

2011 Feedback Card Database - APRIL

CircleBath Hospital
 Foxcote Avenue
 Peasedown St John
 Bath
 BA2 8SQ



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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
04.04.11	Inpatients	Just very very good, attentive etc		Yes	
04.04.11	Radiology	Service excellent	No	Yes	
04.04.11	Inpatients	Everything was a wonderful experience	No	Yes	I will tell all my friends and family that if they get the chance to see you, take it. In the past 11 years I have had 12 operations. This is the first time I have had this sort of treatment and respect. Thank you.
04.04.11	Inpatients	No unnecessary rules	Colour. Some bright colour would be good	Yes	
04.04.11	Daycase	Excellent reception and personal attention throughout	Had to repeat to pre-operative nurse detail med history a medication previously submitted in questionnaire	Yes	Insufficient disabled parking
04.04.11	Radiology	Attitude of staff and efficiency	No	Yes	
04.04.11	Physio	Generally all great. Particularly strong at listening and getting feedback on exercises	No	Yes	All Physio staff have been very helpful and extremely friendly whilst still making you work. Thank you
04.04.11	Physio	Prompt, efficient service. Friendly	No	Yes	
04.04.11	Inpatients	Very personal	Lack of clocks. Lack of direction and signs. Action point: The necessity of clocks are currently being reviewed. At Circle, we have partners particularly the Hospitality Department to guide and escort patients to where they need to go. This provides a personal service. This is also secure as no strangers enter the building without us knowing.	Yes	Very good all round
04.04.11	Daycase	Staff all fab. Food great		Yes	
04.04.11	Daycase	The personal attention from all the staff	No	Yes	A sincere thank you for Mary the nurse and Mr Bates
04.04.11	Daycase	Very friendly and helpful	No	Yes	
04.04.11	Daycase	Clean and tidy	No	Yes	Very pleased
04.04.11	Daycase	Friendly attitude of staff		Yes	Excellent food and relaxing environment

04.04.11	Daycase	Everything else very good. Excellent care and facilities	Noise in the ward from TV's, pre-op, 3 TV's landed on different station not in sync, gave me a headache. I sat with my fingers in my ears.	Yes	Ask for patients to use headphones. Many thanks
04.04.11	Daycase	Friendly staff	Food was dry	Maybe	
04.04.11	Daycase	Personal attention	Staff walking about, noisy with leather soled shoes, high heels - better with rubber, quieter	Yes	A professional kind service
04.04.11	Daycase	Yes the staff were very good. Treated very well	No	Yes	
04.04.11	Daycase	A really friendly team and a very pleasant experience. Comfortable gown and slippers. Quick booking and entry	No one offered me a newspaper. Action point: There is a vast selection of newspapers and magazines in Daycase and Inpatients area. Hostess are reminded to offer patients the selection	Yes	Courteous staff. Simple booking in. Nice environment. Very pleasant Coffee after operation. Free parking
04.04.11	Daycase	Patient care	Left alone for long periods	Yes	1st class treatment. 1st class hospital
04.04.11	Daycase	Everything	No	Yes	Praise for staff nurse Grose who was brilliant - food was superb
04.04.11	Daycase	Friendly and relaxed staff - all I came into contact with. Marmalade was fantastic. Comment: The marmalade is homemade in the hospital by our chefs.	No	Yes	
04.04.11	Daycase	Everything was good	No	Yes	A very good experience, thanks to all staff
04.04.11	Daycase	It was all great and all explained very well	No	Yes	Very well looked after.
04.04.11	Daycase	All staff are amazing	No	Yes	Can't find any faults with anything
04.04.11	Daycase	The whole experience was excellent	No	Yes	
04.04.11	Daycase	Very friendly and efficient relaxing too!	Taxi did not show up	Yes	
04.04.11	Inpatients	Care and consideration	No	Yes	All staff were very helpful and kind
04.04.11	Inpatients	Private room with en suite	No	Yes	All staff were wonderful. Nothing too much trouble - would like to return for holiday without the op!
04.04.11	Daycase	High level of care and attention	No	Yes	
04.04.11	Daycase	One to one care and Rachael Lever was brilliant	No	Yes	Would be nice if possible to see surgeon post op
04.04.11	Inpatients	The friendly atmosphere and accommodating staff	No	Yes	All good
04.04.11	Inpatients	Efficient professionalism	Cold porridge	Yes	Friendly and helpful staff made a potential bad experience a relaxed and pleasant one.

