

# 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   |
|----------|------------|---|--|---|---|
| 03.01.11 | Daycase    | Staff efficiency, attention, care and quality of interaction between patient and family |  | Yes   | Vicki was lovely! Thank you for a good experience. Physio input excellent. After fourth knee on, this is the first time I have had meaningful and helpful input   |
| 03.01.11 | Daycase    | All staff have been exceptionally helpful and caring                                    | Not a complaint, but it would have been nice to know beforehand how long the whole process might take (Only given arrival time)                      | Yes   | Really like the pod, the super cleanliness, details such as wooden divides between pods, suit hanging case, box for clothes, tv and cup of coffee for mum. Big thank you to everyone.                     |
| 03.01.11 | Daycase    | Attentiveness   |  | Yes   | Thank you   |
| 03.01.11 | Daycase    | Superb customer care  | everything excellent   | yes   | From the moment on walking through the entrance I was made to feel very welcome from the receptionists through to the medical staff. The consultants and theatre staff were excellent & very informative. |
| 03.01.11 | Daycase    | Staff attentiveness   | No   | Yes   | Excellent service   |
| 03.01.11 | Daycase    | Cheerful staff & information and utter cleanliness                                      |  | Yes   | Leaves other private hospitals standing. Having been a paying patient in the last 3 years in a local one. Very impressed  |
| 03.01.11 | Daycase    | General ambience. Staff very polite   | Time keeping. Is this a general malaise in the medical industry  |   | I arrived at 7.45 on a foggy morning and managed to the central bollard in the park entrance. It is not obvious enough. <b>Action Point - Investigating ways to make the island more visible</b>          |
| 03.01.11 | Daycase    | Reception on arrival  |  | Yes   | Very impressed  |
| 03.01.11 | Daycase    | Friendly and professional staff   |  | Yes   |   |
| 03.01.11 | Inpatients | Everything was top notch. Food is lovely  |  | Yes   | I have really enjoyed my time here. Everyone was efficient and very friendly. The hospital is as good as a stay in a 5 star hotel. Thank you all very much. Wonderful Experience.                         |
| 03.01.11 | Inpatients | Equally the food and the aftercare. Both brilliant                                      |  | Yes   | Nothing was mentioned about my right knee which may need to be replaced some time in the future. I would recommend the Circle highly to anybody   |
| 10.01.11 | Daycase    | Friendly and professional staff   |  | Yes   |   |
| 10.01.11 | Daycase    | Nurse Emily Tanner  | No   | Yes   | The staff and facilities are first class  |
| 10.01.11 | Daycase    | Staff   |  | Yes   |   |
| 10.01.11 | Daycase    | The staff and the communication   | No. Excellent experience. I wish I could have stayed longer  | yes   | Exceptional facilities, menu, décor etc but the best thing was staff. Keep it up  |
| 10.01.11 | Daycase    | Very polite and kind staff  | Lack of privacy whilst waiting for op. In that I heard everyone else's problems! Cubicle system horrible, why no room for available if overnighting? | No  |   |
| 10.01.11 | Inpatients | Nursing staff   | Physio- rushed   |   |   |
| 10.01.11 | Daycase    | No! Loved the building, the layout and the staff - A1!                                  | One very minor grumble was that the TV/sound system etc wasn't working   | Yes   | Very different from the Bath Clinic which is also excellent in my experience, however I think Circle has the edge   |
| 10.01.11 | Inpatients | The night staff were very good  |  | yes   | My stay was very good. All staff excellent. Thank you   |
| 10.01.11 | Inpatients | Everything was excellent. The food was wonderful. The care was first class. Brilliant   |  | yes   | A special thank you for Professor Canter  |
| 10.01.11 | Inpatients | Care and attention by all staff from doorman to surgeon                                 | Absolutely none  | yes   | Staff at the Circle Bath made what could have been a traumatic experience into an absolute pleasure. The in recovery I particularly send thanks to.   |
| 10.01.11 | Inpatients | Very attentive and caring, nurses and caterin alike. Food is delicious                  |  | Yes   |   |

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| 10.01.11 | Daycase     | Neil Bradbury has a good team and I was looked after very well in an efficient, friendly and caring way   | Pre op paperwork not as efficient as I would have expected to be. Should be more liaison between admin staff                            | Yes |  |
| 10.01.11 | Physio      | Very well conceived sessions. We managed to set me back to football on target! Very much enjoyed Sarah's company during the sessions  |   | Yes |  |
| 17.01.11 | Outpatients | Excellent   | Excellent   | Yes | Excellent  |
| 17.01.11 | Daycase     | Everything  |   | Yes | Excellent treatment and service from start to finish. Many thanks  |
