



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
04.07.11	Inpatient	Very friendly staff, and very bright	There was nothing that was not done well	Yes	My stay at Circle Bath was a very nice experience. The food was excellent. The staff, doctors, nurses very helpful and pleasant. Gemma was very helpful, even doing my hair. Thank you all.
04.07.11	Daycase	Attentiveness and friendliness	Too noisy in recovery	Yes	
04.07.11	Daycase	Prompt attention	No	Yes	
04.07.11	Daycase	Attention to detail. The staff who were all so kind and could not do enough for me	Nothing	Yes	
04.07.11	Outpatient	Very professional and helpful. Did not feel rushed with my consultant	No	Yes	
04.07.11	Outpatient	Timing, x-ray quick and efficient	No	Yes	Staff always pleasant and welcoming
04.07.11	Outpatient	Helpful appointment	No	Yes	
04.07.11	Outpatient	Everything was explained clearly to me	No	Yes	
04.07.11	Outpatient	Very helpful at every level	No	Yes	Possibly a bit too warm in waiting area
04.07.11	Outpatient	Nice surroundings and comfortable	No	Yes	
04.07.11	Outpatient	Very prompt	No	Yes	
04.07.11	Outpatient	Calm, professional, lovely surroundings	Not that I noticed, all fine	Yes	
04.07.11	Daycase	Reassurance given by staff	No	Yes	
04.07.11	Radiology	Service	No	Yes	
04.07.11	Daycase	The nursing staff, Des was superb. Excellent food	Long wait before surgery 4 - 5 hrs	Yes	
04.07.11	Outpatient	Very pleasant, clean and tidy	Nothing at all	Yes	
04.07.11	Outpatient	Clear, expert advice	No	Yes	A pleasant, modern environment
04.07.11	Radiology	All staff helpful	No	Yes	
04.07.11	Outpatients	Free car parking	No	Yes	Pleasant surroundings, helpful staff. Thanks for the coffee and newspapers
04.07.11	Outpatients	Why cant all hospitals be like this	No	Yes	
04.07.11	Outpatients	The welcome	No	Yes	
04.07.11	Outpatients	Reassurance and confidence as a result of the thorough consultation	No	Yes	Overall a calming and welcoming experience
04.07.11	Outpatients	Nice clean comfy clinic	No	Yes	
04.07.11	Outpatients	The personal care and detail given to my physio programme	No	Yes	I feel my physio is being carefully thought out, in the little steps to aid my best movements and recovery
04.07.11	Outpatients		No	Yes	
04.07.11	Outpatients	Nursing and surgical staff very confident and attentive	No	Yes	I had a very good post op stay and had no complications at all. Had a fantastic recovery
04.07.11	Outpatients	courtesy everywhere	No	Yes	A breath of fresh air in the NHS
04.07.11	Outpatients	Everyone has been very solicitous-lots of personal attention	No	Yes	
04.07.11	Outpatients	Very personal care at reception	No	Yes	Coffee a bit cold, lovely atmosphere
04.07.11	Outpatients		No	Yes	
04.07.11	Outpatients	I was very satisfied with everything	No	Yes	
04.07.11	Physiotherapy	Best thing was seeing an improvement with long term running injury	No	Yes	
04.07.11	Outpatients	Free car parking	No	Yes	Very professional reception
04.07.11	Radiology	Quiet and efficiency of my treatment	No	Yes	

04.07.11	Outpatients	I wasn't expecting such a nice hospital. Its modern comfortable with excellent facilities and staff. Appreciated the free cup of tea	No	Yes	
