

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

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
01/08/2017	Outpatients	Good all round.	Nothing.	Yes	Not stated	Extremely Likely
01/08/2017	Inpatients	Made me feel comfortable and worked at my pace.	Nothing.	Yes	Not stated	Extremely Likely
02/08/2017	Daycase	Everything. Made very welcome and comfortable.	Nothing. All perfect and friendly.	Yes	NHS Choices Website	Extremely Likely
03/08/2017	Physiotherapy	Very friendly and helpful.	Nothing. Everything was perfect.	Yes	Not stated	Extremely Likely
03/08/2017	Daycase	All your staff went above and beyond their duties.	Nothing. Everyone was perfect and caring.	Yes	GP	Extremely Likely
04/08/2017	Daycase	Prompt, professional, supportive and kind. I felt like I was properly cared for.	Nothing. Great experience.	Yes	Medical Insurers	Extremely Likely
08/08/2017	Inpatients	Timeliness of treatment.	Nothing.	Yes	GP	Likely
08/08/2017	Daycase	Everything was done in a nice manner.	Nothing.	Yes	GP	Extremely Likely
08/08/2017	Daycase	Very efficient, caring staff and good treatment.	Nothing.	Yes	GP	Extremely Likely
09/08/2017	Daycase	Very friendly and reassuring.	Nothing.	Yes	GP	Extremely Likely
10/08/2017	Outpatients	Very prompt. Quick X-ray and the radiologist was very good.	Nothing.	Yes	Not stated	Extremely Likely
11/08/2017	Outpatients	Customer service.	Nothing.	Yes	Not stated	Likely
12/08/2017	Outpatients	Friendly.	Nothing.	Yes	Not stated	Extremely Likely
14/08/2017	Physiotherapy	Physiotherapy, through to slow recovery of very stiff repair.	Better immediate post-operative pain care and control. I went home in a lot of pain. <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
15/08/2017	Daycase	Knee Arthroscopy.	Nothing. It was perfect.	Yes	Medical Insurers	Extremely Likely
15/08/2017	Outpatients	Everything.	One or two chairs that are slightly higher. <i>Our Action: Thank you for your valuable feedback. We have passed your comments onto our Outpatients Lead and our internal procurement team for further review and we will continue to monitor our patient feedback in relation to such.</i>	Yes	Not stated	Extremely Likely
15/08/2017	Daycase	Very well looked after by Carla, Maureen and Chris.	Nothing.	Yes	NHS Choices Website	Extremely Likely
16/08/2017	Physiotherapy	Good understanding, diagnosis and resolution.	Nothing.	Yes	Not stated	Extremely Likely

16/08/2017	Physiotherapy	Clear instructions provided.	Nothing.	Yes	Not stated	Extremely Likely
16/08/2017	Daycase	Staff were very caring and kind. I was kept up to date at all times. Very clean ward.	Nothing. Thank you for a great service.	Yes	GP	Extremely Likely
16/08/2017	Daycase	The whole overall personal service makes you feel reassured.	Nothing.	Yes	Not stated	Extremely Likely
17/08/2017	Daycase	Very polite, professional, and calm atmosphere.	Nothing.	Yes	NHS Choices Website	Extremely Likely
19/08/2017	Radiology	Everything.	Nothing.	Yes	Not stated	Extremely Likely
21/08/2017	Physiotherapy	Nothing to highlight. Just overall a very good experience.	Nothing.	Yes	Not stated	Extremely Likely
22/08/2017	Outpatients	Reassuring and friendly.	Nothing.	Yes	Friend/Family recommendation	Extremely Likely
22/08/2017	Outpatients	Kind, helpful and polite.	Nothing. A very pleasant experience.	Yes	Not stated	Extremely Likely
23/08/2017	Daycase	The whole process.	Nothing.	Yes	GP	Extremely Likely