

# 2011 Feedback Card Database

CircleBath Hospital  
Foxcote Avenue  
Peasedown St John  
Bath  
BA2 8SQ



Tel: 01761 4222 22

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
07.02.11	Daycase	Attentiveness and kindness of staff	No	Yes	
07.02.11	Daycase	Staff very helpful and relaxed	No	Yes	
07.02.11	Inpatients	Everything	No	Yes	I felt my stay at the Circle was excellent. All the staff were pleasant and always there to help when needed. Nothing felt rushed. Thank you for all care you gave me
07.02.11	Daycase	Nice staff + excellent all round care	No	Yes	Lovley hospital + great care, thanks.
07.02.11	Daycase	All Good	Not at all	Yes	Excellent all round. Super staff
07.02.11	Daycase	Staff were amazing. Really helpful, friendly, informative and put me at ease	No	Yes	
07.02.11	Daycase	The attention I recived was brilliant	No	Yes	
07.02.11	Daycase	The food	No	Yes	Everything excellent
07.02.11	Daycase	The attention I was given & the welcome cup of tea after the op!	Nothing was poor	Yes	
07.02.11	Daycase	Helpful staff		Yes	
07.02.11	Daycase	The staff were very professional. Everything went so smooth from start to finish	No nothing excellent service	Yes	Thank you all so much. I really appreciate everyone's kindness
07.02.11	Daycase	Attention to patients well being was exceptional	No	Yes	
07.02.11	Daycase	Constant staff contact. Friendly clean enviroment	None	Yes	
07.02.11	Daycase	Whole experience	No	Yes	Brilliant treatment, very caring and so local to home
07.02.11	Daycase	All very good	No	Yes	
07.02.11	Daycase	Very swift	N/A	Yes	All very pleasant
07.02.11	Daycase	Lovely staff + good communication	Being asked to put robes on 3 hrs before surgery + being cold	Yes	
07.02.11	Daycase	Very helpful and pleasant staff in a nice and comfortable environment	No	Yes	Thank you to the team
07.02.11	Radiology	All of them were friendly and helpful	No	Yes	
07.02.11	Daycase	Reception was very good. General ambience good	More communication on what is going on would help	Yes	
07.02.11	Inpatients	Mr Rigby explained in language that I understood. The service equates to a 5 Star hotel. The food would hold up with the best restaurant anywhere	No	Yes	My compliments to you all. Keep it up, you are a beacon for all to follow. Don't let standards drop or compromise on your ideas.
07.02.11	Inpatients	The friendliness and caring from all staff (partner) members	I couldn't possibly comment. Having said this I did have a chat with Roger over some practical aspects that could be improved on	Yes	The best hospital experience ever! The emphasis on the hotel aspect of the inpatient experience guaranteed to put you on the road to recovery- particulary the excellent food
07.02.11	Daycase	The care and attention and time spent with me		Yes	
07.02.11	Inpatients	Everything was excellent	No	Yes	Everyone at all levels were polite and exteremly competent
07.02.11	Inpatients	The treatment I received was excellent. The staff very kind and caring		Yes	
07.02.11	Outpatients	Not one thing - just generally very impressed	No	Yes	Tried hard to find something to criticize! Nothing!
07.02.11	Inpatients	The staff are all committed to providing a high level of care, comfort, service and cleanliness	Only tiny, but my bathroom door didn't slide on its runners. <b>Action point - It has been fixed and all the rooms are checked.</b>	Yes	The food was simply lovely. Delicious and beautifully presented. The towels were thick and luxurious and all the little details felt spoiling and really helped me to feel better. Thank you

07.02.11	Inpatients	The modern style and outstanding staff	I did not like the treatment pods. I was lucky to have a room	Yes	
07.02.11	Inpatients	All the care if needed was on hand - no great time to wait if help needed		Yes	I was poorly and off my food so felt tiny portions would have helped me and not waste so much food! <b>Action point - Kitchen and hostess to liaise with patients if they want small portions.</b>
07.02.11	Inpatients	It was nice to wait in my room before my procedure - the second one!	Not really. Everybody had a highly profession way about them	Yes	The speed of my procedures was amazing and I am really grateful
07.02.11	Physio	All good! Lovely surrounds, friendly and knowledgeable staff	No	Yes	Really professional and high quality establishment - very impressed
07.02.11	Physio	Always encouraging and supportive. Plenty of exercise variations to mix and match	No	Yes	From operation to rehabilitation it was a very positive experience over all.