04.07.11	Outpatients	All of it	No	Yes	
04.07.11	Outpatients	Complimentary drinks	No	Yes	
04.07.11	Outpatients	Cup of tea and fantastic waiting facilities	No	Yes	Beautiful building, I was astonished.
04.07.11	Outpatients	Everything	No	Yes	Nice calm environment and free coffee was great
04.07.11	Outpatients	Very polite staff and prompt service	No	Yes	
04.07.11	Outpatients	Being treated as a human being and not a nuisance	No	Yes	Excellent environment
04.07.11	Outpatients	Quick, prompt and efficient	No	Yes	Restful, clean atmosphere. In keeping with a sometimes worrying visit
04.07.11	Outpatients	Good clear explanation of condition and implications	No	Yes	Receptionists were charming
04.07.11	Outpatients	Good service	No	Yes	
04.07.11	Physiotherapy	Throughout the last five months we have been greeted by all staff with a smile and nothing has ever been too much trouble	No	Yes	We have always felt very comfortable on visiting Circle Bath and would like to thank Mr Sammut and all the staff for making me feel like an individual and looking after me so well
04.07.11	Physiotherapy	One to One	No	Yes	Very patient and informative
04.07.11	Physiotherapy	Made me feel at ease and relaxed because I worried about not being able to do my exercises	No	Yes	
04.07.11	Physiotherapy	Informative explanation	No	Yes	
04.07.11	Physiotherapy	Knowledgeable and friendly	No	Yes	Having some questions answered and being encouraged to exercise
04.07.11	Physiotherapy	Yes-Confidence			
04.07.11	Physiotherapy	On time and pleasant staff	No	Yes	The coffee was cold!
04.07.11	Outpatients	Politeness	No	Yes	Mr Sharp and the nurse were very kind and the coffee was lovely!
04.07.11	Physiotherapy	On time appointment-pleasant staff	No	Yes	
04.07.11	Physiotherapy	Seen straight away on arrival. Happy with my treatment	No	Yes	
04.07.11	Physiotherapy	Felt so much better at the end of my consultation	No	Yes	Very professional service
04.07.11	Inpatients	Everything was excellent but especially the friendliness and courtesy of all staff	No	Yes	
04.07.11	Outpatients	Everyone very polite and helpful	No	Yes	Calm feel to the place. Very helpful staff managed to fit me in for MRI and X-RAYS all in one visit - Thank you
04.07.11	Outpatients	Friendly atmosphere and free coffee	No	Yes	
04.07.11	Outpatients	courtesy everywhere	No	Yes	Very satisfied
04.07.11	Outpatients	The staff were very pleasant and helpful	No	Yes	
11.07.11	Outpatients	The speed, efficiency and thoroughness of my appointment	No	Yes	
11.07.11	Outpatients	Very Good	No	Yes	
11.07.11	Outpatients	Very friendly and welcoming	No	Yes	
11.07.11	Outpatients	The standard of care	No	Yes	
11.07.11	Outpatients	Very good waiting are, helpful staff	No	Yes	
11.07.11	Outpatients	Kind, helpful, informative and encouraging	No	Yes	Nice hospital, relaxed atmosphere, clean and light
11.07.11	Outpatients	On Time	No	Yes	Excellent
11.07.11	Physiotherapy	The environment and everyone's professionalism	No	Yes	Best hospital I have ever been to
11.07.11	Physiotherapy	Friendly, kind, time to talk and explain	No	Yes	
11.07.11	Outpatients/ Pre ass	Very useful visit	No	Yes	
11.07.11	Outpatients	Clear advice	No	Yes	
11.07.11	Outpatients	Receptions efficiency	No	Yes	
11.07.11	Outpatients	The front desk/Sarah Jones. The advice and help outstanding	No	Yes	I find CircleBath excellent in all areas....perfect!
