

2016 Feedback Card Database (September 2016) - CircleReading

100 Drake Way
Reading
RG2 ONE
01189 226 888
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
02/09/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
02/09/2016	Outpatients	Welcoming at reception. Saw the consultant on time and no delays.	Nothing.	Yes	Not stated	Extremely likely
02/09/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
02/09/2016	Outpatients	The whole experience was excellent.	Nothing.	Yes	Not stated	Extremely likely
02/09/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
02/09/2016	Outpatients	Co-operation from the consultant's medical secretary which was appreciated. Everyone did their best to put me at ease.	Nothing.	Yes	Not stated	Extremely likely
09/09/2016	Daycase	The meet and greet was warm and friendly.	Better gowns. <i>Our Action: Thank you for your valuable feedback. The patient gowns used throughout the hospital, prior to purchase, were discussed and reviewed in conjunction with members of our Patient Forum Group. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
09/09/2016	Pre-Assessment	I did not have to wait long to see the nurse. Good service.	Nothing.	Yes	Not stated	Extremely likely
09/09/2016	Inpatients	Everything. The nurses and staff were friendly and caring.	Nothing.	Yes	Not stated	Extremely likely
09/09/2016	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
09/09/2016	Physiotherapy	Everything. I could not rate Circle any higher than I did. The staff are caring and explained everything so I could understand. I felt I was listened to and helped. I have been given advice how to manage my pain. Amazing staff. Thank you.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Inpatients	My nurse and physiotherapist were especially attentive and helpful.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Physiotherapy	Very understanding of my problem. Very thorough in explaining what I needed to do to recover fully.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Physiotherapy	Explained clearly and answered my questions.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Inpatients	All staff have an overall knowledge and a sense of engaging with people who know what they are doing. This will lead to a successful outcome.	Nothing.	Yes	NHS Choices Website	Extremely likely
16/09/2016	Daycase	Very welcoming.	Nothing.	Yes	Not stated	Likely

16/09/2016	Physiotherapy	Good advice and exercise plan.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Outpatients	Everything. I had a really enjoyable time even though I had surgery.	Nothing.	Yes	Not stated	Extremely likely
16/09/2016	Outpatients	Seen on time. X-ray done straight away. Appointment made for MRI. All extremely friendly and efficient.	Nothing.	Yes	Not stated	Extremely likely
23/09/2016	Physiotherapy	Answered all my questions honestly. Made me feel comfortable.	Nothing.	Yes	Not stated	Extremely likely
23/09/2016	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
23/09/2016	Daycase	Polite and professional. Everything explained. Made me feel welcome.	Nothing.	Yes	Not stated	Extremely likely
23/09/2016	Daycase	Personalised care. Professional in every way.	Nothing.	Yes	Not stated	Extremely likely
23/09/2016	Outpatients	Easy administration process. Friendly doctor. Good communication. Quick to arrange appointments.	Nothing.	Yes	Not stated	Extremely likely