07.02.11	Radiology	Its how medical care should be. Consultative, co-operative and informative	No	Yes	Its impressive client care
07.02.11	Daycase		It is very difficult to open the plastic packaging on gowns and slippers! Have Raynaud's so it is impossible. <b>Action point - Hostesses and nurses are reminded again to assist all patients with the packaging.</b>		1 mixed sex toilet and I disabled is insufficient for the number of people being treated in the pod. Lack of privacy and having to listen to other patients is unpleasant. <b>Action point - There are 4 additional toilets in the male/ female changing area which hostess can take patients to if necessary.</b>
07.02.11	Daycase	Caroline Grose. All staff excellent	Not much privacy in pods	Yes	Smooth running procedures, excellent food and lots of tea available
07.02.11	Daycase	Excellent service and care	Arrived at 7am. Operation not until 12 midday	Yes	Lack of privacy in cubicles
07.02.11	Daycase	I am used to being at Circlebath. Attitude of personnel very good indeed		Yes	So glad that this hospital exists! It makes everything so much more bearable.
07.02.11	Daycase	The staff - all are lovely. Make you feel at ease and welcome	No	Yes	Best hospital I have ever been so far
07.02.11	Daycase	I was kept fully informed and everyone kind	No	Yes	
07.02.11	Daycase	General helpfulness of all staff at all times and excellent care	Some confusion with appointment but was sorted satisfactory	yes	
07.02.11	Daycase	Prompt - Doctor kept me informed what was being done. Very pleasant staff	Couldn't get the tv remote to work. Didn't matter cause the whole procedure was done so quickly and there is no sport on. <b>Action point - Hostess to offer to show patients how the remote work</b>	Yes	Good coffee
07.02.11	Daycase	The staff are really helpful & charming - care very good	Lack of privacy in the pods	Yes	
07.02.11	Daycase	Airy atmosphere. Profesional staff	Requiring me to sign to underwriting NHS Payment	Yes	
07.02.11	Daycase	Staff. Lack of side effects and anaesthetic	No - exceed all expectations	Yes	I was surprised at how good everyone was ie professional, kind personable, polite and attentive. Everything was done to make visit go well. Very impressed
07.02.11	Daycase	Treated as an individual not part of a conveyor belt	No	Yes	An unpleasant experience (surgery) made better
07.02.11	Daycase	Very good facility. Very efficient and staff including consultant very friendly	All good	Yes	
07.02.11	Daycase	Service, care, facilities all exceptional	No	Yes	Thank you for making this as enjoyable as it would be
07.02.11	Daycase			Yes	1 st class in everything
07.02.11	Daycase	The team were exceptionally good. Relaxed atmosphere	No	Yes	Overall good experience
07.02.11	Daycase	Very friendly, efficient staff in a clean/new enviromant		Yes	No anticeptic handwash available in the loos. <b>Action point - Housekeepers to put antiseptic in the loos</b>
07.02.11	Daycase	Everything was perfect	No	Yes	Keep up the great work
07.02.11	Daycase	The staff	Did not schedule the pre-op assessment in time to fix problems	No	Everyone was very kind
07.02.11	Inpatients	Staff very friendly and helpful	Going to cubicle to wait for operation, not very comfortable, would be much better to go to your room pre-op	Yes	We waited 2 1/2 hours in cubicle, long time, before going to theatre, would be better to get familiar with room etc

07.02.11	Daycase	The buildings interior and exterior is superb. Being met by the door man who escorted us was very welcoming. The staff, presentable and efficiency was excellent	As a day patient, I was taken to a ward with curtains rather than a room which was fine but lacked privacy when discussing medical and private details	Yes	The staff were all very kind and patient
07.02.11	Daycase	Everything was brilliant and have really enjoyed coming in	No	Yes	My nurse Caroline Grose was amazing and made me feel at ease. 5 star service. Thank you
07.02.11	Inpatients	The staff were really friendly	No	Yes	Really excellent standard of care
07.02.11	Daycase	Very kind, helpful and considerate nurse, very informative too		Yes	
07.02.11	Daycase	Good relaxing atmosphere. Friendly, staff very helpful. Reduced anxiety about operation	Accept the likelihood of running late but felt desk staff could have advised us of this	Yes	
