



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
02.05.11	Inpatients	Everything was good	No	Yes	Hopefully one day all hospitals will be run as Circle Bath
02.05.11	Inpatients	Very friendly staff/ helpful	Long wait for operation	Yes	
02.05.11	Daycase	From beginning to end everything was professional and welcoming by everybody	No	Yes	I cannot thank everybody for making me feel at ease particularly my nurse who could not do enough
02.05.11	Inpatients	Everything was good about my visit	No	Yes	
02.05.11	Inpatients	Everything!!! Great staff, amazing food and luxury room!	No	Yes	Thank you all so much for making my op and aftercare so comfortable
02.05.11	Daycase	Attentive personnel	No	Yes	Brilliant caring people
02.05.11	Daycase	Nurse calming me down as I had worries about general anaesthetic	No	Yes	
02.05.11	Outpatients	Everything	No	Yes	
02.05.11	Inpatients	No- it has all been excellent	No	Yes	Surgery and post op care has been marvellous
02.05.11	Daycase	Relaxed experience. Nobody seemed in a rush. Good patient care	No	Yes	Very impressive
02.05.11	Radiology	Pleasant surroundings. Very friendly and efficient staff	No	Yes	
02.05.11	Inpatients	Everything	No	Yes	Excellent throughout
02.05.11	Daycase	Attention and care was excellent	No	Yes	Everything went well! Thank You
02.05.11	Inpatients	I was so impressed everything was good	Not one thing	Yes	Everything about this hospital is exceptional the staff nurses everyone made me feel so welcome and couldn't do enough for me. The care and attention was excellent
02.05.11	Daycase	Very pleasant staff	No	Yes	
02.05.11	Daycase	Friendly, professional staff	Nothing	Yes	Made a stressful time more bearable. Thanks!
02.05.11	Inpatients	How friendly the staff are, quality of the hospital	No	Yes	
02.05.11	Inpatients	The loving concern of the staff	No	Yes	Everything was calm and efficient, making me feel confident & cared for. Well done all of you!
02.05.11	Inpatients	Friendliness & calm	No	Yes	
02.05.11	Inpatients	Hospital, accommodation, friendly staff	No	Yes	
02.05.11	Inpatients	All the staff- very helpful, polite and friendly. Excellent care by all.	The fact that the corridor floor outside room was wood made it slightly noisy.	Yes	
02.05.11	Daycase	No .Everything was excellent	Nothing as care was excellent	Yes	
02.05.11	Daycase	Everyone so friendly and helpful	No	Yes	Thank you to everyone!
02.05.11	Inpatients	Everything about my visit was excellent	I have tried very hard to find something but have been unable to fault my care	Yes	Congratulations on an excellent hospital. Excellent staff, my stay was trouble free. All staff extremely helpful
02.05.11	Daycase	All was very good	No	Yes	Food was very good
02.05.11	Daycase		No	Yes	Everything was first class
02.05.11	Daycase	Very friendly, informative and accommodating	I was not made aware of the importance of having someone to take care of me at home. Perhaps put this in letter	Yes	

02.05.11	Daycase	Care and service	No	Yes	
02.05.11	Daycase	Friendly and helpful staff	Late going for OP	Yes	Thank you very much
02.05.11	Daycase	The general helpfulness and kindness and professionalism of all staff	No	Yes	None
02.05.11	Daycase	Everything! Nurse and food	No	Yes	
02.05.11	Daycase	The staff were lovely and friendly & surroundings beautiful	No	Yes	
02.05.11	Daycase	Very friendly staff	No	Yes	Very pleasant stay
02.05.11	Daycase	The treatment by the staff	No	Yes	
02.05.11	Daycase	Excellent service all day	No	Yes	
02.05.11	Daycase	Staff very welcoming and friendly, especially theatre staff	No	Yes	Very pleasant, relaxed but efficient atmosphere
02.05.11	Daycase	The nurses were fab!	No	Yes	Thanks
02.05.11	Daycase	Courtesy of all staff. Complementary drinks for relatives. Quality of meals/ snacks. Excellent cafeteria	No	Yes	Very positive experience for both patient and relative!
02.05.11	Daycase	Everyone was extremely helpful and efficient	No	Yes	
02.05.11	Daycase	Very attentive & caring staff, polite & helpful	No, not at all	Yes	
09.05.11	Inpatients	All the staff were very friendly and helpful and I actually enjoyed my visit	Initially my notes were mixed up but not a huge issue.	Yes	Thank you for a very pleasant stay!
