Medical Insurer	Extremely Likely
22/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	You did very well. Very pleasant staff. Everything explained fully. Nothing was too much trouble.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Everything was great. It was lovely.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Really friendly. Very informative. Excellent service.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Outpatients	Efficient and friendly.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Outpatients	Punctuality.	Nothing.	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Outpatients	Very efficient. Clear advice.	Nothing.	Yes	Not stated	Likely
22/07/2016	Outpatients	Very friendly. On time. Very efficient.	Operation questionnaire could be clearer. <i>Our Action: Thank you for your valuable feedback which has been passed onto the Operations Lead for further review. We will continue to monitor our patient feedback in relation to such.</i>	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Outpatients	Reception. Consultation.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
22/07/2016	Outpatients	Seen before my appointment time. Friendly.	Nothing.	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Outpatients	Everything. Fast, efficient and friendly.	Nothing.	Yes	Not stated	Extremely Likely
15/07/2016	Outpatients	Reception were friendly and really helpful. I felt at ease. The consultant was very professional and kind. A great experience especially as I really dislike hospitals.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Physiotherapy	Everything.	Nothing.	Yes	GP	Extremely Likely

15/07/2016	Inpatients	Welcoming. Friendly. Professional.	The Reception staff were not as friendly. <i>Our action: We apologise that this was your experience. We have passed your feedback to our Hospitality Lead who will remind the team the importance of such within the weekly departmental meetings. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Medical Insurer	Extremely Likely
22/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Physiotherapy	Excellent support and guidance through my post-operative care. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Everything. My consultation, operation, stay, follow up and physiotherapy.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Explaining everything. Care taken. Time given to patient was very good.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Outpatients	Very quick. No waiting. Good staff.	Nothing.	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Daycase	Everything. Patient care was excellent.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Everything. Wonderful.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Radiology	Everything. Care. Explanation. All brilliant.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Radiology	Pleasant. Friendly./Good explanation on what was going to be done.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Radiology	Whole experience was positive.	Nothing.	Yes	Medical Insurer	Extremely Likely
22/07/2016	Physiotherapy	Very calm physiotherapist. Explanation.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Physiotherapy	Fantastic communication. Friendly. Brilliant experience. Positive atmosphere	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Very attentive nursing care in cubicle and theatre. I was treated with a great deal of respect. Good quality food too. Very efficient in providing follow up letter.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Daycase	Communication and explanations of pre and post-operative procedures and explanations were excellent.	Nothing.	Yes	Internet Search	Extremely Likely
22/07/2016	Daycase	I was kept very well informed. Regularly checked. All staff were very caring and attentive. Comfortable surroundings.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Everything. Great experience. Nice clean. Welcoming environment staffed by happy people.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Not Stated	All aspects went really well.	Nothing.	Yes	Not stated	Extremely Likely

22/07/2016	Inpatients	You were extremely sensitive to the patient's needs. Every person I met was reassuring. I cannot thank you enough.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Daycase	Everything. Kept informed at all times.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Daycase	Very nice staff.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Daycase	Very calm and relaxing atmosphere. Good care. Felt reassured and in safe hands.	Nothing.	Yes	Medical Insurer	Extremely Likely
22/07/2016	Daycase	Everything went so smoothly and everyone very friendly.	Nothing.	Yes	Medical Insurer	Extremely Likely
22/07/2016	Daycase	Great care.	Nothing.	Yes	NHS Choices Website	Extremely Likely
22/07/2016	Daycase	All aspects of care. Great people skills.	Nothing.	Yes	GP	Extremely Likely
22/07/2016	Outpatients	Excellent service from reception to nurse. The surgeons attitude was superb. Thank you.	Nothing.	Yes	Not stated	Extremely Likely
22/07/2016	Not Stated	Service with a smile from the deli bar. Could not have been more helpful.	A wider variety of fresh fruit. Peaches. <i>Our Action: Thank you for your feedback which we have passed onto our Hospitality Lead for further discussion and review.</i>	Yes	Not stated	Extremely Likely
22/07/2016	Outpatients	A very warm and friendly welcoming. Good explanations. Very reassuring staff.	Nothing.	Yes	NHS Choices Website	Extremely Likely