



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
30.05.11	Daycase	Good Care	No	Yes	Long waiting times
30.05.11	Inpatients	Everything	No	Yes	Super hospital, super staff, nothing was too much trouble
30.05.11	Inpatients	Yes the staff were cheerful, very caring and very professional	No, 10/10 from me	Yes	If this is a sign of the future co-operation between the NHS and the private sector....bring it on!
30.05.11	Inpatients	All very friendly and homely	No	Yes	
30.05.11	Inpatients	Everything was fine	No	Yes	I had 5 star treatment and I am extremely grateful
30.05.11		Excellent, calm, professional and welcome reception team	No	Yes	Very good bedside manner of consultant
30.05.11	Outpatients	Surroundings/Atmosphere/Staff	No	Yes	
30.05.11	Outpatients	Everything good	No	Yes	
30.05.11	Radiology	Staff courtesy	No	Yes	
30.05.11	Outpatients	The immediate reception and hospitality was very good	No	Yes	The whole experience was very impressive
30.05.11	Outpatients	Everyone was so courteous and kind. My daughter loved her free hot chocolate	No	Yes	
30.05.11	Outpatients	The pleasant surroundings and staff	No	Yes	I love the coffee here! A lovely thoughtful touch.
30.05.11	Daycase	Not feeling sick after the anaesthetic	No	Yes	All levels of staffing very courteous and caring
30.05.11	Inpatients	Everything	No	Yes	Perfect service, staff wonderful
30.05.11	Daycase	Just the comfort of the surroundings and being treated as an individual	No	Yes	I would have like to know roughly how long I was going to be in for so that I could arrange transport a lot easier
30.05.11	Radiology	Very good	No	Yes	Very satisfied
30.05.11	Outpatients	Excellent consultation, excellent reception area	No	Yes	
30.05.11	Physio	Experience and tricks of the trade	No	Yes	
30.05.11	Outpatients	Warm helpful and welcoming	No	Yes	Even though I was half an hour late, it didn't seem to be a problem. Excellent service
30.05.11	Outpatients	Impressive	No	Yes	
30.05.11	Outpatients	Good environment, quiet and comfortable	No	Yes	
30.05.11	Outpatients	Yes, the free parking and ease of access	No	Yes	If all medical appointments were like this, there would be no problems
30.05.11	Daycase	Everyone very friendly.	No	Yes	
30.05.11	Daycase	The relaxing atmosphere and kindness of all staff	No	Yes	Lovely relaxing, clean hospital. The staff are so pleasant and helpful without exception
30.05.11	Daycase	Good care and attention	No	Yes	
30.05.11	Daycase	All staff were smiling, omelette was fantastic, outstanding care	No	Yes	From the time I walked through the door, I was made to feel very welcome. Very relaxed and stress free environment
30.05.11	Daycase	Friendly staff	No	Yes	
30.05.11	Daycase	The support and how friendly the team are	No	Yes	
30.05.11	Daycase	The attention of staff	No	Yes	
30.05.11	Daycase	Everything was fine	No	Yes	Lovely care, marvellous
30.05.11	Daycase	Relaxed atmosphere, good facilities and attentive staff	No	Yes	
30.05.11	Daycase	The care the nurses gave me	No	Yes	The overall care given to me was excellent- Thank you
30.05.11	Daycase	Excellent attention from all staff	No	Yes	

30.05.11	Daycase	The staff were all very friendly and helpful	No	Yes	Comfortable and well provided for environment in which to prepare and recover. Thank you
30.05.11	Inpatients	I was kept informed of everything that was going on.	No	Yes	
30.05.11	Inpatients	Being made to feel so welcome by all the staff, who were al so caring and spoiled me so much- Thank you	No	Yes	
30.05.11	Inpatients	The friendliness of the staff.	The waiting time between arrival and operation	Yes	
30.05.11	Inpatients	Nursing staff and all care exceptional	No	Yes	
30.05.11	Daycase	Personal service and explanations	No	Yes	
30.05.11	Daycase	Service excellent	No	Yes	Cant wait to come back in six weeks!
30.05.11	Radiology	Very quick service	No	Yes	
30.05.11	Radiology	Very friendly	No	Yes	Too hot in the room
30.05.11	Radiology	Quick	No	Yes	
30.05.11	Radiology	Seen very quickly	Difficult to stand in position required without help. Action point: All patients are accompanied by a member of staff at all times. We have well trained member of staff to assist patients. Patients should ask for help if required.	Yes	Very happy with xray department
30.05.11	Daycase`		Very long waiting period in daycase from arrival to operation. Not very amused		
30.05.11	Daycase	Relaxed, calm atmosphere. Made to feel at ease	No	Yes	Excellent professional care and consideration given by all staff.