04.04.11	Inpatients	Good all round effort	No	Yes	A very good service all round
04.04.11	Inpatients	Care and attention	No	Yes	Everyone was very pleasant and helpful
04.04.11	Inpatients	The friendliness and excellent care by all the staff I had contact with	Very satisfied with all treatment	Yes	My sincere thanks for the care and attention that I received
04.04.11	Daycase	Efficient friendly service. Jaime was lovely	No	Yes	
04.04.11	Daycase	Excellent- 5 star hotel	None	Yes	
04.04.11	Daycase	Level of care was excellent	No	Yes	Was a very pleasant experience. The staff very friendly and helpful to both myself and my wife throughout the day. The hospital is very clean, relaxing and friendly place. Excellent service. Thank You
04.04.11	Daycase	Staff incredibly friendly, helpful and reassuring	No	Yes	Thank you to everyone!
04.04.11	Physio	Very positive and reassuring visit. Kate is very pleasant to work with	No	Yes	A good experience, I wish she was in my gym!
04.04.11	Inpatients	Excellent care by nursing staff	Nothing	Yes	Very attentive nursing staff. Looked after Angela well
04.04.11	Physio	The level of understanding + treatment	No	Yes	just glad I have tracked Alex down! An exceptional physio
04.04.11	Physio	Very thorough	No	Yes	
04.04.11	Inpatients	Everything was particularly good	No	Yes	Wow!
04.04.11	Physio	Well looked after. No long waiting	No	Yes	Efficient and welcoming
04.04.11	Inpatients	Everything was very good!	Nothing	Yes	I had such an excellent experience. I loved the calmness and the fact that at times I actually thought I was staying in a 5 star hotel not an hospital! The staff were very caring. The food superb! Thank you!
04.04.11	Inpatients	Everyone's most welcoming and caring attitude, made a unwanted experience very bearable	No	Yes	Thank you
04.04.11	Daycase	Pleasant friendly staff. Calm, quiet atmosphere. New clean environment	More info about what is happening, when and why. TV didn't work - no battery with remote possibly	Yes	
04.04.11	Outpatients	Alex	Reception	Yes	Smile
04.04.11	Daycase	Very helpful staff and friendly too		Yes	There is a general lack of privacy with cubicle set up. This doesn't affect me today but depending on health problem could cause embarrassment.
04.04.11	Daycase	Everyone was helpful. Didn't feel like a hospital	No	Yes	Thank you
04.04.11	Daycase	How friendly the nurses were	No	Yes	The taxi service was so helpful, a real plus
04.04.11	Inpatients	Great care, very professional	No - the entire experience was a good one	Yes	
04.04.11	Daycase	Welcoming, friendly and efficient	No	Yes	

04.04.11	Daycase		No	Yes	All very good indeed. Care first class and a pleasant hospital experience. Could not fault. Food good too. Thank you
04.04.11	Inpatients	The care and attention by the staff. The location was delightful		Yes	
11.04.11	Physio	Excellent communication	No	Yes	
11.04.11	Radiology	Made you feel relaxed and very efficient	No	Yes	
11.04.11	Radiology	Everything good, beautiful plan		Yes	The art is good
11.04.11	Physio	Great staff and greeting - wonderful surroundings		Yes	
11.04.11	Physio	Friendly. Explained procedures well	No	Yes	
11.04.11	Physio	It was all good, informative and reassuring	No	Yes	
11.04.11	Radiology	Care and attention		Yes	
11.04.11	Radiology	Reception procedure and organization	No	Yes	A most refreshing experience when compared with other hospitals
11.04.11	Inpatients	Very good care and comfortable room. Enjoyed the view	Re after care: Felt my way was blocked to be able to speak to surgeon, it took time	Yes	Food menu very appetizing but could include one or two appetizing dishes for those with dry mouths e.g. fish in parsley sauce, rather than having to fall back on soup
11.04.11	Inpatients	It was very nice		Yes	Liked it all
11.04.11	Daycase	Lovely friendly staff throughout. Facilities are marvellous	No	Yes	
11.04.11	Daycase	All were very helpful	No	Yes	
11.04.11	Inpatients	The atmosphere amongst the staff was 'particularly good'		Yes	The kindness and consideration of all staff was wonderful. Room and surroundings was very good, it did make me feel a lot better. There were a lot of comments from my visitors on how lovely the hospital was
11.04.11	Inpatients	Superb service from start to finish. All staff so respectful and professional	No	Yes	From check in, treatment, food and clinical service all excellent. Great atmosphere and 1st class care
11.04.11	Inpatients	It was good to see the doctor as well as the consultant for a feeling of looking after the whole person	Some people had difficulty with the telephone as there seemed to be two systems	Yes	Everyone was dedicated to making one's stay as good, efficient and comfortable in every as possible
11.04.11	Inpatients	Staff, facilities and food	All excellent	Yes	
11.04.11	Inpatients	Hospitality and nursing staff all very good. Fantastic medical input too. Much appreciated	Because it's unlike any other hospital - need more info about where things are and what/where you are going post surgery	Yes	Practical things - clinical waste not obvious in room. Lower ground floor - Emergency pull is right next to paper towel, could easily get caught up.
11.04.11	Inpatients	Everything	No	Yes	This is perfection
11.04.11	Daycase				Pre operative ward (lower ground floor) seemed stuffy, warm and claustrophobic
18.04.11	Daycase	Very friendly, kind atmosphere from everyone	No	Yes	Everyone was incredibly friendly, putting us at our ease. The hospital is clean and bright.