07.02.11	Inpatients	Personal attention	No	Yes	Excellent service, good explanation throughout, very comfortable. Thank you
07.02.11	Inpatients	Very pleased with stay. Everything was very good - nursing, facilities staff and food		Yes	
07.02.11	Inpatients	Kindness of staff, patient care, all consultations with staff, pre assessment, pre-op and following in depth and plenty of time to take into account patient queries and concerns		Yes	Very pleased to have received so much written information on pre-op. Good preparation. Special thanks to my consultant. All comments above apply here too
07.02.11	Inpatients	The care and the way I was treated with respect	No	Yes	Thank you all very much, especially for letting me stay overnight when I wasn't feeling well after my operation
07.02.11	Radiology	Speed that I was attended to	No	Yes	The process was explained clearly before hand and I was put at ease by the kind approach of the personnel
07.02.11	Physio	Very reassuring and thorough		Yes	
07.02.11	Inpatients	Friendly attitude of all staff	No	Yes	Wish all the past hospital stay could have been as good as my stay at the Circle. First class from the time you walk through the front door
07.02.11	Inpatients	Difficult to single anything out. Medical and hotel staff all excellent. Food a real surprise that it was so good	Not really. TV really tricky to operate and no radios. All very trivial. <b>Action point - Hostess always on hand to help and we have portable radios on request.</b>	Yes	Whilst the hospital was spotlessly clean, I didn't see a lot of cleaning going on during stay. Many many thanks for the care I received.
07.02.11	Daycase	Facilities and surgery faultless	No	Yes	Mrs Weber and team and also Mr Boulton so good
07.02.11	Inpatients	Surgery and aftercare excellent. Also the quality of meals	Shortage of nurses. Very little time for extra little jobs	Yes	I stayed at Circle Bath 6 months ago and everything was more leisurely. Due to the arrival of more patients, there is a red for more nurses
07.02.11	Inpatients	The care and the food	Could not find one fault	Yes	Excellent staff both nursing and hostessing giving a good 'well being' feeling
14.02.11	Outpatients	Very good directions. Welcoming. Free coffee	No	Yes	Thank you
14.02.11	Outpatients	Reception was excellent. Free coffee was a nice gesture. Very professional	Nothing at all	Yes	Very impressed all round
14.02.11	Inpatients	No, all good from care post-op, checks and visit on the following two days by Mr Bradbury	None	Yes	Information and feedback excellent, and whilst I was made of the potential problems. I was given reassurance they were minimal. Excellent post operation care by the nursing team and again excellent service from the catering team
14.02.11	Daycase	Reception and staff		Yes	I had an unfortunate start. I went for my operation but was cancelled after waiting for 3 hours as no one was available for anaesthetic care. Why I was left to wait for 3 hours in a gown and very cold was unacceptable. My return went very well and I was more than grateful with the treatment I received. <b>Action Point: This is currently being investigated.</b>
14.02.11	Physio	Communication with Alex		Yes	Very pleased, very progressive and worth while session
14.02.11	Outpatients	Very quick and no waiting		Yes	
14.02.11	Daycase	As a diabetic I became out of control. Your nurse came to my help and brought my sanity back		Yes	
14.02.11	Radiology	Friendly staff. Comfortable reception area	No	Yes	

14.02.11	Daycase	Staff very friendly and explained procedures to me so I was reassured	I was left in the wrong waiting area for 40 mins	Yes	
14.02.11	Inpatients	Attentive service from all categories of staff	Restaurant for visitors closed Saturday & Sunday. Not included in prior info. <b>Action Point: Deli is available to dine for visitors if necessary on Saturday. Close Sunday. This info is sent out together with the booking letter in a form of a flyer.</b>	Yes	Would have preferred to go straight to my room and lack of audio privacy in Day care unit. As self funded it seemed strange not to have a formal invoice and receipt. <b>Action point: Under review</b>
14.02.11	Daycase	All the staff from reception through to recovery were excellent	Was not kept informed when my operation was last	Yes	This a great hospital. Everyone had time for me.