11.07.11	Outpatients	General friendliness, very prompt and kept to appointments	No	Yes	
11.07.11	Daycase	The quality of nurses is not strained	No	Yes	The waiting time before op could be better

11.07.11	Daycase	Everyone very friendly and attentive. Good and reassuring that surgeon gave me a running commentary whilst operating	No	Yes	
11.07.11	Daycase	Swift	No	Yes	Very efficient-good information
11.07.11	Daycase	All the staff	No	Yes	
11.07.11	Daycase	All staff were friendly and helpful	No	Yes	
11.07.11	Daycase	The attention I was given was very good	No	Yes	
11.07.11	Daycase	The people - excellent	No	Yes	
11.07.11	Daycase	Surroundings and pleasant caring attitude of staff	No	Yes	Very long waiting time. 12pm to early to arrive for 4pm procedure
11.07.11	Daycase	The premises are very clean and all staff members are very helpful	No	Yes	Thank you to everyone who made our experience a very positive one
11.07.11	Daycase	Prompt attention and reassuring care	No	Yes	
11.07.11	Daycase	Staff are all very accommodating, nothing to much trouble- very welcoming - thank you!	No	Yes	The nurses are all wonderful - it's a shame their working clothes couldn't be as glowing. Grey doesn't really fit the environment
11.07.11	Daycase	The all round care	No	Yes	made to feel relaxed and at ease
11.07.11	Daycase	Everything was just brilliant. The treatment was second to none	No	Yes	
11.07.11	Daycase	Courtesy, comfort and efficiency	No	Yes	
11.07.11	Daycase		No	Yes	Was told to arrive at the hospital very early but had a long wait before procedure - only one negative!
11.07.11	Daycase		No	Yes	Multiple changes to appointment time
11.07.11	Daycase	Enjoyed my stay	No	Yes	Thank you all very much
11.07.11	Daycase	It was very quick	No	Yes	Brilliant staff
11.07.11	Daycase	Staff very helpful and comfortable surroundings	No	Yes	
11.07.11	Daycase	Friendly staff, clean hospital	No	Yes	
11.07.11	Daycase	Everyone was friendly and relaxed	No	Yes	
11.07.11	Daycase	Reassurance	No	Yes	I wish I could come to you all the time
11.07.11	Daycase	Caring and personal	No	Yes	Long wait from 7am until 11.40 for op- could have come in later
11.07.11	Daycase	Very quick	No	Yes	
11.07.11	Daycase		No	Yes	After several visits and were really impressed by the courtesy and helpfulness of all the staff
11.07.11	Daycase	The staff-excellent, absolutely invaluable	No	Yes	This visit was made almost pleasant by the wonderful staff
11.07.11	Daycase	Transport arranged -clean hospital and friendly staff	No	Yes	
11.07.11	Daycase	Friendliness of staff when I was feeling quite nervous and the cup of tea	No	Yes	I could get used to this!
11.07.11	Daycase	Very attentive members of staff	No	Yes	Very high quality of care
11.07.11	Outpatients	Sincerity and understanding of my persistent problem - excellent	No	Yes	
11.07.11	Pre-assessment	Friendly receptionists, amazing architecture. Lovely relaxing atmosphere	No	Yes	
11.07.11	Outpatients	Very welcoming hospital	No	Yes	Mr Sharp was very professional and friendly - thank you!
11.07.11	Inpatients	I was treated with respect and dignity from the time of entering to leaving	No	Yes	Impressed by the many visits from Mr Burwell following my op and Andreas as well as the nursing attention. Only negative was that I was offered a meal only to find the deli was not open at the weekend.