18.04.11	Daycase	Quality of care- excellent	No- All first class	Yes	Thank You!
18.04.11	Inpatients	General good care	All excellent	Yes	Excellent Hospital.
18.04.11	Daycase	Team all did well. Care for the patient at all stages greatly appreciated.	No	Yes	
18.04.11	Daycase	Attentiveness of staff	No	Yes	
18.04.11	Daycase	All very smooth	Car Parking confusing	Yes	
18.04.11	Inpatients	Everything was great, especially the nurses	No- perfect	Yes	
18.04.11	Daycase	Everything that was being done was explained to me	No. All ok	Yes	All staff pleasant and helpful. Thank you.
18.04.11	Inpatients	Friendliness + kindness of staff	No	Yes	Helpful + friendly. Very nice
18.04.11	Daycase	Attention by all staff very good	Dressing gown to small	Yes	
18.04.11	Inpatients	No one specific thing. The overall care and treatment made me feel safe and looked after	Cannot really think of anything. Perhaps would have liked a clock in the room	Yes	This was my first experience of hospital as an inpatient (except having babies). I could not have asked for better! Thank you.
18.04.11	Daycase	Kindness	Nothing	Yes	
18.04.11	Inpatients	Everything. Big thanks to Sarah/ Mark/ Jane/ Jules/Tara/ Gemma + all the amazing staff at Circle	Nothing	Yes	All work as a great team and each essential to the running of CircleBath Hospital. Should always remember that
18.04.11	Inpatients	No one thing; everything was excellent from the nursing staff, carers, ward staff & cleaners. Could not have asked for more.	None	Yes	My stay was made very pleasant
18.04.11	Daycase	Everything	No	Yes	Very very good
18.04.11	Daycase	General care & attitude	No	Yes	From the moment one walks into the Circle the attitude and care of the staff fills me with confidence. Thank you.
18.04.11	Daycase	The information provided	No SKY!	Yes	Overall experience very good
18.04.11	Inpatients	Staff friendly & helpful. Food very good. We weren't left waiting around for long	No	Yes	
18.04.11	Inpatients	Excellent well thought out organisation	One dozy member of staff, but others were all really good; that made up for it.	Yes	Excellent service, very warm, very friendly
18.04.11	Daycase	Care and attention that you receive	Everything was superb	Yes	What a super place. Many thanks
18.04.11	Daycase	All staff excellent. Very efficient, friendly. Great chat with Dr Linehan	No	Yes	
18.04.11	Daycase	Everything was good	No	Yes	
18.04.11	Daycase	Everything was amazing, especially the staff	Everything here was great	Yes	
18.04.11	Daycase	The nurses in theatre were very reassuring and helpful- lovely!	No	Yes	Just to say I felt very cared for and well looked after. Could not have been better. Mr McFarlane was a calm, reassuring, presence and put me at my ease.
18.04.11	Outpatients	All very good, made very comfortable	No	Yes	