14.02.11	Inpatients	The reception most friendly	I would find difficult to find any fault	Yes	Staff of all grades were unconstrained in manner and assistance as required
14.02.11	Daycase	Very pleasant and reassuring staff, well organised		Yes	
14.02.11	Inpatients	Excellent, caring staff who anticipated my needs	Rather short notice (posted) for my pre-assessment visit - luckily I was free	Yes	My room - nr.22 was rather cold at night. <b>Action point: Portable heater available on request if necessary.</b>
14.02.11	Daycase	General hospitality	Car park	Yes	None
14.02.11	Radiology	Fabulous relaxing environment and the speed of service	No	Yes	Thank you
14.02.11	Daycase	Very friendly staff put me at ease	Television did not work perfectly.	Yes	
14.02.11	Daycase	Service was very good		Yes	Very happy with visit here
14.02.11	Daycase	To be treated like a human being and made to feel like you are the only person here!!!	Not found anything up to now	Yes	The atmosphere is so calm and relaxing. Everyone is so kind and friendly. They keep you well informs. The most pleasant Hospital visit ever. This is the way Hospitals should be
14.02.11	Daycase	Everything	No	Yes	Very well looked after. Well recommended
14.02.11	Daycase	Excellent throughout	No	Yes	
14.02.11	Daycase	All brilliant	No	Yes	Excellent. Clean + friendly + unlike Hospital
14.02.11	Daycase	Calm, friendly, attentive staff. Professional, calm medical staff		Yes	All good
14.02.11	Daycase	Overall service & communication	No	Yes	A pleasant place to be. Good care
14.02.11	Daycase	Friendly welcoming + professional atmosphere		Yes	Lovely modern facility with lots of space. All staff friendly and professional. Thank you
14.02.11		Nice people!	Room was cold before the operation	Yes	Happy
14.02.11	Daycase	Lovely staff		Yes	
14.02.11	Daycase	Nice staff	Tv did not work. Told to come in at 12pm for a 3pm operation. <b>Action point:Operation times are now being reviewed to reduce waiting time. Hostess always around to assist on operating the tv and radio.</b>	Yes	
14.02.11	Outpatients	Location a few miles from home		Yes	A very relaxed atmosphere, I am almost looking forward to my new knee
14.02.11	Inpatients	Not just one thing, everything was good	No	Yes	In the corridor outside, may I suggest an exercise bar be adjoined to the wall so patients can move out of their room to do a few exercises therefore breaking the monotony of being in one area
14.02.11	Radiology	The visit reassured me on several aspects of my condition.Also being sent for a mammogram		Yes	
14.02.11	Inpatients	Everyone's thoughtfulness and cheerfulness	No	Yes	As good as a visit to a hospital for a major operation can be
14.02.11	Daycase	Very attentive	No	Yes	Do you need to ask who I am, medical history 3 times?
14.02.11	Daycase	Customer service 5*	Letter out quicker - not urgent, just comment	Yes	Biscuits with coffee. Nurses absolutely fab. TV remotes ok after a while. Customer service 5* hotel standards. Coffee very good. Caroline (nurse) and Jess ( reception) absolutely brilliant
14.02.11	Daycase	Helpful staff and clean hospital	The pre-assessment appointment did not happen until I chased it up	Yes	Nice 'local' (unlike some huge general hospitals). Easy parking
14.02.11	Daycase				Excellent service by excellent staff

14.02.11	Daycase	The nursing care and anaesthetist were very warm and comforting	Couldn't operate the bed myself. <b>Action Point - There is a nurse button available to patients should they wish to call upon the nurse to assist.</b>	Yes	Thank you
14.02.11	Daycase	Everyone has been fantastic today,fantastic	No	Yes	I'd really like to thank Sandy and Caroline for everything today! They were great
14.02.11	Daycase	Staff very caring	No	Yes	
14.02.11	Inpatients	Excellent mannerism of all staff, caring and appearing, fully knowledgeable	Following up assistance with showering would have been greatly appreciated or an offer of assistance at least.	Yes	
14.02.11	Daycase	The care and attention was first class from the moment of entry at the hospital. One thing stands out and that is the cleanliness	No	Yes	I would like to express my gratitude and thanks to my consultant Mr Jonathan Boulton and the nursing team for their care and attention
14.02.11	Inpatients	The whole experience was first class from entry to exit plus the two consultations prior to the operation	For me there was nothing that could have changed	Yes	I would recommend the hospital and staff to my friends and family. The presentation and execution on the day and night were first class as good as any five star london hotel
14.02.11	Inpatients	Everything was great	No	Yes	See email
14.02.11	Outpatients	The whole visit was a very pleasant experience. Lovely calm atmosphere and extremely nice staff		Yes	We liked it so much - stayed for lunch!