30.05.11	Daycase	Very pleasant stay, staff excellent	No	Yes	
30.05.11	Daycase	The whole visit was very good. All people who helped me were fantastic	Not at all!	Yes	
30.05.11	Daycase	Attentive and friendly staff	No	Yes	Ambience of the clinic, very good
30.05.11	Daycase	Yes. Hospitality and necessary information about procedures	No	Yes	Very efficient staff
30.05.11	Daycase	Whole experience	No	Yes	
30.05.11	Outpatients	Very helpful, friendly, prompt service	No	Yes	Many thanks!
30.05.11	Outpatients	Excellent visit, most helpful	No	Yes	
30.05.11	Daycase	Everyone very friendly and reassuring	No	Yes	
30.05.11	Daycase	Everything	Nothing	Yes	
30.05.11	Daycase	The personal attention is excellent	No	Yes	
30.05.11	Daycase	The pre, post care, attention was excellent	No	Yes	
30.05.11	Daycase	Helpful, friendly. Standard of hygiene very high	No	Yes	
30.05.11	Radiology	Very efficient, helpful, sensitive throughout	No	Yes	
30.05.11	Outpatients	Not one many! Availability of parking, pleasant staff and environment, good coffee, all made for a calming experience. But most importantly a consultant that listened	No	Yes	Calm, efficiency would best sum up my visit. The hospital felt clean!
30.05.11	Radiology	Always on time. Fantastic	No	Yes	
30.05.11	Outpatients	Ambience and service	None	Yes	
30.05.11	Physio	Friendly and skilled staff	No	Yes	
30.05.11	Radiology	Everyone was very helpful	None	Yes	
30.05.11	Radiology	The building. Comp coffee. People very pleasant	No	Yes	Husband liked free wifi
30.05.11	Inpatients	Everyone was excellent	None	Yes	Staff were very helpful
30.05.11	Physio	Through and focused treatment	No	Yes	First class
30.05.11	Physio	Really good advice and understanding my needs	Nothing at all	Yes	I have really enjoyed my physio session
30.05.11	Physio	Very informative	No	Yes	
30.05.11	Physio	Be able to work in water gains confidence in range of movement	I believe the session should be more demanding	Yes	Hydrotherapy advances, recovery without a doubt
30.05.11	Physio	Last one	No	Yes	Delightful staff, they do listen

30.05.11	Daycase	Staff and surroundings very pleasant	No	Yes	
30.05.11	Physio	Communication and understanding of my problem	No	Yes	Very pleased. Felt comfortable and confident in my physiotherapy
30.05.11	Inpatients	Everything was very good	Not one thing	Yes	
30.05.11	Physio	Listens to your concerns and questions. Prescribes suitable treatments from range of options	No	Yes	
30.05.11	Hydro	I enjoyed all my visits and found them very helpful in my recovery	No	Yes	I have been very happy with all the support and help from the physio's at the hydro pool. Thank you
30.05.11	Daycase	Lovely staff	No	Yes	Lovely place and looked after very well. Thank you
30.05.11	Inpatients	Everything was excellent	No	Yes	
30.05.11	Hydro	Gemma's professionalism	No	Yes	
30.05.11	Daycase	Everything was excellent	No	Yes	All hospital visits should be as good as this one. All staff excellent
30.05.11	Radiology	Everything satisfactory	No	Yes	
30.05.11	Physiotherapy	Put me at ease about my problem and gave me hope through simple explanation	Waiting to make appointment whilst receptionist on telephone calls. <b>Action point: We always would endeavour to attend to our patients as soon as we can including answering all the telephone calls.</b>	Yes	Really pleased to be seen at short notice
30.05.11	Daycase	Being able to talk to surgeon and anaesthetist prior to procedure	I would have hopes that the problem found could have been sorted whilst I was under anaesthetic	Yes	Nurses in theatre very competent and smiley
30.05.11	Outpatients	Thorough explanation	I would have preferred a complimentary cold drink rather than a tea or coffee. <b>Action point: Everyone has individual tastes therefore we will be happy to offer a cold drink if requested.</b>	Yes	
06.06.11	Daycase	Well organised. Friendly and fast	No	Yes	
06.06.11	Daycase	Lots of friendly staff	No food tray to go over bed	Yes	
06.06.11	Radiology	Speed and courteous	No	Yes	
06.06.11	Inpatients	Fantastic care from all staff	Confusing taps that I found difficult to use	Yes	
06.06.11	Inpatients	Friendly, relaxed and view	Long time waiting in the cubicle	Yes	
06.06.11	Inpatients	The total care by all staff was superb	Waited 2 days to have bed side lamp changed	Yes	The CircleBath provides a style and excellence of care that you would find hard to fault. At a period of weakness and insecurity, the kindness of all was amazing. This hospital is surely a model for the future providing a truly professional approach to modern healthcare. I would be happy to recommend the Circle method to all my friends.