11.07.11	Pre-assessment	Friendly staff, welcoming and relaxing environment	No	Yes	
11.07.11	Pre-assessment	Clean well presented building	No	Yes	
11.07.11	Physiotherapy	Personality of consultant and cleanliness	No	Yes	
11.07.11	Pre-assessment	Excellent environment, very professional	No	Yes	
11.07.11	Pre-assessment	Pleasant, speedy service	No	Yes	
11.07.11	Outpatients	The Consultant	No	Yes	I think it would be better to issue a proper receipt when they make a payment
11.07.11	Pre-assessment	Lauren is a very caring nurse-could not be faulted	No	Yes	I still think the coffee voucher thing is irritating

11.07.11	Daycase	Care and attention taken at every stage. Real kindness too	No	Yes	
18.07.11	Outpatients	I like the venue, it is very light and airy	No	Yes	
18.07.11	Pre-assessment	Very friendly, helpful and informative nurse	No	Yes	
18.07.11	Physiotherapy	All the members of staff were extremely helpful and welcoming	No	Yes	
18.07.11	Outpatients	The Coffee	No	Yes	
18.07.11	Pre-assessment	Everything was good, especially the initial welcome	No	Yes	
18.07.11	Pre-assessment	Welcoming atmosphere	No	Yes	Prompt and courteous service
18.07.11	Outpatients	Being able to see consultant then MRI all in one visit	No	Yes	
18.07.11	Outpatients	Reception, cleanliness and staff	No	Yes	Great service
18.07.11	Outpatients		No	Yes	
18.07.11	Physiotherapy		No	Yes	The usual high standard of care. My course of physio has been very beneficial
18.07.11	Outpatients	Fab entrance, felt at ease - thank you	No	Yes	
18.07.11	Outpatients	Friendly staff, comfortable waiting area	No	Yes	
18.07.11	Outpatients	Very Quick	No	Yes	Excellent
18.07.11	Pre-assessment	Staff that listen	No	Yes	
18.07.11	Outpatients	The whole experience I cannot fault, very friendly environment	No	Yes	Excellent very pleased
18.07.11	Outpatients	Efficient and clean	No	Yes	
18.07.11	Outpatients	Friendly staff	No	Yes	
18.07.11	Radiology	Everything satisfactory	No	Yes	
18.07.11	Pre-assessment	Quiet and pleasant environment, helpful and efficient staff	No	Yes	
18.07.11	Pre-assessment	Prompt attention	No	Yes	
18.07.11	Pre-assessment	Complete professionalism throughout	No	Yes	
18.07.11	Outpatients	A free coffee! Had an x-ray on same day as appointment -VERY GOOD	No	Yes	
18.07.11	Outpatients	Everything	No	Yes	
18.07.11	Outpatients	All perfect	No	Yes	
18.07.11	Inpatients	Everyone has been kind and welcoming	No	Yes	Love the view, everyone was amazing and food was very good
18.07.11	Inpatients	Excellent personal attention and private room	No	Yes	I cannot fault the treatment or care at Circle
18.07.11	Inpatients	Everyone friendly	No	Yes	
18.07.11	Inpatients	Standard of hotel feel and friendliness of staff	No	Yes	
18.07.11	Inpatients	The staff all very nice and kind	No	Yes	Thank you for looking after me so well. The food was excellent
18.07.11	Inpatients	People having time to explain things. Everyone was very caring	No	Yes	
18.07.11	Inpatients	Calm and reassuring anaesthetist who was able to work around limitations imposed by my allergies	No	Yes	Problems caused by the need for pre-assessment appointment.
18.07.11	Inpatients	All staff were very positive and friendly	No	Yes	It would have been helpful if there was an explanation for all the gadgets in the bedroom. The views were wonderful-very soothing. The rooms are lovely but a little stark. Perhaps more colour could be introduced. Some colourful contemporary art work?
18.07.11	Inpatients	Everyone was very attentive and supportive - thank you	No	Yes	Thank you all so much, it was a much easier than I had expected. You all work very hard!
18.07.11	Inpatients	Plenty of attentive friendly staff-special thanks to Anna	No	Yes	The wait for procedure was quite long - not a complaint just an observation. In my opinion it was as good an experience as it could have been under the circumstances
18.07.11	Inpatients	The whole visit particularly the anaesthetist	No	Yes	
18.07.11	Inpatients	Service was excellent	No	Yes	Best hospital I have ever been to

18.07.11	Inpatients	Everyone very good - personal touch	No	Yes	Doors in bedroom into toilet hard to open, especially after shoulder operation. Very good hospital, keep up the good work. Even better than the Bath Clinic
18.07.11	Inpatients	Each member of staff was always polite caring and professional	No	Yes	Sometime during the day the staff became a lot louder and there was lots of talking and laughing so quite difficult to rest. I would like to thank each and every single member of staff who took care of me. Everyone was so so kind and treated me very well
18.07.11	Inpatients	Everything	No	Yes	The nursing staff were all great as were the caterers -great food. All excellent
18.07.11	Physiotherapy	Very well explained consultation, very nice staff - everyone including hospitality	No	Yes	Lauren in pre-assessment was excellent. Sharon from physio was great. Never been so reassured about having surgery. I feel that I am going to be very well looked after. Thank you Circle.
