

2017 Feedback Card Database (July 2017) - Circle Reading Hospital

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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
01/07/2017	Inpatients	Very caring and attentive staff.	Nothing.	Yes	Not stated	Extremely Likely
03/07/2017	Daycase	Staff.	Information to know the expected waiting time. I waited for 3 hours. Not a problem, but would have been nice to know. <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
04/07/2017	Physiotherapy	Very thoughtful, with a full explanation of exercises and the rationale for them. Always extremely friendly.	Nothing.	Yes	Not stated	Extremely Likely
04/07/2017	Daycase	Explained everything. Very nice to talk to. Very comfortable. I have no complaints at all.	Nothing.	Yes	GP	Extremely Likely
07/07/2017	Inpatients	Absolutely everything. From the moment I arrived, it was beyond amazing. The nurses, doctors, food and the room. Everything was fantastic.	No room for improvement.	Yes	Friend/family Recommendation	Extremely Likely
07/07/2017	Inpatients	Friendly, helpful, professional, humorous staff, who all seemed genuinely concerned for my health and well being. Food was good too.	More vegetarian food options. <i>Our Action: We apologise that you were not provided with a variety of vegetarian food options at the time of your stay. Our Hospital Services Lead has reminded our hospitality hosts of the importance of ensuring that all of our patients are provided with a variety of menu options as requested. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Medical Insurer	Extremely Likely
10/07/2017	Physiotherapy	Explained the complete procedure in good detail.	Really satisfied.	Yes	Not stated	Extremely Likely
11/07/2017	Inpatients	Everything was excellent.	Nothing.	Yes	NHS Choices Website	Extremely Likely
11/07/2017	Inpatients	Everything.	Nothing.	Yes	GP	Extremely Likely
11/07/2017	Outpatients	No comment.	My appointment was cancelled, no email or mobile call to notify me and as a consequence I had a completely wasted journey. <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 Unlikely
12/07/2017	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
12/07/2017	Daycase	Prompt, efficient, caring and informative.	Nothing.	Yes	GP	Extremely Likely
12/07/2017	Physiotherapy	After-care and follow up was excellent.	Inter-referral from two consultants took 6 weeks. <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
14/07/2017	Outpatients	Provided coffee and snacks whilst I was waiting for my appointment, which were free of charge. They made sure I felt good.	My appointment was messed up and the times were changed at least 2 times in a row. I had to wait half a day to be seen. <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	NHS Choices Website	Neither likely nor unlikely
14/07/2017	Daycase	Everything from start to finish. Such a friendly place.	Nothing.	Yes	Not stated	Extremely Likely

15/07/2017	Daycase	Kept informed and confident in staff care.	Downstairs cafe was closed, so my family could not use it. Nurses to walk more slowly as I could not walk fast. <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 and our Daycase Lead for further discussion within the respective departmental weekly meetings. We will continue to monitor our patient feedback in relation to such.</i>	Yes	NHS Choices Website	Extremely Likely
17/07/2017	Daycase	Warm and professional at all times.	Nothing.	Yes	Not stated	Extremely Likely
17/07/2017	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
18/07/2017	Outpatients	Just generally well organised.	Nothing.	Yes	Not stated	Extremely Likely
18/07/2017	Outpatients	Friendly atmosphere.	Nothing.	Yes	Not stated	Extremely Likely
18/07/2017	Daycase	Everything.	Nothing.	Yes	NHS Choices Website	Extremely Likely
19/07/2017	Inpatients	All round patient care was very good.	Nothing.	Yes	Medical Insurer	Extremely Likely
19/07/2017	Daycase	Everything. Everyone was very friendly.	Nothing.	Yes	Medical Insurer	Extremely Likely
19/07/2017	Outpatients	The waiting area was well maintained and comfortable.	There were no magazines so I got a bit bored. <i>Our Action: We do have a variety of magazines available for our patients to read whilst waiting for their appointments. We apologise that these were not made readily available to you at the time of your visit and we have highlighted such to our Hospital Services Lead. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Likely
20/07/2017	Outpatients	The consultant and the consultation was excellent. The scan was efficient.	Had consultant meeting cancelled at very short notice. <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
20/07/2017	Physiotherapy	Very clear and explanatory presentation.	Nothing.	Yes	Not stated	Extremely Likely
21/07/2017	Radiology	All requirements.	Nothing.	Yes	Not stated	Extremely Likely
26/07/2017	Inpatients	Excellent bedside manner. Very friendly and fantastic food.	Nothing.	Yes	GP	Extremely Likely
27/07/2017	Inpatients	Everything.	Lose the noisy trolley. There must be a quieter version. <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	Extremely Likely
31/07/2017	Inpatients	Every part of my care, treatment and recovery.	Maintaining current levels of care. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Inpatients Lead for information purposes. We will continue to monitor our patient feedback in relation to such.</i>	Yes	NHS Choices Website	Extremely Likely