

2011
Feedback
Card
Database

Circle Bath Hospital
Foxhole Avenue
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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
03/10/2011	Inpatients	The care given at all stages was wonderful, informative and kind	No but was surprised room was only cleaned once in 4 days. Our action: Housekeeping are reminded to check rooms often	Yes	Food excellent and waitresses were lovely, thank you all so much
03/10/2011	Inpatients	Friendly and professional staff, good understanding of patient and had good 'banter'	No	Yes	Lovely stay, more general interaction with staff as felt lonely but understand there busy. Perhaps a walking area as I felt I was stuck in same four walls, however staff were very pleasant
03/10/2011	Inpatients	Service and food good	No	Yes	
03/10/2011	Inpatients	All good	No	Yes	All excellent, car parking is an issue sometimes
03/10/2011	Inpatients	All very good	No	Yes	Good support from every one
03/10/2011	Inpatients	Food outstanding, staff very good	No	Yes	Very happy
03/10/2011	Inpatients	I was very impressed with everything	No	Yes	I couldn't fault anything here, the treatment ,staff, nursing ,food, comfort and communication has been excellent. I would certainly choose this hospital if I needed more surgery or medical care
03/10/2011	Inpatients	My whole stay was great	No	Yes	
03/10/2011	Inpatients	The care I received throughout my stay was excellent	No	Yes	The food and the services I received was also excellent
03/10/2011	Inpatients	Having the operation that will give me back a better quality of life	No	Yes	I have found everyone to be friendly and helpful and I have enjoyed my stay
03/10/2011	Inpatients	Very personable and friendly manner, explained and answered all queries	No	Yes	
03/10/2011	Inpatients	Excellent care and concern altogether	No	Yes	My thanks for everything
03/10/2011	Inpatients	Friendly staff	No	Yes	
03/10/2011	Inpatients	All staff brilliant	Arm chair in room could have been a little higher. Our action: Chairs designs are being reviewed	Yes	
03/10/2011	Inpatients	The people/staff, good experience	Can't get through on phone to hospital, waiting in daycase for 3 hours. Our action: Timings are being reviewed.	Yes	
03/10/2011	Inpatients	Very nice staff from cleaners to top consultant	No	Yes	Exceptionally satisfied, in some respects I would like to stay. I would come again if there were any more health problems
03/10/2011	Inpatients	Very comfortable room		Yes	
03/10/2011	Inpatients	Kindness and efficiency of all the staff	No	Yes	Very happy with my stay at the Circle. A wonderful hospital, many thanks to all the staff
03/10/2011	Inpatients	The aftercare and food	Bit rushed to be moved out of hospital	Yes	I appreciated that food was available as an when I wanted it and more drugs were available as an when I wanted them too
03/10/2011	Inpatients	Everything	No	Yes	
03/10/2011	Daycase	Treatment in theatre was excellent	No	Yes	Very welcoming by Karine
03/10/2011	Daycase	Excellent patient care from start to finish	No	Yes	Top quality service staff put me at ease, Rachel was very professional and helpful. Thank you
03/10/2011	Daycase	Excellent care and attention	No	Yes	
03/10/2011	Daycase	Made to feel relaxed at all times great staff	No	Yes	Thank you

03/10/2011	Daycase	The staff	No	Yes	
03/10/2011	Daycase	Relaxed atmosphere	No	Yes	
03/10/2011	Daycase	Staff really friendly, clean, lots of information regarding surgery	No	Yes	
03/10/2011	Daycase	The attention and care, excellent	No	Yes	Thank you for making me so comfortable
03/10/2011	Daycase	Friendly, very good communication professional and caring staff	No	Yes	
03/10/2011	Daycase	Clean surroundings, good attention and efficient		Yes	
03/10/2011	Daycase	Excellent attention	No	Yes	Perfect
03/10/2011	Daycase	Very efficient	No	Yes	Very clean, and welcoming
03/10/2011	Daycase	Good care and nursing staff	Don't like cubicles for wards. Our action: We will be undergoing a refurbishment to address that issue	Yes	
03/10/2011	Daycase	Staff very pleasant and efficient	No	Yes	
03/10/2011	Daycase	Very friendly and courteous, cleanliness and helpful	No	Yes	
03/10/2011	Daycase	Relaxed and staff very attentive	No	Yes	
03/10/2011	Daycase	Everything, the staff and Karine's service was excellent	No	Yes	
03/10/2011	Outpatients	Mr Von Arx listened to what I had to say, his explanation on what he wanted to happen was very clear. Plenty of time no rush	No	Yes	
03/10/2011	Outpatients		No		Everything was fine
03/10/2011	Outpatients	Smiley reception	No	Yes	