18.07.11	Outpatients	Quiet and gentle atmosphere, extremely efficient	No	Yes	
18.07.11	Inpatients	Treated with respect and dignity throughout	No	Yes	Superb care from hosts and consultants
18.07.11	Outpatients	Modern building, pleasant reception	No	Yes	
18.07.11	Outpatients	Ambience and punctuality of consultant	No	Yes	Ace!
18.07.11	Outpatients	Very helpful	No	Yes	
18.07.11	Outpatients	Everything	No	Yes	
18.07.11	Outpatients	Relaxed atmosphere	No	Yes	
18.07.11	Outpatients	Highly efficient and effective	No	Yes	
18.07.11	Outpatients		No	Yes	
18.07.11	Outpatients	Good timing - no waiting	No	Yes	Very impressed!
18.07.11	Outpatients	The welcoming attitude of the staff	No	Yes	
18.07.11	Inpatients	All staff cared- they were always friendly and efficient	No	Yes	The taxi was late picking me up and was slightly unimpressed by the planting.
18.07.11	Inpatients	General care was exemplary - thanks especially to the nurses	No	Yes	The taxi service was excellent and tipped the balance in favour of Circle over the Bath Clinic. May I suggest you seriously consider getting rid of the pod system
18.07.11	Inpatients	Everything - I couldn't have wished for better care and attention	No	Yes	
18.07.11	Inpatients	Friendly and helpful staff	No	Yes	
18.07.11	Inpatients	The all round service was Fab!	No	Yes	
18.07.11	Inpatients	Nurses care	No	Yes	
18.07.11	Inpatients	The care and attention of every single member of staff we met	No	Yes	The directions to the hospital were impossible and could be improved significantly. Food was great
18.07.11	Inpatients	The level of care	No	Yes	The TVs in the rooms were not working properly
18.07.11	Inpatients	Everything happened at the time stated	No	Yes	Nothing was too much trouble for any of the staff
18.07.11	Inpatients	Great facilities but outstanding care and professionalism from Mr Sutton, breast care nurses and all other staff	No	Yes	It was much appreciated that despite being a daycase patient, a private room was provided from the start. Catering staff were lovely and great food!
18.07.11	Inpatients	Staff were patient, friendly and very accommodating	No	Yes	
18.07.11	Pre-assessment	Overall very friendly and efficient	No	Yes	
18.07.11	Outpatients	Whole experience very good - very personal	No	Yes	
18.07.11	Physiotherapy	Very thorough and friendly - put at ease by everyone	No	Yes	
18.07.11	Outpatients	The way I was listened to	No	Yes	Nice relaxing environment
18.07.11	Pre-assessment	Very friendly and welcoming	No	Yes	
18.07.11	Outpatients	Friendly	No	Yes	Great advice and treatment
18.07.11	Outpatients	Polite, relaxed welcome. Informative consultant	No	Yes	
18.07.11	Outpatients	From reception to treatment, all was first class including the coffee	No	Yes	From doctors letter to attending appointment I received 7 sheets of paper and made a phone , rather excessive - could be improved.
18.07.11	Inpatients	Attentive and kind nurses	No	Yes	Great setting,rooms,views etc
18.07.11	Inpatients	Consultant and anaesthetist both excellent in all respects	No	Yes	Some issues with communication and technology in room, TV not working.
