



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
01.08.2011	Outpatients	Ambience and staff	No	Yes	No fruit and the bin was overflowing in ladies and gents toilets. Action point: Hostess and housekeeping hass put in place an effective system in place to check hourly.
01.08.11	Outpatients	Relaxed atmosphere and top class service and facilities	No	Yes	
01.08.11	Outpatients	Very prompt, on time and things were explained fully	No	Yes	
01.08.11	Pre-assessment	Very pleasant surroundings to wait in	No	Yes	
01.08.11	Pre-assessment	Complimentary coffee while waiting	No	Yes	Very prompt organisation, change of surgery date at short notice
01.08.11	Outpatients	Very helpful and pleasant	No	Yes	
01.08.11	Daycase	The environment was superb, all staff were helpful and consultants are great ambassadors for the Circle	No	Yes	Post op recovery phase was super! The small things matter and having repeated visits from nursing staff ensures that patients are cared for . Exemplary care ethos. Very impressed!
01.08.11	Outpatients	Spacious, staff friendly, coffee was delicious	No	Yes	
01.08.11	Daycase	Everything was good, a very calm and friendly environment	No	Yes	Everyone was very caring, especially the nurse who made me feel very comfortable. The treatment all round was excellent
01.08.11	Daycase	Absolutely everything was fantastic, couldn't be better. I felt very care for	No	Yes	Thank you for looking after me so brilliantly
01.08.11	Daycase	All good	No	Yes	
01.08.11	Daycase	Seeing familiar faces. Relaxed and Happy	No	Yes	Thank you all so much for your wonderful work. My second procedure. A total miracle.
01.08.11	Daycase	All	No	Yes	
01.08.11	Daycase	After care was very good. Before care good and did keep us informed that the op was running late	No	Yes	
01.08.11	Daycase	Nursing particularly good	No	Yes	All in all the visit was pleasant experience.
01.08.11	Daycase	Very caring	No	Yes	
01.08.11	Daycase	How friendly and efficient everyone is	No	Yes	I have been impressed with the cleanliness of Circle and the aftercare has been superb
01.08.11	Daycase	Patient care-friendly helpful staff	No	Yes	Keep doing what you do. Its good!
01.08.11	Daycase	Everybody	No	Yes	Excellent care
01.08.11	Daycase	Somebody was talking to me throughout the whole operation	No	Yes	Thank you
01.08.11	Daycase	Staff are brilliant. Very friendly and attentive	No	Yes	Great visit
01.08.11	Daycase	Everything was brilliant	No	Yes	
01.08.11	Daycase	Nursing care and all staff in outpatients were excellent	No	Yes	
01.08.11	Daycase	Putting me at ease, staff very attentive	No	Yes	
01.08.11	Daycase	Excellent care all round	No	Yes	I appreciated the full exchange of information before and after my surgery
01.08.11	Daycase	Relaxing atmosphere	No	Yes	
01.08.11	Daycase	Very efficient service, Rachel is DCU, recovery and theatre staff all excellent	No	Yes	

01.08.11	Daycase	Claire the nurse very good	No	Yes	
01.08.11	Daycase	Care and attention of the staff	No	Yes	
01.08.11	Daycase	Everything was very good	No	Yes	Very polite, helpful and considerate
01.08.11	Daycase	Looked after extremely well	No	Yes	Everyone from reception and medical staff really professional and looked after me very well
01.08.11	Daycase	General care when I arrived	No	Yes	
01.08.11	Daycase	Excellent patient care	No	Yes	
01.08.11	Daycase	Hospitality and friendliness	No	Yes	A long wait!
01.08.11	Daycase	Pleasantness of staff	No	Yes	
01.08.11	Daycase	Very helpful staff, lovely and welcoming	No	Yes	Thank you for all your help
01.08.11	Daycase	Everything was good	No	Yes	
01.08.11	Daycase	Everything was great...the staff, the food etc	No	Yes	
01.08.11	Daycase	Very friendly, all nurses and consultants were very helpful and made it very stress less	No	Yes	
01.08.11	Daycase	Everything lovely, staff and hospital	No	Yes	
01.08.11	Daycase	The welcome and reassurance	No	Yes	Taxi collection was great. Only negative was the lack of privacy in the bays
