



Date w/c	Department	Was there one thing you thought was particularly good about your visit	Was there one thing that was poor or that you thought we didn't do well?	Would you recommend us to your friends and family	Additional Comments
28.02.11	Radiology	Detailed explanation of problem and X Ray and suggested procedure	No	Yes	Prompt and friendly attention
28.02.11	Outpatients	Everyone friendly and helpful	No	Yes	Very impressed
28.02.11	Radiology	Punctuality, not kept waiting	Not that I experienced	Yes	Nice coffee
28.02.11	Daycase	Very helpful and calm	No	Yes	Staff and excellent
28.02.11	Daycase	The general attitude of all staff	No	Yes	A most refreshing experience in these day of general indifference and empathy. Very well done
28.02.11	Daycase	Everything was spot on	All very good	Yes	
28.02.11	Outpatients	Pleasant comfortable experience	No	Yes	
28.02.11	Daycase	The care and attention from all the staff	No	Yes	
28.02.11	Outpatients	Everyone is very kind and helpful	No	Yes	
28.02.11	Outpatients	Complimentary tea/coffee	No	Yes	
28.02.11	Inpatients	An overall atmosphere of friendly competence among all staff	No aspect could be called poor but some meals lacked flexibility eg small portions are better when convalescing. Action point: All meals are flexible in terms of portion size. Patients are encouraged to communicate to hostess as much as possible regarding personal preference.	Yes	CircleBath is an impressive new and modern hospital with mainly specialist expertise. I assume it has an encouragingly good first year of operation which is a good basis to build on. I like the idea of having associate physio therapists (includes once very close to me) and the staff partnership concept.
28.02.11	Inpatients	Quickness in and out of hospital. Clean and tidy	Get some plugs in those sinks	Yes	Vanda and her nurses were very good to me especially Jennifer and Maria.
28.02.11	Outpatients	All excellent	No	Yes	
28.02.11	Radiology	Absolutely delightful team. Young lady who took details was very apologetic for the 5 mins delay even though I was late! Explanation excellent I will definitely return yearly for my screening		Yes	Hotel services look wonderful
28.02.11	Physio	Helpful, friendly and supportive	No	Yes	Very good
28.02.11	Outpatients	On time, friendly, made to feel relaxed - Plain English spoken	No	Yes	
28.02.11	Inpatients	The courtesy and friendliness of all staff wherever we went	No	Yes	The patient guide to hip operations has been invaluable. The district nurse coming to me thought it was brilliant. Praise indeed.
28.02.11	Inpatients	The friendly service	No	Yes	
28.02.11	Inpatients	Nursing care. Friendly and efficient	Brought in too early. Too much waiting	Yes	Rooms lovely. Food well chosen and presented. Cheerful and friendly staff
28.02.11	Inpatients	Excellent care in all areas	No	Yes	Very impressed with all department and specialists very informative and kind

28.02.11	Inpatients	Extremely pleasant staff, good explanations and care taken to ask what name I'd like them to use	No	Yes	Inconvenient form Chippenham side of Bath. My op was booked on 10/1 for 28/2. On 10/2 I got a call asking me to come in for a blood test and ECG. This was too close to 28/2 for me to have any time due to overseas travel and also very inconvenient - an hour each way. It should be possible to have a system in place where I could have had this done on 10/1 when the op was booked. This can't be too difficult to set up. In fact I did it all via my GP but I think you should look at this area of your service
28.02.11	Outpatients	Good environment		Yes	
28.02.11	Inpatients	All the staff friendly and have time for your needs	No	Yes	The menu was a bit rich when you are recovering from an operation although they will cook you something simpler if you ask. A light simple menu would be nice. Action point: Our menus are designed to fulfill the nutritional elements for patients who are recovering. We also make sure that they sound and look appetising and have a range of menus to choose from. However, as mentioned we will be more than happy to offer something that suits the individual taste.