14.02.11	Inpatients	Staff were excellent especially reception		Yes	* A letter was sent by this particular patient to thank reception and also Tara Baldwin
14.02.11	Outpatients	Friendly staff.		Yes	From experience, long hours of standing on a hard floor gives you horrid backache after a while - wouldn't the receptionists benefit from a softer surface behind their desks?
14.02.11	Outpatients	Friendly staff and appointment times kept	No	Yes	
14.02.11	Physio	Beautifully warm - first class care, attention and direction	No	Yes	Again, I wish I had care from you all ages ago. Thank you
14.02.11	Physio	Alex found the spot	No	Yes	
14.02.11	Physio	Knowledge, Smile, Thoroughness		Yes	
14.02.11	Inpatients	The whole nursing staff were excellent	No	Yes	
14.02.11	Inpatients	Staff expertise, respecting patients dignity and privacy at all times		Yes	All day and night nursing staff excellent. Hospitality staff excellent. Thank you all very much
14.02.11	Outpatients	So many that is difficult to pick one. But the courtesy of everyone was so good	No	Yes	I will certainly choose CircleBath again
14.02.11	Outpatients	Helpful and friendly reception	Nothing much. Perhaps clearing cup a little quicker.	Yes	
14.02.11	Outpatients	Friendliness of staff/professionalism	No	Yes	
14.02.11	Outpatients			Yes	Extremely satisfied with my entire experience at the circlebath.
14.02.11	Outpatients	Friendly service from the restaurant staff and Mr Farrant's secretary who came and talk to us		Yes	overall good experience
14.02.11	Outpatients	From the moment I stepped in the door until I left all members of staff. Were helpful and courteous	No	Yes	
14.02.11	Outpatients	Facilities and doctor advice	No	yes	Excellent and enjoyable visit to the hospital very welcoming
14.02.11	Outpatients	Reception welcome		Yes	
14.02.11	Inpatients	Very friendly and efficient staff, everywhere immaculately clean, felt well looked after and lovely surroundings and great aftercare	As had to travel quite some distance would have been lot easier to have done pre-assessment on first visit as only two weeks between	Yes	Have already told everyone I know you are brilliant!
14.02.11	Daycase	Pleased with everything	No	Yes	Staff were particularly courteous and very attentive
14.02.11	Outpatients	Relaxed atmosphere promptly seen	No	Yes	
14.02.11	Physio	Thoroughness & competence, just what I needed	No	Yes	Wish I had come ages ago
14.02.11	Radiology	Kindness of staff	No	Yes	
14.02.11	Outpatients	Food/Cleanliness		Yes	
14.02.11	Outpatients	Very prompt		Yes	Higher table for form filling

14.02.11	Inpatients	My experience with Circle was 1st Class. The nursing care, food presentation, good white napkins, flowers on the tray and of course the good food.	No not one	Yes	All the staff in all teams were kind, charming, friendly and helpful in every way - always smiling and had time for a quick chat. They made me feel better
14.02.11	Inpatients	The quality of all staff	No	yes	I would also like to thank everyone for the welcome given to my visitor on the ward
14.02.11	Daycase	Everything	No	Yes	
14.02.11	Outpatients	Seen on time and having everything explained to me		Yes	
21.02.11	Physio	Attention to detail	No	Yes	Very thank you
21.02.11	Outpatients	Everything! Very efficient + also relaxed		Yes	
21.02.11	Daycase	Personal attention + care throughout	It would have been useful to have lens cleaning solutions available	Yes	
21.02.11	Daycase	Professionalism of the staff and attention to detail		Yes	
21.02.11	Daycase	Every thing was 100%	No	Yes	The staff very kind, friendly, efficient... good fun
21.02.11	Daycase	Friendly service	No - all very good	Yes	Pre - med explanation very clean. Put my mind at rest
21.02.11	Inpatients	Private room and en suite made recovery from surgery much more comfortable	No!	Yes	Staff took every care to look after me and speed my recovery. I was always treated with friendliness, respect and dignity. The food was a real treat!