09.05.11	Inpatients	The wonderful view & the excellent staff			
09.05.11	Daycase	All staff helped me feel less anxious	Paper pants far too small	Yes	No hook in ladies loo means bags are put on the floor
09.05.11	Daycase	The staff were absolutely fabulous. Nothing too much trouble	Nothing	Yes	The hospital is first class! Looks wonderful and very comfortable
09.05.11	Inpatients	All excellent	No	Yes	Will be sending an email when I get home. Staying with friend at present
09.05.11	Radiology	The pleasant attitude of all staff	No	Yes	
09.05.11	Daycase	The friendliness of the staff and coordination between team, exceptional	No	Yes	Excellent care
09.05.11	Daycase	Generally very good	No	Yes	Very good team. Many Thanks
09.05.11	Daycase	From beginning everything has been excellent	No	Yes	Thank you so much for all of your kindness
09.05.11	Inpatients	Care of hospital staff	Late going down for surgery, lack of communication of why? 4 hours late	Yes	Over all my short stay was brilliant and surgery went well
09.05.11	Daycase	Efficiency, cleanliness, professional!	No	Yes	Superb care
09.05.11	Daycase	How smoothly everything went	None	Yes	Excellently run & well looked after
09.05.11	Daycase	The service and polite staff	No	Yes	Thank you for making an unpleasant procedure a pleasure, with your kind words and caring staff
09.05.11	Daycase	Care and attention to detail	No	Yes	Well organised throughout; excellent food too!
09.05.11	Daycase	Very well organised. Well explained	No. All excellent	Yes	
09.05.11	Daycase	Staff all friendly, helpful, caring. Gowns front fastening - excellent. Consultant and anaesthetist reassuring - very professional yet also approachable. Nurse Vicky also great	No	Yes	All excellent experience - thank you Circle
09.05.11	Daycase	The staff were very helpful & the nurses first class	No	Yes	Everything was first class
09.05.11	Daycase	All the staff are very nice, friendly and helpful. Very relaxing	Nothing - everything was great	Yes	Thank you so much for a very relaxing and non scary time.
09.05.11	Inpatients	All aspects were very good	No	Yes	Taken well care off
09.05.11	Outpatients	First impressions were as expected	Lack of info/ supplied - requested from GP in advance	Yes	
09.05.11	Outpatients	Clean & modern	No	Yes	
09.05.11	Daycase	Fantastic overall attention to the patient - from informative chats from Mr Bradbury and Mr Gupta to food and drink service from the hostesses	No	Yes	Great nursing too!!! Many thanks for a happy experience
09.05.11	Outpatients	Reception staff Debbie & Sarah lovely and friendly	No	Yes	Lovely and clean!
09.05.11	Outpatients	Yes, a nice atmosphere	No	Yes	More like a posh hotel than a hospital

09.05.11	Daycase	The cleanliness of hospital & efficiency of staff	No - a good experience	Yes	Delicious omelette. Thanks very much
09.05.11	Inpatients	Every was good	No	Yes	Very many thanks for all the kind looking after I had. After my operation also the wonderful food top class
09.05.11	Inpatients	Such a warm welcome on arrival	No	Yes	
09.05.11	Inpatients	From consultation to operation the whole process was smooth	No - amazing hospitality - why can't all hospitals be like this?	Yes	All the staff were both professional and friendly. I felt completely looked after from start to finish
09.05.11	Inpatients	The staff	No	Yes	Drinks & meals excellent
09.05.11	Daycase	Service	No	Yes	Wonderful
09.05.11	Daycase		A complete lack of services suitable for the older person. All chairs too low		Helpful and friendly staff
09.05.11	Daycase	Staff		Yes	
09.05.11	Daycase	Caring and efficient	Presentation of eye drops	Yes	Is there a pharmacy? - Important aspect. Action point: There isn't a traditional pharmacy which can be found in other hospitals but we have medicine cabinets which are located near every clinical area. These cabinets dispense relevant drugs to the patient with the help of our pharmacists and nurses. The drugs will be ready for the patients to take home once they are ready thus saving patient's time and avoiding overstocking of drugs.
09.05.11	Daycase	Friendliness of staff and how my husband was looked after	No	Yes	Was kept fully informed of what was happening
09.05.11	Daycase	Everything	No	Yes	Quite efficient service from everyone
09.05.11		The combination of confidence, professionalism, care and friendliness of all those concerned with me	I really cannot think of anything	Yes	As a first time patient in any hospital at the age of 63, my pre op apprehension was totally removed by my consultant and anaesthetist who made the whole procedure and treatment a rewarding experience
09.05.11	Inpatients	There were lots of good things but I would have to choose the warm welcome I received on arrival	No	Yes	The uniforms worn by the staff did not reflect their professional status. The style was unflattering, the drab colour did not do justice to their warm and caring personalities. The fabric itself looked cheap which was not in harmony with the overall impression of the building. The noise from the metal medicines cabinet outside my room was very disturbing during the night.