18.04.11	Daycase	Being kept informed. Very friendly staff. Nice setting	No	Yes	
18.04.11	Daycase	Very efficient & friendly	No	Yes	
18.04.11	Outpatients	Courtesy and friendliness	No	Yes	Looks very clean and well organised. Escorted everywhere. Can't wait to come in!
18.04.11	Daycase	Care and attention	No	Yes	
18.04.11	Daycase	All staff very friendly and helpful. Overall everything very good	No	Yes	
18.04.11	Outpatients	Very pleasant people	No	Yes	
18.04.11	Daycase	All the staff were amazing and really looked after me. Thank you!	No	Yes	Great drugs! Thanks
18.04.11	Daycase	The staff was excellent	No	Yes	
18.04.11	Daycase	Attitude and helpfulness of staff which made me less stressful	No	Yes	
18.04.11	Daycase	Cleanliness and hospitality staff	Nothing	Yes	
18.04.11	Daycase	Speedy. No long wait	No	Yes	Friendly courteous staff throughout. Made my stay largely stress free
18.04.11	Daycase	It was all excellent	No	Yes	What a fantastic hospital!
18.04.11	Outpatients	All excellent	No	Yes	Nice experience
18.04.11	Daycase	Very friendly and efficient staff	No- It was all excellent and very well organised	Yes	The food was very good- congratulations to the chef!
18.04.11	Outpatients	Very prompt & good information on procedure	No	Yes	
18.04.11	Daycase	Very good organised .	None	Yes	Brilliant. This is the way all Hospitals should be run!
18.04.11	Inpatients	Excellent food and very nice and helpful staff	No	Yes	Mr Cook was very efficient and thorough in dealing with the anaesthesia and after care. Mr Bradbury and his team were competent and organised as usual and he explained procedure very carefully and with clarity
18.04.11	Inpatients	The whole visit was great but the greatest was when in recovery I had no original pain	No	Yes	Mr Wigfield and Mr Hardy made the whole visit just like a walk in the park.
25.04.11	Daycase	Customer service, speed/ efficiency, facilities plus visits by consultant	Cold post surgery- needed an extra blanket (bald head so probably just me!)	Yes	Excellent all round, good food " How it should be done"
25.04.11	Inpatients	Everything	Nothing	Yes	Would be good to have a dayroom
25.04.11	Inpatients	The staff	No	Yes	Thank you for looking after me
25.04.11	Inpatients	The care given to our daughter Lottie was amazing. Georgina was fab	No	Yes	Lunch was lovely. Thank you

25.04.11	Daycase	Personal attention	No	Yes	
25.04.11	Daycase	Nurses kept informed, friendly	No	Yes	Clock in POD
25.04.11	Daycase	Clean , relaxing environment. Lovely reassuring nurses + Dr's. Food!!!	No	Yes	Thank You
25.04.11	Daycase	The stay was extremely lovely. Pleasant staff	You need automatic doors	Yes	
25.04.11	Daycase	Everything was excellent TV/ service/ nursing staff fantastic	No	Yes	Best experience I have had in any hospital. Absolutely Brilliant
25.04.11	Daycase	The polite staff.	No	Yes	Was well looked after
25.04.11	Inpatients	Everything perfect	No	Yes	From start to finish my care has been faultless. The staff are brilliant (both nursing + hosts). Food out of this world. Thank you so much.
25.04.11	Daycase	Friendly, relaxed	No	Yes	
25.04.11	Daycase	All good- friendly staff	No	Yes	
25.04.11	Inpatients	The care given by the staff	No	Yes	Very professional service from beginning to end. Thank you to all.
25.04.11	Inpatients	Everyone was friendly and patient focussed. A lovely change.	Record updating slowing pre admin checks. Didn't happen	Yes	Small and so focussed medical care is definitely the right solution.
25.04.11	Daycase	No	No	Yes	
25.04.11	Outpatients	It was all extremely good	No	Yes	I was very impressed wit the entire experience
25.04.11	Outpatients	No waiting	No	Yes	
25.04.11	Daycase	Personal attention	No	Yes	Not to keen on cubicles. Not warm enough!
25.04.11	Daycase	The all round treatment	Number of hours before op	Yes	Shorter time before op would have been better.
25.04.11	Daycase	Whole experience from front of the house to nursing was caring and professional	None	Yes	
25.04.11	Daycase	Care by everyone	No	Yes	Lovely omelette
25.04.11	Daycase	Efficiency and kindness	None	Yes	
25.04.11	Inpatients	All	No	Yes	All is fine. Looked after well by staff
25.04.11	Physio	Answered all questions	No	Yes	Very good
25.04.11	Physio	Very professional + also friendly	No	Yes	
25.04.11	Daycase	Everyone so friendly and helpful	No	Yes	Mr Ayres was lovely, explaining things as biopsy progressed. Made me feel at ease
25.04.11	Daycase	Attention of staff and explanation of procedures	No	Yes	All staff were very friendly, efficient

25.04.11	Inpatients	Care and attention	No	Yes	
25.04.11	Daycase	Staffing levels & continuity	No	Yes	
25.04.11	Inpatients	The organisation for the operation and pre and post op care was first class	The arrangements for cleaning wards seem a bit haphazard cannot this be arranged during the morning leaving room for visitors p.m.?	Yes	
25.04.11	Inpatients	The nursing care was superb throughout my stay	No	Yes	The level of professionalism was exceptional
25.04.11	Inpatients	No, because everything was of a high standard	No	Yes	The plug less basin in the bathroom is extremely wasteful
25.04.11	Outpatients	Made welcome. Everything explained very well	No	Yes	
25.04.11	Daycase		The registration form is very small print- especially if you have come for a sight problem. Could you produce a larger print version		