03/10/2011	Outpatients	Very promptly seen, efficient consultation, very clearly explained	No	Yes	
03/10/2011	Outpatients		Had to pay for decaf skinny latte		I don't understand the comparison with the other drinks available on complimentary
03/10/2011	Outpatients	Prompt attention	No	Yes	I was very impressed with all aspects of my visits here, thank you
03/10/2011	Outpatients	Very clean, excellent welcome by staff	No	Yes	
03/10/2011	Physiotherapy	Excellent	No	Yes	
03/10/2011	Physiotherapy	Prompt reception and excellent	No	Yes	I feel much better
03/10/2011	Inpatients	Great surgeon, very communicative, anaesthetist, attentive nurses film on demand	No	Yes	I like the private room, can't really see view from bed though
03/10/2011	Inpatients	The staff	No	Yes	Thanks to all for everything
03/10/2011	Inpatients	The staff were very friendly and very good	No	Yes	Very kind to all of us
03/10/2011	Physiotherapy	Excellent treatment and advice	No	Yes	
03/10/2011	Daycase	Everyone was very efficient and I was well looked after	No	Yes	
03/10/2011	Daycase	All good	No	Yes	
03/10/2011	Daycase	Mr Samut showed care and kindness and spencer made the procedure time pass quickly. Damion also, as all the staff were thoughtful and courteous	No	Yes	
03/10/2011	Daycase	Everyone so nice and helpful	No	Yes	Bit of an early start, great help from anaesthetist taking mind off everything
03/10/2011	Daycase	Everybody makes you feel at ease	No	Yes	Good experience
03/10/2011	Daycase	Everything good	No	Yes	Everybody so kind and caring
03/10/2011	Daycase	Everyone very pleasant and helpful	No	Yes	
03/10/2011	Daycase	Everything seemed to work like clockwork, staff very friendly	No	Yes	Lovely toast & Marmalade
03/10/2011	Daycase	Well managed, staff attentiveness, facilities super and Mr. Luck very friendly and polite	Communication of arrival time not fantastic. Our action: Letters for patients are currently being reviewed	Yes	

10/10/2011	Daycase	The attention I had from all the staff, very happy staff, to make one relaxed before surgery	No	Yes	Nice to have my friend stay with me
10/10/2011	Daycase	Lovely staff		Yes	
10/10/2011	Daycase		No	Yes	As always we appreciated the care and consideration of all the staff that attended us
10/10/2011	Daycase	Friendly, cheerful, helpful staff	Waited quite a bit, but think it couldn't be helped	Yes	It's nice to have food and drink offered, all round excellent, all very clean everywhere
10/10/2011	Daycase	Made to feel very comfortable, staff friendly	No	Yes	Coffee was fantastic
10/10/2011	Daycase	Regular nurse checks	No	Yes	
10/10/2011	Daycase	The staff, ward and friendly nature. Food was delicious, lovely tea	No	Yes	Rachel was lovely as well as all the nurses, thank you for looking after us
10/10/2011	Daycase	All staff were excellent from reception to theatre and back!	Design of patient bays, need full height compartments for privacy, mostly to give sound insulation. Inane babbling from adjacent cubical only niggle. Our action: We will be undergoing refurbishment which will address that issue	Yes	A brilliant experience all round, well done!
10/10/2011	Daycase	A nice clean hospital and friendly faces	It is now 2:00pm and I have been here for 7 hours, I arrived at 7:00am (I don't know why) and nobody is communicating with me. I am really stressed with this	No	I am 71 years of age, I have COPD, heart disease, asthma, high blood pressure, diabetes and now more blood pressure, I should not have to wait this length of time and totally unnecessary bringing me here at 7:00am. Our action: Waiting time are being reviewed.
10/10/2011	Inpatients	It was all excellent and very welcoming with very attentive staff	No	Yes	I felt confident in the staff, my stay was as comfortable and enjoyable as a hospital should be
10/10/2011	Inpatients	The Kindness and respect shown by all members of staff	No	Yes	I was not looking forward to my operation but the Circle has made the experience much more tolerable and I will not be so anxious when I have the next one done. As long as it is at the Circle
10/10/2011	Inpatients	The friendliness and helpfulness of the staff	No	Yes	
10/10/2011	Inpatients	Yes	No	Yes	Everyone very kind
10/10/2011	Inpatients	Great care day and night	No	Yes	Staff very kind and willing to sort out little details such as radio and the TV which at one point was silent
10/10/2011	Inpatients	Everything was good, I was very well looked after	No	Yes	Although the accommodation is excellent, I feel some colourful prints in the bedrooms would cheer up the austere decoration, though it is very practical.