06.06.11	Inpatients	Staff were brilliant, very helpful nursing		Yes	Very good food. Great service, very caring
06.06.11	Radiology	Everyone I saw was very polite and professional	No	Yes	
06.06.11	Outpatients	Helpful consultation and time to make decision	No	Yes	
06.06.11	Outpatients	Well organised	No	Yes	Pleasant surroundings and helpful staff
06.06.11	Outpatients	Relaxing atmosphere and great coffee	No	Yes	
06.06.11	Radiology		No	Yes	
06.06.11	Outpatients		No	Yes	Appointment was on time, excellent, thorough consultation. Pleasant staff and atmosphere
06.06.11	Radiology	The explanation was exact	No	Yes	
06.06.11	Outpatients	Friendliness of staff, very helpful	No	Yes	Maybe add Bath Business Park, Wellow lane to the address for ease of locating. <b>Action point: Currently being looked at to provide an overall solution</b>
06.06.11	Outpatients	I saw him on time	No	Yes	
06.06.11	Outpatients	The speed of which I was seen by the doctor	No	Yes	

06.06.11	Outpatients	Helpful attention at the desk	No	Yes	The directions here from Bath were very confusing and we got lost. <b>Action point: Currently being looked at to provide an overall solution</b>
06.06.11	Outpatients	Efficient staff - No waiting	No	Yes	So far, so good! Thank you
06.06.11	Outpatients	Everything	No	Yes	Great atmosphere and lovely place to be. Makes you feel very relaxed
06.06.11	Outpatients	The whole visit	No	Yes	Thank you
06.06.11	Physiotherapy	Overall the level of attention and treatment was first class	No	Yes	
06.06.11	Inpatients	Everything was excellent	No	Yes	
06.06.11	Outpatients	Everything	No	Yes	
06.06.11	Radiology	Very friendly staff	No	Yes	Very smooth throughout, little waiting
06.06.11	Radiology	Radiologist was very reassuring	No	Yes	Everything was superb
06.06.11	Outpatients	A beautiful space and restful setting	No	Yes	The complimentary tea and coffee was a nice touch, all the staff are great
06.06.11	Outpatients	Very happy with treatment and advice	No	Yes	
06.06.11	Outpatients	Nice relaxed surroundings	No	Yes	Sat nav directions are a problem even with the correct postcode. <b>Action point: Currently being looked at to provide a solution</b>
06.06.11	Outpatients	Friendly and welcoming	No	Yes	
06.06.11	Outpatients	Standard of care from all involved	No	Yes	
06.06.11	Outpatients	Cleanliness and friendly staff	No	Yes	Would suggest shortbread biscuits as an alternative to chocolate. <b>Action point: We will soon have a larger selection of shortbreads, biscuits and sweet snacks available for sale at the deli to accompany the complimentary coffee and tea</b>
06.06.11	Inpatients	Nursing care and environment plus detail from surgeon	No	Yes	Clean, efficient, professional
06.06.11	Inpatients	Very good at dietary needs and finding anything you wanted to encourage you to eat	A bit disappointing after coming up to my room from recovery. Just wanted help with simple wash and to dress	Yes	
06.06.11	Inpatients	Food. Staff very good		Yes	
06.06.11	Daycase	The architecture and marketing		Yes	Since you have a clean shoes policy this might be commenced at ground floor for incoming patients?
06.06.11	Daycase	Everything was very good	No	Yes	
06.06.11	Daycase	Staff were excellent, communication was good and very informative	No	Yes	Thank you to all staff for making me feel very welcome and I was looked after very well
06.06.11	Daycase	Kindness and informative	No	Yes	
06.06.11	Daycase	Everything. Staff is lovely and nothing was too much trouble. Calming environment	No	Yes	Not that it is vital to me but TVs would not work despite help from hostess. If people are waiting a long time, it is a good distraction
06.06.11	Daycase	Staff very attentive	No	Yes	
06.06.11	Daycase	Friendly staff	No	Yes	Open plan layout not as good as own room. Noise from other patients
06.06.11	Daycase	Everyone very courteous and friendly	No	Yes	Thank you
06.06.11	Daycase	Nothing in particular. All good as usual	No	Yes	
06.06.11	Daycase	Nothing in particular stands out as the whole experience has been particularly good		Yes	
06.06.11	Radiology	Very fast, friendly and efficient	No	Yes	
06.06.11	Daycase	Good standard of care	No	Yes	
06.06.11	Daycase	It was all very calm, relaxing and informative	No	Yes	Lovely, kind, considerate and caring staff
06.06.11	Radiology	As before, completely relaxing and relatively pain free	No	Yes	
06.06.11	Daycase	All was good. Felt very comfortable. Food was delicious	No	Yes	Food was amazing. Des was very good too
06.06.11	Daycase	Excellent care, looked after and put at ease	No	Yes	
06.06.11	Daycase	Yes, staff were so kind and very helpful	No	Yes	
06.06.11	Daycase	Everything was good. Totally cared for as always	No	Yes	Thank you so much to everyone for looking after me. Love you all xxx
06.06.11	Daycase	The standard of care was very high and efficient	No	Yes	

06.06.11	Daycase	In truth everything was good. The nurses, the anaesthetist, the surgeon, the info. Zero complaints	No	Yes	It could not have been a better hospital experience
06.06.11	Daycase	Friendly professional staff	No	Yes	Made to feel comfortable and relaxed
06.06.11	Daycase	Lovely calm atmosphere	No	Yes	All staff are helpful and cheerful
06.06.11	Outpatients	Very calming and informative, a lovely lady to talk to	No	Yes	
06.06.11	Outpatients	Friendly and welcoming	No	Yes	
06.06.11	Outpatients	Excellent care	No	Yes	
06.06.11	Outpatients	Peaceful	No	Yes	
06.06.11	Outpatients	This is not like a hospital so the anxiety level was nil	No	Yes	
06.06.11	Outpatients	All great, hostess on arrival. Nurse and Mr Sharp all excellent	No	Yes	Lovely to be in a place that is so friendly and relaxing for treatment
06.06.11	Outpatients	General environment and attitude of staff	No	Yes	
06.06.11	Outpatients	Very helpful-not painful	No	Yes	
06.06.11	Outpatients	Excellent service, very friendly	No	Yes	
06.06.11	Physiotherapy	Sharon was very professional, very informative and got my foot moving	No	Yes	Very pleased with my treatment, felt very positive about doing the exercises at home and having a full recovery after my accident.
