

2016 Feedback Card Database (October 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
07/10/2016	Outpatients	Efficient, organised, polite, friendly and informative. I managed to get all the information I needed to make a decision.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
07/10/2016	Outpatients	Staff very friendly and food is amazing.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
07/10/2016	Physiotherapy	Explained everything before operation and after.	Nothing.	Yes	Not stated	Extremely likely
07/10/2016	Daycase	Cheerful, friendly and helpful. Good explanations of procedures.	Nothing.	Yes	Medical Insurer	Extremely likely
07/10/2016	Not stated	Extremely friendly and caring staff. Everything was perfect.	Nothing.	Yes	Medical Insurer	Extremely likely
07/10/2016	Daycase	Supportive and friendly staff. Everything was explained clearly.	Nothing.	Yes	Not stated	Extremely likely
07/10/2016	Daycase	Great, smiling, friendly and very helpful staff.	Nothing.	Yes	Not stated	Extremely likely
07/10/2016	Inpatients	Accommodated after an unexpected admission for day surgery. Everyone was extremely friendly, polite and kind.	Miscommunication about ordering breakfast but was quickly rectified. <i>Our Action: We apologise that this was your experience. We are reassured, as you have indicated, that we acted promptly to resolve the issue raised at the time. We will continue to monitor our patient feedback in relation to such.</i>	Yes	NHS Choices Website	Extremely likely
07/10/2016	Physiotherapy	Excellent equipment. The staff were very good at explaining how to use it correctly.	I am convinced that it was the quality that made my recovery quicker than I expected.	Yes	Not stated	Extremely likely
14/10/2016	Outpatients	Felt at ease. Lovely and friendly staff.	Nothing.	Yes	Not stated	Extremely likely
14/10/2016	Outpatients	Calm environment. Made me feel very relaxed and reassured.	Nothing.	Yes	GP	Extremely likely
14/10/2016	Outpatients	Very friendly and quick service.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
14/10/2016	Outpatients	Appointment on time. Calm environment.	Nothing.	Yes	Friend/Family recommendation	Likely
14/10/2016	Daycase	Everything.	Nothing.	Yes	GP	Extremely likely
21/10/2016	Not stated	Made me relaxed and very informative.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
21/10/2016	Physiotherapy	Very informative and helpful.	Nothing.	Yes	Not stated	Extremely likely
21/10/2016	Outpatients	Listening and understanding. Comfortable environment.	Nothing.	Yes	Not stated	Extremely likely

21/10/2016	Daycase	Friendly and open environment and staff.	Timekeeping. <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
21/10/2016	Outpatients	Explanations.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
21/10/2016	Daycase	Everyone was pleasant, helpful and cheerful.	A bit more information would have been appreciated. <i>Our Action: We apologise that information was not provided to you as expected. Our Daycase Lead has reiterated the importance of ensuring that accurate and timely information is provided to all of our patients. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Likely
21/10/2016	Physiotherapy	Very friendly and informative.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
28/10/2016	Daycase	Welcoming staff, calm environment and nice food.	Nothing.	Yes	Not stated	Extremely likely
28/10/2016	Daycase	Ensured I was comfortable and kept informed of what was going on with timings and procedure.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
28/10/2016	Daycase	Good accommodation and excellent staff.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
28/10/2016	Physiotherapy	Step by step thorough explanation of the procedure and recovery process.	Nothing.	Yes	Not stated	Extremely likely
28/10/2016	Outpatients	Extremely friendly and made me feel very relaxed.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
28/10/2016	Inpatients	Everything. Gold medals in every department.	Nothing.	Yes	Not stated	Extremely likely
28/10/2016	Outpatients	All extremely good.	Nothing.	Yes	Not stated	Extremely likely
28/10/2016	Daycase	Efficient and on time. Care was excellent.	Nothing.	Yes	NHS Choices Website	Likely
28/10/2016	Physiotherapy	Explained everything about my operation and what to expect after the operation. The physiotherapist was very good.	Nothing.	Yes	Not stated	Extremely likely
28/10/2016	Outpatients	Polite, helpful and informative. Happy across the board.	Nothing.	Yes	Not stated	Extremely likely