21.02.11	Outpatients	Friendly, relaxed atmosphere	No	Yes	
21.02.11	Outpatients	Everything was excellent	No	Yes	
21.02.11	Outpatients	Pleasant welcoming, very friendly staff. Cleanliness very good!	Nothing at all	Yes	
21.02.11	Outpatients	Friendly staff. Very efficient!	No negatives at all	Yes	
21.02.11	Outpatients	The staff, Doctors and nurses were very friendly and helpful	Nothing at all	Yes	Felt like I had walked into a Hotel. Greeted at the entrance made welcome and put at ease
21.02.11	Outpatients	All smooth + efficient!	No	Yes	
21.02.11	Physio	Sarah's kindness & consideration & very clear instruction	No	Yes	
21.02.11	Physio	Everything	No	Yes	
21.02.11	Outpatients	Very friendly atmosphere + relaxing	No	Yes	Glad I chose this hospital, very good first impression
21.02.11	Daycase	A very smooth, comfortable procedure	No	Yes	
21.02.11	Daycase	Friendly staff, very clean nice atmosphere. Lovely cup of tea!	No	Yes	Wouldn't want to go anywhere else now!
21.02.11	Outpatients	Lovely surroundings, not hospital - like!	No	Yes	
21.02.11	Outpatients	Standard of care	None	Yes	
21.02.11	Daycase	Everyone very friendly and informative	No problems at all	Yes	Lovely omelette!
21.02.11	Daycase	Quality of care & treatment	None	Yes	
21.02.11	Inpatients	The staff were extremely helpful in all areas, surroundings were lovely & food was delicious - very happy!	No not at all	Yes	
21.02.11	Daycase	All good	No	Yes	
21.02.11	Daycase	Punctuality initially	None	Yes	Excellent coffee (decaf)
21.02.11	Daycase	Made to feel very welcome	No	Yes	
21.02.11	Outpatients	Very efficient	No	Yes	
21.02.11	Outpatients	Receptionists were very polite/ helpful. Complimentary hot drink was lovely. Waiting area very relaxed and pleasing to eye. Lovely background music from a harp player. Staff members very smartly dressed, professional	Not at all	Yes	None. Just thankyou for making my so nice, relaxed
21.02.11	Daycase	Staff	No	Yes	
21.02.11	Inpatients	Staff	No	Yes	
21.02.11	Daycase	Explanation and reassurance	No	Yes	
21.02.11	Daycase	All perfect	No	Yes	Waiting time too long - Arrived at 7am not taken to room until 7.30 and operation at 11- 12pm. <b>Action Point - Op times and arrival times are being currently reviewed</b>

21.02.11	Inpatients	Staff & cleanliness of the hospital	No	Yes	
21.02.11	Daycase	The consultant was excellent. Explained procedures well and easy going	no	Maybe	
21.02.11	Daycase	Excellent staff		Yes	
21.02.11	Inpatients	Everything. Operation, food, patient care etc	No	Yes	An amazingly good experience, well done and thank you
21.02.11	Daycase	Friendly and efficient staff		Yes	
21.02.11	Radiology	Lucy George - Charming!		Yes	
21.02.11	Daycase	Nothing specific - Just a really good, efficient experience from start to finish	No	Yes	My first experience of private healthcare - I am sold!
21.02.11	Physio	Able to see physio very quickly. Extremely helpful and thorough	No	Yes	
21.02.11	Inpatients	The whole stay was extremely satisfactory. Information re surgery excellent, attention from nursing staff and all with uniform I came into contact with was good	No	Yes	Food menu comprehensive and allowed me a good choice of gluten free items
21.02.11	Inpatients	The consultant care and attention of the staff. Nothing is too much trouble	No	Yes	I was very moved by the kindness, empathy and professionalism of all the staff
21.02.11	Inpatients	Mr Burwell's personal attention each day and Dr Cook's visit were exceptional	Shelves by the head of the bed are only accessible when lying flat and footboard has to be removed for tall people	Yes	Food and personal care exceptional
21.02.11	Daycase	Staff	Waiting time after procedures - 2 hours. <b>Action Point - Op times and arrival times are being currently reviewed</b>	Yes	Admin information late arriving and payment details etc needed to be chased.