06.06.11	Radiology	Professionalism of all staff	No	Yes	
06.06.11	Physiotherapy	Always seen on time or early	No	Yes	
06.06.11	Outpatients	Nice professional and friendly	No	Yes	
06.06.11	Outpatients	All excellent, welcoming nurse and consultant	No	Yes	
06.06.11	Daycase	Lovely calm atmosphere	No	Yes	All staff are helpful and cheerful
06.06.11	Daycase	Friendly staff	No	Yes	
06.06.11	Outpatients	A complication over the legal change of my name was handled quickly and efficiently	No	Yes	
06.06.11	Daycase	Staff care and refreshments	No	Yes	My wife would pay for the soup recipe
06.06.11	Daycase	The whole service was excellent from start to finish	No	Yes	
06.06.11	Daycase	It was all very smooth and all the staff are very helpful and reassuring	No	Yes	Nice cups of tea!
06.06.11	Daycase	Everything was superb	No	Yes	What a brilliant place!
06.06.11	Inpatients	Generally good	No	Yes	
06.06.11	Inpatients	Everything was brilliant	No	Yes	The waiting time was very long ( 6 hours) which could be improved but the staff are lovely and very helpful and will recommend to people
13.06.11	Physiotherapy	Very professional approach, helpful and friendly	No	Yes	Looking forward to the next encouraging session
13.06.11	Physiotherapy	Ruth really understood where and why I was getting pain and really worked hard at reducing it and making me more able	No	Yes	I am extremely happy with the result. Ruth was brilliant
13.06.11	Outpatients	Everything was very relaxing	No	Yes	Free coffee was appreciated
13.06.11	Outpatients	Everything was very relaxing	No	Yes	Lovely relaxing and welcoming, arrived early and seen on time.
13.06.11	Outpatients	Very clean modern and friendly approach	No	Yes	Although very modern- the reception team make you feel very welcome and reception area is very pleasing on the eye.
13.06.11	Outpatients	It was a very casual and relaxed experience	No	Yes	
13.06.11	Inpatients	Nice staff and lovely environment	No	Yes	
13.06.11	Inpatients	The aftercare from the inpatient team	No	Yes	Was very anxious about long waiting time, more information needed beforehand. Mr Luker is very easy to talk to and very reassuring.
13.06.11	Physiotherapy	Very much individual care, exercises that are personal	No	Yes	
13.06.11	Inpatients	Staff were very friendly and helpful. Room was good, food was very good!	No	Yes	Lovely hospital in quiet area, great views and parking very easy.