10/10/2011	Inpatients	The thoughtfulness, help and positive attitude of all the staff	During admission, op list changed so had long delays as my op was put back. Should have been able to wait in my room instead of admission area	Yes	A very positive experience for my first ever hospital stay. thank you, Mrs Quershish is brilliant
10/10/2011	Inpatients	Lovely room, great nurses. Pain management was very good, food delicious	TV controls not good, more soap in bathroom. Our action: TV controls are being trialled and monitored for continuous improvements. Comment about soaps noted	Yes	I really appreciated Gill and Michelle's kindness and understanding that I was extremely anxious about the op. They were brilliant and so professional as well as very kind
10/10/2011	Inpatients	Staff very happy and made me feel at ease	No	Yes	Very tidy
10/10/2011	Inpatients	The staff were so attentive and caring, nothing was too much trouble	Everything was first class and everything was done very well	Yes	I would like to thank everyone for looking after me so well
10/10/2011	Inpatients	Everyone cared	No	Yes	Beautiful hospital, everyone friendly and helpful
10/10/2011	Inpatients	Mrs Quershish's skilful and caring nature and dedication of all staff	No	Yes	This is a hospital we can all be very proud of

10/10/2011	Inpatients	There was so much it is quite impossible to isolate one aspect	Your Sauvignon Blanc is awful. Our action: Your comments are noted and passed on to the catering lead to monitor and review.	Yes	An astounding example of everything a hospital should be, this is impossible to stress too much how excellent it is
10/10/2011	Daycase	Care and friendliness was exemplary	Didn't need to spend all of the waiting time behind curtains. Our action: Waiting time are currently being reviewed	Yes	
10/10/2011	Outpatients	Meet and Greet Chris and Sarah Jones, full explanation	No	Yes	The consultant was clear and concise in his examination, conclusion and cause of action
10/10/2011	Outpatients	Everything	No	Yes	Very friendly and efficient
10/10/2011	Outpatients	Pleasant surroundings - cheerful welcome prompt attention	No	Yes	
10/10/2011	Outpatients	Consultant was on time and gave a clear explanation	No	Yes	Good location - easy access
10/10/2011	Pre-assessment	Effective professional	No	Yes	Thank you
10/10/2011	Pre-assessment	Kind friendly team	No	Yes	Very efficient, thank you
10/10/2011	Physiotherapy	Excellent	No	Yes	
10/10/2011	Daycase	Loved it here, will come again	No	Yes	
10/10/2011	Inpatients	The care I received has been exceptional, nothing was too much trouble	No	Yes	Thank you
10/10/2011	Inpatients	Everything and everyone was great, nothing was too much trouble for them	No	Yes	If I had to go into hospital again I would love to come back here
10/10/2011	Inpatients	Treated by all staff as a guest more than a patient, lovely	No	Yes	Many hospital visits, various places including NHS and private and this was the best
10/10/2011	Inpatients	Everything was excellent	No	Yes	
10/10/2011	Inpatients	The whole experience from start to finish was relayed and excellent	All staff were polite and helpful	Yes	Thank you for looking after me
10/10/2011	Inpatients	One on one care	No	Yes	
10/10/2011	Inpatients	Fantastic clinical care and communication	Pre-op contact (i.e. pre-admission) a confirmation phone call would be good	Yes	Thank you for the high level of professional care, nursing staff were warm, friendly and caring. Food was exceptional and physio input invaluable
10/10/2011	Inpatients	Absolutely excellent care throughout my stay, I could not have wished for better	No	Yes	As above care and service provided by all staff both medical and hospitality, was second to none. I cannot recommend circle bath highly enough in the regard. Very many thanks to everyone who helped me
10/10/2011	Inpatients	Service from staff	No	Yes	
10/10/2011	Inpatients	Everything	No	Yes	Best hospital in England
10/10/2011	Inpatients		No	Yes	Everything 100%
10/10/2011	Inpatients	Nursing staff so efficient	No	Yes	I could not have been looked after better
10/10/2011	Inpatients	Everyone kept me informed of what was happening or going to happen	No	Yes	Location and map should show a wider area in relation to Bath, Radstock and Trowbridge. Our action: Your comments noted and passed on to the Marketing Team
10/10/2011	Inpatients	Nursing staff post-op very good and nice breakfast too	Due in surgery at 2pm, saw Mr Rigby 1:30pm then no communication until porter arrived at 3:45pm. Our action: Nurses and hostess are reminded to see to patients as often as they can.	Yes	I wasn't too bothered about the delay mentioned above, but others i.e. the elderly patients may do, so you should know about it
10/10/2011	Inpatients	The care and attention from all the staff	No	Yes	Food second to none and served by courteous staff
10/10/2011	Inpatients	After op care by nurses and physio	No	Yes	Thank you very much for looking after me so well
10/10/2011	Outpatients	Good welcome, complimentary coffee, friendly atmosphere	No	Yes	Would feel welcomed and put at ease I had to stay
10/10/2011	Outpatients	Good	No	Yes	
