

2011
Feedback
Card
Database

Circle Bath Hospital
Foxhole Avenue
Pease down St John
Bath
BA2 8SQ

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Date w/c	Department	Was there one thing you thought was particularly good about your visit	Was there one thing that was poor or that you thought we didn't do well?	Would you recommend us to your friends and family	Additional Comments
05/09/2011	Inpatients	Everything was first class from start to finish. Superb	Everything was great to absolute perfection	Yes	Everyone from surgeon, anaesthetist, nurses, hostess to the porter were attentive and very caring. Like a 5 star hotel
05/09/2011	Inpatients	Very good attention and help. Lots of information		Yes	A very good experience
05/09/2011	Inpatients	The whole experience was first class	No	Yes	
05/09/2011	Daycase	Welcoming and efficient reception procedures		Yes	Clean, pleasant and relaxing experience
05/09/2011	Daycase	Staff made you feel relaxed. Relaxed atmosphere, didn't feel like a hospital. Food is brilliant	Music was terrible in downstairs waiting area. Action point: We are monitoring the type of music being played. We are also exploring other options.	Yes	Theatre staff were very friendly.
05/09/2011	Daycase	Everyone friendly & helpful		Yes	
05/09/2011	Daycase	Very pleasant and everything has been clearly explained to me	No	Yes	I already have been recommending you before I had the surgery
05/09/2011	Daycase	Excellent care by all staff		Yes	
05/09/2011	Daycase	Organised, prompt personal service		Yes	Wouldn't it great if all treatment and facilities were like this
05/09/2011	Daycase	I thought the whole visit was a very relaxing and good experience	No	Yes	I have been impressed with all my visits from consultation to op. Well done. All staff have been very helpful and made it a pleasant experience as I was very nervous and did not know how I would react
05/09/2011	Daycase	The whole thing was really good	No	Yes	
05/09/2011	Daycase	Clean, friendly, effortlessly caring	Everything has been superb	Yes	
05/09/2011	Daycase	Good information given, good staff & very helpful		Yes	
05/09/2011	Daycase	We were treated very well	No	Yes	
05/09/2011	Daycase	Everything	No	Yes	
05/09/2011	Daycase	Total efficiency	No	Yes	How medical attention should be administered including NHS
05/09/2011	Outpatients	Very friendly, helpful staff	No	Yes	
05/09/2011	Outpatients	I was made to feel welcome and put at ease throughout my visit. Thank you	No	Yes	
05/09/2011	Outpatients	Tea. Helpful staff	No	Yes	
05/09/2011	Outpatients	My consultant explanation of my problem	No	Yes	Excellent service throughout visit
05/09/2011	Outpatients	Very personable staff and personal care	No	Yes	Norman Foster and the staff at CircleBath should be extremely proud of the building and the care taken with patients. Nice coffee too!
05/09/2011	Outpatients	The friendliness of staff	No	Yes	As this is my last visit, I would add that on all occasion including my operation, everything has been excellent
05/09/2011	Outpatients	Good ambience	No	Yes	
12.09.11	Daycase	Very clean and nice surroundings, helpful and friendly staff	No	Yes	
12.09.11	Inpatients	The total experience	No	Yes	TV tuning was not good. Action Point: New and easy to use TV system has been put in place.

12.09.11	Outpatients	The welcome you receive as you enter the hospital	No	Yes	
12.09.11	Inpatients	5 star nursing staff, food, facilities	No	Yes	Very difficult to find any fault
12.09.11	Daycase	Everything was very good	No	Yes	
12.09.11	Daycase	Everything was excellent	No	Yes	
12.09.11	Daycase	Good service	No	Yes	Brilliant
12.09.11	Inpatients	Everything, great communication from start to finish, all staff very nice and supportive	No	Yes	
12.09.11	Inpatients	Every one helpful and friendly, I enjoyed the food very much	No	Yes	Enjoyed my stay
12.09.11	Outpatients	Friendliness of staff	No	Yes	Interior 5 star environment
12.09.11	Daycase	Everyone was very friendly and attentive	No	Yes	
12.09.11	Pre-assessment	Very nice hospital on first visit	No	Yes	
12.09.11	Outpatients	Friendly consultation	No	Yes	
12.09.11	Daycase	The all round great attention received	No	Yes	
12.09.11	Inpatients	Everybody was very friendly and professional and made me feel at ease	No	Yes	Excellent food and service very polite
12.09.11	Daycase	Less painful than last time	No	Yes	Thank you to everyone
12.09.11	Inpatients	Good attention from one and all	No	Yes	
12.09.11	Inpatients	The food	No	Yes	
12.09.11	Inpatients	Staff attentive	No	Yes	
12.09.11	Inpatients	It was like being in the five star hotel	Nothing I can fault	Yes	This hospital is a wonderful step forward for the future
12.09.11	Inpatients	Nice nurses and doctors	No	Yes	Could not work TV sometimes. Action Point: New and easy to use TV system has been put in place.