13.06.11	Daycase	Very friendly and attentive team. Helpful too and got to go to Australia in my sleep	No	Yes	All very good
13.06.11	Daycase	Exceptional care by all	No	Yes	
13.06.11	Daycase	Sadie Falber was very kind and helpful, lovely staff and lovely food	No	Yes	Please print the menu in larger font

13.06.11	Daycase	The care	No	Yes	The waiting time could be better
13.06.11	Daycase	Considerate, calm and lots of staff	No	Yes	Wouldn't like to pay for my treatment, have contributed to the NHS all my life
13.06.11	Daycase	Exceptionally kind, friendly staff	No	Yes	
13.06.11	Daycase	Caring atmosphere	No	Yes	Very good coffee
13.06.11	Daycase		No	Yes	The information received through the post was very vague-could be more detailed. Generally friendly and informative in hospital
13.06.11	Daycase	Very friendly staff	No	Yes	
13.06.11	Inpatients	Care and attention	No	Yes	I was not given enough notice for my pre-op assessment-could have been better. Otherwise food was excellent and all the staff very caring
13.06.11	Inpatients	Staff attentive and communication was excellent. Helpful and friendly	No	Yes	Physio very good and kitchen staff
13.06.11	Outpatients	Mr Luck's friendliness and very evident expertise	No	Yes	
13.06.11	Outpatients	Comfort and cleanliness, polite staff	No	Yes	
13.06.11	Outpatients	An excellent manner from Mr Luck	No	Yes	Very impressed overall
	Daycase	The omelette!!! Good recovery food. The whole experience was very efficient.	No	Yes	All staff were very polite and friendly. Its nice that Circle does not look like a hospital
13.06.11	Daycase	Absolutely brilliant	No	Yes	Definitely recommended
13.06.11	Daycase	Helpful, kind and efficient	No	Yes	
13.06.11	Outpatients	Prompt attention	No	Yes	
13.06.11	Outpatients	On time	No	Yes	
13.06.11	Outpatients	Kind staff, very nice atmosphere	No	Yes	Very nice clean environment, nice staff
13.06.11	Inpatients	Very detailed with consultant	No	Yes	All very good - only one negative, lots of waiting around!
13.06.11	Inpatients	The staff were very helpful and supportive - they were prepared to go the 'extra mile' for their patients	No	Yes	The food was great and everyone was polite and attentive
13.06.11	Inpatients	Everything was better than great. I cannot pick any one thing. A job well done!	No	Yes	I cannot praise everyone enough, the nursing team do a great job
13.06.11	Inpatients	Everything up to my expectations and many things exceeded	No	Yes	All staff very kind and caring, nothing too much trouble. I never felt rushed. Exceptional staff!
13.06.11	Inpatients	Everything 1st class. I particularly appreciated the kindness of all staff	No	Yes	Many thanks to all concerned
13.06.11	Daycase	Caring attitude of all staff - pain free op	No	Yes	
	Radiology	Politeness and care of staff	No	Yes	
13.06.11	Daycase	Nursing staff - fabulous	No	Yes	Very organised and professional
13.06.11	Daycase	Care from staff	No	Yes	
13.06.11	Daycase		No	Yes	Shoulder surgery very good but I suffered bad after effects from the anaesthetic
13.06.11	Outpatients	All very good	No	Yes	
13.06.11	Inpatients	All members of staff were very kind, efficient and professional	No	Yes	It would have been helpful if I was given an approximate time of surgery on arrival
13.06.11	Inpatients	The way I was looked after by all of the staff	No	Yes	Due to a loss of appetite I was unable to appreciate the full quality of the food, however what I had was excellent.
13.06.11	Inpatients	The whole experience is terrific. All the staff make you feel better in yourself	No	Yes	Nurses are ladies that make you feel good. Physios are a brilliant team of individuals that again know their jobs well. Catering and front of house staff provide a great service by a superb team.
13.06.11	Physiotherapy	Darren is excellent. Listens, understands and is practical and realistic	No	Yes	
13.06.11	Radiology	Appreciated the direction on arrival and the clarity of what had to be done	No	Yes	
13.06.11	Inpatients	Very calming, felt at ease all the time	No	Yes	A very comfortable hospital to be in. Relaxing. I would certainly come here again for any operations needed. Thank you all staff. Big stars all round.
13.06.11	Inpatients	Everything. I cannot fault anything during my stay	No	Yes	I have been so well looked after by everyone here and I actually believed that the reason I have recovered so well was down to the care I received and the whole experience was honestly relaxing. So thank you all very much
13.06.11	Physio	Time taken to analyse problem	No	Yes	

13.06.11	Daycase	Friendly, efficient and informative, overall care	No	Yes	A road sign for Circle Bath would be most helpful for those not familiar with the area
13.06.11	Daycase	Everything	No	Yes	
13.06.11	Daycase	Reassurance from Dr Souter, that there is one more option, if this fails	No	Yes	All staff here are very friendly, and nothing is too much trouble
13.06.11	Daycase	Being kept informed	No	Yes	Lovely clean hospital
13.06.11	Inpatient	The nurses are very caring, and the food was amazing!	No	Yes	Just would like to thank everyone that helped me, and looked after me so well
13.06.11	Daycase	Most kind and helpful	No	Yes	Everyone was pleasant, and made you feel at ease
13.06.11	Daycase	Everything ran to time	No	Yes	
13.06.11	Inpatient	Helpful and friendly staff	We arrived at 7am, my op was at 12.30. Was it really necessary that we arrived so early?	Yes	
13.06.11	Daycase	Excellent service from all	No	Yes	
13.06.11	Daycase	Recovery centre	No	Yes	
20/06/2011	Radiology	I was able to get an appointment with Mr Sutton on the day I rang and tests were also carried out immediately. All staff were most kind and pleasant	No	Yes	I am pleased that you now have a breast care nurse as there was none last August when I had my operation
20/06/2011	Radiology	The personal touch and the efficiency	No	Yes	Very impressed
20/06/2011	Daycase	Very clean and clinical staff friendly. Good experience	No	Yes	Head and shoulders above other hospitals I have been to
20/06/2011	Inpatients	A very friendly and considerate experience	No	Yes	
20/06/2011	Daycase	Warm and friendly service	Long anxious wait before having procedure. Appointment times need to be more accurate	Yes	Arrived at 7am for 'morning list' and was checked in. I am writing this at 10.45 and haven't gone in yet. No one came and checked if I am ok or want anything.