09.05.11	Inpatients	Everything was excellent	No	Yes	The treatment and service in all aspect has been superb. Thank you
09.05.11	Inpatients	You gave me confidence. Thank you	Remote control for TV. Action point: TV system including the remote control is currently being reviewed.	Yes	You are second to none
09.05.11	Daycase	We weren't kept waiting too long which was nice. Nurses were very nice	No	Yes	Very professional and welcoming. Jaime Johnson was excellent!
09.05.11	Daycase	We felt looked after from the moment we walked in the front door	No	Yes	Excellent service from all the staff and so nice to be in such a clean and inviting hospital
09.05.11	Daycase	The staff particularly my allocated nurse	No	Yes	Emily Tanner was fantastic. Really kind, supportive and professional
09.05.11	Daycase	Caring kind nurses, Sarah and Carol. Excellent light lunch. Painless procedure	No one to receive me on arrival	Yes	
09.05.11	Daycase	Everything was good - welcome, courtesy etc	No	Yes	Very professional and friendly attitude displayed by everyone. Very comfortable
09.05.11	Outpatients	The very helpful and thorough comments	No	Yes	Excellent reception facilities
09.05.11	Radiology	The pleasant attitude of all staff	No	Yes	The comment given above and the general ambience was therapeutic in itself
09.05.11	Inpatients	The wonderful view and the excellent staff	Not allowing on arrival an immediate visit to one's room to sort things out because after my op, I was not up to it	Yes	Only recommend to those with cars

09.05.11	Daycase	The nurse was extremely friendly and helpful	Yes. We were brought in for 7am for a half hour procedure, second in the queue only to be told that I had been moved to the end of the list because mine was a quick procedure	No	The place may look smart but your procedures and planning are everything but smart
09.05.11	Inpatients	Nursing very kind and helpful. Excellent service throughout	No	Yes	Perhaps would have been nice to have seen Mr Eldridge post op to discuss. However will see him around 6 was the time I believe
09.05.11	Inpatients	Everything was absolutely superb and I wouldn't like to single anyone in particular	No	No	I intend to write and thank all concerned
09.05.11	Daycase	Coffee	Too much time taken to assess	No	
09.05.11	Daycase	Good food, good speed of recovery, friendly staff. All round excellent	No	Yes	
09.05.11	Daycase	The staff	No	Yes	The staff were so friendly and comforting. I didn't feel I was in hospital for me a perfect experience
09.05.11	Daycase	Aftercare was excellent		Yes	Everyone was caring and polite and nothing was too much trouble
09.05.11	Daycase	The calm, friendly and competent way I was treated thoroughly	No	Yes	
09.05.11	Daycase	Everything		Yes	Thanks to all at CircleBath
09.05.11	Radiology	Yes very nervous but Terry talked me through it and kept me calm by talking to me	No	Yes	Well done Terry. I couldn't have been looked after any better! Kind and friendly
09.05.11	Radiology	The whole experience was pleasant and relaxed	No	Yes	Does not feel like a hospital
09.05.11	Inpatients	Kindness in the care given	Wasn't given possible operation timing until queried	Yes	Rooms lovely, food delicious, physios great, nursing brilliant
09.05.11	Inpatients	Nice place, nice helpful people and good care	Food	Yes	
09.05.11	Outpatients	The reception area was light and airy with drink and food available. You just didn't feel you were in a hospital	No	Yes	My friends and I enjoyed our visit, felt we were in a luxury hotel and didn't want to leave
09.05.11	Outpatients	The ambience was relaxing and the staff helpful	No	Yes	One didn't feel you were in a hospital and this really helps to relax the patient and friends
09.05.11	Outpatients				It would be beneficial if a mileage could be put on the directions.
09.05.11	Physio	Detailed attention		Yes	
09.05.11	Physio	Yes - Very good information provided of likely diagnostic and treatment	No	Yes	
09.05.11	Outpatients	The ambience of the building. Excellent service	No	Yes	Very impressed
09.05.11	Inpatients	When I had a problem it was dealt with quickly and sympathetically	There were no facilities for washing soiled clothes	Yes	Comfortable chair in the room for visitors would greatly be appreciated
16.05.11	Inpatients	Staff helpful and friendly	Contradictory advice prior to surgery	Yes	I am very grateful to Mr Jennings for a very successful outcome to my surgery
16.05.11	Inpatients	Tomato ketchup! Room. Little hanging around		Yes	A good experience
16.05.11	Inpatients	General helpfulness and reassurance of staff	Unhappy with the pre- assessment tests on Thursday for several reasons	Yes	Not notified in time at all for PAC
16.05.11	Inpatients	No just the whole visit was great	No	Yes	The whole stay was fantastic. Staff were brilliant everything just so welcoming and relaxing
16.05.11	Inpatients	Yes from doctors to cleaning staff, they were all such help and support. At a scary and painful time it has really been such a boost for me. Thank you all very much		Yes	My doctor Grier recommended you and NHS paid for me. So I am very lucky