10/10/2011	Outpatients	Clinics run on time	No	Yes	

10/10/2011	Outpatients	Very efficient and on time	No	Yes	
10/10/2011	Outpatients	Punctuality	No	Yes	
10/10/2011	Outpatients	Customer service	No	Yes	
10/10/2011	Pre-assessment		No	Yes	
10/10/2011	Outpatients	Service and ambience	No	Yes	
10/10/2011	Pre-assessment	Very pleasant calm atmosphere, superb coffee		Yes	
10/10/2011	Outpatients	Nice relaxing waiting area and good coffee	No	Yes	
10/10/2011	Outpatients	Always friendly staff, put at ease	No	Yes	Parking a bit of a squeeze
10/10/2011	Radiology	Everything	No	Yes	Wonderful treatment
10/10/2011	Daycase	Good care and attention from all staff, including consultants, nursing staff and people who brought food and drink	Because you are in cubicles for day surgery, you can overhear conversations between staff and patient and conversations between staff about patients. Our action: We will be undergoing refurbishment which will address that issue	Yes	Didn't like being in a small cubicle for 6 hours with a nose bleed that wouldn't stop. Started to get quite anxious
10/10/2011	Inpatients	All staff are courteous and very helpful, my stay was very pleasant	Administration prior to visit, appointments not recorded correctly. Our action: New IT system being installed in Nov which will address that issue	Yes	Apart from admin 'hiccups' I believe that Circle Bath is run in a very friendly, efficient manner
10/10/2011	Daycase	Everything	No	Yes	Treatment fantastic
10/10/2011	Daycase	Everything fantastic	Found it was very cold in daycase. Our action: Comments passed to Maintenance to monitor.	Yes	
10/10/2011	Daycase	Consideration and friendliness	No	Yes	Lower beds for those with short legs would be helpful
10/10/2011	Daycase	Overall care and attention to both me and my partners needs and concerns	No	Yes	
10/10/2011	Outpatients	Efficient, but calm atmosphere	No	Yes	
10/10/2011	Outpatients	All of the consultation	No	Yes	Very impressed with all Mr. Luck spoke about
10/10/2011	Daycase	All good	No	Yes	All excellent
10/10/2011	Daycase	All was fantastic	No	yes	Thank you for the great time
10/10/2011		Everything was excellent	none	yes	Many thanks for your help and treatment
10/10/2011		Everything was excellent cannot fault the care in any way	none	yes	Many thanks for your help and treatment
10/10/2011		The staff as a whole were very good at making the experience relaxing	N/A	yes	
10/10/2011		Everything	Nothing	yes	Very relaxed and everyone and put you at ease
10/10/2011		All of it	No	yes	
10/10/2011		quietly efficient here throughout excellent procedure throughout	No	yes	All very excellent attention to detail BIG Thankyou
10/10/2011		All aspects were excellent	None	yes	
10/10/2011		everything	No	yes	
10/10/2011		Very impressed by excellent service	Nothing	yes	The whole integrated service was a verty high standard
10/10/2011		Care	No	Yes	I found everyone to be both dedicated and caring
10/10/2011		Parking is a problem - row C is barely used because of access, which means that a significant number of people can't park. Please change !!			
10/10/2011		Everything has been lovely, thank you	No, nothing	yes	
10/10/2011		Efficient and kindly		Yes	
10/10/2011		friendly staff	No	Yes	
10/10/2011		All very helpful	No	Yes	Thank you for all your support
10/10/2011		All very good		Yes	
10/10/2011		Care	No	Yes	I found everyone to be both dedicated and caring

10/10/2011		All of it	No	yes	
10/10/2011		Although I arrived at my appt time no one came to see me until 1.30. I would have appreciated there would have been a long delay. Our action: We are reviewing waiting time and nurses are reminded to see to patient as soon as they can	Yes		
17/10/2011	Inpatients		With a 7am check in I rang the hospital two days prior to admission to ask if a copy of the western daily press would be available for me following the operation, the receptionist indicated that this would not be a problem as all the papers were available. This turned out not to be the case, perhaps you might consider asking patients prior to admission, if they wished to have a daily paper in their room on the day of arrival. Our Action: Special requests are certainly available and processes are being reviewed and monitored to ensure these requests are captured.	Yes	
17/10/2011	Outpatients	On-screen scans	No	Yes	
17/10/2011	Outpatients	Comfortable surroundings, made to feel my condition is being taken seriously at last	No	Yes	
17/10/2011	Physiotherapy	Very helpful staff	No	Yes	
17/10/2011	Outpatients	Hardly had time to sit down, seen 20 minutes early	No	Yes	
17/10/2011	Outpatients	The consultant dermatologist	No	Yes	
17/10/2011	Pre-assessment	Efficient	No	Yes	
17/10/2011	Pre-assessment	Pleasant aura when waiting, good food, managed to arrange and conduct an MRI scan on the spot	Bit late in starting	Yes	
17/10/2011	Daycase	Staff and surgeons are absolutely wonderful, so nice	No	Yes	Just a pleasure to be here, just a pity I had to have an operation
17/10/2011	Daycase	All staff were exceptionally friendly	No	Yes	Excellent service, cleanliness overall first class
17/10/2011	Daycase	Care and attention	No	Yes	