| 17.01.11 | Inpatients  | Everything was really good  | No  | Yes | I would like to thank all the staff for the way that they have looked after me. They are all brilliant   |
| 17.01.11 | Inpatients  | Everything was excellent from start to finish   | No  | Yes | My second visit in four months. Hoepfully the need should not arise for a third stay however I would not hesitate to use your services again. Many thanks to all your team |
| 17.01.11 | Daycase     | All the staff   | Nothing   | Yes |  |
| 17.01.11 | Physio      | Very friendly   | No  | Yes | Lovely   |
| 17.01.11 | Inpatients  | The attentiveness of staff from reception to medical staff made you feel completely welcome. The room swas spotless, clean. We would recommend the hospital for all aspect  | No  | Yes | Very happy on all aspects of our child's operation and support given   |
| 17.01.11 | Inpatients  | How friendly welcome was  | Noise through the night   | Yes | CircleBath very clean + open,staff very good 5-stars...only down part noises from windows (room14)   |
| 17.01.11 | Inpatients  | Everything was excellent  | No  | Yes | My stay was Excellent  |
| 17.01.11 | Inpatients  | It was good to be pampered while recovering from uncomfortable procedure  | No  | Yes | A Big Thankyou   |
| 17.01.11 | Daycase     | Everything was perfect, the staff were friendly and did their job really well   | No  | Yes | 2 typos on the EQSd form. <b>Action point - Form has been amended</b>  |
| 17.01.11 | Inpatients  | Everyone was very helpful and informative   | No  | Yes |  |
| 17.01.11 | Daycase     | Excellent staff   | Had to wait a bit longer than I expected but otherwise nothing to complain about  | Yes | I really can't rate staff enough. Very friendly and professional. Special mention to my staff nurse, J Johnson   |
| 17.01.11 | Inpatients  | Everything was excellent from the care and attention of the operation the nursing, the physio and the food.I was not really looking forward to the operation, the facility at CircleBath ensured it was a calm and stress free experience |   | Yes | Feel like I was staying in a 5 Star Hotel  |
| 17.01.11 | Inpatients  | Everything was good   | No  | Yes | The anaesthetists and team very good. When having total block as I suffer with back problems would like to thank all staff at CircleBath for good care                     |
| 24.01.11 | Daycase     | Everything 100%   | N.A.  | Yes | My treatment at the Circle was like a small miracle  |
| 24.01.11 | Inpatients  | General Nursing care - wonderful, and general atmosphere from everyone very good  | No  | Yes | Brilliant Hospital thankyou so much  |
| 24.01.11 | Inpatients  | Everything was fantastic 10 out of 10!  | No  | Yes | Very professional and welcome  |
| 24.01.11 | Daycase     | Staff   | No  | Yes | From start to finish - informative,attentive and kind. Ps Delicious snack  |
| 24.01.11 | Outpatients | Hospitality and easy free parking, friendly helpful staff   | No  | Yes |  |
| 24.01.11 | Outpatients | All   | Hip patients need higher chair. <b>Action point - Physio and Consultant confirmed the chairs we have are suitable for hip patients.</b> | Yes | Thank you  |
|          | Physio      | Convenience + service   | No  | Yes | The physio I had with Ruth was excellent   |
| 24.01.11 | Outpatients | Yes very friendly   |   | Yes |  |
| 24.01.11 | Radiology   | Everyone very helpful   | No  | Yes | I have visited CircleBath three times and found all things medical and otherwise exceptionally good including operations   |
| 24.01.11 | Outpatients | Reception very welcoming - and well organised. Pleased with my consultation - and made to feel at ease  |   | Yes |  |

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| 24.01.11 | Physio      | Comfortable surrounding,excellent facilities and friendly staff.   | The whole service from initial welcome to the consultation was excellent.I found no negatives to the experience  | Yes |  |
| 24.01.11 | Physio      | Very efficient at reception and physio arrived to greet me   | No   | Yes |  |
| 24.01.11 | Radiology   | Welcome very friendly well organised ( lots of smiles)   |  | Yes |  |
| 24.01.11 | Radiology   | All good   | No   | Yes | All good   |
| 24.01.11 | Radiology   | The welcome  | N/A  | Yes |  |
| 24.01.11 | Physio      | Profesionalism and welcoming attitude of staff   | Nothing  | Yes |  |
| 24.01.11 | Inpatients  | General standard of care   | Physiotherapy too brief.   | Yes |  |
| 24.01.11 | Inpatients  | All staff very good - excellent. Nothing too much trouble  | No   | Yes | Food - excellent, well presented - but sandwiches bread to dry and thick,but great toasted. Blankets what a colour! Something more cheerful would be nice.   |
| 24.01.11 | Inpatients  | In general I found the whole facility excellent. It was clean, friendly and higly professional                         | The only hiccup was with the food but due to the nature of my visit and surgery time, this was unavoidable   | Yes | If all hospital adopted this model the health service would work. Was a very good stay in a well run facility. Good job everyone   |
