

2017 Feedback Card Database (September 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
02/09/2017	Inpatients	Friendly, kind and knowledgeable.	Kept updated about pre-operative delays. <i>Our Action: We apologise that this was your experience. Our Inpatients 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	Friend/family recommendation	Extremely Likely
04/09/2017	Daycase	Caring, attentive and nice people.	Nothing.	Yes	NHS Choices Website	Extremely Likely
07/09/2017	Inpatients	Information from nurses and answered bell quickly.	More availability of juice, soft drinks and diet coke. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Hospital Services Lead for further discussion within the Hospitality Team in order to reiterate the necessity to offer all of our patients a wide variety of soft-drink options.</i>	Yes	Medical Insurers	Extremely Likely
07/09/2017	Daycase	Personal service from all staff.	Nothing.	Yes	Medical Insurers	Extremely Likely
08/09/2017	Outpatients	Everything.	Nothing.	Yes	Medical Insurers	Extremely Likely
08/09/2017	Inpatients	Care, service, food and pain assistance.	Nothing.	Yes	NHS Choices Website	Extremely Likely
11/09/2017	Physiotherapy	Good progressive programme.	Nothing.	Yes	Not stated	Likely
12/09/2017	Daycase	General care and consideration.	Nothing.	Yes	Not stated	Extremely Likely
13/09/2017	Daycase	Everything.	Nothing.	Yes	Medical Insurers	Extremely Likely
14/09/2017	Daycase	Took time. Very patient, thoughtful and communicated every step of the procedure.	Nothing.	Yes	GP	Extremely Likely
14/09/2017	Physiotherapy	Good information and explanation.	Nothing.	Yes	Not stated	Extremely Likely
14/09/2017	Daycase	All aspects.	Nothing.	Yes	GP	Extremely Likely
15/09/2017	Inpatients	Helpful and friendly.	Nothing.	Yes	NHS Choices Website	Extremely Likely
16/09/2017	Inpatients	Explanation, service and time spent.	Nothing.	Yes	Medical Insurers	Extremely Likely
16/09/2017	Daycase	Everything.	Nothing.	Yes	Friend/family recommendation	Extremely Likely
19/09/2017	Inpatients	The treatment on the ward and by the surgeon was exceptional. The recovery nurse was superb.	The staff in Recovery other than one member of staff were arguing. <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	GP	Extremely Likely
20/09/2017	Inpatients	Service.	Nurses were sometimes too busy and took too long to come but they were great. <i>Our Action: Thank you for your valuable feedback which we have passed onto our Inpatients Lead for further discussion. We will continue to monitor our patient feedback in relation to such.</i>	Yes	GP	Likely

22/09/2017	Inpatients	Everything.	Get the internet working. <i>Our Action: Thank you for your valuable feedback. We will continue to monitor our patient feedback in relation to such.</i>	Yes	Internet Search	Extremely Likely
22/09/2017	Inpatients	Everything.	Nothing. When I went for my original Hip assessment, the lady on the consultant assessment team was unhelpful and quite rude (only person in the entire hospital). <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
25/09/2017	Outpatients	On time.	Nothing.	Yes	Not stated	Likely
25/09/2017	Outpatients	Prompt, helpful explanations and an attractive environment.	Nothing.	Yes	Not stated	Extremely Likely
25/09/2017	Inpatients	Friendly staff who explained things well and helped me to feel calmer. Good food and lovely rooms.	Nothing.	Yes	Friend/family recommendation	Extremely Likely