20/06/2011	Inpatients	The relaxed environment and atmosphere is reassuring		Yes	
20/06/2011	Radiology	Fast and very efficient attention by all concerned	No	Yes	What a wonderful environment for staff to work in
20/06/2011	Radiology	Amazing. Treated with respect for a change	No	Yes	All the staff I came into contact with were fantastic
20/06/2011	Daycase				Mirrors please in bays
20/06/2011	Daycase	Staff who looked after me especially Emily who was very supportive and kept me very well informed		Yes	Thank you for caring for me so well
20/06/2011	Inpatients	Having a dedicated children's nurse on duty was very reassuring for both patient and parents	Only that when we arrived having been phoned and asked to come earlier than planned to the hospital, the staff member who showed us to our room thought we had arrived extra early with no good reason?! We spent an hour or so not knowing whether the surgery was taking place at 1.30 or not until 3pm as originally scheduled	Yes	Own ensuite room was great especially as a parent could stay too and the staff made us feel like nothing was too much trouble.
20/06/2011	Daycase	Very friendly staff who looked after us well. Thank you Jamie	No	Yes	Excellent service, felt very pampered
20/06/2011	Inpatients	The general ambience of the hospital is very pleasant and relaxing so that a traumatic experience is made bearable. Nurses physios, cleaners, caterers all very kind	I found the room would have been better with a bedside locker near the bed to put personal things in. Everything had to be crammed in onto the table or window ledges	Yes	Having worked in NHS hospitals in my early years as a nurse and midwife, I was particularly interested in all the fantastic equipment now available to the medical profession. I wish I'd had it in my day! My hip operation was much worse than I thought it would be but I must say there was always help at hand, particularly my nurse Tara, Haematologist Heidi were there to listen and help me when I was particularly down hearted. I didn't see them to say goodbye but I won't forget their kindness
20/06/2011	Daycase	How you are reassured and comforted. Made me feel at ease	No	Yes	Thanks for the care I have had
20/06/2011	Radiology	The thoroughness of the consultant in her diagnosis and examination	No	Yes	All hospitals should be modelled on the example of this one

20/06/2011	Inpatients	No everything was absolutely amazing	My friend was unable to eat in my room and as she refused to leave me until I had gone to theatre, she didn't eat until after 3pm.	Yes	I cannot stress enough the outstanding care I received, from the cleaners through to my consultant. Michele and Gillian were amazing, such a credit to CircleBath, when I was most frightened, I was made to feel calm and relaxed. Outstanding. My sincere thanks goes out to every single one of you. Thank you so much
20/06/2011	Inpatients	All care was excellent	Arrived at 12 then told op was 5.15. should have been informed before arrival. Had to stay overnight which is unexpected	Yes	Nurses and care staff very caring, very organised, professional. Super service
20/06/2011	Inpatients	Care	Waiting at first area too long	Yes	By each individual visit, regarding an individual claim adds up to more cost of premium, could it be done on 1 claim?
20/06/2011	Inpatients	Mr Jennings looked after me. Very easy to relate to. Explained everything in an easy way. I was treated and looked after personally from the time I entered reception	No	Yes	All your staff - Doing everything to make one's stay a pleasure. Thank you so much.
20/06/2011	Daycase	The feeling of being well taken care of		Yes	
20/06/2011	Daycase	The consideration and friendly care of the staff	No	Yes	The whole atmosphere was exceptional and could not be faulted
20/06/2011	Daycase	The care from the staff and modern facility	No	Yes	
20/06/2011	Daycase	Lunch! And bedside manner	TV didn't work	Yes	
20/06/2011	Daycase	All has been excellent. Staff have been very good	No	Yes	Medical staff have explained very clearly and spent sufficient time. No rushed
20/06/2011	Daycase	Personal touch. Efficiency	No	Yes	Everything excellent
20/06/2011	Daycase	At all stages I was kept well informed		Yes	Very professional both the hospital and the people. Thank you. Well done.
