

2017 Feedback Card Database (March 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
02/03/2017	Inpatients	All the staff were excellent from start to finish. The consultant is really good and reassuring.	The television in the room was a bit faulty. <i>Our Action: We apologise that this was your experience at the time of your stay. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Extremely likely
03/03/2017	Radiology	Put me at ease. Friendly and a clear explanation.	Nothing.	Yes	Not stated	Extremely likely
03/03/2017	Physiotherapy	Very knowledgeable, which made me feel at ease. Also the confirmation of what I need to do post-operatively.	Nothing.	Yes	Not stated	Extremely likely
03/03/2017	Daycase	Everything and everybody here is very kind and considerate. I felt very well looked after. Thank you.	Nothing.	Yes	Not stated	Extremely likely
03/03/2017	Daycase	Care and attention was very good and keeping me informed.	Nothing.	Yes	Not stated	Extremely likely
03/03/2017	Daycase	Very efficient. Lots of people around me and I felt comfortable.	Nothing.	Yes	Not stated	Extremely likely
10/03/2017	Physiotherapy	Everything.	Nothing.	Yes	Not stated	Extremely likely
10/03/2017	Inpatients	The constant care from all of the staff was excellent. 100% was given at all times. They are all a credit to the hospital.	Nothing.	Yes	Not stated	Extremely likely
10/03/2017	Outpatients	Prompt attention. Friendly and informative consultation.	Nothing. It was a perfect visit.	Yes	Not stated	Extremely likely
10/03/2017	Inpatients	Personal and compassionate care. Good food.	Nothing.	Yes	Not stated	Extremely likely
10/03/2017	Daycase	Explanation and empathy.	Nothing.	Yes	GP	Extremely likely
15/03/2017	Daycase	Everything. Welcoming, friendly, professional and timely. A nice clean atmosphere.	Nothing. You are all great. You deserve it.	Yes	Not stated	Extremely likely
17/03/2017	Inpatients	Friendly and efficient.	Taken cannula out sooner as it was very uncomfortable. Could have communicated that surgery was delayed. I was told that I was second on the list, just after my arrival. I only went in at 6pm. <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	GP	Extremely likely
17/03/2017	Outpatients	Absolutely everything from arrival to my filling in of paperwork and discussing my treatment.	Nothing.	Yes	NHS Choices Website	Extremely likely
17/03/2017	Outpatients	Everything. Made me feel at ease.	Nothing.	Yes	Not stated	Extremely likely
17/03/2017	Outpatients	Very fast, friendly service and a lovely hospital.	Nothing.	Yes	Not stated	Extremely likely

17/03/2017	Physiotherapy	Homed in on the effect on everyday life. Tailored progressive exercises to suit. The sheets were useful. Thank you.	Perhaps full length or full half an hour. More exercises during the second session. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Physiotherapy Lead for further review. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Unlikely
17/03/2017	Daycase	All the staff are very welcoming and friendly. I felt very comfortable around them.	Nothing.	Yes	Not stated	Extremely likely
21/03/2017	Inpatients	Everything. Lovely staff, very informative and plenty of time therefore there was no rushing.	Maybe more hand rails in the bathroom by the toilet, for balance standing. <i>Our Action: Thank you for your valuable feedback. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Likely
24/03/2017	Daycase	Every member of staff who I have come in contact with has been so nice. Thank you.	Nothing.	Yes	Not stated	Extremely likely
24/03/2017	Daycase	You deliver a high standard of service.	Nothing.	Yes	Not stated	Extremely likely
24/03/2017	Inpatients	Everything was done in such a professional and friendly way.	I would have liked to be able to turn off the main lights from the bed as they were quite bright. <i>Our Action: We apologise that this was your experience at the time of your stay. We have passed your feedback onto our Inpatients Lead for further review and discussion. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
29/03/2017	Daycase	Advice for physiotherapy.	Nothing.	Yes	Friend/Family recommendation	Extremely likely
29/03/2017	Outpatients	Listened to everything. Polite and caring.	Nothing.	Yes	Not stated	Extremely likely
30/03/2017	Daycase	Everything. Clear communication, timely, helpful and friendly.	Nothing.	Yes	Medical Insurers	Extremely likely