

2017 Feedback Card Database (January 2017) - 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
04/01/2017	Physiotherapy	Fantastic. Worked with me at my pace. Recovery faster than I expected. Thank you.	Nothing.	Yes	Not stated	Extremely likely
04/01/2017	Physiotherapy	Very welcoming and explained everything really well.	Nothing.	Yes	Not stated	Extremely likely
04/01/2017	Outpatients	Very pleasant ambience and efficient staff. Very pleased with the consultant and health care assistant.	Nothing.	Yes	Not stated	Extremely likely
05/01/2017	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely likely
06/01/2017	Not stated	Timing was perfect. Consultant was excellent and X-ray was efficient.	Car parking is hopeless, there are some spaces that cannot be used. <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	Not stated	Extremely likely
06/01/2017	Daycase	Excellent care and very friendly. Thank you for looking after me so well.	Nothing.	Yes	GP	Extremely likely
09/01/2017	Outpatients	Very friendly and patient.	Nothing.	Yes	Not stated	Extremely likely
09/01/2017	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/01/2017	Daycase	Made me feel very relaxed. Staff were very friendly.	Nothing.	Yes	Not stated	Extremely likely
11/01/2017	Daycase	Everything. I was so nervous but thank you for being so caring.	Nothing.	Yes	Not stated	Extremely likely
11/01/2017	Physiotherapy	Explanation of what to expect post -surgery and stretches.	Nothing.	Yes	Not stated	Extremely likely
12/01/2017	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
13/01/2017	Outpatients	Quick, reliable and efficient.	Nothing.	Yes	Not stated	Extremely likely
13/01/2017	Outpatients	Everything. Lovely receptionist and surgeon.	Nothing.	Yes	Not stated	Likely
13/01/2017	Daycase	Good service, comfortable surroundings, flexible appointments and friendly.	Nothing.	Yes	Not stated	Not stated
13/01/2017	Physiotherapy	Everything.	Nothing.	Yes	NHS Choices Website	Likely

13/01/2017	Daycase	100% care and attention from entrance to exit. Consultant and all staff are caring and reassuring.	Nothing.	Yes	Not stated	Extremely likely
16/01/2017	Daycase	Everything. I was made to feel relaxed right from the start.	Nothing.	Yes	Not stated	Extremely likely
17/01/2017	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
17/01/2017	Daycase	Nurses and staff were friendly and helpful.	Nothing.	Yes	Not stated	Extremely likely
19/01/2017	Physiotherapy	Explained everything in detail.	Nothing.	Yes	Not stated	Extremely likely
20/01/2017	Pre-Assessment	Friendly, efficient and smart uniform. Good advice and fully endorsed the need for pre-operative physiotherapy session. Something that has been sadly lacking for many years.	Nothing.	Yes	Not stated	Extremely likely
20/01/2017	Physiotherapy	The care was exceptional. I was really looked after.	Nothing.	Yes	Not stated	Extremely likely
24/01/2017	Not stated	Everything. Every single member of your team, who was part of my procedure were just fabulous.	Nothing.	Yes	Not stated	Extremely likely
25/01/2017	Daycase	Patient care. I felt well looked after.	Nothing.	Yes	Not stated	Extremely likely
27/01/2017	Daycase	On time. Lovely, friendly and attentive staff. Fantastic facilities, I felt very well looked after.	My responsibility as a diabetic was to know, however, a reminder of post-operative inflammation associated with high sugar would have been useful. <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	Not stated	Extremely likely
27/01/2017	Daycase	Everything. Excellent from the welcome. Explaining step by step process. Very considerate and professional facilities. Food and drink were really good.	Nothing.	Yes	Not stated	Extremely likely
30/01/2017	Daycase	Preparation information about what was going to be done, how and after the operation. Staff were perfect, relaxed, competent and engaged.	Nothing.	Yes	Not stated	Extremely likely