28.02.11	Inpatients	All staff very helpful	No	Yes	
28.02.11	Daycase	Everything - Again!	No	Yes	If Carlsberg ran hospitals!
28.02.11	Inpatients	Everybody explained what was going on. The nurses were excellent, friendly and kind	Food was tasty but not always hot enough. Action point: We always aim to serve the food as soon as it is cooked. We encourage patients to inform their hostess should the food is not up to standard and the hostess will arrange the food to be cooked again.	Yes	I thought the décor in the bedrooms needed more color. How about burnt orange or blue curtains with matching bedspreads? Perhaps the nurses have an opinion
28.02.11	Outpatients	Efficient	So trivial - not sure if I like the brown uniform	Yes	Very much enjoyed the 2012 sculptures on main reception
28.02.11	Radiology	Everything is always good there - the small things are done well	No	Yes	I look forward to my next operation here on 31st March
28.02.11	Inpatients	The atmosphere at CircleBath is relaxing and reduced anxiety levels. Not like a hospital at all	I was asked to arrive at 12pm but was not given a time for operation which 3.30- a long wait	Yes	I am delighted with the results of my operation. All the staff at CircleBath were very kind, considerate and most importantly very competent
28.02.11	Outpatients	N/A	N/A	Yes	
28.02.11	Radiology	Professional staff	No	Yes	Post code doesn't work. End up on a small estate in Peasedown.
28.02.11	Outpatients	Everything was very professional.		Yes	
28.02.11	Outpatients	All the staff and members of the cardiology unit were excellent	No	Yes	It may help people to feel a little more comfortable when using the treadmill for the stress eg if a cooling fan and perhaps a little water when parched. Action Point: Water will be provided in the Cardiology room and a fan is now being sourced.
28.02.11	Daycase	Was constantly kept informed of everything	No	Yes	Everyone was extremely kind and thoughtful
28.02.11	Daycase	Caring and smooth running	No	Yes	
28.02.11	Daycase	Nursing care and food was superb	No	Yes	
28.02.11	Daycase	Everything!	No. Everything was absolute perfection	Yes	Felt very welcomed as soon as arrived. Was made to feel relaxed before and after the procedure
28.02.11	Daycase	Very helpful and caring staff	Could not fault anything	Yes	Very impressed with everything at the Circle
28.02.11	Inpatients	How friendly the staff were and how quick the service was	Did not know what to expect, be good to send out info about the Circle with the appointment letter. Action point: We are currently reviewing all information and letters to patients.	Yes	All staff very friendly
28.02.11	Daycase	The care and attention given to us by all staff was very important and is much appreciated	No - everything went smoothly	Yes	Thank you
28.02.11	Inpatients	Very good pleasant care, also although unable to take advantage the excellent menu	Occasional mixed messages from different physio's	Yes	Hygienic, clean and beautiful surroundings
28.02.11	Outpatients	Promptness		Yes	

28.02.11	Outpatients	Good parking	Coffee was very poor. Action point: Coffee now has been changed to a much stronger variety	Yes	
28.02.11	Outpatients	Put me at ease - answered my question and cured my fears	No	Yes	
28.02.11	Outpatients	Everything	No	Yes	
7.03.11	Inpatients	It was all good	No	Yes	Everything was great
7.03.11	Outpatients	All aspects good		Yes	
7.03.11	Outpatients	The number of staff on hand to guide you and on spot MRI scan. General customer service and speed		Yes	
7.03.11	Outpatients	Clear and precise information	No	Yes	Circle seems lovely place and staff friendly
7.03.11	Inpatients	The constant help from all staff	Visitors were not always treated with the same courtesy. Action point: We always treat our patients and guests to the best of our ability. However patients are our first priority in the hospital and we do our best to provide for guests of patients once patients have been attended to.	Yes	I felt that the night staff should be given praise for dealing with patient during the middle of the night. Also Im impressed with the surgeon who works on my back
7.03.11	Inpatients	Excellent spacious single room with bathroom so privacy ensured. Beautiful view	Lack of clarity re time of pre assessment clinic appointment. I felt a need to phone and enquire about this.	Yes	I was concerned about being in a pod bed because of the lack of privacy. Nursing staff were most friendly, helpful and efficient. I felt very well cared for. TV remote control was confusing to use. Action point:TV system are now being reviewed
7.03.11	Physio	The efficient way all aspects of my visit was conducted	No	Yes	Going to recommend to everyone I meet. My physio Ruth was exceptionally kind and very helpful. Nearly cured me!
