

2017 Feedback Card Database (May 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 |
|------------|---------------|--|---|--|--|------------------|
| 05/05/2017 | Daycase | Everything. | Warm water to drink rather than the cold water that was served to me. It goes down more easily. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Hospital Services Lead for further discussion within all respective Hospitality Departmental Meetings.</i> | Yes | Not stated | Extremely likely |
| 05/05/2017 | Daycase | Very friendly and made me feel at ease for the first time having surgery. | Nothing. | Yes | Not stated | Extremely likely |
| 05/05/2017 | Inpatients | Everything. All staff, facilities, level of care and food. | Nothing. | Yes | Not stated | Extremely likely |
| 05/05/2017 | Radiology | On time. polite and detailed assessment. | Nothing. | Yes | Medical Insurer | Extremely likely |
| 05/05/2017 | Physiotherapy | The whole session was very well presented. Lovely personality and made you relax. | Nothing. | Yes | Not stated | Extremely likely |
| 12/05/2017 | Outpatients | Physiotherapy workshop and booklet. Very supportive post-operative care. Informed me what I needed to do and the importance of ice and exercise immediately. | Nothing. | Yes | Not stated | Likely |
| 12/05/2017 | Outpatients | All of the MRI scan and consultation. | Nothing. | Yes | Medical Insurer | Extremely likely |
| 12/05/2017 | Daycase | Friendly and helpful people. | Nothing. | Yes | Not stated | Extremely likely |
| 12/05/2017 | Inpatients | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 12/05/2017 | Inpatients | Efficient, friendly, calming and clean. Everything was explained and I was made to feel very comfortable. | Nothing. | Yes | GP | Extremely likely |
| 12/05/2017 | Outpatients | All nursing staff were wonderfully friendly. | Access to self serve tea/coffee. I felt terrible using up the nurses time. <i>Our Action: Thank you for your feedback. Due to Health and Safety regulations, we do not provide self-serve tea and coffee making facilities within the Outpatients Department. We have a wide selection of beverages available from our Deli Bar in the atrium area and our hospitality hosts are also able to provide and serve our patients with beverages upon request.</i> | Yes | Medical Insurer | Extremely likely |
| 12/05/2017 | Inpatients | Well organised, friendly, caring, knowledgeable and understanding. | Nothing. | Yes | Not stated | Extremely likely |
| 12/05/2017 | Daycase | Diligent attention to detail, caring, pragmatic and explained process and procedure clearly. | Nothing. | Yes | Not stated | Extremely likely |
| 19/05/2017 | Daycase | Everything, from entering day surgery to leaving. I felt welcome and was treated brilliantly. | In my opinion nothing. Everything works great. | Yes | Not stated | Extremely likely |
| 19/05/2017 | Physiotherapy | Provided a friendly and thorough approach to physiotherapy with practical and repeatable exercises. | Reconfirm appointments by email, text or call for outpatient appointments. <i>Our Action: Thank you for your feedback. We are currently investigating alternative ways in which to further alert our patients of appointment times and text reminders are currently under discussion as an additional option.</i> | Yes | Medical Insurer | Extremely likely |
| 19/05/2017 | Daycase | Start to finish. The attention to detail has been second to none. | Nothing. | Yes | Not stated | Extremely likely |
| 19/05/2017 | Inpatients | Everything was perfect. | Nothing. | Yes | Not stated | Extremely likely |

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|------------|---------------|--|--|-----|------------------------------|------------------|
| 19/05/2017 | Daycase | Everything. | Nothing. | Yes | Not stated | Extremely likely |
| 22/05/2017 | Inpatients | Made it a relaxed experience with respect for privacy but attentive when appropriate. | Waiting time from admission to procedure could have been quicker and order of surgery to advise relatives of times more accurately. <i>Our Action: We apologise that this was your experience. On occasion, unforeseen delays do occur and we endeavour to ensure that all of our patients are provided with regular and informative updates. On occasion, operating lists may change due to unforeseen circumstances. On some of our operating lists, our patients are admitted at the same time to enable the Consultant to make necessary changes without delays to the operating schedule. We are however, trialling staggered admission times for appropriate lists. We endeavour to inform and keep our patients updated when unforeseen delays occur and our departmental leads have reiterated the importance of keeping our patients informed in relation to such at the weekly departmental meeting. We will continue to monitor our patient feedback in relation to such.</i> | Yes | Not stated | Extremely likely |
| 23/05/2017 | Daycase | Administration and the operation. | When asked about dietary requirements, to take on board requests, I asked for a chicken salad and was given Caesar Salad. I told them I was wheat intolerant and I was given croutons. <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 | Likely |
| 23/05/2017 | Daycase | Everything. | Too much noise. Please try to reduce. Also, use advanced technology. <i>Our Action: We apologise that this was your experience. Our Daycase Lead has reminded all staff partners within the Daycase area, of the importance of ensuring that all of our patients are comfortable within the environment. We will continue to monitor our patient feedback in relation to such.</i> | Yes | Not stated | Extremely likely |
| 24/05/2017 | Outpatients | I found each member of staff, Jane especially, very caring, allayed all my fears and made me feel special. Thanks to all. | Nothing. | Yes | NHS Choices Website | Extremely likely |
| 24/05/2017 | Inpatients | Made comfortable on arrival. Given reassurance which was very much needed. | Would liked to order a paper but this is trivial compared to the outstanding care I received. <i>Our Action: Thank you for your valuable feedback. Daily Newspapers can be provided to our patients upon request. We apologise that you were not made aware of this at the time of your stay and we will continue to monitor our patient feedback in relation to such.</i> | Yes | Friend/family recommendation | Extremely likely |
| 25/05/2017 | Outpatients | Pleasant environment. | Due to multiple consultant unavailability, it took a long time to wait. <i>Our Action: We apologise that this was your experience. On occasion, unforeseen delays do occur and we endeavour to ensure that all of our patients are provided with regular and informative updates. We will continue to monitor our patient feedback in relation to such.</i> | Yes | Not stated | Likely |
| 25/05/2017 | Outpatients | From start to finish, the care and efficiency. | Nothing. | Yes | Not stated | Extremely likely |
| 25/05/2017 | Inpatients | Communication, care, response to questions, food and information. | Nothing. | Yes | Medical Insurer | Extremely likely |
| 30/05/2017 | Daycase | Very friendly and helpful from everyone including physiotherapists, nurses, anaesthetists and the surgeon. The 1st Floor reception was very attentive. | Keypad locked in rooms. Ground floor reception could be more friendly and less direct. <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 |
| 31/05/2017 | Daycase | Great treatment. | Nothing. | Yes | NHS Choices Website | Extremely likely |
| 31/05/2017 | Physiotherapy | Everything. Excellent service. | Nothing. | Yes | NHS Choices Website | Extremely likely |