

2016 Feedback Card Database (December 2016) - CircleReading

100 Drake Way
Reading
RG2 0NE
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
01/12/2016	Daycase	The nurses were all nice, friendly and very helpful.	Nothing.	Yes	Not stated	Likely
02/12/2016	Outpatients	Prompt and courteous treatment.	Nothing.	Yes	Not stated	Extremely likely
02/12/2016	Inpatients	You looked after me with great care.	Nothing. Everyone was amazing and very supportive.	Yes	Not stated	Extremely likely
07/12/2016	Daycase	Friendly staff.	Nothing.	Yes	Medical Insurer	Extremely likely
07/12/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
08/12/2016	Inpatients	Everything.	Nothing.	Yes	Medical Insurer	Extremely likely
08/12/2016	Daycase	The nurses were all nice, friendly and very helpful. Thank you very much.	Nothing.	Yes	Not stated	Extremely likely
09/12/2016	Inpatients	Brilliant facilities. Made me feel comfortable and safe. Staff were amazing. I could not have asked for a better stay.	Nothing.	Yes	Friend/family recommendation	Extremely likely
09/12/2016	Physiotherapy	A great service overall from the whole team. Wonderful and kind mannered when explaining the programme and exercises.	Nothing.	Yes	Not stated	Extremely likely
12/12/2016	Daycase	Very kind and made me feel comfortable.	Nothing.	Yes	Not stated	Extremely likely
13/12/2016	Inpatients	Everything was efficient, well organised. Friendly staff.	Nothing.	Yes	Medical Insurer	Extremely likely
13/12/2016	Inpatients	Everything worked efficiently and smoothly.	Nothing.	Yes	GP	Extremely likely
13/12/2016	Pre-Assessment	Nice and answered all questions.	Nothing.	Yes	GP	Extremely likely
14/12/2016	Physiotherapy	Very caring and extremely helpful. Great attention to my needs.	Nothing.	Yes	Not stated	Extremely likely
14/12/2016	Outpatients	Great service all round. Mr Pearson's secretary was excellent. Always patient, available, efficient and kind, which is very reassuring when you are not well.	Nothing.	Yes	Not stated	Extremely likely
15/12/2016	Pre-Assessment	Everything was brilliant. Communication and demonstration. Very reassuring and great at answering questions.	Nothing.	Yes	Not stated	Extremely likely
15/12/2016	Radiology	Excellent service, very professional and helpful staff. Thank you so much and keep up the good work.	Nothing.	Yes	Not stated	Extremely likely
15/12/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely

16/12/2016	Inpatients	Everything. Polite, helpful and explained everything clearly.	Nothing.	Yes	Not stated	Extremely likely
16/12/2016	Outpatients	All very nice and friendly.	Nothing.	Yes	Not stated	Extremely likely
20/12/2016	Daycase	Everything. People, facilities, care and environment.	Nothing.	Yes	GP	Extremely likely
20/12/2016	Inpatients	Organised.	Less people or more clarity on roles. I saw approximately 10 people between admission and surgery and it was confusing. <i>Our Action: Thank you for your valuable feedback. We have reminded all Departmental Leads of the importance of ensuring that all staff partners involved in our patients' care pathways, introduce themselves and explain their role in relation to our patients. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
23/12/2016	Outpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
23/12/2016	Outpatients	Efficient, friendly, knowledgeable and professional.	Nothing.	Yes	Not stated	Extremely likely