7.03.11	Physio	Sarah took time to talk through how my knee felt and what I wanted to get back to doing sportwise	No	Yes	All the staff I encountered were really friendly and helpful
7.03.11	Physio	Very knowledgeable, easy to understand. Very good		Yes	
7.03.11	Physio	Time to talk things through and helpful and constructive advise	No	Yes	
7.03.11	Radiology	Everything amazing experience	No	Yes	More of Mr Burwell
7.03.11	Inpatients	Everyone was very pleasant and helpful and couldn't do enough for us	No	Yes	The whole experience was made much easier by coming here. And Mr Bates was very kind which helped with Zach having his operation, he put him at ease. Many thanks to everyone involved.
7.03.11	Inpatients	Kind nursing staff - particularly Mary, own room, great food , peace	No	Yes	Mr Wigfield excellent - reviewed twice. Nursing staff and physio great
7.03.11	Daycase	More than one - every element of my care was first class and professional. I feel very privileged to have been a patient here.	No	Yes	Each and every member of staff that looked after me were so kind, compassionate and professional. I could not have asked for anymore. I am very proud to be part of a company that delivers such excellent care. It would be impossible to find fault in any part of my stay here
7.03.11	Inpatients	Nursing care excellent, lovely attitude from everyone I encountered.	Long wait in cubicle 10 for 4 hours pre op cold and bored. Better chair, tv not working. Action point:TV system are now being reviewed. Op time is also being currently reviewed	Yes	Tracy worked hard to keep me occupied overnight. HCA also excellent and caring. Room gets cold at night. Well done. Good experience
7.03.11	Inpatients	The total care	No	Yes	The food was excellent. Nothing was too much trouble. The nurses wonderful. Thank you very much
7.03.11	Daycase	Helpfulness and friendliness of staff and provision of information		Yes	
7.03.11	Daycase	The friendliness of all staff	No	Yes	
7.03.11	Daycase	Everything	No	Yes	Absolutely excellent care
7.03.11	Daycase	Kindness and efficiency	No	Yes	Thank you all for making the visit pleasant
7.03.11	Daycase	The reception - coffee and paper	Your Circle implies never ending	Yes	Wish you every success
7.03.11	Daycase	Everything superb	No	Yes	Nursing staff excellent

7.03.11	Radiology	Your attention to cleanliness, thorough check up and explaining admission procedure	No	Yes	All staff welcoming and friendly
7.03.11	Daycase	I loved the pleasant surroundings. The cleanliness and lovely staff	No	Yes	
7.03.11	Daycase	Very well looked after by everybody	Very caring and professional	Yes	Very nice environment. Everybody did their best to put me at ease, made me feel well looked after. Thank you
7.03.11	Daycase	Anaesthetist and consultant looked after me very well	No	Yes	Overall excellent aftercare superb.
7.03.11	Daycase	Professional attention	No	Yes	All brilliant
7.03.11	Daycase	Made you feel relaxed	No	Yes	
7.03.11	Daycase	Friendly staff kept us calm	No	Yes	Excellent facilities for disabled
7.03.11	Daycase	Good staff	3 hours delay without information	Yes	
7.03.11	Daycase	The attentiveness and helpfulness of all staff	No	Yes	The leaflet with the admission letter might be fuller eg likely length of stay, whether need to be accompanied. Action point: All letters are being reviewed
7.03.11	Daycase	Juliette holding my hand throughout the operation.	No	Yes	
7.03.11	Daycase	Comfort. Put at ease. Generally very good care		Yes	
7.03.11	Daycase	I was appreciative of the efficient and confident way I was dealt with in a calm and relaxed manner	No	Yes	Excellent facilities and helpful staff
7.03.11	Daycase	Everything was excellent	No	Yes	Everyone was excellent. Thank you
7.03.11	Daycase	Everyone was so helpful and patient		Yes	Everyone so calming. Thank you so much
7.03.11	Daycase	I though my treatment was excellent, inside and outside the operative theatre	No	Yes	
7.03.11	Daycase	Good service throughout	No	Yes	
7.03.11	Physio	Explained my issues was thoroughly consulted	I bought a wobble board which after 6 weeks I have still not received- unacceptable. Action point: Contacted Physio Department and will get back to patient.	Yes	
7.03.11	Physio	Yes. Alex gave me some clear ideas of how I could move forward with my problem	No	Yes	
7.03.11	Radiology	Relaxed atmosphere with helpful staff	No	Yes	Would be nice to think every hospital could be like this
7.03.11	Inpatients	I was very happy with all aspects of my stay	I just wanted to be clear on when I would have a follow up appointment	Yes	
7.03.11	Outpatients	Car parking	No	Yes	
7.03.11	Physio	Advise on how far to push myself and when to stop	No	Yes	Claire has been extremely helpful with advise and encouragement
7.03.11	Outpatients	The staff were excellent and very welcoming	No	Yes	Fantastic bilding and facilities
7.03.11	Outpatients	Consultants advise	No	Yes	
7.03.11	Inpatients	The friendliness, efficiency and thoroughness of all staff. They are excellent	No	Yes	I cant praise the service enough. Well done.