20/06/2011	Daycase	All staff very good at their jobs	Wrong information given on admission letter	Yes	
20/06/2011	Daycase	Seeing the surgeon prior to op		Yes	
20/06/2011	Daycase	Warm welcome		Yes	
20/06/2011	Daycase	All perfect A1	No	Yes	
20/06/2011	Daycase	General care	No	Yes	All fine
20/06/2011	Daycase	All perfect	No	Yes	A small mirror on the wall of the pre op room would help
20/06/2011	Daycase	I felt cared for		Yes	
20/06/2011	Daycase	Everything was very good. The staff are very professional	No	Yes	Thank you very much
20/06/2011	Daycase	Care from the cheerful staff	No	Yes	Bright environment and clean
20/06/2011	Daycase	Nurses friendly	Late start	Yes	Recovery room too cool
20/06/2011	Daycase	All staff so very helpful	Waiting time prior to treatment. Arrived 11.15 am as advised. Gastroscopy 1 pm	Yes	
20/06/2011	Daycase	Very friendly	5 hours long wait	Yes	
20/06/2011	Daycase	The total experience		Yes	Very well presented superb lunch
20/06/2011	Daycase	Hospitality and Nursing	We had to ask where the toilets were located	Yes	
20/06/2011	Daycase	Everyone was very kind and friendly	No	Yes	
20/06/2011	Daycase	Friendliness of staff and all concerned		Yes	Big thank you to all
20/06/2011	Daycase	Patient care		Yes	Generally excellent in all aspects
20/06/2011	Daycase	Care and attention of staff and consultant		Yes	
20/06/2011	Daycase	Mr Sylvester - excellent	No	Yes	
20/06/2011	Daycase	All good	No	Yes	Felt very well looked after the whole time. Thank you
20/06/2011	Daycase	Staff attitude and professionalism	No	Yes	
20/06/2011	Daycase	Very well treated	No	Yes	Made me feel at ease straight away. Very helpful
20/06/2011	Daycase	Nursing care	No	Yes	
20/06/2011	Daycase	Staff very helpful and professional and caring	No	Yes	Thank you for all your help. You couldn't have done more for me.
20/06/2011	Daycase	Excellent service and staff	No	Yes	Thank you for the service
20/06/2011	Daycase	I didn't feel a thing	No	Yes	Very pleased with overall outcome of my treatment. Very clean
20/06/2011	Daycase	Whole experience not like hospital. Put me totally at ease and staff are so friendly	Administration very poor. Had to phone to check today's appointment as had no contact since last visit. Unnecessary anxiety	Yes	Poor admin. Waiting for confirmation of appointment. Had to phone a week later to check. This leads to more anxiety. Have spoken to others and they have had the same problem. This lead to them having to cancel appointment as they don't have sufficient notice to book time off work.

20/06/2011	Daycase	Every aspect was excellent	No	Yes	
20/06/2011	Daycase	Staff has perfect attitude and friendliness from everybody	No	Yes	Perfect. Thank you
20/06/2011	Daycase	The care, courtesy and attention was first class	No	Yes	The post procedure food was excellent
20/06/2011	Daycase	Attention to me		Yes	Experience of process was fully thought through and efficiently achieved. Staff engaging
20/06/2011	Daycase	Staff friendly and helpful	No	Yes	
20/06/2011	Daycase	Quality of staff	Coffee (not espresso) and music	Yes	How all hospitals should be
20/06/2011	Daycase	Being kept informed of events	No	Yes	
20/06/2011	Daycase	Kindness of staff	No	Yes	
20/06/2011	Inpatients	Nursing care	No	Yes	Nothing was too much trouble. Everyone involved from serving meals, cleaning and medical care were excellent
20/06/2011	Inpatients	Extra attention was big bonus	No	Yes	All in all perfection and wonderful care. Keep up the good work
20/06/2011	Physio	The physiotherapist. The visits are always a real help and staff is incredibly knowledgeable	No	Yes	Appointments have been a bit muddled, particularly recently. Physiotherapist not there. Appointment start time delayed 10 or more minutes. Cancelled appointment. Information not passed on.
20/06/2011	Outpatients	Excellent service, quick, friendly and understanding. Lady giving blood test was amazing	No	Yes	
20/06/2011	Outpatients	Reception area, staff, very clean desk. Staff very efficient and courteous		Yes	It was nice to have a drink before seeing the consultant, it was my first visit here. Everywhere has the wow factor
20/06/2011	Outpatients	Impressive reception area	No	Yes	
20/06/2011	Outpatients	Care and attention	No	Yes	First class
20/06/2011	Outpatients	Efficient and friendliness of the reception staff	No	Yes	I was made to feel welcome and relaxed by everyone
20/06/2011	Outpatients	Punctuality of the consultation with Mr Jennings. Friendliness and helpfulness of reception staff	No	Yes	My appointment was at 4.30 because having to arrange a scan. This meant it was gone 5 before I was ready to leave. Could arrangements be made for a later bus service to Bath?
20/06/2011	Outpatients	Everyone was so kind and caring to my wife and myself but most of all our granddaughter	No	Yes	Thank you everyone
20/06/2011	Outpatients	Service provided by doctor was very good	Running late	Yes	Out of hand wash in bathroom
20/06/2011	Outpatients			Yes	Can your system allow for multiple visits avoiding sign in everytime?