12.09.11	Inpatients	No everything was brilliant	No	Yes	
12.09.11	Pre-assessment	How very friendly staff are, how everything was explained in full detail	No	Yes	Thank you for making my visit not too daunting
12.09.11	Inpatients	The staff was very good	No	Yes	
12.09.11	Inpatients	Everybody was very attentive and welcoming	No	Yes	
12.09.11	Inpatients	Very caring, helpful and friendly staff	No	Yes	All excellent, one small item is that you do not appear to explain what clothing and basic items to bring into hospital
12.09.11	Outpatients	Courteous, polite, efficient and timely	No	Yes	Thank you
12.09.11	Outpatients	The doctor was very friendly and sorry about the delay	No	Yes	Disappointed with the fact there was no injections to hand as there normally is but otherwise everything great
12.09.11	Outpatients	Everything running on time. Consultation was relaxed. All staff friendly and lovely free cup of coffee	No	Yes	
12.09.11	Outpatients	Punctuality	No	Yes	Thank you, I am recovering very well from knee replacement
12.09.11	Outpatients	Polite staff and comfortable waiting area	No	Yes	
12.09.11	Outpatients	Very friendly and helpful staff	No	Yes	The doctor put me at ease from the start. Thanks
12.09.11	Outpatients	I was taken very seriously which is great	No	Yes	
12.09.11	Pre-assessment	Punctuality	No	Yes	
12.09.11	Outpatients	The facilities	No	Yes	
12.09.11	Outpatients	Very quick service, thank you	No	Yes	
12.09.11	Radiology	Terry was magnificent, helping me through my MRI. His mindfulness was tremendous. I couldn't have managed without his support and care	No	Yes	
12.09.11	Physiotherapy	Positive attitude in looking forward to getting my lifestyle back to how it was	No	Yes	Keep up the excellent, professional and positive attitude
12.09.11	Physiotherapy	Fantastic to be able to bend without pain.	No	Yes	
12.09.11	Physiotherapy	All very good	No	Yes	
12.09.11	Outpatients	It was all very informative	No	Yes	
12.09.11	Physiotherapy	I have found the hydrotherapy course very beneficial	No	Yes	
12.09.11	Physiotherapy	Sharon and Gemma excellent, friendly and encouraging	No	Yes	Just brilliant - staff and facilities are very good. Thanks

12.09.11	Physiotherapy	The support given by all the staff	No	Yes	Without the facility and support I would not have made the progress I have. Definitely will be coming back
12.09.11	Physiotherapy	Friendly efficient staff	No	Yes	
12.09.11	Inpatients	Room was very comfortable and felt very relaxed	No	Yes	Food was good but never very warm and I found it difficult to ask for refreshments. Action Point: Points are being addressed
12.09.11	Physiotherapy	On time, was very pleasant and approachable	No	Yes	
12.09.11	Outpatients	Seen early which was very helpful	No	Yes	Would love to stay overnight
12.09.11	Outpatients	The front desk	No	Yes	Unfortunately I had the wrong appointment time
12.09.11	Physiotherapy	Very pleased with the service from the front desk	No	Yes	Finance not very good. Paid after each visit yet continued to be sent invoices and had to send bank statements to prove I had paid
12.09.11	Outpatients	Attitude of all the staff	No	Yes	
12.09.11	Physiotherapy	Listening was good	No	Yes	
12.09.11	Daycase	The concern and kindness from everyone I met	No	Yes	A very calming and pleasant atmosphere
12.09.11	Daycase	Friendly staff. Easy to talk to and made to feel at ease	No	Yes	
12.09.11	Daycase	The assurance of wellbeing by Dr Maltby and her staff	No	Yes	Very comforting environment
12.09.11	Daycase	Friendly and efficient attitude	No	Yes	
12.09.11	Daycase	Procedure room banter and atmosphere	No	Yes	Your staff in every area are very good-customer focus is excellent
12.09.11	Daycase	Pleasant staff	No	Yes	If NHS I would definitely recommend, if private I would not. The parking facilities are poor and very slow service in daycase
12.09.11	Daycase	Everything was done at my pace and at no time did I feel I was under pressure	No	Yes	
12.09.11	Physiotherapy	Claire has almost cured a very painful left groin which I had fully expected to be stuck with. She is very friendly and easy to relate to.	No	Yes	My husband and I feel very lucky to have this hospital on our doorstep. Thanks to all the staff who provide such a pleasant experience
12.09.11	Outpatients		No	Yes	
12.09.11	Inpatients		No	Yes	
12.09.11	Daycase	The privacy	No	Yes	
12.09.11	Inpatients	The staff!!! Absolutely superb from start to finish. Staff were always cheerful even at 3am. In a couple of words, I think the place is absolutely brilliant!!	No	Yes	I'm glad that CircleBath are sponsoring Bath Rugby but would they be interested in providing some support with a junior side like Chippenham rugby??