7.03.11	Inpatients	Everyone was friendly and helpful	No	Yes	
7.03.11	Physio	No waiting. Clear info	No	Yes	
7.03.11	Outpatients	Detailed explanation	No	Yes	
7.03.11	Outpatients	Very friendly, consultant put me at ease	No	Yes	
7.03.11	Daycase	Very good	No	Yes	
7.03.11	Radiology	Quick	No	Yes	

7.03.11	Inpatients	See comments	No	Yes	I was a patient at Circle Bath from 31st January to the 2nd February and I wanted to write can tell you about my experience. CircleBath was a surprise to me and it was almost, a pleasure to be a patient with you! The rooms were airy and comfortable and immediately on my arrival, I noticed small pleasing details, the bright white and crisp clean dressing gown and slippers, the beautifully clean bathrooms - one's own bathroom and the small welcomingly reassuring REN bodycare products. However, it was after my operation that the special nature of CircleBath really dawned on me. The staff all of them from cleaners, host/hostesses and nurses all had the same end goal - to make the patients stay as comfortable and pleasant as possible. Everyone was kind and considerate, so polite and very helpful. Little things like buttering your toast when you have a dip in your hand can make a huge difference...and I did not even have to ask. The food was simply delicious and the pleasure of a crisp white napkin and flower on your tray are all nurturing and uplifting details.
					I love Mrs Qureshi too and my anaesthetist, Jenny Tuckey. Thank you for all your trouble.
7.03.11	Inpatients	Food excellent staff lovely and always very responsive	The whole experience was superb. No complaints	Yes	Thank you so much for my time here. You have all been great
7.03.11	Daycase	Friendly staff and good operation	No	Yes	Free parking and nice staff
7.03.11	Radiology	Yes- brilliant nurse for X Ray	No	Yes	My first visit here - excellent so far
7.03.11	Daycase	Comfortable and considerate as usual	No	Yes	
7.03.11	Daycase	Seamless professionalism of the whole experience	No	Yes	Other treatment centres such as this should be worried about you being competition
7.03.11	Daycase	Reassuring and positive		Yes	
7.03.11	Radiology	Friendly and helpful staff	No	Yes	
7.03.11	Outpatients	No waiting.	No	Yes	
7.03.11	Inpatients	Calm, relaxing and caring atmosphere	I cannot think of one negative point to make	Yes	100% would recommend you and would never go anywhere else. Just to say a big thank you for all the care I received. Nothing was too much and the staff are wonderful
14.03.11	Physio	Very informative and friendly	No	Yes	The physio very thorough and covered many different angles and explained all procedures very well
14.03.11	Outpatients	The informative nature of everyone we dealt with	No	Yes	
14.03.11	Inpatients	Being treated as individual. Confident of what was being told was the best for you	No. Possible a clock in bedrooms. Action point: Suitable clocks are being sourced	Yes	All staff from entering the building to leaving after treatment were caring and friendly. It was a great experience of healthcare
14.03.11	Radiology	Relaxed friendly atmosphere	No	Yes	
14.03.11	Outpatients	Very impressed with facility and appearance and support staff, physician is top notch	No	Yes	
14.03.11	Physio	Massaging my leg so that I was able to get it a lot straighter	No. it was all very good	Yes	The service and staff were very good and very nice. I feel a lot better about my injury after the physio session
14.03.11	Radiology	Waiting room is excellent and polite staff	No	Yes	
14.03.11	Inpatients	Staff	No	Yes	
14.03.11	Physio	The physio - Alex		Yes	
14.03.11	Physio	Neck manipulation and run through of exercises very useful	No	Yes	Gemma and Darren have really helped me with my back/neck over the past few months and I feel much better. Many thanks.