20/06/2011	Outpatients	Service good		Yes	Nice facilities
27.06.11	Physiotherapy	Very friendly staff and helpful	No	Yes	
27.06.11	Outpatients	Complimentary tea and coffee	No	Yes	Lights in the gents not working
27.06.11	Outpatients	A friendly reception	No	Yes	Great but was kept waiting 45 minutes
27.06.11	Outpatients	Easy Parking	No	Yes	
27.06.11	Outpatients	Relaxed environment, stress free parking	No	Yes	Make sat nav directions more prominent on instructions. <b>Action point: Currently looking at an overall solution</b>
27.06.11	Outpatients	Hospitality	No	Yes	
27.06.11	Outpatients	Welcome and being on time	No	Yes	No need to be anxious as so relaxed
27.06.11	Outpatients	All aspects were first class	No	Yes	This hospital is how ALL should be - thank you
27.06.11	Outpatients	Friendly staff, relaxing atmosphere	No	Yes	
27.06.11	Outpatients	Very speedy and very clean	No	Yes	
27.06.11	Outpatients	Very efficient	No	Yes	
27.06.11	Outpatients	Very helpful, I was happy with the treatment	No	Yes	Physio lady was cheerful and made me feel good
27.06.11	Outpatients	Friendly and helpful	No	Yes	
27.06.11	Daycase	The room	No	Yes	
27.06.11	Outpatients	First impression - excellent	No	Yes	
27.06.11	Outpatients	Everything	No	Yes	5* hospital
27.06.11	Outpatients	The excellent professional service	No	Yes	
27.06.11	Outpatients	Seen Promptly, very pleasant environment	No	Yes	
27.06.11	Outpatients	Comfortable waiting area, ease of parking	No	Yes	Liked the free coffee - cleaning of cutlery/crockery and coffee machine a bit noisy
27.06.11	Outpatients	I was very much reassured by the consultants clear and thorough explanation of my symptoms	No	Yes	This is my third visit to Circle and each time the atmosphere of serenity and friendliness has created confidence
27.06.11	Outpatients	Complimentary drink and fruit	No	Yes	

27.06.11	Daycase	Everyone very friendly, very nice uniforms especially non clinical staff	No	Yes	
27.06.11	Daycase	All Good	No	Yes	
27.06.11	Daycase	Hospitality and friendliness	No	Yes	Made to feel totally at ease
27.06.11	Daycase	Very Quick	No	Yes	
27.06.11	Daycase	Communication from all staff	No	Yes	The attention to detail, professionalism and care from the staff was very good. Staff at reception through to consultant - very good!
27.06.11	Daycase	Great/best hospital I have ever been to	No	Yes	All very good, thoroughly recommended
27.06.11	Daycase	The care and everything explained very well	No	Yes	Definitely recommended
27.06.11	Daycase	Everyone is very helpful	No	Yes	
27.06.11	Daycase	Staff is very helpful and polite	No	Yes	The air conditioning was slightly cold!!
27.06.11	Daycase	Everything was great	No	Yes	Exceptional service-superb!
27.06.11	Daycase	All very efficient	No	Yes	Excellent care
27.06.11	Daycase	The courtesy	No	Yes	Thank you very much for everything
27.06.11	Daycase	Cleanliness, polite staff	No	Yes	
27.06.11	Daycase	Respected and treated as an individual	No	Yes	Excellent all round service
27.06.11	Daycase	Yes the consultant/surgeon	No	Yes	First class
27.06.11	Daycase	All staff are friendly and kind	No	Yes	Would be helpful if we had small mirrors in the pods
27.06.11	Inpatients	Nursing and surgical staff very careful and attentive	No	Yes	I had a very good post op stay and have had no complications at all and made fast recovery
27.06.11	Radiology	Courteous everywhere	No	Yes	A breath of fresh air in the NHS
27.06.11	Daycase	Everyone has been very solicious. Lots of personal attention	No	Yes	
27.06.11	Outpatients	Asked if being seen to in reception	Coffee a bit cold	Yes	Lovely atmosphere
27.06.11	Daycase	Everyone was very welcoming and procedures were explained fully. Food was also very good and post op was excellent	No	Yes	
27.06.11	Daycase	Everything was excellent	No	Yes	Impressed by friendly and efficient service and care
27.06.11	Daycase	Excellent			Excellent
27.06.11	Daycase	Consideration and help by all staff		Yes	Staff nurse Rachel Lever was outstanding, a lovely manner and an excellent ambassador for your hospital. Thank you to the surgeon also
27.06.11	Daycase	All staff very helpful and pleasant	No	Yes	
27.06.11	Daycase	I felt like I was in a hotel rather than a hospital	No	Yes	
27.06.11	Daycase	The staff were excellent	No	Yes	
27.06.11	Daycase	All good	No	Yes	