01.08.11	Daycase	Kindness and friendliness of staff	No	Yes	
01.08.11	Daycase	Wonderful facility, helpful staff	No	Yes	Would have like a small lock up cupboard for valuables
01.08.11	Daycase		No	Yes	All consultants were professional and courteous, outstanding care and politeness. Excellent!
01.08.11	Daycase	Friendliness of staff with a sense of humour	No	Yes	
01.08.11	Daycase	Friendliness and being kept informed all the way through. Concern for my physical comfort too	No	Yes	
01.08.11	Daycase	Surroundings and friendliness of staff	No	Yes	
01.08.11	Daycase	Reassurance of both consultants made me feel relaxed and comfortable	No	Yes	Excellent service for the entire operation process. Many Thanks
01.08.11	Daycase		No	Yes	There was no joining and leaving instruction in advance so could not plan
01.08.11	Daycase	Very good service and environment, much appreciated	No	Yes	
01.08.11	Daycase	Friendly and helpful staff	No	Yes	
01.08.11	Daycase	Consultant communication	No	Yes	
01.08.11	Daycase	All staff very friendly and really made me feel comfortable and happy	No	Yes	
01.08.11	Daycase	The admission procedure and manner of nurses today has been exceptional. Patient was treated with respect.	No	Yes	
01.08.11	Daycase	Staff very welcoming and friendly	No	Yes	Mr Luck was superb
01.08.11	Daycase	Efficiency	No	Yes	Everyone was very kind
01.08.11	Daycase	I felt relaxed and confident	No	Yes	Calming atmosphere
01.08.11	Daycase	Quality of care was excellent. All the staff were very helpful	No	Yes	I was kept well informed about the procedure and reassured. Also the aftercare was very well explained.
01.08.11	Daycase	Friendly and welcoming- all the staff were brilliant	No	Yes	Fantastic facility
01.08.11	Daycase	Excellent food and prompt detailed explanation	No	Yes	Very polite and attentive staff
01.08.11	Daycase	Friendly and professional staff. Made to feel at ease	No	Yes	Thank you very much
01.08.11	Outpatients	Not to be rushed - to be given time	No	Yes	
01.08.11	Outpatients	How quickly I was seen	No	Yes	I was extremely pleased with how well everything was explained to me
01.08.11	Outpatients	Coffee while I waited	No	Yes	Lovely hospital .
01.08.11	Outpatients	Prompt and comfortable	No	Yes	
08.08.11	Outpatients	Prompt timing/ consultant that listened/good advice	No	Yes	
08.08.11	Radiology	All good	No	Yes	
08.08.11	Pre-assessment	All excellent	No	Yes	

08.08.11	Outpatients	Very friendly, light and clean	No	Yes	
08.08.11	Outpatients	Welcome and friendly hospital staff. Efficient and quick service between departments	No	Yes	
08.08.11	Radiology	Friendly and re-assuring	No	Yes	All of the circle bath team that I met were absolutely first class. I have total confidence in them
08.08.11	Pre-assessment	Friendly and helpful	No	Yes	
08.08.11	Outpatients	The doctor listened and I was very satisfied with his performance	No	Yes	
08.08.11	Outpatients	A good team. Nurses had a lot to juggle but between them they worked well and kept me informed	No	Yes	
08.08.11	Outpatients	The hospitality is extremely good	No	Yes	What polite and lovely staff, very well equipped and clean
08.08.11	Physiotherapy	Friendliness of staff with concise instruction and confidence	No	Yes	Cant thank Ruth enough for her fantastic help
08.08.11	Physiotherapy	The information provided was excellent	No	Yes	
08.08.11	Pre-assessment		No	Yes	Really happy, thanks
08.08.11	Daycase	Plenty of care and attention	No	Yes	
08.08.11	Daycase	Politeness of staff, relaxed atmosphere and WIFI	No	Yes	Thanks for making something unpleasant, bearable
08.08.11	Daycase	Reception - nothing was to much trouble	No	Yes	Could not have wished for better treatment- everything perfect
08.08.11	Daycase	Everything especially staff was excellent	No	Yes	
08.08.11	Daycase	The friendliness and full explanations given to me every step of the way	No	Yes	Staff nurse was extremely professional and cared for me very well.