| 24.01.11 | Inpatients  | Staff very caring and considerate  |  | Yes | Nice to be considered as an individual with concerns . Thank you   |
| 24.01.11 | Inpatients  | everything was good. You could not wish for a better service   | No   | Yes | The food and nursing staff, doctors and surgeons were perfect. Everything was there for you. You knew that you were in good hands. Excellent   |
| 24.01.11 | Outpatients | Easy access and good parking   | Market the various specialities available more effectively. <b>Action point - New brochures and marketing campaign are being undertaken and will be available to view in the hospital and on the website</b> | Yes | Very nice new hospital. Well done  |
| 24.01.11 | Outpatients | Very polite and kind staff   | No   | Yes |  |
| 24.01.11 | Outpatients | All good   |  | Yes |  |
| 24.01.11 | Daycase     | Everything was absolutely A1   |  | Yes | thank you all sooooo much  |
| 24.01.11 | Daycase     | Everyone really friendly and polite. Care was excellent  | No- definitely not   | Yes |  |
| 24.01.11 | Physio      | Very efficient and clean   | No   | Yes | Brilliant.   |
| 24.01.11 | Physio      | Sarah explained everything really well   | No   | Yes | I would say that if you don't understand mentally you cant relate to it physically   |
| 24.01.11 | Daycase     | We were looked after from the moment we arrived and everything followed on very smoothly                               | No   | Yes | We were very impressed by the CircleBath welcome - hygiene and the caring attitude of all staff and nurses, consultants etc - a lovely peaceful ambience   |
| 24.01.11 | Inpatients  | The quality of medical care  | Not being offered a hot drink between meals or in the evening. <b>Action Point - Measures has been taken to ensure patients are offered drinks morning, afternoon and evening</b>                            | Yes | There should be a keep left sign on the traffic island at the entrance of the car park. The island is not painted to make it visible and our car went over it damaging the underneath of our car. <b>Action point - Investigating ways of making the island more visible</b> |
| 24.01.11 | Outpatients |  | The disabled toilets don't have anywhere to hang handbags and coats. <b>Action point - Hooks are being fixed in the disabled toilets</b>   |     |  |
| 24.01.11 | Radiology   | The service was excellent  |  | Yes |  |
| 24.01.11 | Outpatients | Greetings at the door and introduced to reception. Prompt service, pleasant manners and helpful. Complimentary welcome |  | Yes | All staff courteous and consultant helpful and good manner   |
| 24.01.11 | Outpatients | I feel totally at ease with everyone   | No   | Yes | Everything was explained to me well  |
| 24.01.11 | Physio      | Made me feel very positive and welcoming.Fitted our appointment to a better time                                       |  | Yes | Interested in comparison with Bath Clinic where I had previous hip operation. Always treated as an individual  |
| 24.01.11 | Daycase     | Procedure and staff were all excellent   | No   | Yes | Just keep up the good work   |
| 24.01.11 | Radiology   | I was seen an hour earlier than my appointment   | No   | Yes |  |

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|----------|-------------|--|---|-------|---|
| 24.01.11 | Inpatients  | Quality of care from all nursing staff   | Several comments about the aspects of the room - staff did their best to resolve. Chairs at bedside table was not comfortable for hip replacement patients. I found depth of seat wrong and surface slippery. In general open area of reception and Xray there are no chairs high enough for hip replacement patients to sit to be checked. I am still using the 'high chairs' at home (after seeing Mr Burwell I understood that these chairs are ok) <b>Action point - The chairs have been confirmed by our Physio Department that they are suitable</b> |       | Food was excellent especially the presentation which tempted me to eat something. If the menu would indicate the degree of spicyness this would help in choice. These are only suggestions. I was totally content with the medical care especially dedication shown by the staff. |
| 24.01.11 | Daycase     | The welcome at the front door  | Everything/ Everybody was perfect   | Yes   | The whole experience was the best ever! I am a retired nurse and Circle is the most relaxing, calming, polite, peaceful environment I have experienced. Many thanks   |
| 24.01.11 | Inpatients  | Very impressed with all aspects of visit   | No  | Yes   |   |
| 24.01.11 | Physio      | Very friendly staff, quickly through to see physio no wait   | No, I was very happy with the service   | Yes   | Only thing I would say is that where possible it would be better if appointment with physio and consultants can be the same day to save travel.   |
