

2017 Feedback Card Database (February 2017) - 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
03/02/2017	Daycase	The whole process from admission to discharge was smooth. All the staff I saw were very professional and kind. This made me feel very relaxed.	Nothing.	Yes	Not stated	Extremely likely
03/02/2017	Pre-Assessment	Everything.	Nothing.	Yes	Not stated	Extremely likely
03/02/2017	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
03/02/2017	Outpatients	Really accommodating, friendly and professional.	Nothing. It has been a great experience.	Yes	Not stated	Extremely likely
03/02/2017	Physiotherapy	Friendly, well explained, answered all questions and good to discuss with others.	Nothing.	Yes	Medical Insurer	Extremely likely
03/02/2017	Physiotherapy	Clear explanation.	Nothing.	Yes	Not stated	Extremely likely
03/02/2017	Not stated	Friendly, attentive staff and great food.	Nothing.	Yes	Medical Insurer	Extremely likely
08/02/2017	Physiotherapy	Clear, relevant and useful information given in an engaging manner.	Nothing.	Yes	GP	Extremely likely
10/02/2017	Outpatients	Professional.	Nothing.	Yes	Medical Insurer	Extremely likely
10/02/2017	Inpatients	Total care from start to finish.	Nothing.	Yes	Medical Insurer	Extremely likely
10/02/2017	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/02/2017	Daycase	Very well taken care. I am a first time patient and the staff were very friendly and caring.	Nothing. Everything was perfect.	Yes	Not stated	Extremely likely
10/02/2017	Daycase	Everything went well.	Nothing.	Yes	Not stated	Extremely likely
10/02/2017	Physiotherapy	Fantastic care after the operation. Keep up the great work. Great physiotherapy sessions.	Nothing.	Yes	Not stated	Extremely likely
13/02/2017	Daycase	Lots of attention and very thorough. Lots of good information provided before, during and after surgery.	Nothing. Everything was excellent.	Yes	Not stated	Extremely likely
14/02/2017	Daycase	Nursing staff were excellent, friendly and reassuring. Also, great coffee.	Bland choice of sandwiches. <i>Our Action: We apologise that this was your experience at the time of your stay. We have passed your feedback onto our Hospital Services Lead and Head Chef for further review and discussion. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Friend/family recommendation	Extremely likely
17/02/2017	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely

17/02/2017	Radiology	Friendly, welcoming and warm atmosphere. Made me feel relaxed prior to treatment.	Nothing.	Yes	Not stated	Extremely likely
17/02/2017	Outpatients	Quick, informative and to the point.	Nothing.	Yes	Not stated	Extremely likely
20/02/2017	Outpatients	Very friendly and efficient.	Nothing.	Yes	Not stated	Extremely likely
21/02/2017	Outpatients	Physiotherapy is personal, well informed and gives good advice.	Parking. It took me 25 minutes driving around and I still had to park on double yellow lines or I would have missed my appointment. <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>	No	GP	Unlikely
22/02/2017	Physiotherapy	Made me feel really confident and much calmer about my operation and rehabilitation.	Nothing.	Yes	Friend/family recommendation	Extremely likely
23/02/2017	Outpatients	Seeing a Consultant I had met before. Lovely surroundings.	Nothing.	Yes	Not stated	Extremely likely
24/02/2017	Physiotherapy	Never being in a rush and always having time for you.	Having a hydro pool, as your recovery is much better. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Estates and Property Department for further discussion.</i>	Yes	NHS Choices Website	Likely
24/02/2017	Physiotherapy	Everything. Physiotherapy has been excellent. I am delighted with my results and the Physiotherapist has helped me achieve them.	Nothing.	Yes	GP	Extremely likely
24/02/2017	Daycase	Made me feel welcome. My nurse was happy, smiley and easy going. This had a knock on effect which helped to reduce my stress levels.	Nothing.	Yes	Internet Search	Extremely likely
24/02/2017	Daycase	Everything. Friendly, professional and pleasant surroundings.	Nothing.	Yes	Not stated	Extremely likely
27/02/2017	Inpatients	Kind, informative and asked if I had any questions. They made sure I understood.	Nothing.	Yes	Family/friend recommendation	Extremely likely