08.08.11	Daycase	Lovely staff all round. Very professional	No	Yes	
08.08.11	Daycase	All staff were very helpful and gave me confidence	No	Yes	
08.08.11	Daycase		No	Yes	
08.08.11	Daycase	Everything	No	Yes	Excellent attention throughout
08.08.11	Daycase	Helpful and considerate	No	Yes	
08.08.11	Pre-assessment	Nurses care was faultless. Total help and information in preparation for my operation - Thank you	No	Yes	Great!!
08.08.11	Daycase	Personal care and attention - kept well informed	No	Yes	
08.08.11	Daycase		No	Yes	Cubicle waiting areas not very private
08.08.11	Daycase	All good	No	Yes	
08.08.11	Daycase	Very helpful nurses and staff - 100% recommended	No	Yes	The letter head had incorrect sat nav postcode on it so we ended up getting lost! Action point: Letterhead currently being reviewed
08.08.11	Daycase	Friendly staff and comfortable surroundings	No	Yes	A bit of a lengthy wait in Daycase
08.08.11	Daycase	Very friendly staff	No	Yes	No complaints whatsoever
08.08.11	Daycase	My god daughter was able to sit with me throughout	No	Yes	If only all hospitals were like this
08.08.11	Daycase	Everything relaxed. Staff very attentive	No	Yes	
08.08.11	Daycase	Personal, friendly service	No	Yes	Very good but some inefficiency - photo taken twice, this visit and last one. Action point: We have recently changed to a new IT system and it is still at its infancy. Our IT team are working at it relentlessly at its efficiency. Hopefully this should be resolved soon.
08.08.11	Daycase	Friendly, helpful staff	No	Yes	Very impressed - thank you
08.08.11	Daycase	Nursing care and doctors all fabulous	No	Yes	
08.08.11	Daycase	Everything great	No	Yes	Everything was professional and ran smoothly without me feeling I was on a conveyer belt
08.08.11	Daycase	Service was good	No	Yes	Everything went well and I felt very comfortable
08.08.11	Daycase	Lunch was great	No	Yes	Looked after very well
08.08.11	Daycase	The polite and helpful staff are at all times	No	Yes	
08.08.11	Daycase	Everything was good	No	Yes	
08.08.11	Daycase	CircleBath = excellent care	No	Yes	
08.08.11	Daycase		No	Yes	As usual the kindness and thoughtfulness of all the staff

08.08.11	Daycase	Very good attention and detailed explanation	No	Yes	Very nice and professional staff
08.08.11	Daycase	Treated with dignity and respect by all staff	No	Yes	Very satisfied with the well informed and prompt treatment at the hospital
08.08.11	Daycase	Excellent reception and care	No	Yes	
15.08.11	Pre-assessment	Professionalism of staff throughout my pre-op. Everything understood and details recorded were correct	No	Yes	Courtesy and welcome approach by all staff at the circle.
15.08.11	Radiology	Seen very promptly- everyone very kind, helpful and informative. Advice given for follow up	No	Yes	At previous appointment was waiting for an hour- some crossed wires.
15.08.11	Outpatients	Friendly and efficient staff - nice atmosphere	No	Yes	A very positive experience
15.08.11	Outpatients	All was excellent	No	Yes	Appreciated advice and honesty
15.08.11	Outpatients	Seen very promptly	No	Yes	
15.08.11	Outpatients	The whole visit was good	No	Yes	
15.08.11	Outpatients		No	Yes	A cover at reception so cars can pull up and drop people off in the dry.
15.08.11	Outpatients		No	Yes	
15.08.11	Inpatients	Aftercare and food - was a shame I had no appetite	No	Yes	All staff very friendly - room was fantastic
15.08.11	Inpatients	Excellent care and attention from everyone	No	Yes	Many, many thanks for everyone's care - superb!!!
15.08.11	Inpatients	Everybody was friendly and efficient	No	Yes	Surgeon and anaesthetist were excellent
15.08.11	Inpatients	Nursing staff attention to detail and overall supportive attitude	No	Yes	We were surprised that the pod area allowed one to hear too much about other patients. Not private at all!
