

## 2016 Feedback Card Database (August 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
05/08/2016	Daycase	Friendly. Efficient and attentive. High standard of service.	Nothing.	Yes	Medical Insurer	Extremely likely
05/08/2016	Daycase	Everything. All were so kind and professional.	Nothing.	Yes	Not stated	Extremely likely
05/08/2016	Inpatients	Took care of my every need.	Nothing.	Yes	Medical Insurer	Extremely likely
05/08/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
05/08/2016	Inpatients	Everything was explained in detail. Staff done everything to make me feel relaxed.	Nothing.	Yes	Not stated	Extremely likely
05/08/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
05/08/2016	Inpatients	Friendly staff. Nice facilities. 24 hour visiting.	Clear communication on discharge. <i>Our Action: We apologise that this was your experience and that you did not receive clear communication upon discharge. At the point of discharge, our nurses are required to ensure that all relevant discharge checks, information and any medication requirement forms are completed, in accordance with our hospital policies and clearly communicated to all of our patients. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
05/08/2016	Physiotherapy	Explained clearly and in detail. Put my mind at rest about getting mobile and even managed the stair walking, which was a worry of mine.	Nothing.	Yes	Internet search	Extremely likely
12/08/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
12/08/2016	Physiotherapy	The physiotherapy aftercare was brilliant. The treatment and exercises really helped with a quick recovery.	Nothing.	Yes	NHS Choices Website	Extremely likely
12/08/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
12/08/2016	Daycase	Made me feel comfortable.	Nothing.	Yes	GP	Extremely likely
12/08/2016	Physiotherapy	Everything. Very professional.	Nothing.	Yes	Not stated	Extremely likely
12/08/2016	Daycase	Very attentive and friendly.	Nothing.	Yes	Not stated	Extremely likely
19/08/2016	Daycase	Friendly and welcoming staff.	Nothing.	Yes	Not stated	Extremely likely
19/08/2016	Daycase	Everything. The nurse was great.	Nothing.	Yes	Not stated	Extremely likely
19/08/2016	Daycase	Customer service. Professional, attentive and calming.	Nothing.	Yes	Not stated	Extremely likely
19/08/2016	Daycase	A nice warm welcome, making sure I was relaxed and comfortable. Precise explanation on the process.	Nothing.	Yes	NHS Choices Website	Extremely likely

19/08/2016	Inpatients	All staff were friendly and helpful. My consultant was like a ray of sunshine when he walked into my room.	Nothing.	Yes	Not stated	Extremely likely
19/08/2016	Daycase	Friendly, caring and helpful staff who put me at ease. Clean with great facilities.	Nothing.	Yes	Not stated	Extremely likely
19/08/2016	Inpatients	I was treated like a person. I cannot find fault with the staff and their manners. It was almost like being on holiday.	It was perfect.	Yes	Not stated	Extremely likely
19/08/2016	Inpatients	Everything. All staff were polite and kind.	Better communication between doctors and nurses. <i>Our Action: We apologise that this was your experience. We have passed your feedback onto our Inpatients Lead for further investigation and discussion within the weekly departmental team meetings, in order that there is shared learning for all staff partners and consultant staff partners who were involved in your care pathway.</i>	Yes	Not stated	Extremely likely
19/08/2016	Inpatients	Everyone was so friendly, I feel I could not have been looked after better. Everything was perfect. Absolutely excellent service.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Outpatients	Everything. Took very good care.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Outpatients	Everything.	Nothing.	Yes	GP	Extremely likely
26/08/2016	Inpatients	Everything was perfect. Nothing was too much trouble.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Inpatients	Made me feel very comfortable and cared for. Staff were very welcoming.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Daycase	Personal care.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Radiology	Quick and efficient.	Nothing.	Yes	Medical Insurer	Extremely likely
26/08/2016	Daycase	Very friendly. Helpful and kept me informed at all times.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Inpatients	Excellent treatment. Aftercare was very good. Everyone has been very helpful and made my stay pleasant.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Inpatients	Everything.	During my first night, the staff were a bit uncertain about the best way to get me to the toilet. There was a bit of a fiasco and one knocked my leg slightly which did not fill me the greatest confidence. <i>Our Action: We apologise that this was your experience at the time of your stay. 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
26/08/2016	Inpatients	Every single member of staff were all kind, caring, gentle and extremely polite.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Inpatients	Exceptionally clean. Staff were always helpful. Food was well prepared and fresh. Everything felt organised.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Outpatients	Very friendly and welcoming, which put me at ease. Explained what would happen next clearly and thoroughly. Very impressed.	Nothing.	Yes	Not stated	Extremely likely
26/08/2016	Inpatients	Very welcoming, immediately putting patients at ease. Attentive throughout my stay. Excellent food.	Room adjustable air conditioning. <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