12.09.11	Outpatients	No waiting.	No	Yes	Very pleased with treatment and aftercare
12.09.11	Daycase	Very relaxed atmosphere - no nerves	No	Yes	
12.09.11	Outpatients	Friendly welcome at reception	No	Yes	No complaints
12.09.11	Outpatients	Punctual with good coffee	No	Yes	
12.09.11	Outpatients	Calm	No	Yes	Always a pleasure
12.09.11	Daycase	Excellent care and information	No	Yes	Calm, efficient and polite customer service, couldn't fault a thing
12.09.11	Daycase	Attitude of staff	No	Yes	As stress free as you would want
12.09.11	Inpatients	The kindness of all the staff	No	Yes	
12.09.11	Inpatients	The staff and recovery were exceptionally supportive as I had a great deal of pain	No	Yes	Apart from having to sleep in a cloth hospital robe as wasn't expecting to stay I have no complaints except the robe was itchy
12.09.11	Daycase	Excellent	No	Yes	First class
12.09.11	Radiology	Good explanations, very gentle	No	Yes	
12.09.11	Inpatients	Friendliness and encouragement from staff, including hospitality	No	Yes	As enjoyable a stay as hospital stays can be. Staff were polite and professional and informative
12.09.11	Inpatients	Everything and everyone were totally exceptional	No	Yes	I was so impressed I am going to write a personal letter of thanks when I get home. Thank you all. I have been extremely blessed to be in your care
12.09.11	Inpatients	Staff were very attentive, always available to help. Food was outstanding	No	Yes	Very grateful for outstanding care during a slightly extended stay
12.09.11	Inpatients	I was made to feel very relaxed and everyone was extremely friendly	No	Yes	I thoroughly enjoyed my stay here even though I was nervous beforehand. The food was lovely and all the staff were very friendly and helpful
12.09.11	Daycase	The friendly staff - informality and relaxed	No	Yes	
12.09.11	Daycase	The care given	No	Yes	Very satisfied - thank you!
12.09.11	Daycase	The prompt, good and friendly service from all. No hanging around	No	Yes	Wonderful nurses

12.09.11	Daycase	Everything was very good	No	Yes	
12.09.11	Inpatients	Friendly staff and good food	No	Yes	There was no anaesthetic for hand and I found it very painful and unexpected when the needle went in.
12.09.11	Inpatients	All staff have been excellent, very helpful and courteous	No	Yes	
12.09.11	Radiology	welcoming and clear explanations	No	Yes	Many thanks for being professional and reassuring
12.09.11	Daycase	The caring support given by the theatre nurse	No	Yes	
12.09.11	Daycase	Very efficient nursing staff	No	Yes	Very relaxed atmosphere. Not like a usual hospital but a very posh hotel
12.09.11	Daycase	Everything is very efficient and caring	No	Yes	
12.09.11		Excellent personal attention throughout	No	Yes	Very impressed with the atmosphere and kindness of everyone. Many Thanks
12.09.11		Everything was good	No	Yes	
12.09.11	Outpatients	Everything from reception through to consultation. Friendly but professional approach	No	Yes	Very person centred approach
12.09.11	Daycase	Relaxing atmosphere	No	Yes	Due to internal complications, the change of my appointments from 11.30 was missed therefore waited a long time. Action point: We apologise for the wait. This is sometimes due to unforeseen circumstances but we will always try our best to minimise the wait.
12.09.11	Daycase	Very friendly - every step explained thoroughly	No	Yes	Nice calm atmosphere
12.09.11	Inpatients	All catering staff were fantastically kind and professional - 100% service	No	Yes	Thanks to the very special nurses for being so kind and helpful
12.09.11	Physiotherapy	Helpful, friendly and thorough	No	Yes	
12.09.11	Physiotherapy	Clear explanations	No	Yes	To much form filling at reception. Action point: Currently under review
12.09.11	Outpatients	Staff very friendly & helpful	No	Yes	
12.09.11	Outpatients	On Time	No	Yes	
12.09.11	Outpatients	General efficiency	No	Yes	
12.09.11	Outpatients	Staff attention	No	Yes	
12.09.11	Outpatients	Being able to see scan myself	No	Yes	
12.09.11	Physiotherapy	Very friendly	No	Yes	
12.09.11	Physiotherapy	Exercise	No	Yes	
12.09.11	Physiotherapy	Encouraging & supportive and well structured Exercises are much appreciated	No	Yes	The fact that these exercises are in the water is crucial to building confidence re one's ability to get back to mobility.