15.08.11	Inpatients	Some of the nurses were kind and helpful. The vast majority of staff were excellent	No	Yes	Food was great but was in no mood to appreciate it
15.08.11	Inpatients	Excellent team spirit	No	Yes	Professional
15.08.11	Inpatients	The staff were kind and caring and made me feel very at ease	No	Yes	
15.08.11	Inpatients	Everything was fantastic	No	Yes	Surroundings, staff and good food all enabled a good recovery. 100% satisfaction
15.08.11	Inpatients		No	Yes	Thank you to all staff for making my stay in hospital so comfortable, I cannot fault the treatment I have received. You are all a credit to CircleBath.
15.08.11	Inpatients	The care, food and all the staff were fantastic	No	Yes	
15.08.11	Inpatients	Everything - A thank you letter is on its way	No	Yes	Many thanks
15.08.11	Inpatients	I couldn't pick one thing. It was all wonderful	No	Yes	Well done to everyone - many thanks to you all
15.08.11	Inpatients	Food, cleanliness and facilities.	No	Yes	I would have appreciated a little more feedback following the operation, presumably it was a success
15.08.11	Inpatients	The op went very well	No	Yes	The nurses have been fabulous, so kind and thoughtful. The beds are very comfortable. I was allowed to self medicate which took away the anxiety. I didn't like having to wait in the pods
15.08.11	Inpatients	Care from the staff and kindness shown	No	Yes	Something to hang clothes on would be ideal in the shower room
15.08.11	Inpatients	I appreciated the personal contact from Mr Mcfarlane.	No	Yes	Food was good. The seating around the hospital was very relaxing. Easy to park.
15.08.11	Inpatients	Standard of care was excellent	No	Yes	I enjoyed my stay, food and all staff were excellent
15.08.11	Inpatients	Nurses and HCAs really friendly and thoughtful	No	Yes	
15.08.11	Inpatients	Level of care and professionalism and friendliness of staff. A genuine desire to help and heal	No	Yes	I felt nauseous a lot of the time but didn't have any sick bowls in my room. My hospital stay, including major, quite brutal operation was made comfortable and easier for me owing to helpful and caring staff. A wonderful clean and comfortable environment and excellent communication. I feel very confident at the thought of returning for the next hip replacement. Many Thanks
15.08.11	Inpatients	Most things were excellent. Having a private room was superb	No	Yes	The wait in the pod was not great. The food was amazing although I would have like the option of some vegetables on the light menu. The mushroom soup was delicious. Can I please have the recipe?!!!
15.08.11	Inpatients	Everything was clean, efficient, friendly and professional	No	Yes	It seems I will need a second operation in 2 years. I will definitely choose to come here.
15.08.11	Outpatients	It was all good	No	Yes	A lovely stress free environment. Lovely coffee!
15.08.11	Pre-assessment	Kind and friendly attitude	No	Yes	All staff very welcoming - puts you at ease

15.08.11	Inpatients	All staff were caring and efficient and made me feel very at ease	No	Yes	Thank you all very much
15.08.11	Inpatients	Pain relief post op was exceptionally good	No	Yes	I will recommend the circle and I am considering having private surgery here. Thank you to your wonderful team!
15.08.11	Inpatients	Staff at all levels are very helpful	No	Yes	I couldn't have wished to have stayed in a better hospital
15.08.11	Inpatients	How pleasant the staff are	No	Yes	Nice clean, tidy and respectable atmosphere
15.08.11	Inpatients	General care very good	No	Yes	Very hygienic. Good food. Tray and flowers a treat
15.08.11	Inpatients	The care from the staff. I fell into good professional hands at all times. Nothing was to much trouble	No	Yes	All nurses on inpatients were outstanding. Very special thanks to Anna for getting my pain under control. I gave her a challenge with so many allergies but as always it showed her professionalism. Circle have got it all! Thank you all very much!