17/10/2011	Daycase	Surgeon and anaesthetist were very reassuring as I was very nervous, the nurses too were very friendly and nice	No	Yes	
17/10/2011	Physiotherapy	All very thorough and informative	No	Yes	
17/10/2011	Outpatients	No	No	Yes	
17/10/2011	Physiotherapy	Very friendly	No	Yes	
17/10/2011	Outpatients	Very friendly throughout	No	Yes	Relaxed atmosphere
17/10/2011	Outpatients	Consultant informed me that scar I had healed well	No	Yes	Treatment medical and personal were very good

17/10/2011	Pre-assessment	Simon explained the MRI scan results and it was very interesting	Had trouble parking, as there were lots of empty spaces behind other cars but could not get to them. Our actions: a review of patient communication to ensure parking details are clearly explained.	Yes	
17/10/2011	Pre-assessment	Staff very friendly	No	Yes	
17/10/2011	Outpatients	Atmosphere	More magazines/children's books. Our actions: We will review the quantity and type.	Yes	
17/10/2011	Outpatients	Friendliness of staff	No	Yes	
17/10/2011	Pre-assessment	Very thorough and helpful pre-op tests Lauren took time to explain everything and discuss concerns	No	Yes	
17/10/2011	Pre-assessment	Very well explained in great detail	No	Yes	Lauren was extremely polite and caring
17/10/2011	Outpatients	Dr. Buckley was very helpful	No	Yes	
17/10/2011	Pre-assessment	Excellent consultation	No	Yes	
17/10/2011	Outpatients	Personal attention	No	Yes	
17/10/2011	Pre-assessment	No	No	Yes	
17/10/2011	Inpatients	Arrangements made for my wife to stay in the room with me	Shaving points in the bathroom for electric shavers	Yes	The care and consideration of the nursing staff is excellent
17/10/2011	Inpatients	I have been very well looked after from the moment I stepped through the door	No	Yes	
17/10/2011	Daycase	Everything, loved it here	No	Yes	I'm very happy with everybody here, well done to all
17/10/2011	Daycase	Everything was perfect	No	Yes	I would like to thank everyone for all the help and support
17/10/2011	Daycase	Very friendly staff, always smiling and good communication between staff	No	Yes	
17/10/2011	Daycase	The whole process was good	No	Yes	Very pleasant experience, I hope to see you again soon
17/10/2011	Daycase	Cleanliness, food, overall experience and friendly staff	Square edged pills difficult to swallow	Yes	
17/10/2011	Daycase	All the staff, each one I met was fabulous	No	Yes	
17/10/2011	Daycase	The staff at the Circle Bath were all so very efficient and friendly which put me at ease		Yes	The mushroom and spinach soup was delicious, compliments to the chef
17/10/2011	Daycase	Friendliness of staff and service	No	Yes	
17/10/2011	Daycase	All of it	No	Yes	
17/10/2011	Daycase	Personal attention from all the staff	No	Yes	
17/10/2011	Daycase	Level of care and help from staff	No	Yes	
17/10/2011	Daycase	Everything was excellent, especially the omelette	No	Yes	Every aspect was excellent
17/10/2011	Daycase	Customer care	No	Yes	Would like to have seen consultant post op. Our action: We will pass that comment onto our consultants and monitor.
17/10/2011	Daycase	The care has been outstanding from start to finish	No	Yes	Thank you, this is my first operation but everyone has been superb at setting my mind at rest. I have enjoyed myself!
17/10/2011	Daycase	Nursing staff	I had a long wait, over an hour in cubical, before my operation. Also confusion over payment, late arrival of invoice and only after asking for it. Our action: A full review of the booking procedures and finance are reviewing their invoicing system.	Yes	
17/10/2011	Daycase	Excellent 5 star treatment	No	Yes	Clean and smart hospital

17/10/2011	Daycase	The care I received	No	Yes	
17/10/2011	Daycase	Excellent standard	Potato wedges were hard. Our action: This comment was passed to the chef and his team to monitor.	Yes	
17/10/2011	Daycase	Everything	No	Yes	All very good, thank you
17/10/2011	Daycase	Being treated as an individual, you are not just a number here	No	Yes	
17/10/2011	Daycase	Rachel, my nurse, made me feel really at ease which was very nice	No	Yes	Everyone that I came into contact with today was very helpful and very polite, especially nurse Rachel and the hostess Karine
17/10/2011	Daycase	All excellent	No	Yes	Excellent service, well informed and looked after, very noticeable that no telephone's are ringing. Happy and attentive staff
17/10/2011	Daycase	Nurse	No	Yes	Toilet facilities not located very well, needed signs. Our action: Relevent team are discussing communication and patient introduction to their area.
17/10/2011	Daycase	Everything, the quality of care was outstanding	No	Yes	Wonderful attention to detail, calm atmosphere, everything looked clean, food excellent, staff kind and professional
17/10/2011	Daycase	Communication with staff, clear, friendly approach and reassuring	No	Yes	
17/10/2011	Daycase	Everything has been spot on	No	Yes	Thank you to all the staff
17/10/2011	Inpatients	Single room	No	Yes	Call bell not always accessible. Our action: We have two call bells in the room, one on the wall and one accessible whilst patient is on the bed. We will remind the nursing team to always make sure that the call bell is within the patients reach.