12.09.11	Physiotherapy	It has helped me enormously with my rehabilitation, without this my recovery would have been a lot slower	No	Yes	It is the only time (in the pool) I am pain free and able to move easily. Even my physio's see the difference when I visit her, My leg gets stronger and I am more confident in walking and movement thanks to Hydro
12.09.11	Physiotherapy	The physio's willingness to answer questions, concerns regarding physical recovery & ability	No	Yes	Lovely sessions, feel very supportive as all users of recovering from surgery and chat about experiences and physio's tailor the sessions so well for each individual
12.09.11	Physiotherapy	I love the pool & exercises	No	Yes	Brilliant way of exercise, hurts less than on land!!
12.09.11	Physiotherapy	Made exercises easy felt comfortable	No	Yes	
12.09.11	Outpatients	Excellent doctor, pleasant staff	No	Yes	
12.09.11	Outpatients	Efficiency of appointment process	No	Yes	
12.09.11	Outpatients	Very helpful	No	Yes	
12.09.11	Pre-assessment	Very Informative	No	Yes	All good!
12.09.11	Outpatients	Driving explanation from website very clear	Yes	Yes	Car park confusing and probably once the hospital is busier, too small. Action point: Unfortunately due to planning permission we have are limited on space but we have very clear signage where to park in the hospital. As we have a double parking system due to space, keys should be left in reception when blocking someone in. If in doubt, there is a reception team that is more than happy to help.
12.09.11	Pre-assessment	Made welcome	No	Yes	

12.09.11	Daycase	Being able to squeeze me in at short notice and the effort to help me	No	Yes	
12.09.11	Daycase	Everything very good from moment of arrival	No	Yes	
12.09.11	Daycase	All of it	No	Yes	
12.09.11	Daycase	Looked after very well, every member of staff friendly & efficient	Yes	Yes	The TV sets in each individual 'Pod' made the area a bit noisy at times, otherwise very peaceful & relaxing. The food and aftercare very good. The whole Daycase area very comfortable. Action point: We have earphones for patients who wish to watch television to minimise the noise.
12.09.11	Daycase	Friendly all around	No	Yes	
12.09.11	Daycase	Everyone was very kind and helpful	No	Yes	Staff were brilliant, shame RUH is so poor, Circle is best hospital I've been to
12.09.11	Daycase	All	No	Yes	
12.09.11	Daycase	Good caring staff	No	Yes	
12.09.11	Daycase	Service staff	No	Yes	
12.09.11	Daycase	Perfection	No	Yes	The hospital is amazing and so well equipped with superior staff
12.09.11	Daycase	Mr Sammut was a very nice man, who was willing to explain everything to me about the procedure he was about to perform	Yes	Yes	Waiting around with out a magazine or book, not being told how long I might be waiting, I felt this area could be improved. I would recommend CB to friends & family. The areas patient sit in cubicles are not really private when talking to staff. The waiting around is not good to have, approx time of appointment would have been nice. Action point: We always have a selection of newspapers and magazines in the waiting area for patients to help themselves to. This can also be obtained from the hostess. Unfortunately we cannot estimate the waiting time due to the possibility of unforeseen circumstances. However we try to minimise the waiting time to as little as possible. I believe we state that in the appointment letter.
12.09.11	Daycase	Nurse & anaesthetist meticulous in preparation, surgeon very reassuring. Staff excellent	No	Yes	Pre operation assessment confusing from patient point of view
12.09.11	Daycase	Pleasant environment + windows & refreshments & privacy	No	Yes	An excellent experience. Thank you
12.09.11	Daycase	The care I received in the ward	No	Yes	
12.09.11	Daycase		No	Yes	
12.09.11	Pre-assessment	Very helpful and concerned nurse	Yes	Yes	Date of birth out by a day, everything very good
12.09.11	Outpatients	It was a very relaxing and friendly place, service was excellent	No	Yes	
12.09.11	Outpatients	Excellent service	No	Yes	
12.09.11	Pre-assessment	Quick but thorough	No	Yes	
12.09.11	Outpatients	I was early arriving but went in early too amazing	No	Yes	
12.09.11	Outpatients	Usual high standard	No	Yes	
12.09.11	Outpatients	Staff are friendly	No	Yes	
12.09.11	Outpatients	Prompt & thorough & re-assuring	No	Yes	
12.09.11	Pre-assessment		Yes	Yes	Serve hot enough milk with my coffee
19/09/2011	Physiotherapy	My massage	No	Yes	Lovely environment, pleasant staff
19/09/2011	Pre-assessment	Friendly staff	No	Yes	
19/09/2011	Outpatients	Staff very informative, time of appointment kept to	No	Yes	
19/09/2011	Physiotherapy	The treatment was excellent	No	Yes	
19/09/2011	Outpatients	The presentation and friendliness of all staff	No	Yes	You are all superb. Thank you for making it so comfortable