15.08.11	Inpatients	Everything	No	Yes	
15.08.11	Inpatients	Everything was excellent but the staff in particular were so kind - nothing to much trouble	No	Yes	Food brilliant but a little to much when inactive
15.08.11	Inpatients	Nothing was too much trouble, an excellent team. I was extremely well looked after	No	Yes	Until recently I had heard of circle bath. My stay has left a lasting impression that I would recommend to anyone
15.08.11	Inpatients		No	Yes	
15.08.11	Inpatients	The whole experience of staying at circle was extremely good. All members of staff were brilliant. Nothing was to much trouble. I would definitely recommend to family and friends.	No	Yes	Thank you so much for all your care and kindness
15.08.11	Inpatients	Reassurance form the surgeon and anaesthetist	No	Yes	Lovely atmosphere, very lovely staff making your stay at the circle a pleasant experience
15.08.11	Inpatients	How friendly and helpful the staff have been	No	Yes	
15.08.11	Inpatients	Everything was very good. I was very scares before arriving but the whole atmosphere put me at ease	No	Yes	
15.08.11	Inpatients	Politeness and charm of everyone	No	Yes	Arriving in the room, I would have liked to have been shown where to put my belongings. All medical and catering staff were superb and the food was wonderful and healthy.
15.08.11	Outpatients	Couldn't be better	No	Yes	
15.08.11	Physiotherapy	Relief of pain successful	No	Yes	Painful but effective
15.08.11	Outpatients	Courteous and friendly	No	Yes	
15.08.11	Outpatients		No	Yes	
15.08.11	Outpatients	The parking facilities are very good. Friendly welcome and excellent waiting area with refreshments	No	Yes	
15.08.11	Outpatients	Extremely good communication and advice	No	Yes	
15.08.11	Outpatients	Convenient location	No	Yes	
15.08.11	Outpatients	Excellent personnel	No	Yes	
15.08.11	Outpatients	Environment and time allowed for appointment	No	Yes	
15.08.11	Outpatients	Great environment, pleasant atmosphere and manner	No	Yes	
15.08.11	Outpatients	Very attentive and polite. Comfortable and light waiting area	No	Yes	
15.08.11	Outpatients	Welcoming environment	No	Yes	
15.08.11	Outpatients	All of the staff are very polite, helpful and efficient. Relaxed atmosphere	No	Yes	It was an absolute pleasure to see Dr Evans again. She completely reassured me and I leave a very happy lady! She is a wonderful doctor - many thanks!
15.08.11	Outpatients	Friendly, honest, clean and wonderful	No	Yes	
15.08.11	Outpatients	The discussion of the problem and keeping me informed	No	Yes	
15.08.11	Outpatients	The experience was completely different from the usual	No	Yes	Thank you!
15.08.11	Outpatients	Very nice hot chocolate! Nice doctor who explained things well	No	Yes	Please amend postcode, its always incorrect!
22.08.11	Inpatients	The place and the friendliness of all the staff	No	Yes	Service was excellent
22.08.11	Inpatients	The care given by everyone, in particular by Sandra	No	Yes	All the staff were brilliant and a very nice room with a view

22.08.11	Inpatients	Everything- all the staff were excellent	No	Yes	
22.08.11	Daycase	The kindness of the staff	No	Yes	The daycare catering staff did not return with the coffee
22.08.11	Daycase	The care and attention I was given	No	Yes	
22.08.11	Daycase	All ok	No	Yes	
22.08.11	Daycase	Very friendly staff	No	Yes	
22.08.11	Daycase	Friendly and comfortable, relaxed and a welcome cup of coffee	No	Yes	Thank you
22.08.11	Daycase		No	Yes	Everything was perfect - no complaints
22.08.11	Daycase	All very good	No	Yes	
22.08.11	Daycase	Prompt and professional	No	Yes	
22.08.11	Daycase	The care I received was excellent from start to finish	No	Yes	I would like to thank everyone for being so kind and helpful and very professional. I could not have wished to be in better hands
22.08.11	Daycase	All staff are excellent- very attentive and professional	No	Yes	The pods offer very little privacy- we could hear everything that was happening in the pod next door. Also had a long waiting period