14.03.11	Physio	Everything excellent	No	Yes	

14.03.11	Physio	Very good communication	No	Yes	
14.03.11	Inpatients	Staff very welcoming including Amy, steph and Clair	No sky sports TV. Action point: We are currently upgrading our TV and radio service and once it is up and running, we will look into adding Sky Sports.	Yes	
14.03.11	Outpatients	The friendly staff	No	Yes	
14.03.11	Inpatients	The sense of ownership of each member of staff	No	Yes	
14.03.11	Daycase	The hospitality	No	Yes	Very impressed of the way we were treated and the cleanliness
14.03.11	Inpatients	Everything was quite marvelous	I didn't think I had enough time with the physiotherapist but I could be wrong	Yes	
14.03.11	Physio	Everything was explained	No	Yes	The usual warmth and supportive approach
14.03.11	Radiology	Very prompt appointment and very friendly staff	No	Yes	Excellent
14.03.11	Physio	The undersanding of the problems involved - compassion	No	Yes	I appreciated the lack of time pressure careful explanation of treatment
14.03.11	Daycase	Whole experience was friendly. Thanks	No	Yes	Attention to detail was obvious throughout. Friendly assured. Thanks
14.03.11	Daycase	Very quick service	No	Yes	Just to say thank you
14.03.11	Daycase	Lovely staff, Friendly, professional and kind	No	Yes	
14.03.11	Daycase	Beautifully organised	No	Yes	Very slick
14.03.11	Daycase	Very impressed overall	No	Yes	
14.03.11	Daycase	Excellent care by all staff	No	Yes	Wonderful
14.03.11	Daycase	Reassurance at all times from all the team	Every aspect was good today	Yes	Pre assessment - a number of unsatisfactory points: Lack of privacy during assessment, dismissal not advised of need for chest x ray, leading to 2 hour journey extra visit and costs of fuel. Action point: Pre assesmmnt is currently being reviewed.
14.03.11	Daycase	Very restful however would suggest soft sole shoes for staff to stop loud noise		Yes	
14.03.11	Daycase	Fantastic nurses - Jaime	No	Yes	
14.03.11	Daycase	Very laid back, cut and shut experience	No	Yes	
14.03.11	Daycase	Everyone was friendly and kind. Efficient and spotless		Yes	My questions were all answered in a caring way. Nothing was rushed. Nothing was too much trouble. Thank you
14.03.11	Daycase	Staff care		Yes	
14.03.11	Daycase	The nurses are excellent and very attentive		Yes	Thank you Emily
14.03.11	Daycase	All excellent. Dr coupe and all the staff were extremely friendly and professional	No	Yes	The building/décor is excellent - more like a hotel than a hospital
14.03.11	Inpatients	Your whole team was friendly and caring	Administration	Yes	
14.03.11	Inpatients	Very satisfied with hospital. Now down to me and physio	Cyro/cuff could have been used more often and colder for longer. Was a big help when used	Yes	
14.03.11	Inpatients	I felt I was informed and all details of my treatment explained. Food was fantastic	Room was a bit cold	Yes	A really good experience. Staff were always friendly and helpful
14.03.11	Outpatients	Nice atmosphere and efficiency	No	Yes	
14.03.11	Outpatients	good news recived	No	Yes	Good greetings from Sarah J. Nice atmosphere in reception
14.03.11	Physio	Answered questions + suggested exercises	No	Yes	

14.03.11	Inpatients		Time of operation- was told 4 then 6 then went in at 4.20. Action point: Unfortunately due to unforeseen circumstances, op time can alter but we will always inform patients and do our utmost to reduce waiting time.	Yes	An excellent hospital. Would defiantly recommend. Superb rooms + excellent service
21.03.11	Inpatients	Caring treatment of the theatre and ward staff	No	Yes	Many thanks