19/09/2011	Pre-assessment	The clear explanation of possible causes of my symptoms	No	Yes	Excellent approach

19/09/2011	Pre-assessment	You are made to feel comfortable	No	Yes	
19/09/2011	Radiology	Informative and well explained and quickly arranged appointments	No	Yes	
19/09/2011	Outpatients	Everything was excellent, like no hospital I have been to! Coffee on arrival, etc. Very welcoming, very friendly and on time	No	Yes	Thank you
19/09/2011	Pre-assessment	Very well structured	No	Yes	Very professional staff
19/09/2011	Outpatients	No waiting. Excellent surroundings and welcome. Sarah Jones especially.	No	Yes	
19/09/2011	Inpatients	Staff and view from room	No	Yes	Comfortable stay, very pleasant accommodation, excellent breakfast
19/09/2011	Outpatients	General friendliness of staff	No	Yes	
19/09/2011	Outpatients	Punctuality	No	Yes	
19/09/2011	Pre-assessment	Very efficient all round	No	Yes	All very friendly and efficient and welcoming
19/09/2011	Outpatients	Excellent very friendly	No	Yes	The staff on & doctor were so very helpful and kind
19/09/2011	Inpatients	The overall care and attention and total kindness by all staff without exception, the food is fantastic too and the rooms	No	Yes	Right from the initial referral, Sharon in choose and book was so helpful. I spoke to her on many occasions and she helped me so much. The hospital is a wonderful place full of really caring staff, whoever did the recruitment should be congratulated. Thank you so much
19/09/2011	Pre-assessment	Very professional, lovely service Sarah Jones	No	Yes	
19/09/2011	Pre-assessment	A very welcoming place, to be able to have a complimentary coffee, lovely	No	Yes	
19/09/2011	Outpatients	Prompt	No	Yes	
19/09/2011	Physiotherapy	I was treated kindly by the staff on time and well	No	Yes	
19/09/2011	Outpatients	The welcome and surroundings together with such a clear and helpful explanation from the consultant	No	Yes	
19/09/2011	Pre-assessment	Everything, very thorough fully explained all questions	No	Yes	One was put at ease and full informed from arrival
19/09/2011	Inpatients	The surgeon and her team. The nursing, the catering	No	Yes	A big thank you
19/09/2011	Inpatients	Excellent, first class	No	Yes	Being president of the pantone district skittle league, I shall certainly broadcast this to all members
19/09/2011	Inpatients	The amount of care received, staff very polite, nothing was too much bother	No	Yes	I would like to thank everyone at the circle who helped or was a part of my care here, thank you
19/09/2011	Inpatients	Everything	No	Yes	I have found all staff, nurses, doctors and hospital excellent, spotless
19/09/2011	Inpatients	All staff were caring and attentive	No	Yes	Excellent food selection, very good room facilities
19/09/2011	Inpatients	Friendliness and helpfulness of all concerned	No	Yes	First class treatment throughout, would be helpful to state care quality commission not CQC
19/09/2011	Inpatients	There is not one thing that was especially good nor bad, all was done to the best possible standard	No	Yes	I have been very impressed by everything that has happened, ever since my first consultation. Not having been in hospital before I was apprehensive, but everyone has been helpful and very pleasant
19/09/2011	Inpatients	Very helpful staff	No	Yes	Very efficient service
19/09/2011	Inpatients	I felt secure and looked after very well	No	Yes	
19/09/2011	Inpatients	Staff and surroundings are very nice, clean and smart	the night nurse was rather short and blunt with me	Yes	Thank you and sorry for being a pain
19/09/2011	Inpatients	Very well looked after	No	Yes	Thanks to everyone who helped me
19/09/2011	Inpatients	The calmness of the visit	No	Yes	Excellent visit and treatment
19/09/2011	Inpatients	The staff were excellent, very thoughtful	No	Yes	
19/09/2011	Inpatients	Own room, no lights and noise of a busy hospital ward	No	Yes	Very pleasant, helpful staff, answer buzzers quickly, food superb, easy parking anytime visiting a bonus

19/09/2011	Inpatients	I wouldn't like to pick one thing out, all areas were very good	No	Yes	Had a very good stay and well looked after
19/09/2011	Inpatients	Friendly and efficient staff	No	Yes	Felt at ease instantly, on arrival very good service
19/09/2011	Outpatients	Prompt appointment of ability to discuss issues pertaining to my condition	No	Yes	
19/09/2011	Physiotherapy	Yes, best was very thorough assessment and clear diagnosis	No	Yes	Thank you so much for diagnosing and treating my condition so well and being so pleasant about it
19/09/2011	Outpatients	Everything was perfect	No	Yes	Staff friendly and efficient