22.08.11	Daycase	No everything was excellent	No	Yes	First class - nothing to much trouble
22.08.11	Daycase	The staff could not have been more helpful	No	Yes	Nothing was to much trouble - great team!
22.08.11	Daycase	The level of care provided by every member of staff I had contact with	No	Yes	The food served to me on the ward was amazing
22.08.11	Daycase	All staff were particularly kind and helpful	No	Yes	
22.08.11	Daycase	All good	No	Yes	
22.08.11	Daycase	Friendly manner of everyone	No	Yes	
22.08.11	Daycase	Attention	No	Yes	
22.08.11	Daycase	Very professional in every way	No	Yes	
22.08.11	Daycase	Care and attention was very good	No	Yes	Excellent expertise!
22.08.11	Daycase	All staff efficiency	No	Yes	
22.08.11	Daycase	all staff were nice	No	Yes	
22.08.11	Daycase	The attention and service	No	Yes	
22.08.11	Daycase	Patients seemed at a manageable level. Did not seem busy and overwhelming	No	Yes	Calm, relaxed professional and efficient
22.08.11	Daycase	Whole experience	No	Yes	
22.08.11	Daycase	Friendly staff	No	Yes	
22.08.11	Daycase		No	Yes	
22.08.11	Daycase	The excellent, courteous and professional attitude of all the staff	No	Yes	Thank you
22.08.11	Daycase	Great staff	No	Yes	
22.08.11	Daycase	Very good hospitality. Very friendly and caring members of staff	No	Yes	
22.08.11	Daycase	Excellent care	No	Yes	
22.08.11	Daycase	Everybody was lovely	No	Yes	Absolutely lovely staff - couldn't be better!
22.08.11	Daycase	Excellent care	No	Yes	
22.08.11	Daycase	All staff are excellent!	No	Yes	Please can you change the colour of the blankets. The presentation of meals were wonderful!
22.08.11	Outpatients	No waiting. Tea provided. Courteous attention from everyone	No	Yes	
22.08.11	Outpatients	Reception very helpful and friendly	No	Yes	
22.08.11	Outpatients	Very thorough and friendly	No	Yes	Great!!
22.08.11	Daycase	The nursing staff were very helpful and reassuring	No	Yes	There are no mirrors in the cubicles and the colours of the blankets are not very nice but otherwise all great
22.08.11	Inpatients	The very warm and friendly welcome and the quality and professionalism of care administered by all staff from the personable approach of Mr Burwell to the hairdresser.	No	Yes	Quality of food exceptional but could suffer from menu fatigue if here for a long stay. I cannot stress enough how much I appreciate the exceptional care I have received since my arrival. You have cared for me through a different period and now I feel thoroughly prepared, safe and confident to embrace on the next phase of my recovery.
22.08.11	Outpatients	Efficient and effective - smooth process	No	Yes	
22.08.11	Outpatients	Nurse and consultant very kind and reassuring	No	Yes	
22.08.11	Outpatients	Lovely premises	No	Yes	
22.08.11	Outpatients	Staff very helpful and efficient	No	Yes	
22.08.11	Outpatients	Very good time keeping	No	Yes	Excellent service throughout
22.08.11	Outpatients	Free tea and very quick service	No	Yes	

22.08.11	Outpatients	On time for appointment - no waiting	No	Yes	
22.08.11	Outpatients	Calming and professional atmosphere	No	Yes	
22.08.11	Inpatients	Efficient medical procedures	No	Yes	The date and time of my procedure was fixed 5-6 weeks prior. This was altered at short notice without my opinion.
22.08.11	Daycase	Everything incredibly attentive and professional	No	Yes	Thank you from a very happy client
22.08.11	Daycase	Very friendly staff made you feel at ease	No	Yes	
22.08.11	Inpatients	Caring staff. All very good	No	Yes	
22.08.11	Inpatients	Excellent attention	No	Yes	
22.08.11	Inpatients	Friendly and reassuring staff	No	Yes	
22.08.11	Inpatients		No	Yes	Daycare cubicles not very private. Other peoples confidential information overheard
22.08.11	Inpatients	Everything ok	No	Yes	What a charming consultant!
22.08.11	Inpatients	Great staff	No	Yes	
22.08.11	Inpatients	Lack of pain and discomfort	No	Yes	
22.08.11	Daycase	All great	No	Yes	
22.08.11	Daycase	It was all very good	No	Yes	It would be helpful to have a small card with contact number so patients can give to relatives. Action point: We do have the cards available. This can be obtained by asking the nurses or the hostess
22.08.11	Daycase	Information very good	No	Yes	
22.08.11	Daycase		No	Yes	Very friendly staff
22.08.11	Daycase	Very pleasant and helpful staff	No	Yes	
22.08.11	Daycase	Everything	No	Yes	Really wonderful - thank you
22.08.11	Daycase	Informative communication and friendliness of the personnel	No	Yes	
22.08.11	Daycase	Everything was first class	No	Yes	
22.08.11	Inpatients	There was a positive ethos about all aspects of the team - admin/catering/medical	No	Yes	The car park at busy periods was a problem. I was pleased to see on the job training for young staff - including a would be medical student. Hope this continues.