16.05.11	Daycase	Friendly staff	No	Yes	
16.05.11	Daycase	Everything was very good!			
16.05.11	Daycase	Organisation	No	Yes	Have been very well looked after. Thank you
16.05.11	Inpatients	Everyone was really helpful especially Tracy	We didn't get the letter for the changing of the appointment but it was handled very well	Yes	Many thanks to everyone
16.05.11	Inpatients	Cheerfulness of staff	Urine bottle wasn't water tight	Yes	Meal portions were of a size few invalids could accommodate

16.05.11	Inpatients	Excellent physiotherapy	Pat should be greeted by nursing staff on arrival but instead she was shown to the room by the receptionist. She sat waiting for 30 mins alone with no explanation from any nurse is not good practice. Action point: All patients are greeted by the hostess on arrival and then handed over to the nurses. We will always endeavour to see to patients as soon as they arrive.	Yes	Soap container to be an issue in the bathroom. 10ml of shower gel is not enough. 2 face flannels should be available. Also a small bin would be helpful. Action point: All rooms have a starter pack of amenities ie shower gel, shampoo etc. Patients are welcome to as many amenities as they would like. Our hostess will be able to assist if asked.
16.05.11	Physio	Lovely welcome with cup of tea! Claire was very clear and helpful with her advise	No	Yes	
16.05.11	Outpatients	Individual attention	No	Yes	Medical service extremely good and much appreciated
16.05.11	Outpatients	Cleanliness and relaxing atmosphere		Yes	
16.05.11	Inpatients	Nurses, doctors and hospitality staff excellent Very good view	No bedside cabinet, No direct bell for refreshments. Wash basin was too big. No room for Zimmer frame between basin and toilet.	No	I won't recommend until admin side of the hospital has been improved. It left a lot to be desired
16.05.11	Physio	Everything - thorough checking over, helpful exercises and advice	No	Yes	All the physio team I have worked with Darren, Ruth and Gemma have all been excellent. Friendly, positive and good at making me work hard. Thank you
16.05.11	Daycase	All staff were very pleasant, helpful and efficient	No	Yes	
16.05.11	Daycase	The kindness of staff	No	Yes	Georgina was a gem, lovely and patient
16.05.11	Daycase	Everything explained well	No	Yes	Very good care
16.05.11	Daycase	All excellent - Faultless	No	Yes	
16.05.11	Daycase	Treating me as a person not just an ailment		Yes	A very positive experience
16.05.11	Daycase	Staff members are so polite, respectful and informative	No	Yes	Thanks to all those involved in my care. You made me feel at ease and relaxed which was very much appreciated.
16.05.11	Daycase	The whole experience	No	Yes	Best hospital experience I have ever had
16.05.11	Daycase	The friendly staff	Very upset about communal curtain area so asked for private room	No	I won't recommend if the curtain area is the way it is. I think as a paying patient you are expecting a private room at all times. The curtain area is not acceptable and needs to be changed
16.05.11	Daycase	Everything was good. Staff was most considerate	No	Yes	
16.05.11	Daycase	The staff were all very friendly and incredibly helpful and put me at ease	No	Yes	Completely stress free experience and wonderful. Thank you
16.05.11	Daycase	Kindness by everyone	No	Yes	
16.05.11	Daycase	Very prompt and friendly	No	Yes	
16.05.11	Daycase	Impression of competence	No	Yes	
16.05.11	Daycase	Ability to discuss with surgeon before the operation	No	Yes	Staff were very helpful. Good service and thank you
16.05.11	Daycase	Hospitality	No	Yes	
16.05.11	Daycase	Everything	No	Yes	All staff are very helpful and friendly. Has been a pleasure staying here
16.05.11	Daycase	Communication with all teams	No	Yes	Food very good. All staff very happy at work
16.05.11	Daycase	The good careful attention that was provided. Clear information given		Yes	
16.05.11	Inpatients	The nurses & staff were very helpful and friendly	Forgot shampoo, soap etc in bathroom	Yes	Food was lovely & of a very high standard
16.05.11	Inpatients	The staff	No	Yes	My stay at Circle was delightful
16.05.11	Inpatients	Room / facilities	No	Yes	Thank you for looking after me so well
16.05.11	Inpatients	Very friendly, helpful nurses	No	Yes	
16.05.11	Inpatients	No, my visit was fantastic from start to finish	None	Yes	I would like to thank everyone who has dealt with my stay. Help, reassurances, any question answered. Thank you so much
16.05.11	Physio	Good leg massage!	No	Yes	
16.05.11	Inpatients	The whole visit was excellent	No	Yes	

16.05.11	Inpatients	Staff very helpful + nice rooms. Food very good	Day rooms- curtains very poor	Yes	Fix toilet seat. How can a man have a pee when the seat won't stay up!