21.02.11	Daycase	The overall care and lovely menu	Waiting around	Yes	This is a superb hospital and a fine example of what all hospitals can aspire to
21.02.11	Outpatients	Décor very attractive. Convenient location of reception	No	Yes	
21.02.11	Outpatients	Cleanliness and hospitality staff	No	Yes	I wish we all could go to hospitals like this. Thank you
21.02.11	Inpatients	Very quiet and calm hospital. Nurses always willing to get what I wanted	I came in at 12 but didn't see the anaesthetist till 12.45pm and then had to wait till 3 pm for surgery so a lot of waiting around. <b>Action Point - Op times and arrival times are being currently reviewed</b>	Yes	Nurses concerns about pain levels were brilliant- always asking to get a score from me and gave me drugs as soon as I felt increasing pain
21.02.11	Outpatients	All very nice		Yes	
21.02.11	Outpatients	Very friendly	No	Yes	
21.02.11	Physio	Got the physio I wanted	No	Yes	
21.02.11	Physio	Quick service	No	Yes	
21.02.11	Radiology	Promptness of appointment and general surroundings	No	Yes	Efficient and friendly staff throughout
21.02.11	Outpatients	Everything	No	Yes	Excellent
21.02.11	Daycase	Very friendly, helpful staff. Relaxing clean environment	No	Yes	Would have preferred on enclosed room
21.02.11	Daycase	After procedure service	No	Yes	
21.02.11	Daycase	Service from nurses, happy and extremely helpful (Amy and Vicki) and food	No	Yes	
21.02.11	Daycase	Everything. Well done all of you	No	Yes	Surroundings great
21.02.11	Daycase	I cannot fault anything. It was all very very good	No - everything was fine	Yes	For them I am so pleased I came here. All the staff was lovely, nothing was not too much
21.02.11	Daycase	Lovely friendly staff	No	Yes	
21.02.11	Daycase	Excellent refreshments	However due to delay in surgery waited 3 1/2 hours to drink and eat	Yes	
21.02.11	Daycase	Amy (nurse) and all the staff	Ward area. Very unprivate area especially for a tall person - I could see out and into others	Maybe	The ward area should have much higher screens and noise privacy - especially for a private hospital

21.02.11	Daycase	Not so far	Long wait in cubicle. No opportunity to see room to unpack things before op	Maybe	
21.02.11	Daycase	The efficiency and calm manner of the staff	No	Yes	A very efficient service from start to finish
21.02.11	Daycase	Friendly and efficient	No	Yes	
21.02.11	Outpatients	The clear explanations the doctor gave	No	Yes	
21.02.11	Outpatients	Reception	No	Yes	
21.02.11	Outpatients	Very good and friendly	No	Yes	
21.02.11	Outpatients	Good consultation	Ladies loo too complicated	Maybe	Nice and clean
21.02.11	Daycase	The surgeon and all staff are excellent	No	Yes	My wife, my daughter and I found the hospital clean, very relaxing and the staff always wanted to please
21.02.11	Inpatients	Looked after very well. Everyone explained what was going to happen etc	Needed to ask more than once if needed anything - but once got it - treated great	Yes	After 1st consultation, did not follow up appointment through as promised. Had to phone after operation was recommended, again did not get appointment until phoning but apart from that I would recommend and have done
21.02.11	Daycase	Everything was Excellent		Yes	Thank you all very much
21.02.11	Daycase	Friendliness of staff/professionalism	No	Yes	Family are also treated with respect. Thank you
21.02.11	Radiology	Professionalism of everyone	No	Yes	Hard to improve. Quality of service and helpfulness of staff exceptional. Environment/building very good
21.02.11	Inpatients	The very caring nurses and hostesses	No plugs in basin, no sky sports	No	Overall good experience
21.02.11	Inpatients	How friendly and helpful the staff were	Pre op visits no cubicle - could hear everyone else - puts you off thinking what you want to ask	Yes	Would like to have been shown to my room before the op so I could put things where I could reach them before the op
21.02.11	Daycase	Personal care by the staff	Providing information about the after effects of the operation (see separate letter)		I was very impressed by the architectural beauty of the internal space of the building but the temperature in the cubicles while waiting for operation was too cold, although I wore the dressing gown provided and wrapped the blanket around my legs.
21.02.11	Outpatients	The courteous welcome		Yes	Ladies loo - lovely and clean
21.02.11	Outpatients	Service/Reception very satisfactory	No	Yes	Staff was very friendly and kept everything very tidy
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. <b>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.</b>	Yes	CircleBath is an impressively 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 physiotherapists (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.