21.03.11	Outpatients	Staff very friendly	Everything was excellent	Yes	Wish I work here
21.03.11	Outpatients	Punctual as always		Yes	Always relaxing, excellent staff
21.03.11	Outpatients	Everything was fine	Nothing was poor	Yes	
21.03.11	Radiology	All round care and attention was excellent		Yes	So relaxing. Very clean, very tidy and all staff cannot do enough for you
21.03.11	Inpatients	All good		Yes	
21.03.11	Radiology	All excellent	No	Yes	
21.03.11	Daycase	It was good to be kept informed at every stage	Pre admission was poor eg being confused with another patient with appointment cancellation	Yes	
21.03.11	Radiology	Very helpful staff and good explanations	No	Yes	Really wonderful place to come
21.03.11	Radiology	Very prompt service and friendly staff		Yes	Not like being in a hospital - wonderful environment made me feel at ease
21.03.11	Daycase			Yes	Staff very friendly
21.03.11	Daycase	Care and attention given by staff	Nothing of note	Yes	
21.03.11	Daycase	High standard of patient care and customer service	No	Yes	Very helpful reassuring and kind members of staff. A fresh and new experience. Thank you
21.03.11	Daycase	Excellent hospitality, very reassuring. Procedure was well explained	No	Yes	
21.03.11	Daycase	Plenty of journals and newspapers		Yes	
21.03.11	Daycase	Hospitality of staff. My slippers	Waiting time(even though it was unavoidable)	Yes	Top quality service from all staff. Made to feel at ease
21.03.11	Daycase	Everything 1st class treatment from all beginning to end of my visit	No	Yes	The best hospital I have been in
21.03.11	Daycase	The staff	No	Yes	Don't like the pods. No privacy
21.03.11	Daycase	Everything was so punctual, everyone was so polite, friendly and courteous	No	Yes	Whilst I was referred under the NHS, it is a shame that not accepted, all facilities operate so well. Budget accepted, waste would be cut if everything ran as efficiently as CircleBath
21.03.11	Daycase	Efficient	No	Yes	Liked the staff. Would have been a bit more reassuring if someone had offered to hold hand during operation
21.03.11	Daycase	Friendly and helpful staff who were understanding and answered all my queries	No	Yes	An anxious time was made better by staff adressing all my concerns. Excellent light meal after the operation
21.03.11	Daycase	Proceession timing - excellent care nurse Jaime	No	Yes	Fab!
21.03.11	Daycase	Everything was first class	No	Yes	Wonderful hospital. Pity all couldn't be as good as this
21.03.11	Daycase	Personal care	Time keeping	Yes	Thank you
21.03.11	Inpatients	Relaxing surroundings, friendly staff	No	Yes	
21.03.11	Inpatients	Everything very good		Yes	
21.03.11	Inpatients	The attention paid to me and facilities and the food	A more specific time slot for op as waited in pod for 5 hours prior to surgery. Action point: Op time is now being reviewed.	Yes	Very friendly and attentive staff. Nothing too much trouble. Hotel standard rooms. Fantastic experience all round, almost forgot it was a hospital
21.03.11	Inpatients	Service	No	Yes	
21.03.11	Inpatients	Many but in paticular the dedication of the nursing and care staff	At times I felt a little bit isolated because of the room structure. I was happier when the door was ajar	Yes	Everything about my visit was as pleasant as a hospital stay can be. Food and catering staff excellent
21.03.11	Inpatients	Everything was good from reception to discharge	No	Yes	Superb

21.03.11	Daycase	Excellent excellent staff	No	Yes	
21.03.11	Daycase	First class service	None	Yes	The moment you walk in to the moment you walk out every staff member did their very best. For which I Thank them