16.05.11	Inpatients	Friendly staff	None	Yes	
16.05.11	Inpatients	Made welcome	No	Yes	Everyone was so helpful and ready to help with anything
16.05.11	Outpatients	Warm welcome and handover at reception. Overall good experience. Mr Gallegos was extremely helpful, informative and professional-excellent	No	Yes	As a first visitor and user of BUPA service, it would be helpful to know if visitors should refer to consultant as Doctor, Mr or by first name
16.05.11	Inpatients	Everything was Fantastic	Nothing	Yes	
16.05.11	Inpatients	Everybody has been fantastic in every way	No	Yes	The way the hospital is run is superb. The staff in all departments were brilliant a true asset to Circle
16.05.11	Outpatients	Staff attentive, polite	No	Yes	
16.05.11	Outpatients	The care taken by the "bloods" nurse	Nothing	Yes	A good cup of tea. Well appreciated
16.05.11	Outpatients	Very welcoming and professional	No	Yes	The hospital have very good atmosphere and my progress is good
16.05.11	Outpatients	The attention paid to me	No	Yes	All staff have been very helpful
16.05.11	Radiology	Friendly welcome. Escorted to destination. Courteous	Repetition of form filling (registration) when already completed prior	Yes	My first pleasurable hospital visit, more like a boutique hotel. Radiologist excellent. Professional, chatty, put me at ease
16.05.11	Radiology	Terrific. Everybody so friendly and helpful	Liaise between X-ray and consultant	Yes	Marvellous place
16.05.11	Radiology	The staff were very pleasant and reassuring. It wasn't as painful as I thought	No	Yes	
16.05.11	Outpatients	I felt that my health is important to Dr Stone	Food/Snacks expensive	Yes	I like the tranquil atmosphere at CircleBath
16.05.11	Inpatients	Staff - absolutely lovely. Very professional and efficient	No	Yes	The rooms are lovely and food is excellent
16.05.11	Inpatients	From the moment I walked in to Circle, I was impressed with my surrounding. All staff were helpful, friendly and compassionate	yes. We were brought in for 7am for a half hour procedure, second in the queue only to be told that I had been moved to the end of the list because mine was a quick procedure	Yes	I felt at total ease and felt confident with all care and procedures given. Thank you all for looking after me.
16.05.11	Inpatients	Everything was excellent		Yes	Lovely hospital, very friendly and helpful staff and lovely and peaceful. Appreciated my own cubicle, also great food, compliments to the chef.
16.05.11	Inpatients	Very relaxing	No	Yes	Very happy
16.05.11	Inpatients	The exceptional nursing care given by the staff at Circle		Yes	All aspects of my stay in Circle were conducted in a very professional and skilled manner. I would have no hesitation in recommending CircleBath to any friend and colleague. A quite exceptional staff that you must be proud of.
16.05.11	Outpatients	Quick, efficient, friendly, positive	No	Yes	Very positive experience!
16.05.11	Outpatients	Staff were very friendly and polite	No	Yes	
16.05.11	Daycase	Lots of contact with staff	No	Yes	
16.05.11	Daycase	Very calm and relaxed		Yes	Staff very good and kind
16.05.11	Daycase	The friendly staff	Asking for a form to be filled in when I could not see	Yes	
16.05.11	Daycase	Nurse offering to hold my hand during procedure	No	Yes	The whole ambience of the place and the staff makes you feel relaxed
16.05.11	Daycase	Attentiveness of staff - very caring	No	Yes	
16.05.11	Inpatients	Everything	No	Yes	Beautiful, calm atmosphere with every need cared for by exceptionally kind, happy and caring staff. Thank you very much
16.05.11	Outpatients	Easy parking, friendly staff		Yes	
16.05.11	Physio	Claire's knowledge fills me with confidence. Everything she had done and her advice has been excellent	No	Yes	