17/10/2011	Inpatients	General caring nature of staff, particularly Tom	No	Yes	Thank you all for your patience and good humour
17/10/2011	Inpatients	Everything	No	Yes	Thank you to all the staff whose care and support was outstanding, they helped make my stay as relaxing and as pleasant as could be, the cleanliness, efficiency and professionalism of Circle Bath is second to none.
17/10/2011	Inpatients	Faultless, truly amazing experience	No	Yes	Thank you
17/10/2011	Inpatients		No	Yes	
17/10/2011	Inpatients	Ease of whole procedure, follow up and aftercare	I came in very early and did not get to my room until after the operation, I would have appreciated someone explaining all the gadgets in the room such as bed, call procedure. Our action: this is to limit pre operative waiting time. A reminder has been issued to the team to explain the gadgets to new patients when appropriate.	Yes	
17/10/2011	Inpatients	Cleanliness 5 star service	No	Yes	Well run hospital, cheerful nurses and very efficient
17/10/2011	Daycase	Sandwiches	No	Yes	
17/10/2011	Daycase	Everything was very good could not fault it	No	Yes	Service very good, all round from start to finish
17/10/2011	Daycase	The level of care, attentive and courteous	No	Yes	
17/10/2011	Daycase	Everything was excellent, cannot fault the care in anyway	No	Yes	Many thanks for your help and treatment
17/10/2011	Daycase	All good	No	Yes	All excellent
17/10/2011	Daycase	Everything brilliant	No	Yes	Very well looked after by all the staff, thank you
17/10/2011	Inpatients	Everything about my stay, absolutely first class	No	Yes	Everyone that I've come into contact with has been so kind, I really am most grateful. Thank you
17/10/2011	Inpatients	I thought all was extremely helpful, I can't fault anything	No	Yes	Meals and everything on time and very good response to the help button
17/10/2011	Inpatients	The staff were excellent, caring but also had a sense of humour	No	Yes	Food was brilliant, hospital clean and everyone was so re-assuring, Mr Kumar was great, his white boots were super
17/10/2011	Inpatients	All the staff very friendly, facilities were great, food was amazing	No	Yes	Thanks to all the staff

17/10/2011	Outpatients		No	Yes	A lack of signposts to find "Circle" from Bath makes it difficult to explain where it is
17/10/2011	Outpatients	The friendliness of the nurse and doctor which put me completely at ease	No	Yes	A good experience all round, which is unusual for a hospital!
17/10/2011	Outpatients	Care and kindness	No	Yes	Most pleasant and helpful
17/10/2011	Pre-assessment	Speed of being attended to	No	Yes	
17/10/2011	Pre-assessment	Very clearly and precisely explained	No	Yes	
17/10/2011	Pre-assessment	Friendly staff	No	Yes	Many thanks
17/10/2011	Physiotherapy	Alex was understanding	No	Yes	Alex was very kind and gentle
17/10/2011	Outpatients	There is no rushing, everyone is friendly even though I was slightly late	No	Yes	
17/10/2011	Physiotherapy	Caring attitude, great treatment	No	Yes	Very thankful to Circle Bath helping me to recover from my back problems
17/10/2011	Inpatients	The genuine caring attitude of the nursing staff	No	Yes	
17/10/2011	Inpatients	The staff were excellent	Food sometimes not all there or not what was ordered but still good. Our action: Comments passed on to the chef and hostess. Both reminded to double check orders together prior to delivery.	Yes	Made my stay very welcoming
17/10/2011	Inpatients	How friendly, kind and helpful every member of staff was	No	Yes	The best hospital
17/10/2011	Inpatients	Being looked after by Sandra	No	Yes	
24/10/2011	Pre-assessment	Very efficient	No	Yes	Excellent
24/10/2011	Inpatients	Nothing too much trouble for all staff, all professional but with a smile	No facility to obtain existing medication, I had to return un expectedly and had to do without. Our action: Issue raised with our pharmacy provider and we will continue to monitor	Yes	
24/10/2011	Inpatients	Staff	Waiting. Our action: A review of booking procedures is happening now.	Yes	
24/10/2011	Daycase	Good information given throughout operation and before	No	Yes	
24/10/2011	Daycase	Quiet and well organised	A better admin link between catheter removal and seeing consultant. Our action: Team review undertaken to ensure processes are improved. Continue to monitor	Yes	Well organised
24/10/2011	Daycase	Toast and marmalade and staff	No	Yes	
24/10/2011	Daycase	Everyone kind	No	Yes	
24/10/2011	Daycase	Food at deli very good, made to feel welcome	A little more liaison between departments i.e. paperwork. Our action: We are having a new IT system installed in November which will address the issue	Yes	
24/10/2011	Daycase	Great care and attention to detail	No	Yes	

24/10/2011	Daycase	Staff very friendly	Communication of procedure times. Our action: A review of booking procedures is happening now.	Yes	Daycase ladies toilet the paint is chipped and floor going green. Our action: Remedial works to commence shortly.