| 24.01.11 | Daycase     | Standard of personal care  | It would have been good if I had been given an approximate time of the operation  | Yes   | I found the care and attention of everyone I came into contact with made my stay a relaxed experience.  |
| 24.01.11 | Inpatients  | Even though I had an operation the politeness and professionalism of all staff made it an enjoyable experience | No  | Yes   | Everybody I met from the food staff to the surgeons went out of their way to make you feel at home and made having an operation a lot easier than it would have been. Big thank you to all.   |
| 24.01.11 | Daycase     | The pleasant and helpful way all the staff helped to put me at ease  |   | Yes   |   |
| 24.01.11 | Outpatients | Surgery and aftercare by all staff nursing and hospitality - wonderful everything. Excellent                   | Chairs in ward, Xray are too low. Chairs in deli area too unstable, low and dangerous. <b>Action point - Maintenance are being carried out on the chairs</b>  | Yes   | As I mentioned above- seating arrangements I personally found uncomfortable. Daycase area very cold when awaiting for tests. Your brochure doesn't mention shoulder operation or Mr Jennings. <b>Action point - Monitoring temperature in Daycase area</b>                        |
| 24.01.11 | Inpatients  | All staff very good. I didn't feel anxious at all  | Night staff are very noisy - I am sure this happens in most hospitals - <b>Action point - Nurses are reminded to keep their noise down</b>  | Yes   | I noticed errors on my discharge letter. An ECG was not performed. I was not asked if I smoked at my time, it is stated I don't - I do! I was surprised I wasn't asked  |
| 24.01.11 | Inpatients  | Staff very polite, food was excellent  | I had to wait 6 hours for my operation, arrived at 12, op not till 6! <b>Action point: Due to unforeseen circumstances, the operation was delayed. However the patient is kept informed at all times</b>  | Maybe |   |
| 24.01.11 | Daycase     |  | I was asked to be at Circle at 11.30am when I didn't get the procedure for another 5 hours which I didn't appreciate!! <b>Action point: Op times and arrival times are currently being reviewed</b>   | No    |   |
| 31.01.11 | Radiology   | Staff attitude   | No  | Yes   |   |
| 31.01.11 | Radiology   | Everything   | No  | Yes   |   |
| 31.01.11 | Outpatients | Nice helpful people  | No  | Yes   |   |
| 31.01.11 | Inpatients  | Everything from your hosts/hostess's...everyone was helpful, polite, and considerate. Good at their jobs.      | No  | Yes   | Your meals were out of this world, one thing which helps recovery is good food when you feel unwell with no appetite it certainly helps. Thank you  |
| 31.01.11 | Inpatients  | Level of care provided by Doctors + Staff excellent  | Not really  | Yes   | Staff was very friendly + caring  |

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| 31.01.11 | Radiology   | A nice environment - well looked after   | No   | Yes | None   |
| 31.01.11 | Inpatients  | Everything about my visit was fine. The care was really good + nothing was to much trouble.    | Nothing  | Yes | My family thought the hospitality they received was first class.   |
| 31.01.11 | Outpatients | Same day MRI   | Delay for MRI scan & lack of info. Updates initially 10:00, then 10:45, then 11:15, finally in at 11:40. Action point - Comment was fed back to the radiologist and patient was indeed informed regarding the delay. | Yes | Very relaxing in atrium area   |
| 31.01.11 | Inpatients  | Friendly and efficient staff   | Slightly long wait for operation   | Yes |  |
| 31.01.11 | Outpatients | Excellent attention  | Could not be better  | Yes | Kind and attention all time  |
| 31.01.11 | Inpatients  | Its nice to have your husband with you before and straight after op                            | No   | Yes | What's good about private treatment you can have it at your own convenience  |
| 31.01.11 | Inpatients  | Nursing Care   | Management/Information on changes particularly on discharge  | Yes |  |
| 31.01.11 | Inpatients  | Comfort and attention  | Not quite conscious what was happening at times, generally good  | Yes | I felt well looked after medically and personally  |
| 31.01.11 | Daycase     | General care and sympathetic kindness. Sandwiches were excellent                               |  | Yes | I had dreaded my gastroscopy - the nurses were wonderful - Dr Farrant soothed our fears and talked to me throughout the procedure. Thanks to you all                 |
| 31.01.11 | Outpatients | The photograph so that Mr Bardbury didn't have to call   | No   | Yes |  |
| 31.01.11 | Outpatients | Pleasant and comfortable reception area. Excellent consultancy reception, friendly and sincere | Parking a problem  |     | Additional parking badly needed  |
| 31.01.11 | Inpatients  | Twice daily visit, attention and follow up care and information given by the consultant        |  | Yes | I much appreciated the high quality of care I was given by al the staff - they showed kindness and considerate helpfulness. Pleasant, clean room and wonderful food. |