19/09/2011	Inpatients	Good	No	Yes	Room was next door to hospital office, door was permanently open, so patient and visitors could hear all other patient information and doctors address and all other personal information. Not acceptable
19/09/2011	Outpatients	Excellent location, easy access	No	Yes	Good luck to you all
19/09/2011	Outpatients	Seen on time	No	Yes	
19/09/2011	Outpatients	All fine	No	Yes	
19/09/2011	Physiotherapy		No	Yes	
19/09/2011	Pre-assessment	Friendly and informative	No	Yes	
19/09/2011	Outpatients	Excellent diagnosis and simple plain English, communication of the issues and way forward	No	Yes	
19/09/2011	Outpatients	Information in a very clear way, speed of being seen	No	Yes	Everything was good and it was a pleasant experience, coffee lady was very helpful
19/09/2011	Pre-assessment	Very clear positive information	No	Yes	
19/09/2011	Pre-assessment	Very thorough and prompt briefing from heather	Physio half an hour later than planned	Yes	
19/09/2011	Pre-assessment	Professionalism of doctor, free drink	Clock on the wall in waiting area	Yes	
19/09/2011	Pre-assessment	Excellent reception	No	Yes	
19/09/2011	Outpatients	Reception	No	Yes	
19/09/2011	Outpatients	Staff very friendly and helpful	No	Yes	Hospital very clean, staff very good
19/09/2011	Outpatients	Reception and hospitality	No	Yes	A lovely place to be
19/09/2011	Outpatients	No	No	Yes	
19/09/2011	Physiotherapy	Ruth is a pro-active with treatment and has a very pleasant personality	No	Yes	
19/09/2011	Outpatients	Easy parking, nice coffee	No	Yes	Sharon in NHS booking very helpful
19/09/2011	Physiotherapy	Everyone was very helpful and put me at ease	No	Yes	
19/09/2011	Physiotherapy	Sharon was easy to talk to and made me feel at ease	No	Yes	
19/09/2011	Daycase	The care and pre and post op	No	Yes	
19/09/2011	Daycase	Was well looked after	No	Yes	
19/09/2011	Daycase		No	Yes	
19/09/2011	Daycase	100% satisfactory from start to finish	No	Yes	Consultant and nurses inspired confidence, fully informed each step of the way
19/09/2011	Daycase	The personal care by the staff	No	Yes	My visit was enjoyable in a strange way
19/09/2011	Daycase	Friendly atmosphere	No	Yes	
19/09/2011	Daycase		No	Yes	
19/09/2011	Daycase	Very good	No	Yes	
19/09/2011	Daycase	Pleasant staff	No	Yes	I was put at ease from the moment I entered, the cheerfulness of all the staff
19/09/2011	Daycase	Good attention and hospitality	No	Yes	Everyone most helpful and considerate explaining everything
19/09/2011	Daycase	Everything	No	Yes	The whole team treated me very well and the service and care given to me was excellent
19/09/2011	Daycase	Everybody was kind and helpful	No	Yes	Thank you
19/09/2011	Daycase	General attitude from all staff	No	Yes	
19/09/2011	Daycase	Professionalism and Jaime was fast	No	Yes	Thank you
19/09/2011	Daycase	The seamless organisation	No	Yes	Very enjoyable and professional staff
19/09/2011	Daycase	from beginning to end wonderful stuff	No	Yes	All hospitals should be as good as this one

19/09/2011	Daycase	The meal afterwards very nice surprise	The toilet seat is too high off the ground and uncomfortable	Yes	Brilliant from start to finish, if you want me to appear in any advert just ask, friendly staff
19/09/2011	Daycase	The whole experience, everyone so friendly	No	Yes	
19/09/2011	Daycase	The omelette afterwards	No	Yes	
19/09/2011	Daycase		No	Yes	
19/09/2011	Daycase	The staff are very kind and helpful	I was not made aware that I would need to stay at the hospital for 6 hours afterwards	Yes	
19/09/2011	Daycase	Explanation of procedure	No	Yes	
19/09/2011	Daycase	Punctual and smooth running	No	Yes	Nice omelette
19/09/2011	Daycase	Staff bedside manner and food quality	No	Yes	Keep up the good work
19/09/2011	Daycase	Staff, all very friendly and efficient at all levels	All pretty good, some of the double doors on the way to theatre could be automatic as staff have a bit of a job with them	Yes	Good chat to physio, food tray could do with being up and over
19/09/2011	Daycase	checking records so thoroughly	No	Yes	Best hospital experience to date
19/09/2011	Daycase	Look after you well	No	Yes	
19/09/2011	Outpatients	All Excellent	No	Yes	
26/09/2011	Inpatients	The staff and the food	No	Yes	Brilliant care, thanks very much
26/09/2011	Outpatients	The friendliness of the staff	No	Yes	
26/09/2011	Inpatients	Everything was excellent 100%	No	Yes	I had the most superb treatment, especially from Gemma Gay and Claire Keen
26/09/2011	Pre-assessment	Very thorough, everything was explained clearly	No	Yes	All my questions were answered simply and I felt very well informed
26/09/2011	Inpatients	The nursing team were wonderful, not to mention all the hospital staff, brilliant food excellent	The emergency cords (both of them) in the bathroom broke in my hand	Yes	I can't fault the service from all, everyone made my stay in the hospital bearable if no pleasurable, thank you
