

2017 Feedback Card Database (June 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
02/06/2017	Radiology	Customer care. From helping me on the phone, to finding the hospital, to the care in radiology.	Nothing.	Yes	Not stated	Extremely likely
02/06/2017	Daycase	The whole experience from initial consultation to discharge went exceptionally well. All the staff were friendly, helpful and professional.	Nothing.	Yes	Not stated	Extremely likely
02/06/2017	Daycase	Friendly, welcoming and comfortable.	Nothing.	Yes	Friend/family recommendation	Extremely likely
02/06/2017	Radiology	Fantastic customer service. Friendly and supportive.	Nothing.	Yes	Not stated	Extremely likely
02/06/2017	Inpatients	Everything. My stay last year was poor but this was outstanding.	Nothing.	Yes	Medical Insurer	Extremely likely
09/06/2017	Outpatients	Welcoming and efficient. Reception very comfortable and good surroundings. Very short waiting time and excellent consultant.	Nothing.	Yes	Not stated	Extremely likely
09/06/2017	Not stated	Helpful, informative and friendly.	Nothing.	Yes	Not stated	Extremely likely
09/06/2017	Outpatients	Very welcoming, clean and nice setting. Well explained as to what operation was being carried out.	Nothing.	Yes	Not stated	Extremely likely
09/06/2017	Inpatients	Most staff were a real credit to the hospital of all grades.	2 members of staff (HCA's) were not pro-active and did not develop a rapport. <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
09/06/2017	Inpatients	Made me feel welcome, comfortable and at ease. My care was important to the staff and they were very happy to see my improvement.	My experience was excellent and I have no tips for next time.	Yes	Not stated	Extremely likely
09/06/2017	Not stated	Everything.	Nothing.	Yes	Medical Insurer	Extremely likely
09/06/2017	Daycase	Everything. I would recommend the hospital to everyone.	Nothing. It made a stressed time for me, the best it could be.	Yes	Not stated	Extremely likely
09/06/2017	Daycase	Very friendly. Everything was explained well. The surgery was fast and the physiotherapist was very friendly and explained everything well.	Nothing. Everything was good.	Yes	Not stated	Extremely likely
09/06/2017	Outpatients	Very courteous staff and notable radiographer.	Nothing.	Yes	GP	Extremely likely
09/06/2017	Daycase	Friendly, helpful and put me at ease.	Bigger car park. <i>Our Action: Thank you for your valuable feedback. 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
09/06/2017	Daycase	Friendly staff and comfortable setting.	Bit more joined up information on planned procedure would be nice. <i>Our Action: We apologise that information was not provided to you as expected. Our Daycase Lead has reiterated the importance of ensuring that accurate and timely information is provided to all of our patients. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
09/06/2017	Daycase	Everything. Really friendly staff.	Nothing.	Yes	Not stated	Extremely likely

12/06/2017	Physiotherapy	On time. Not rushed appointment and helpful staff.	Car parking is difficult but there is not much you can do to improve it. <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
16/06/2017	Inpatients	Patient focus, explanations, high level of inter-personal interaction and all round exemplary service levels.	Nothing.	Yes	Not stated	Extremely likely
16/06/2017	Inpatients	Very friendly and helpful people and staff.	Nothing. All good.	Yes	Not stated	Extremely likely
20/06/2017	Inpatients	Very good operation and strong supportive staff.	No warm meal after my operation was disappointing. One could have been prepared and then heated up if the kitchen is closed. Only a minor point. <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	Medical Insurer	Extremely likely
21/06/2017	Inpatients	Care, compassion, kindness, respect and informative.	Nothing.	Yes	Friend/family recommendation	Extremely likely
21/06/2017	Inpatients	The whole experience was exemplary. As a novice inpatient, what was a daunting situation was really pleasant. Thanks to your wonderful attentive staff.	Nothing. The whole experience was well above expectations.	Yes	Not stated	Extremely likely
21/06/2017	Daycase	Everything.	Nothing. You did well.	Yes	GP	Extremely likely
22/06/2017	Daycase	Everything. Everyone is great, helpful and kind.	Nothing.	Yes	NHS Choices Website	Extremely likely
22/06/2017	Physiotherapy	Took time to explain everything clearly.	Nothing.	Yes	Not stated	Extremely likely
23/06/2017	Physiotherapy	Personal, friendly yet professional.	Nothing.	Yes	Not stated	Extremely likely
25/06/2017	Daycase	Everything.	Nothing.	Yes	Not stated	Extremely likely
26/06/2017	Not stated	Communication.	Nothing. Great service.	Yes	Not stated	Extremely likely
27/06/2017	Not stated	Friendly and quick service.	Nothing.	Yes	Not stated	Extremely likely
27/06/2017	Daycase	Excellent friendly care. I could not have asked for more.	Nothing.	Yes	GP	Extremely likely
28/06/2017	Not stated	Everything.	Nothing.	Yes	Medical Insurer	Extremely likely
28/06/2017	Daycase	Communication and welfare of the patient and my wife. Sandwich and coffee were excellent and much appreciated.	I could not get the TV remote to work. <i>Our Action: Thank you for your valuable feedback. We apologise that this was your experience and we have passed your feedback onto our Facilities Management Lead for immediate action.</i>	Yes	GP	Extremely likely
29/06/2017	Daycase	Everything. Staff are so kind caring and very understanding.	Nothing. Everything was good.	Yes	Not stated	Extremely likely
30/06/2017	Radiology	Very courteous people in the department.	More seating in the radiology waiting room. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Radiology Lead for further investigation. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely likely
30/06/2017	Not stated	Very clean. Doctors were wonderful. Reception and nurses are very helpful.	Nothing.	Yes	Not stated	Extremely likely