18.07.11	Radiology	All on time	No	Yes	

18.07.11	Inpatients		No	Yes	There should be a gratuity box for staff.
18.07.11	Outpatients	The consultant	No	Yes	
18.07.11	Outpatients	The explanation from consultant	No	Yes	Top class!
18.07.11	Inpatients	Attentive and kind nurses	No	Yes	Great setting/views etc
18.07.11	Daycase	Very quiet surroundings	No	Yes	
18.07.11	Daycase	Everything was spot on	No	Yes	All was great
18.07.11	Daycase	Very professional, kind and friendly staff	No	Yes	
18.07.11	Daycase	Quiet, relaxed, unhurried and calm approach from all staff	No	Yes	
18.07.11	Daycase	Everything is excellent	No	Yes	Everybody was very kind and professional
18.07.11	Daycase	All very good	No	Yes	
18.07.11	Daycase	Being put at ease	No	Yes	Impressed by whole experience
18.07.11	Daycase	Quality and friendliness of staff	No	Yes	
18.07.11	Daycase	The hospital was very clean and tidy with very friendly staff	No	Yes	I would definitely recommend the Circle to others. Food and drink was very nice
18.07.11	Daycase	Very good staff, all very friendly	No	Yes	
18.07.11	Daycase	All aspects excellent	No	Yes	
18.07.11	Daycase	Excellent surgeon	No	Yes	Excellent treatment from everyone, I wish you good luck and prosperity
18.07.11	Daycase	Very pleasant staff, kept me well informed at all times	No	Yes	No problems at all. A*
18.07.11	Daycase	Well organised	No	Yes	
18.07.11	Daycase	Well looked after and kept informed	No	Yes	All very good
18.07.11	Daycase	Efficient and courteous	No	Yes	
18.07.11	Daycase	Very organised and helpful	No	Yes	Nurse Emily Tanner - gold star
18.07.11	Daycase	Completely satisfied	No	Yes	
18.07.11	Daycase	Excellent care and very polite staff	No	Yes	A very smooth and organised service
18.07.11	Daycase	Attention of all staff at all levels and in particular how I was kept informed of everything that was happening	No	Yes	
18.07.11	Daycase	personal attention being shown to correct area, warm staff were very helpful	No	Yes	Thank you all very much. You made a very nervous patient feel at ease
18.07.11	Daycase	Excellent staff	No	Yes	
18.07.11	Daycase	Everything was fine	No	Yes	
18.07.11	Daycase	The staff are fabulous and very friendly - fantastic people skills	No	Yes	The information about what to do/not to do before the op was very vague-could have been better. Thank you very much for making my time at the hospital comfortable and pleasant
18.07.11	Daycase	Pleasant surroundings and attentive care	No	Yes	
18.07.11	Daycase		No	Yes	Excellent catering and nursing care
18.07.11	Daycase		No	Yes	
18.07.11	Daycase	Everything	No	Yes	
18.07.11	Daycase	Everything was excellent	No	Yes	I was very well looked after - Thank you
18.07.11	Daycase	Clean, calm surroundings	No	Yes	
18.07.11	Daycase	Whole procedure was excellent	No	Yes	
18.07.11	Daycase	Procedure was very quick	No	Yes	
18.07.11	Daycase	Hospitality	No	Yes	Excellent all round service
18.07.11	Daycase	I was looked after very well. Everyone was very kind, helpful and friendly	No	Yes	If I have to go to hospital again I would be very relaxed coming to the Circle. I was very well looked after and the food was delicious and tasty-thank you to everybody
18.07.11	Daycase	Attention from all staff was excellent	No	Yes	
18.07.11	Daycase	Everything was excellent! Felt like a hotel. Staff were great	No	Yes	The whole experience was marvellous. The building, day rooms, pods, staff, food etc. Surgery seems a success!