22.08.11	Inpatients	Food and staff	No	Yes	
22.08.11	Inpatients	All of the staff from the cleaners to the nurses, chefs to waitresses and did whatever you asked of them.	No	Yes	Excellent!
22.08.11	Inpatients	Everything	No	Yes	Very happy with how everything went
22.08.11	Inpatients	Extremely friendly and considerate staff	No	Yes	
22.08.11	Inpatients	Good organisation at reception, very good nursing and excellent food.	No	Yes	I am grateful for your help, expertise and advice. I hope you don't have to put up with me again though!
22.08.11	Outpatients	Very professional, friendly and welcoming	No	Yes	
22.08.11	Outpatients	All good	No	Yes	It would be nice if the consultant could at least say good morning to my wife in the reception area!
22.08.11	Outpatients	All good	No	Yes	Very reassured!
22.08.11	Pre-assessment		No	Yes	
22.08.11	Outpatients	This is my third visit and the reception by all staff is consistently friendly, helpful and courteous	No	Yes	
22.08.11	Outpatients	Nice staff in all areas	No	Yes	
22.08.11	Outpatients	Thoroughness and courtesy	No	Yes	
22.08.11	Outpatients	Brilliant reception area. Bit of a long wait	No	Yes	
22.08.11	Outpatients	Wonderful place on time, friendly consultant	No	Yes	Could not have been better
22.08.11	Pre-assessment	Easy parking - strange waiting area	No	Yes	Deli staff and reception staff very pleasant
22.08.11	Outpatients	Service is excellent	No	Yes	
22.08.11	Outpatients		No	Yes	
29.08.11	Outpatients	Very good	No	Yes	
29.08.11	Outpatients	The environment and complimentary coffee on arrival	No	Yes	Long wait in daycase but once seen was very efficient and understanding attention from the doctors and staff
29.08.11	Physiotherapy	Individual attention and support	No	Yes	Without the support and fantastic attention from the physio, I am sure I would have not have recovered so fast
29.08.11	Daycase	Excellent service	No	Yes	Everything satisfactory
29.08.11	Daycase	The tea	No	Yes	100% excellent!

29.08.11	Daycase	The nurses in daycase and recovery were brilliant	No	Yes	As always Mr Von Arx was very helpful and personable
29.08.11	Daycase	Staff are very friendly	No	Yes	Staff friendly and helpful
29.08.11	Daycase	Everything, friendly staff. I felt very at ease, not like being in a hospital	No	Yes	Felt relaxed as can be as I came in!
29.08.11	Daycase	Staff concerns and attentiveness	No	Yes	
29.08.11	Daycase	Kindness	No	Yes	
29.08.11	Daycase	Very friendly and helpful	No	Yes	We were treated very well in all aspects - great!
29.08.11	Daycase	Very friendly personal care	No	Yes	Thank you!
29.08.11	Daycase		No	Yes	Everyone was very friendly and thoughtful
29.08.11	Daycase	Kindness of staff and efficiency	No	Yes	I wish to thank all members of staff. I couldn't have been better looked after
29.08.11	Daycase	Nice easy return to consciousness	No	Yes	Excellent experience
29.08.11	Daycase	Excellent attentive care	No	Yes	I would like to thank all the staff for the outstanding manner in which I was cared for. I hope to be using circle again as I would be more than happy to return
29.08.11	Daycase	Staff were really patient with me even though I was so scared	No	Yes	Thank you so much for the exceptional care - Mr Sharp was so understanding. I really appreciated it!