26/09/2011	Inpatients	Slick, with very nice staff	No	Yes	Of course excellent food, sky TV perhaps, expect male patients feel deprived of sport, physio are very confidence giving
26/09/2011	Inpatients	Everyone made you feel special, the nursing staff in particular	No	Yes	All staff worked to make the visit less traumatic
26/09/2011	Inpatients	Nothing was too much trouble and everyone was very caring and helpful	No	Yes	
26/09/2011	Inpatients	All care exceptionally good, hard to single out one particular thing	No	Yes	All staff very kind and caring, nothing too much trouble, food excellent, a shame my appetite didn't do it justice
26/09/2011	Inpatients	All the staff are lovely food was really nice	No	Yes	Lovely hospital with lovely staff
26/09/2011	Inpatients	The general care and consideration from everyone	No	Yes	Excellent facilities and staff throughout, very caring, thank you
26/09/2011	Inpatients	Standard of care was exceptional from arrival to departure	No	Yes	Cleanliness and food excellent, room very comfortable,. Every member of staff from porters, cleaners through to consultant level were outstanding in their work and so warm, polite

26/09/2011	Inpatients	Quality of rooms, staff very nice, very good	Time keeping for meals, breakfast booked but turns up early, afternoon tea late, dinner arrived early, at the same time as the tea. Action point: We have allocated half hour slots at meal times. We do not serve meals at a exact time but will always try to serve patients within the time slots chosen. To make sure that we do not disturb patients by constantly going to the room, we do serve drinks along with the meals. However, if patients would like certain drinks to be served before or after, we can accommodate if ask.	Yes	Food very rich, butter too salty
26/09/2011	Outpatients	Very efficient and friendly round	No	Yes	Many congratulations
26/09/2011	Pre-assessment	Everything	No	Yes	Genuine concern for me from everyone, so very appreciated
26/09/2011	Outpatients	Being taken to where I needed to go rather than being just told	No	Yes	
26/09/2011	Outpatients		No	Yes	
26/09/2011	Physiotherapy	Makes me feel better talking and physio	No	Yes	
26/09/2011	Pre-assessment	Mr. Baer was extremely helpful and re-assuring	No	Yes	
26/09/2011	Pre-assessment	Ease of access, atmosphere, short wait to be seen	No	Yes	Friendly and relaxed
26/09/2011	Outpatients	I got lost and Mr. Baer was still able to see me	No	Yes	Beautiful place, pity NHS hospitals couldn't be like this, kind, respectful attitude of everyone, easy parking
26/09/2011	Outpatients	On time and very informative	No	Yes	
26/09/2011	Outpatients	All staff extremely helpful	No	Yes	
26/09/2011	Pre-assessment	Very nice people very helpful staff	The date of my op	Yes	
26/09/2011	Inpatients	The menus and food	No	Yes	The staff all very helpful and considerate
26/09/2011	Outpatients	Comfort waiting with coffee etc	No	Yes	
26/09/2011	Outpatients	Cup of tea, speed I was seen	No	Yes	Very professional and efficient
26/09/2011	Outpatients	Quickly seen and on time	No	Yes	
26/09/2011	Inpatients	Absolutely everything was exceptional	No	Yes	First class care and attention from start to finish
26/09/2011	Inpatients	Excellent professional caring attitude, excellent professional care especially from the recovery team/aftercare	The lack of information on exact timing of the op on arrival, processed efficiently but gasping for water which if 2hours requirement obeyed prior to op I could have allowed last drink to extend from 10am (for 12:00 arrival) to 13:00 for me	Yes	Very many thanks to all the team
26/09/2011	Inpatients	Care and attention	No	Yes	With such a good view and care you could imagine you were on holiday without the pain
26/09/2011	Inpatients	The kindness and care shown by everyone and the peacefulness	No	Yes	I would particularly like to commend nurses Mary and Vanda, Tom Gareth and Chris, Martin and Cheryl in X-ray they were all so lovely to me and of course Mr. Burwell
26/09/2011	Inpatients	All ok	No	Yes	
26/09/2011	Outpatients	Very friendly and helpful staff, lovely surroundings, calm	No	Yes	
26/09/2011	Outpatients	Everything about my visit was very good	No	Yes	

26/09/2011	Outpatients	Lovely staff, nice building and atmosphere, not at all like a hospital	No	Yes	
26/09/2011	Pre-assessment	Staff (nurse and doctor) very reassuring and helped me relax	No	Yes	Very friendly
26/09/2011	Outpatients	Mr Burwell was friendly and very informative	No	Yes	Happy days
26/09/2011	Outpatients	Everyone was perfect	No	Yes	
26/09/2011	Outpatients	Excellent reception, wonderful environment, kind thorough consultant	I couldn't find the hospital, better signing (could be me)	Yes	All staff kind, attentive, calming, please could ALL hospitals be like this?