18.07.11	Daycase	The whole experience was great, comfortable surroundings and confident staff	No	Yes	Perhaps supply headphones as a matter of courtesy
18.07.11	Daycase	Kindness and friendliness	No	Yes	
18.07.11	Daycase	Considerate and caring	No	Yes	Thank you very much!
18.07.11	Daycase	Care and consideration from staff and doctors was very good	No	Yes	Everything was very good!
18.07.11	Daycase	Well organised and friendly	No	Yes	
18.07.11	Daycase	Caring and understanding	No	Yes	

18.07.11	Daycase	Everything - no complaints	No	Yes	First class
18.07.11	Daycase	Friendliness	No	Yes	All good!
18.07.11	Daycase	Made to feel at ease	No	Yes	
18.07.11	Daycase	Well looked after	No	Yes	All ok!
18.07.11	Daycase	All good	No	Yes	
18.07.11	Daycase	Reception and being kept up to date with procedures	No	Yes	Amazing informality
18.07.11	Daycase	Everything went well	No	Yes	
18.07.11	Daycase	Friendly staff	No	Yes	
18.07.11	Daycase	Anaesthetic procedure better than expected	No	Yes	Facilities good
18.07.11	Daycase	Aftercare was very good from nursing staff	No	Yes	
18.07.11	Radiology	Setting, professional and nice environment	No	Yes	
18.07.11	Daycase	Friendly and attentive staff	No	Yes	Several visits before my contact details were correct
18.07.11	Daycase	My Nurse	No	Yes	
18.07.11	Daycase	staff were very helpful	No	Yes	A long wait before operation
18.07.11	Daycase	The staff were lovely and great chocolate pots	No	Yes	A long wait before procedure, maybe suggest something interesting on the ceiling in theatres
18.07.11	Daycase	All staff, particularly theatre staff	No	Yes	Prefer a shorter wait
18.07.11	Daycase	Everyone was incredible, friendly and informative	No	Yes	
18.07.11	Daycase	Delicious food and lovely and caring staff	No	Yes	Very cold in the ward and theatre. If the ward was warmer it would have been much better. I needed to wear my clothes and extra blankets. Even the staff were cold
18.07.11	Daycase	Everything was perfect	No	Yes	Everyone excellent
25.07.11	Outpatients	All excellent	No	Yes	Mr Waldron was really nice
25.07.11	Daycase	How well I was looked after	No	Yes	Thank you
25.07.11	Physiotherapy	Everyone was very polite and made me feel very welcome	No	Yes	Very Good
25.07.11	Outpatients	Very clean analysis of my condition provided by Dr Widdowson	No	Yes	
25.07.11	Outpatients	Everything was fine	No	Yes	
25.07.11	Outpatients	Excellent service	No	Yes	
25.07.11	Outpatients	On time	No	Yes	Great service
25.07.11	Outpatients	The timing	No	Yes	
25.07.11	Outpatients	Staff again	No	Yes	Debbie makes the best Latte
25.07.11	Outpatients	Bright and friendly greeting - very efficient	No	Yes	Thank you for your prompt attention
25.07.11	Pre-assessment	Easy to get to, the hospital is bright and open plan and staff are very helpful	No	Yes	
25.07.11	Outpatients	Everything	No	Yes	Lovely
25.07.11	Outpatients	Relaxed and calm atmosphere	No	Yes	
25.07.11		Staff	No	Yes	No Lattes!
25.07.11	Outpatients	Medical problem solved	No	Yes	
25.07.11	Outpatients	I was seen earlier than my appointed time and was very well looked after by Mr Trezies and all the staff	No	Yes	
25.07.11	Outpatients	Complimentary drink - greeting and cleanliness of building	No	Yes	Nobody enjoys having to attend medical appointments but Circle bath does not feel like a medical centre.
25.07.11	Outpatients	The setting	No	Yes	Think the juice should be free as well as the tea and coffee
25.07.11	Outpatients	Free wifi. Pleasant waiting area, free tea and coffee	No	Yes	
25.07.11	Outpatients	Start to finish was a wonderful experience	No	Yes	Very friendly, wonderful care
25.07.11	Physiotherapy	All excellent	No	Yes	Very professional
25.07.11	Outpatients	The doctors expertise and manner	No	Yes	
25.07.11	Outpatients	Pleasant consultant	No	Yes	
25.07.11	Outpatients	Punctual, on time and a specialised person to talk to who took the time to explain what was happening and why	No	Yes	A nice overall experience, 100% nicer than the RUH