16.05.11	Outpatients	The building, surroundings and furniture	No information was provided on what is included in the price if I should stay as inpatient. Did I have to pay extra for food	Yes	A wonderful experience which helped my recovery
16.05.11	Daycase	Relaxed atmosphere, nice staff		Yes	
16.05.11	Daycase	It was all very good	All was excellent	Yes	

16.05.11	Daycase	The staff have time for people. Friendly and professional too	No	Yes	There is a huge difference between here and the RUH
16.05.11	Daycase	Everyone was very attentive and explained everything. Very pleasant staff	Nothing	Yes	A visible clock in the cubicle would be good
16.05.11	Daycase		The reception area for pre op - Patient would prefer to go direct to room as background noise makes patients nervous. Could not relax	No	Did not feel confident enough to discuss with consultant before operation when one has not had the chance to meet the nurses
16.05.11	Daycase	Staff	No	Yes	Lovely relaxing environment and exceptional staff. Very reassuring
23.05.11	Inpatients	Excellent staff. Knowledgeable and attentive		Yes	Thank you all
23.05.11	Inpatients	Being made to feel relaxed	No	Yes	
23.05.11	Outpatients	Everything was great especially results of surgery	Lack of communication with nurses/theatre staff after op to my mum who was waiting for news that I was ok	Yes	
23.05.11	Outpatients	Friendly	No	Yes	
23.05.11	Outpatients	Seen on time	No	Yes	
23.05.11	Outpatients	Pleasant and helpful staff	No	Yes	
23.05.11	Outpatients	Well organised and efficient from check in to appointment	No	Yes	
23.05.11	Outpatients	Impressive hospital. High standard	No	Yes	All hospitals should be this standard
23.05.11	Outpatients	All good	No	Yes	
23.05.11	Outpatients	Clean, helpful, staff and really relaxing atmosphere	No	Yes	Silly but no where to put keys or wallet in gents WC
23.05.11	Outpatients	Very understanding and knowledgeable	No	Yes	
23.05.11	Outpatients	Welcome. Consultation was explained clearly	No	Yes	
23.05.11	Outpatients	Everything dealt with in a kind and understanding manner	No	Yes	Reassuring to be asked to telephone in one months time to report on progress
23.05.11	Radiology	Julie Bell	No	Yes	Julie was lovely. Very professional and made me feel at ease through the procedure
23.05.11	Outpatients	The care of everyone in the hospital	No	Yes	
23.05.11	Outpatients	Surroundings	No	Yes	
23.05.11	Inpatients	Surgeons' communication was fantastic. Consultant visiting me at 7am the following morning.	No	Yes	I have had one of the best experiences within hospital ever!! Very happy
23.05.11	Outpatients	Very thorough	No	Yes	
23.05.11	Outpatients	Sharon was really enthusiastic, made me feel loads better	No	Yes	She really got me going with my knee and made me see the light at the end of the tunnel
23.05.11	Inpatients	Everything	No	Yes	Thank you
23.05.11	Inpatients	Most staff were lovely and friendly especially Helen and Vanda	Room was not ready as staff had not expected me as there was mix up so got no robe etc etc	Yes	Thank you, a great stay
23.05.11	Outpatients	Staff very pleasant		Yes	
23.05.11	Outpatients	I like the small, friendly and competent and feel you get from this hospital and its staff	No	Yes	
23.05.11	Outpatients			Yes	
23.05.11	Outpatients	Promptness and friendly approach	No	Yes	
23.05.11	Outpatients	Excellent arrival, service and very clean and helpful staff	Long time from arrival at 7.30 to operation at 1pm	Yes	
23.05.11	Outpatients	Polite staff/ complimentary tea and coffee	No	Yes	
23.05.11	Outpatients	Made welcome by all staff	No	Yes	
23.05.11	Outpatients	Staff attitude and professionalism	Cheesy' brochure. The marketing team have 'tried too hard'	Yes	I liked it better than Bath Clinic
23.05.11	Outpatients	Very helpful		Yes	The smile received on arrival from the reception desk, making you feel very welcome
23.05.11	Outpatients		No	Yes	
23.05.11	Outpatients	Punctuality and an excellent and all round experience	No	Yes	

