

2017 Feedback Card Database (April 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
03/04/2017	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely likely
03/04/2017	Daycase	Treated me as an individual and provided exceptional care.	Offer a vegan alternative to eat following surgery. <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 in order that all Hospitality Hosts are reminded of the importance of offering all of our patients alternative menu choices post-operatively. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Extremely likely
05/04/2017	Inpatients	Treatment. Attentive.	Nothing.	Yes	GP	Extremely likely
05/04/2017	Inpatients	Everything. Every member of staff were very professional and they could not do enough.	Care received was 100%.	Yes	Not stated	Extremely likely
05/04/2017	Inpatients	Everything. Could not fault anything.	Nothing.	Yes	Not stated	Extremely likely
05/04/2017	Daycase	Every staff member I met was friendly, helpful and reassuring. It really was a pleasure to receive their care.	Nothing.	Yes	Not stated	Extremely likely
06/04/2017	Inpatients	Very attentive and exceptional staff. Lovely room and very comfy. Made to feel safe and looked after.	Nothing.	Yes	Medical Insurer	Extremely likely
07/04/2017	Radiology	From the moment of arrival, I have received fast, efficient and professional care.	Nothing.	Yes	Friend/family recommendation	Extremely likely
07/04/2017	Radiology	Information provided about the scan and the internal scan.	Nothing.	Yes	Not stated	Extremely likely
07/04/2017	Physiotherapy	The whole team were professional, friendly, supportive and encouraging. In equal measure, I have had most continuity with Physiotherapy, who have been fantastic in building my confidence and helping me achieve all my post-operative pre-wedding goals.	Nothing.	Yes	GP	Extremely likely
14/04/2017	Inpatients	First class level of care and support. A perfect patient experience.	Nothing.	Yes	Internet Search	Extremely likely
14/04/2017	Inpatients	Everything was fantastic, I cannot thank you enough. Made to feel very welcome, great care and attention given from all staff.	Nothing.	Yes	Not stated	Extremely likely
14/04/2017	Daycase	Everything.	Nothing.	Yes	Medical Insurer	Extremely likely
14/04/2017	Daycase	Absolutely everything. Many thanks. Personal service that could not be improved. Tea and biscuit was a lovely touch.	Nothing.	Yes	Internet Search	Extremely likely
14/04/2017	Daycase	Very friendly and informative staff, extremely pleasant at all times.	Nothing.	Yes	Friend/family recommendation	Extremely likely
14/04/2017	Inpatients	Nursing staff always pleasant and on hand when needed and did their utmost to make one comfortable.	Nothing.	Yes	NHS Choices Website	Extremely likely

14/04/2017	Inpatients	Everything.	Nothing.	Yes	Not stated	Extremely likely
21/04/2017	Daycase	Very happy with all staff and process of the day. Great team.	Nothing.	Yes	Not stated	Likely
21/04/2017	Daycase	Everything was explained during the stay. Staff were polite and friendly.	Nothing.	Yes	Not stated	Extremely likely
21/04/2017	Daycase	Medical care and hospitality of all staff is perfect. There is a real sense / feeling that the staff care about the patient.	Nothing.	Yes	Not stated	Extremely likely
21/04/2017	Physiotherapy	Very informative and understanding.	Nothing.	Yes	NHS Choices Website	Extremely likely
21/04/2017	Inpatients	Everything from admission to discharge. All nurses and doctors were so friendly and helpful.	Nothing.	Yes	Medical Insurer	Extremely likely
21/04/2017	Inpatients	My first real stay in a hospital as an inpatient. The care and compassion was overwhelming.	Nothing.	Yes	Friend/family recommendation	Extremely likely
21/04/2017	Inpatients	All the staff were very polite, caring and more than helpful. They were reassuring and showed empathy towards me.	Nothing.	Yes	Friend/family recommendation	Extremely likely
21/04/2017	Physiotherapy	Very efficient and every aspect explained well.	Nothing.	Yes	Not stated	Extremely likely
22/04/2017	Inpatients	Looked after me very well.	Nothing.	Yes	Not stated	Extremely likely
24/04/2017	Pre-Assessment	Friendly nursing and reception staff who were informative and caring.	I would of liked the forms I need to complete to be given when I arrive and not at the time of my appointment. Coffee shop staff need to smile and be more friendly. <i>Our Action: We apologise that this was your experience at the time of your stay. We have passed your comments onto our Hospital Services Lead for further discussion within the departmental weekly meeting. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
27/04/2017	Outpatients	Informative and very helpful to ease post-operative concerns.	Nothing.	Yes	Not stated	Extremely likely
28/04/2017	Physiotherapy	Everything.	Nothing.	Yes	Medical Insurer	Extremely likely
28/04/2017	Daycase	Volume of friendly and helpful staff. Excellent patient care and pleasant surroundings.	Nothing.	Yes	NHS Choices Website	Extremely likely
28/04/2017	Inpatients	The whole experience was 1st class.	Everything was perfect.	Yes	Not stated	Extremely likely
28/04/2017	Radiology	Everything.	Car parking. <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	Medical Insurer	Extremely likely
28/04/2017	Radiology	Very friendly and good communication.	Nothing.	Yes	Friend/family recommendation	Extremely likely
28/04/2017	Inpatients	Everything. Staff were wonderful and caring.	Nothing.	Yes	Not stated	Extremely likely

28/04/2017	Inpatients	I cannot speak any higher of my experience at the Circle. The treatment by the consultant, anaesthetist and nurses were excellent.	My own negative comment was the time I was left on a trolley awaiting surgery after regional anaesthetic was given for 3.5 hours. This extended the time I could not drink from 6am to 2.30pm plus. <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
------------	------------	--	---	-----	------------	------------------