29.08.11	Inpatients	Very caring and understanding	No	Yes	Very professional staff
29.08.11	Inpatients	Lovely nurses	No	Yes	
29.08.11	Inpatients	The wonderful care given by all members of staff	No	Yes	Many grateful thanks to all the staff for the care and kindness shown to me during my stay
29.08.11	Inpatients	If help was needed it was there straight away	No	Yes	Couldn't have felt more welcome
29.08.11	Inpatients		No	Yes	Excellent!
29.08.11	Inpatients	The high standard of care, support and facilities throughout	No	Yes	Thank you sincerely for all your help
29.08.11	Inpatients	Kindness of everyone was overwhelming and very comforting	No	Yes	The care and consideration of all staff made my recovery much easier than anticipated
29.08.11	Inpatients	Aftercare was very good	No	Yes	Beds are too short. I am a tall person and found the hinged section too far down the bed resulting in my feet being against the foot board. When the board was removed my feet just dangled off the end making my operated knee feel quite painful.
29.08.11	Inpatients	Courtesy and helpfulness of all the staff I encountered	No	Yes	Bed was quite short in upright position
29.08.11	Inpatients	The kindness of all the staff. Everyone was very caring	No	Yes	
29.08.11	Daycase	Patient care before and after surgery	No	Yes	
29.08.11	Inpatients	Delightful view with a calm atmosphere, charming and helpful staff. Consultants very happy to answer any questions	No	Yes	Communication prior to admittance left a lot to be desired.
29.08.11	Inpatients	Nurses were very attentive. Surgeon and anaesthetists explained things very well	No	Yes	On a technical point, the television was not working properly which was a bit disappointing. Action point: We are installing a new TV system and it is easier to use.
29.08.11	Inpatients	I cannot single out just one thing as most things were generally very good	No	Yes	A visitor for me was waiting 15 minutes before being brought to my room. Action point: We will always try to attend to the guests of patients promptly but our priority has always been patients therefore sometimes, although very rarely, a little wait is inevitable. Rest assured that guests will always be attended to as soon as physically possible.
29.08.11	Outpatients	No, everything was excellent	No	Yes	On the day I had my ophthalmologic procedure I was asked lots of questions for completion of forms I had already filled out.
29.08.11	Outpatients	Friendly and efficient staff, quick service and not a lot of hanging around. Very clean environment	No	Yes	
29.08.11	Outpatients	Prompt appointment	No	Yes	Best hospital experience I have ever had
29.08.11	Outpatients		No	Yes	
29.08.11	Outpatients	Courteous treatment, pleasant and minimal waiting time	No	Yes	
29.08.11	Outpatients	Clear and easily understood	No	Yes	
29.08.11	Outpatients	The service	No	Yes	

29.08.11	Outpatients	Very friendly	No	Yes	
29.08.11	Inpatients	The care and courtesy given	No	Yes	The food, although I didn't have a large appetite, I found the bread a little dry and the ham a bit salty
29.08.11	Inpatients	Everyone was really smiley	No	Yes	The paediatric nurse was really cool
29.08.11	Inpatients		No	Yes	High standard of care. Everyone was very helpful, professional and friendly
29.08.11	Inpatients	Everything was great. From reception to discharge!	No	Yes	
29.08.11	Inpatients	All the staff were very helpful	No	Yes	
29.08.11	Inpatients	Very attentive and professional staff	No	Yes	The staff on the ward were very attentive in aiding my recovery with providing a high level of care and professionalism
29.08.11	Inpatients	Private room	No	Yes	The technical skill of the staff and their friendly approach adds real comfort
29.08.11	Inpatients	Everyone	No	Yes	Lovely helpful staff, friendly atmosphere and good facilities
29.08.11	Inpatients	The excellent care from all the staff	No	Yes	This is my fourth operation at CircleBath and as always I have received excellent care
29.08.11	Inpatients	Consultant care and attention	No	Yes	Very good but pre-procedure pods needs more privacy!
29.08.11	Outpatients	On Time-very good service	No	Yes	
29.08.11	Pre-assessment	Calming and relaxing environment	No	Yes	
29.08.11	Pre-assessment	The speed and friendly manner	No	Yes	Every member of staff I met was polite and pleasant
29.08.11	Daycase	Care and attention	No	Yes	I liked the waiting area but don't care much for the artwork. View of the Mendips important
29.08.11	Outpatients	Promptness	No	Yes	