21.03.11	Inpatients	Everything was excellent	No	Yes	I could not fault anything. It was wonderful. Thank You
21.03.11	Physio	Claire was excellent in her manner, technique & advice	No	Yes	The session was very useful
21.03.11	Daycase	All very good	No	Yes	Lovely lunch!
21.03.11	Daycase	Friendliness of all staff	N/A	Yes	Thanks to everyone involved in my procedure, again everyone very nice & made me relaxed
21.03.11	Daycase	The care & attention	No	Yes	
21.03.11	Daycase	I was welcomed and treated as an individual: great!	Nothing	Yes	
21.03.11	Daycase	General reception	Nothing	Yes	Gratitude for standards & attention
21.03.11	Daycase	Every member of staff was lovely and made me feel very at ease	No	Yes	I can't praise staff enough!
21.03.11	Radiology	Staff very pleasant and attentive. Thank you	No	Yes	
21.03.11	Daycase	Very calm atmosphere	No	Yes	
21.03.11	Daycase	Whole experience was of highest quality, from initial consultation through to aftercare. Thank you!	No	Yes	A high quality medical experience from start to finish. Would happily work here, and check in if it was a hotel!!!
21.03.11	Daycase	Good team of people	No	Yes	
21.03.11	Daycase	Very efficient. Informed about small delay	No	Yes	Very satisfactory experience. Excellent nursing care
21.03.11	Daycase	If I can only put one thing, it is the excellence of care across all staff	No	Yes	I would not have wished for better experience
21.03.11	Daycase	Joined up process from all the team, instilling confidence in me! A real sense of calm professionalism		Yes	The nursing and hospitality support was both thoughtful and friendly. Many thanks to all for care and expertise
21.03.11	Physio	Received expert attention	No	Yes	
21.03.11	Inpatients	Everything was well done	No	Yes	Hospital great, All staff was wonderful. Great view
21.03.11	Physio	People very helpful	No	Yes	
21.03.11	Daycase	Care and cleanliness		Yes	Very good care
21.03.11	Daycase	Staff (Sarah)	No	Yes	
21.03.11	Daycase	Jamie Johnson - she was fab	No	Yes	Thank you
21.03.11	Daycase	Clean and tidy	Can overhear private conversations in patient bays	Yes	
21.03.11	Daycase	Kind and friendly staff put you very much at ease	No pre admission assessment appointment was sent out. No directional details sent	Yes	Many thanks to staff concerned
21.03.11	Daycase	It is all fabulous			
21.03.11	Daycase	I was very well cared for	No	Yes	Many thanks
21.03.11	Daycase	Good care - harmonious environment. Staff very soliticious	Briefing by Physio - a bit rushed	Yes	Thank you. Excellent care especially Rachel (staff nurse)
21.03.11	Daycase	Very helpful and nothing too much trouble - excellent	No	Yes	Staff very helpful and friendly. Clean and pleasant surroundings
21.03.11	Daycase	Very helpful, friendly and informative staff. Great food	No	Yes	Physio instruction very helpful
21.03.11	Inpatients	It was all good, great view, nursing. Food, visit with children before hand	No	Yes	No difficulty parking - unlike other hospitals and no charge
21.03.11	Inpatients	Food /care	Administration and information	Yes	If patients were bar coded on named wristband, they could be tracted between rooms, theatre and recovery giving patient traceability by reception and staff via computer
21.03.11	Inpatients	Not one thing - everything was good	No	Yes	No complaints at all. Excellent care, kindness and treatment - keep up the good work - compliments to the chef

21.03.11	Inpatients	The food was good and well presented but as I had my op so late. I couldn't really appreciate it	I arrived at 12 for an operation at 2 - 2.30. I went in for my op at 5.30 - 3 hours late. Nobody told me what was going on. Had I been forgotten? Action point: Nurses and hostess will do their utmost to update patients and will not intentionally 'forget patients. Op times are currently being reviewed.	Yes	Care was good - everything was clean and looked after and functional well
28.03.11	Daycase	Everything was fantastic	No nothing	Yes	
28.03.11	Inpatients	Just everything. Everybody put me at ease	No	Yes	It has so far been very good experience thank you for looking after me
28.03.11	Daycase	Everything was good	No	Yes	My treatment
28.03.11	Daycase	Clinical procedure and anaesthetic	No	Yes	Lovely care and careful explanation of each stage. Delightful food. Thank you very much