23.05.11	Outpatients	Everything	No	Yes	Everything was first class
23.05.11	Physio	Excellent, friendly, professional. Good time keeping	No	Yes	
23.05.11	Inpatients	The room was nice, clean and nothing like a hospital	No	Yes	
23.05.11	Daycase	The lovely way I was welcomed, looked after	No	Yes	Just thank-you!
23.05.11	Daycase	The friendliness	No	Yes	Thanks a lot
23.05.11	Daycase	Very efficient and kind	No	Yes	
23.05.11	Daycase	Helpful staff and clean hospital	No	Yes	Very good
23.05.11	Daycase	Everything was brilliant, efficient, clean. Charming nurses	No	Yes	
23.05.11	Outpatients	Speed and time	No	Yes	
23.05.11	Outpatients	Staff were very friendly and reassuring	No	Yes	
23.05.11	Radiology	All of it was good	No	Yes	A very good visit.
23.05.11	Outpatients	Very stylish, clean and friendly	No	Yes	
23.05.11	Outpatients	Good coffee. Lovely Doctor	Had a bit of a wait!	Yes	
23.05.11	Outpatients	The result	No	Yes	Outstanding response time at very short notice
23.05.11	Outpatients	Relaxed atmosphere, friendly staff	No	Yes	
23.05.11	Outpatients	Speed at which I was seen	No	Yes	
23.05.11	Outpatients	Fine	Nothing	Yes	First class
23.05.11	Outpatients	No. Very good overall	No	Yes	
23.05.11	Daycase	The efficiency, kindness, helpfulness of all the staff	Waiting	Yes	
23.05.11	Inpatients	Consultants, nurses, staff and hospital	No	Yes	Excellent treatment and care
23.05.11	Inpatients	There is not one particular thing as everything has been excellent during my stay	There is nothing that wasn't done to a very high standard	Yes	All members of staff have been very caring and friendly and nothing has been too much trouble
23.05.11	Outpatients	Very efficient	No	Yes	
23.05.11	Physio	Helpful staff	No	Yes	
23.05.11	Daycase	All staff were very good	Nothing	Yes	The hospital is the best we have been in. Patients always seems to come first
23.05.11	Outpatients	Promptness	No	Yes	Clean, efficient, calm, prompt
23.05.11	Outpatients	Everyone welcoming and pleasant. Seen on time	No	Yes	
23.05.11	Daycase	Everyone very helpful	Very good all round	Yes	I have been in Bath/ Frome/ S Mallet/ Frenchay/ Salisbury, but CircleBath is best by far
23.05.11	Outpatients	Each person seen was very caring	None	Yes	
23.05.11	Outpatients	Very efficient	No	Yes	
23.05.11	Outpatients	There was no one thing. Every thing was excellent	No	Yes	
23.05.11	Outpatients	Very punctual	No	Yes	Enjoyed my visit very much
23.05.11	Daycase	Making you feel at ease	No	Yes	Very friendly and attentive
23.05.11	Daycase		No	Yes	Everyone was very kind and reassuring. I could not ask for better treatment
23.05.11	Daycase	The way we been greeted on arrival	No	Yes	All staff very kind and helpful a pleasure to be here
23.05.11	Daycase	No, it was all very good	No	Yes	
23.05.11	Daycase	Helpfulness of the staff- all of them	Privacy issues- could hear calls to 'ex' patients	Yes	
23.05.11	Outpatients	Free drink and helpful pleasant staff	No	Yes	
23.05.11	Daycase	Friendly staff, informative, welcoming lovely atmosphere and facilities	No	Yes	
23.05.11	Daycase	Everything was excellent	None	Yes	Staff and all round visit was excellent. Many thanks
23.05.11	Daycase	Staff friendly great service. Food	Had to wait half an hour than expected	Yes	
23.05.11	Daycase	Environment. Caring, friendly staff	No	Yes	
23.05.11	Daycase	Attentive staff who were very informative	No	Yes	Lovely environment and reception staff were so warm and friendly- very reassuring
23.05.11	Outpatients	Very warm welcome from Mr Farrant and very efficient appointment system	No	Yes	

23.05.11	Daycase	The whole experience to the Circle was admirable	No	Yes	A first class operation- meaning the whole friendly helpful and clean ambience
23.05.11	Daycase		Timing for starving pre-op, I had breakfast at 5:30am for a 3 pm op. Timing could have been better	Yes	Staff very helpful especially Sarah
23.05.11	Daycase	It was all excellent. Complimentary taxi	No	Yes	Very good experience all round
23.05.11	Daycase	All ok	None	Yes	
23.05.11	Radiology	Made to feel very welcome and staff couldn't do enough for you	No	Yes	Thank you very much
23.05.11	Inpatients	The cleanliness and the courtesy from all staff	Waiting too long before the operation	Yes	I was very cold after at least an hour after the operation
23.05.11	Outpatients	The expertise and chairside manner of Mr Baer	No	Yes	
23.05.11	Physio	Informative, constructive and enjoyable	No	Yes	Very confident of positive outcome
23.05.11	Outpatients	Environment. Modern, friendly and comfortable	Not poor but could do with more toilets. Not sure why staff toilets are separate	Yes	Excellent friendly reception, good coffee. Mr Sandhu very knowledgeable and professional
23.05.11	Outpatients	Friendly, excellent ambience. Prompt and courteous and attentive	No	Yes	
23.05.11	Outpatients	Special event in progress, therefore car park was full. Members of staff on duty do assist with parking	No	Yes	
23.05.11	Daycase	Friendly staff. Surroundings	4 1/2 hours wait before operation. No information about waiting times	No	Perhaps staggered appointment with an overload would be improvement
23.05.11	Physio	Thoughtful, listened well		Yes	
23.05.11	Outpatients	Helpfulness and friendliness of staff and complimentary coffee	Sign posting was poor until practically at your doorstep	Yes	I was disappointed that the nurse at my pre op, though helpful and friendly and efficient was not able to confirm whether or not my surgery is to be laparoscopic
23.05.11	Daycase			Yes	
23.05.11	Daycase	Great customer service. Really appreciated doing the pre-op blood on a Sunday because I was away the preceeding week	I was last on the list so ended up waiting all day having not eaten since 6 am. Would have been better if I had a time for surgery. This is a small gripe	Yes	
23.05.11	Outpatients	Peaceful atmosphere. Courtesy of staff. Comfortable surroundings	No	Yes	Having worked in hospital all my life, the atmosphere here is extremely tranquil. The waiting area, coffee, Radiology (my field) was very efficient and speedy