24/10/2011	Daycase	Everything excellent	Other patients with TV's on loud. Our action: A reminder issued to hostesses to encourage use of headphones	Yes	Overall service excellent
24/10/2011	Daycase	Was made to feel at ease at all times	No	Yes	
24/10/2011	Daycase	All lovely	No	Yes	
24/10/2011	Daycase	Everything has been excellent	No	Yes	Full of praise to all the staff
24/10/2011	Daycase	Speed of process and staff availability	No	Yes	
24/10/2011	Daycase	Staff very kind and efficient, very relaxing atmosphere	No	Yes	
24/10/2011	Daycase	Staff were kind and helpful	No	Yes	Thank you to all staff for their kindness
24/10/2011	Inpatients	Very empathetic, knew I didn't like needles and tried not to cause me pain	No, all the staff were helpful and encouraging	A 5 star recommendation	You were made to feel like a human being and not a number, all the staff were kind helpful and the food was delicious. They made you feel they were working towards your wellbeing.
24/10/2011	Inpatients	The quality of the care and the help given by all members of staff without exception, has been A1 gold star	Stock control and setting is a weak area, nursing staff are wasting time running around the hospital chasing items which are not in the areas required, near the patients rooms. Our action: these comments have been passed to the relevant departments to consider improvements.	Yes	As a lifelong businesswoman I tend to view all new experiences quite analytically. I came to Circle Bath to be hospitalised and receive a new hip joint, this has been done and I am delighted with the outcome. However I can see that in some areas the staff are having to function in spite of the building itself, which seems to be trying to be all things to all people and not succeeding anywhere. It is a <u>hospital</u> we want
24/10/2011	Inpatients	Everything was excellent	No	Yes	
24/10/2011	Inpatients	The nurses and having time with them	No	Yes	Just marvellous, the whole experience
24/10/2011	Inpatients	I felt I had received excellent treatment and after care	One small thing, I had trouble with the TV remote Our action: a reminder issued to hostesses to explain how they work.	Yes	
24/10/2011	Inpatients	Exceptional care from hospitality and nurses to consultants	No	Yes	The most amazing hospital experience I have ever had, exceptional service from exceptional staff
24/10/2011	Inpatients	Everything wonderful	No	Yes	It was like having a holiday with a tiny bit of torture
24/10/2011	Inpatients	All good	No	Yes	All nurses good, comfortable stay
24/10/2011	Inpatients	When recovering from a very painful hip replacement operation the staff were most considerate when I was in a bad way	On 2 occasions in the middle of the night when I called for a nurse the socket in the wall was not fully attached, I would not walk to the loo and wet the bed. Our action: Nurses are reminded to check call bells on a daily basis.	Yes	Food excellent with a wide choice, room temperature low
24/10/2011	Inpatients	Everything was spotless and clean, staff were very caring and if you pushed the bell were attended to quickly	No	Yes	Food was good, could find no fault with my stay here
24/10/2011	Inpatients	All the staff were unbelievably kind and helpful, I couldn't have wished for a better stay	No	Yes	My suggestion will be to somehow cover the wheels of the trolleys as they make quite a noise on the wooden floor especially at night. Our action: Trolleys are being replaced by lighter versions with rubber wheels.
24/10/2011	Inpatients	Everything was good	No	Yes	
24/10/2011	Daycase	Everyone was friendly, first class service, calm atmosphere and attentive	No	Yes	
24/10/2011	Inpatients	Lovely nurses	No	Yes	
24/10/2011	Physiotherapy	Good personal one on one	No	Yes	
24/10/2011	Physiotherapy	Friendly, efficient service	No	Yes	

24/10/2011	Daycase	Excellent calm approach of all professionals, exuding knowledge and care	No	Yes	Impressed with all round care of all staff
24/10/2011	Daycase	Kindness of staff , efficiency and excellent treatment	Perhaps the toilets could be cleaned more often, open cubicles not very private, could hear other patients details. Our action: more frequent toilet cleanliness checks by housekeepers instigated and remedial works to the pods in December 2011.	Yes	Lack of quite and privacy was un expected but all staff were kind and professional
24/10/2011	Daycase	Staff	No	Yes	
24/10/2011	Daycase	All fine	No	Yes	Very satisfied, service was super
24/10/2011	Daycase	Care from staff	No	Yes	
24/10/2011	Daycase	Quick attention, clear explanation of proceedings	No	Yes	
24/10/2011	Daycase	All of it	No	Yes	
24/10/2011	Daycase	It was very easy to relax	No	Yes	Everyone very friendly and helpful
24/10/2011	Daycase	Coffee and very friendly staff	No	Yes	
24/10/2011	Daycase	The attention to detail	No	Yes	It has been acknowledged health care is not just a clinical thing, and that shows in the art, the privacy in the cubicles and the good standard of food
24/10/2011	Daycase				
24/10/2011	Daycase	The whole thing was excellent	No	Yes	
24/10/2011	Outpatients	Staff friendliness and efficiency	No	Yes	
24/10/2011	Pre-assessment	Everything was good	No	Yes	Very pleased
24/10/2011	Pre-assessment	Everything was covered and well explained	No	Yes	I always feel that I am treated as an intelligent human being, not just a number to get through the system
24/10/2011	Outpatients	I have to say I could not be any better	Just the smell when my eyes were cut	Yes	What a great service this hospital offers, a great pleasure to have been seen here
24/10/2011	Outpatients	Friendly, helpful, nice surroundings	No	Yes	
24/10/2011	Pre-assessment	The cheerful ambience	No	Yes	
24/10/2011	Physiotherapy	Sharon was very warm, friendly and professional. She made me feel at ease and anticipated all my questions	No	Yes	
24/10/2011	Physiotherapy	Very nice, helpful staff, they had lots of time for me and listened carefully	No	Yes	
24/10/2011	Outpatients	Friendliness	No	Yes	
24/10/2011	Physiotherapy	Good interaction	No	Yes	
24/10/2011	Pre-assessment	Helpfulness, friendliness, efficiency from everyone I spoke to was of the highest standard, very impressed	No	Yes	The coffee was cold but the tea was hot, the cheese and marmite toasted were excellent. Our action: these comments have been forwarded to the relevant departmetns for review.