28.03.11	Inpatients	The staff care	No	Yes	SKY TV would be nice!
28.03.11	Inpatients	I cannot thank everyone enough for the care and attention I received in the short time I was with you	Not one thing	Yes	Not like a hospital, so relaxed, no hustle + bustle and very professional
28.03.11	Physio	Efficient	No	Yes	
28.03.11	Inpatients	All nursing staff attentive at all time and the standard of care was excellent	No	Yes	The consultant Mr Smith was so caring and helpful from start to finish
28.03.11	Daycase	Everything	Nothing	Yes	
28.03.11	Physio	Sarah was extremely knowledgeable about my condition which was reassuring	No	Yes	Sarah was very patient + understanding
28.03.11	Physio	Very clear explanations + advice	No	Yes	A highly encouraging sessions. Thank You!
28.03.11	Daycase	Staff very attentive	No	Yes	Food excellent!!!
28.03.11	Inpatients	Attention to detail- friendly approach	Nothing	Yes	You made what could have been an unpleasant procedure better. The care shown by all of the staff was fantastic. Mr Von Arx was very caring too. Thanks
28.03.11	Physio	Claire was very efficient explaining everything.	No	Yes	
28.03.11	Inpatients	No I thing- everything was good	No	Yes	All the staff have been kind and thoughtful, I couldn't have had better care
28.03.11	Daycase	Warm friendly staff	No	Yes	Clean, tidy, lovely building. Excellent staff.
28.03.11	Physio	Everything was clearly explained to me	No all good	Yes	Thank you
28.03.11	Physio	Very easily understood, good description of exercises to be done	No	Yes	
28.03.11	Physio	Very clear explanation of diagnosis	No	Yes	Excellent thanks
28.03.11	Inpatients	Lovely caring staff	Post op constipation - very traumatic. Wish I had some bowel prep pre op	Yes	Hotel' side of Circle was excellent
28.03.11	Daycase	Continuity was excellent especially from Sarah Kittlety	No	Yes	Many thanks for all that was done for me, all went like clockwork
28.03.11	Daycase		The room is cold, unfriendly and no privacy at all	No	
28.03.11	Inpatients	People. All the staff in all departments have been very kind with great attitudes	Dodgy hydraulics on the bed - but that could be because of my size	Yes	I would be happy to give recommendations to anybody. Plus food was wonderful
28.03.11	Inpatients	Mr Wigfield's professionalism was outstanding. All procedures were explained and carried out to perfection. His reassurance, care and attention inspired confidence at all times. The general ambience, calm and comforting and fantastic team spirit. Food and staff	Can't think of anything	Yes	I am so impressed. Many thanks to everyone.

28.03.11	Inpatients	Attentiveness and friendliness of the staff - very supportive and encouraging	Need to take laxative when one is taking large quantity of painkillers to encourage healthy bowel movements. Not spelled out to me strongly enough. Action point: Nurses notified	Yes	Minor faults of maintenance in my room eg one of my emergency bell pulls in bathroom which I unfortunately snapped off not repaired by end of my stay. One of the curtain tracks has loose metal clip to hold bed's remote controller had apparently broken and not mended/replaced. This led to problems locating/ storing controller. Action point: Room maintenance will be carried out.
28.03.11	Inpatients	All your staff. From arriving until now, the care was second to none	One tiny thing was having stayed here before, I didn't bring all toiletries as they were given but not in this room this time. Action point: Housekeepers and hostess to double check all rooms at all times to make sure there are toiletries available.	Yes	100% I would come here rather than anywhere else. Big thank you to all and for the beautiful flowers
28.03.11	Inpatients	John Timperley excellent as was the anaesthetist. I was made to feel welcome at my stages of my stay	Sometimes not everyone who dealt with me knew about all the aspects of my care regime	Yes	looking out the lovely Somerset countryside was a key part operative recovery. The relaxed atmosphere was also much appreciated. All the nurses. were delightful and made their own contribution to my recovery. Food was superb.
28.03.11	Inpatients	All aspects very good	No	Yes	
28.03.11	Physio	Excellent detail - very informative	No	Yes	
28.03.11	Inpatients	Everything fully and clearly explained by all staff		Yes	I appreciated the sympathetic handling of difficulties caused by my 'truculent' health insurers