23.05.11	Inpatients	All was fantastic		Yes	Thank you for a lovely stay
23.05.11	Outpatients	Very friendly and informative meeting	No	Yes	Free tea or coffee is very welcome!!!
23.05.11	Outpatients	Piano	No	Yes	Excellent
23.05.11	Outpatients	Very friendly staff	No	Yes	
23.05.11	Outpatients	Perfect timing	No	Yes	
23.05.11	Outpatients	Bright clean environment	None	Yes	
23.05.11	Outpatients	All staff professional, friendly and courteous	No	Yes	Lovely welcome from hostesses. Seen early in outpatients. Very efficiently run!
23.05.11	Outpatients	Good service	No	Yes	
23.05.11	Outpatients	Reception and accommodation	No	Yes	
23.05.11	Outpatients	Everything	Nothing	Yes	
23.05.11	Outpatients	Speed	No	Yes	
23.05.11	Outpatients	Waiting area/ complimentary tea and coffee/ good parking/ polite staff	No	Yes	Very impressed!
23.05.11	Outpatients	Staff polite and helpful	No	Yes	
23.05.11	Outpatients	Clean, friendly environment	No	Yes	Signage in car park to advise drivers to use front parking bays
23.05.11	Outpatients	Speed of consultation/ xray	No	Yes	
23.05.11	inpatients	Attention received	Chairs that are too low	Yes	
23.05.11	Outpatients	Very high level of professionalism	No	Yes	
23.05.11	Outpatients	No waiting. Professional friendly service	No	Yes	
23.05.11	Daycase	Very kind, friendly, helpful and organised staff. Clean, comfortable and pleasant surroundings	No	Yes	All staff have been very professional and pleasant, not made to feel a nuisance

23.05.11	Outpatients	A very nice and welcoming atmosphere in terms of staff and environment	No	Yes	A prime example of what a good hospital should be
23.05.11	Outpatients	Yes he was very reassuring and thorough	No	Yes	
23.05.11	Outpatients	Courtesy and friendliness	No	Yes	Very pleasant environment. Seen on time. Treated as an individual
23.05.11	Outpatients	The setting	No	Yes	
23.05.11	Outpatients	Amount of trouble taken to get test results. A willingness to get to the root cause of my problems	No	Yes	A very positive experience
23.05.11	Inpatients	The nursing staff were friendly and made you feel more relaxed	No	Yes	I can't praise the consultant and nurses highly enough
23.05.11	Inpatients	Teamwork at all stages		Yes	Particularly the extreme cleanliness, attention at every turn. Options available also added to one's comfort welfare. Just to add, my grateful thanks to all involved. Progress is helping me.
23.05.11	Inpatients	Everything was excellent		Yes	Couldn't have gone better. Thank you
23.05.11	Inpatients	All very professional	A long time in cubicle before operation	Yes	Thank you very much
23.05.11	Inpatients	Everything was first class	Everything was great	Yes	Staff all very good. Food was first class. Cant fault anything. Thank you all.
23.05.11	Inpatients	Yes the friendliness of all the staff	No	Yes	I was kept well informed at all times of what was happening to me.
23.05.11	Inpatients	Everything was excellent		Yes	Couldn't have gone better. Thank you
23.05.11	Radiology	Friendly professional staff	No	Yes	This is the best place I have been to for treatment
23.05.11	Outpatients	Being listened to and clear explanation	No	Yes	
23.05.11	Outpatients	Welcoming, cleanliness and organisation. Very good		Yes	
23.05.11	Outpatients	Punctual and Xray fitted me early		Yes	
23.05.11	Outpatients	Very pleasant experience all round. Courteous, efficient and professional		Yes	
23.05.11	Inpatients	Excellent consultant. Gave me great confidence	On arriving I would have liked to go straight to my room. The day cubicles were very stressful	Yes	When I made the point about the day cubicle the nurse kindly arranged for me to go to my room which I really appreciate
23.05.11	Radiology	Very friendly, courteous staff. Very helpful and obliging		Yes	
23.05.11	Radiology	Very friendly and welcoming	No	Yes	
23.05.11	Outpatients	Everyone was very helpful	No	Yes	