24/10/2011	Inpatients	Nursing staff and physio were great	No sky sports	Yes	If ice packs were in longer bags, you could wrap them around knee's better. Our action: Comments are noted and nurses and physio are notified. Continue to monitor.
24/10/2011	Inpatients	The thoughtful and caring treatment I received from everyone	No	Yes	The catering was exemplary and beautifully presented
24/10/2011	Inpatients	All staff extremely helpful, informative and kind	No	Yes	
24/10/2011	Daycase	The care from all staff was excellent	No	Yes	
24/10/2011	Daycase	The friendly attitude and very supportive staff	No	Yes	My father is already astonished in the improvement in his eyesight, he will be back for the left eye
24/10/2011	Daycase	Relaxed atmosphere	No	Yes	
24/10/2011	Daycase	Fantastic experience	No	Yes	Thank you everyone for everything you have done
24/10/2011	Daycase	Everything perfect	No	Yes	Standards have risen since last visit
24/10/2011	Daycase	Thank you for the great care	No	Yes	
24/10/2011	Daycase	All very pleasant	No	Yes	Trusted Mr. Luck and would like to send thanks to him

24/10/2011	Daycase	Everyone was really friendly and managed to cope with my awesomeness	No	Yes	Thank you, my visit was most comfortable and so I enjoyed it
24/10/2011	Daycase	Very kind staff	No	Yes	
24/10/2011	Daycase	Everything was so relaxed	No	Yes	
24/10/2011	Daycase	Staff very friendly and helpful	No	Yes	
24/10/2011	Physiotherapy	Learning the therapy technique	No	Yes	
24/10/2011	Pre-assessment	Everyone always helpful and friendly	Every time I come I have to wait. Our action: Timings are being reviewed	Yes	
24/10/2011	Inpatients	Wonderful nurses and staff, very caring and helpful	No	Yes	I would like to say how very well I was looked after by everyone at the Circle hospital
24/10/2011	Inpatients	Friendliness and helpfulness of all staff, surgical, nursing and domestic	No	Yes	A lovely stay in comfortable surroundings which I am sure will speed recovery, I would use Circle Bath again
24/10/2011	Inpatients	Dr's and staff were very nice, meals good	No	Yes	
24/10/2011	Inpatients	The staff, nurses and health professionals were all delightful, the food was perfect	No	Yes	
24/10/2011	Inpatients	Pain control was excellent	There was nothing less than excellent care	Yes	Thank you for your excellent care, the best I have personally experienced
24/10/2011	Inpatients	The food and catering were excellent	No	Yes	The bathroom door in room 17 is a bit stiff and needs looking at. Our action: Maintenance carried out.
24/10/2011	Inpatients	Quite a few things, consultants and anaesthetist were re-assuring with helpful explanations, nurses all very pleasant and helpful. Food very good	No	Yes	Many thanks
24/10/2011	Inpatients	Daycase unit good care		Yes	
24/10/2011	Daycase	Humorous and competent surgeon	No	Yes	
24/10/2011	Daycase	Care and friendliness of nurses	No	Yes	Full recovery from previous unfortunate visit
24/10/2011	Daycase	Place is immaculate and everyone very helpful	1- Time was wrong, I was 1 hour early so I had to lounge about 2 - Would have been good to have drinks available or offered rather than having to ask (while waiting). Our action: Timings are being reviewed and hostess are reminded to offer drinks to patients.	Yes	
24/10/2011	Daycase	Staff friendliness and being kept informed	No	Yes	
24/10/2011	Daycase	Staff very friendly and made me feel relaxed	No	Yes	Thank you to all daycase staff
24/10/2011	Daycase	Staff always happy and make a relaxed atmosphere	No	Yes	
24/10/2011	Daycase	Friendly and efficient staff	No	Yes	Very relaxed and friendly atmosphere
24/10/2011	Daycase	Great communication about procedure, very professional	No	Yes	