26/09/2011	Outpatients	Really kind, thoughtful team, Mr.. Sharp very attentive and listened	No	Yes	Thanks for making my visit
26/09/2011	Physiotherapy	Staff are always very warm, welcoming and professional	Pool filters need a clean, disabled shower facilities in male change are poor (no seat and wrong end of the shower) temporary pass key would be more appropriate then wedging the male change door open with a waste bin	Yes	
26/09/2011	Physiotherapy	Being able to access hydrotherapy	The cleanliness of the pool, lack of changing facilities, distance from the car park, variation in temperature	Yes	The hydrotherapy available through Circle is invaluable and virtually unique within Somerset, without this service, the alternative would be physio and the local pool, the therapetive value is immense
26/09/2011	Physiotherapy	Good facilities and expert tuition	No	Yes	Some free time (5 mins) could be useful at the end of the lesson. Action point: Point fed back to Physio.
26/09/2011	Physiotherapy	Excellent as always, great care	No	Yes	
26/09/2011	Physiotherapy	Friendly and thorough physio	Complimentary coffees have been taken away, filter coffee not acceptable, when will you bring back the latte's? Action point: As a hospital, we do provide a good selection and good quality of complimentary drinks which we believe other hospitals might not be able to provide. We believe this service differentiate us from other hospitals. Our filter coffee is delicious and had lots of lovely comments in the past (see past month comments). We do have lattes, cappuccinos, mochas and many more beverages and they are available to buy at the deli.	Yes	
26/09/2011	Daycase	All the staff were great	No chips with my omelette. Action point: Our dishes are designed taking into consideration patient's healthy eating. However, if chips were desired then we will do our best to accommodate when asked.	Yes	Thank you all
26/09/2011	Daycase	All the staff were lovely and made me feel very relaxed, a lovely place to come to	No	Yes	Felt very informed at all stages even with a change in the procedure
26/09/2011	Daycase	Staff, made to feel at ease	No	Yes	
26/09/2011	Daycase	It was all excellent	No	Yes	All staff extremely professional and friendly at all times, food excellent, all hospitals should be run this way, keep up the good work

26/09/2011	Daycase	Omelette was perfect. Everyone lovely	I got very cold. Action point: We have extra blankets and this can be obtained by asking the nurses and hostess.	Yes	
26/09/2011	Daycase	Care and attention of staff	No	Yes	Was surprised to be on day surgery, but it has worked very well
26/09/2011	Daycase	Quick	No	Yes	
26/09/2011	Daycase	Welcoming staff and excellent facilities	No	Yes	
26/09/2011	Pre-assessment	Very Informative, made to feel welcome	No	Yes	
26/09/2011	Daycase	Very helpful	No	Yes	
26/09/2011	Daycase	Everybody is just so happy, friendly is a far better word	Absolutely nothing, everything has been splendid	Yes	I'll leave that till I come back in 6 weeks time
26/09/2011	Daycase	Everything fine	No	Yes	Very satisfied thanks
26/09/2011	Daycase	All 10 out of 10	No	Yes	Thank you
26/09/2011	Daycase	Everyone so kind and calm	No	Yes	The whole team made my brief visit stress free. From the moment I arrived I experienced nothing but kind and helpful people. Thank you
26/09/2011	Daycase	Very quick and efficient. Friendly staff and lovely sandwiches		Yes	
26/09/2011	Daycase	Wonderful and caring attitude of the staff. Nice food and drink too	A leaflet to take with advise for after a hernia op would be great?	Yes	Many thanks Debbie in particular who sat with me and reassured me in the operating theatre.
26/09/2011	Daycase	Didn't have to wait long. Nurse who was with me when I woke up was really nice		Yes	
26/09/2011	Daycase	Helpful, friendly staff and excellent facilities	No	Yes	Very happy with my experience
26/09/2011	Daycase	Good level of care. All staff very friendly and helpful		Yes	
26/09/2011	Inpatients	Excellent service from start to finish	No	Yes	
26/09/2011	Inpatients	Polite staff, comfortable room, good food	No	Yes	Small clock in room as there was none we could see.
26/09/2011	Inpatients	The food was wonderful all the nurses were too	No	Yes	Very clean and I enjoyed my stay. Thank you
26/09/2011	Inpatients	Made me feel completely at home. Excellent doctor and team. Wonderful attention on all aspects of my health	Should have more disable parking bays	Yes	From start to finish I received excellent care and treatment by the nursing staff and doctors
26/09/2011	Inpatients	General patient care, particularly food!		Yes	Thank you for a pleasant visit to all staff
26/09/2011	Inpatients	I would have stayed on	If there was, it wasn't worth commenting about	Yes	Obviously you are the world champions. Rugby of course
26/09/2011	Daycase	Very friendly	No	Yes	