

2012 Feedback Card Database

CircleBath Hospital
 Foxcote Avenue
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 Bath
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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
02/01/2012	Outpatients	Very clean and tidy, friendly staff and excellent service	No	Yes	
02/01/2012	Daycase	Very attentive staff	No	Yes	
02/01/2012	Daycase	All staff very friendly	No	Yes	Post op food very good
02/01/2012	Daycase	The whole visit was very pleasant and very courteous and kind staff	No	Yes	
02/01/2012	Daycase	Very efficient	No	Yes	
02/01/2012	Daycase	The food	No	Yes	First class service
02/01/2012	Daycase	The staff were friendly, efficient and professional	No	Yes	Bay 9 was a bit chilly, possibly due too air conditioning vents, maybe two blankets would be good. <i>Our action: We will definitely able to provide more blankets if needed. Comments also forwarded to Facilities Management so that necessary checks will be made</i>
02/01/2012	Daycase	All staff amazing, a credit to you all	No	Yes	
02/01/2012	Daycase	Everyone was so friendly and reassuring	No	Yes	
02/01/2012	Daycase	Calm, unhurried approach	Nothing... it was a really positive experience	Yes	
02/01/2012	Daycase	Staff kept you well informed	No	Yes	Treatment couldn't be better, everyone was very helpful
02/01/2012	Daycase	Kept informed, very helpful	No	Yes	
02/01/2012	Daycase	All staff helpful and explained what was happening / going to happen clearly	It would be helpful to have a slip to note who is looking after you. <i>Our action: Comments will be passed on to the relevant team leads to review</i>	Yes	Calm and efficient atmosphere helps to inspire confidence, food was nice and fresh, just what I needed after being starved
02/01/2012	Daycase	Dignity throughout, soup tasty	No	Yes	Staff attentive and lovely
02/01/2012	Daycase	Prompt attention by staff when I arrived, excellent staff	No	Yes	
02/01/2012	Daycase	Generally very good, nice latte	One size slippers where not one size, didn't fit	Yes	Very good overall, staff very friendly and helpful
02/01/2012	Daycase	The staff	Paper theatre gowns dreadful	Yes	Very well looked after thank you
02/01/2012	Daycase	The staff	No	Yes	
02/01/2012	Daycase	Overall care by all staff and recovery care	No	Yes	
02/01/2012	Daycase	The pleasantness of all the staff and helpfulness	No	Yes	Made to feel very relaxed and at ease
02/01/2012	Daycase	The professionalism of everyone	No	Yes	
02/01/2012	Daycase	Everything fine	No	Yes	Thank you to all staff especially Vanessa Glassbrook
02/01/2012	Daycase	Everything, great service, friendly, attentive. Big thumbs up all round	No	Yes	Well done and a happy new year
02/01/2012	Daycase	Well looked after before, during and after surgery	No	Yes	
09/01/2012	Inpatients	Regular and attentive service by the nursing and health staff	No	Yes	The accommodation and ambiance are most welcoming and coupled with inpatient and hospitality staff the whole stay is highly recommended
09/01/2012	Inpatients	All the staff	Operating the TV. <i>Our action: We are trialling the new TV system which we will review in due course</i>	Yes	As a Circle partner it has been wonderful to confirm that Circle "does what it says on the packet" well done
09/01/2012	Inpatients	The friendly staff, nurses and catering alike especially Nurse Vanda who was extremely Helpful	No	Yes	An excellent stay and experience, very clean hospital
09/01/2012	Inpatients	Everything	No	Yes	Out of this world
09/01/2012	Inpatients	The operation	The nurses grey coats, very drab, small name badges and not knowing who did what. <i>Our action: We are reviewing the nurses' uniforms</i>	Yes	Food, TV remote not up to much as it doesn't light up when you push a button, no mute, doesn't work well. Nurses and physiotherapist excellent. <i>Our action: We are reviewing the new TV system in particular the remotes.</i>
09/01/2012	Daycase	Quiet, unhurried and thorough care from all staff today	No	Yes	
09/01/2012	Daycase	Staff were very attentive	No	Yes	

09/01/2012	Daycase	Dawn, the nurse in the recovery room and Marshfield ice cream	No	Yes	All staff very nice and attentive thanks to all
09/01/2012	Daycase	Everyone was very friendly and re-assuring	No	Yes	
09/01/2012	Daycase	Everything was really good, really pleased with the whole thing	No	Yes	
09/01/2012	Daycase	Efficient and friendly	No	Yes	
09/01/2012	Daycase	Everything	No	Yes	I spend a lot of time in hospitals in my sales role. I believe this is by far the best with friendly welcoming staff
09/01/2012	Daycase	Everything, particularly food and respect for privacy	No	Yes	
09/01/2012	Daycase	Very proficient and professional	Ceiling tile above pod 18 is cracked. <i>Our action: Comment is forwarded to our Facilities Management to action.</i>	Yes	
09/01/2012	Inpatients	My first experience here was above the expectations, all services were excellent	No	Yes	Staff were caring and kind, catering excellent, all in all made any fears and awareness I had quietly disappear
09/01/2012	Inpatients	The care and attention from all staff from the very top to the bottom	No	Yes	Unfortunately my appetite didn't allow me to fully appreciate the food on offer
09/01/2012	Inpatients	Consistency of good care across the team from Mr. Burwell to Darren and everyone in between	No	Yes	Everyone polite and nothing too much trouble, quite appreciated, as was good food
09/01/2012	Inpatients	Facilities are 1st class, view is lovely nurse was very friendly and helpful	No	Yes	
09/01/2012	Inpatients	The care I was given	No	Yes	They looked after me very well, nothing too much trouble thank you very much
09/01/2012	Inpatients	Whole general experience, all staff helpful especially porter	Lights too bright in daycase unit, felt that there was no provision for dimming lights. <i>Our action: We have eye masks available if needed.</i>	Yes	Surgeon, anaesthetist were very good
09/01/2012	Inpatients	Staff were very friendly and supportive	No	Yes	
09/01/2012	Inpatients	The standard of helpfulness very good, all the staff, nurses and hosts and hostess extremely competent	Visitors seating could be improved	Yes	Circle served the best food I've had in a private hospital but the coffee could have been hotter, that's only a small thing though
09/01/2012	Daycase	Very good care	No	Yes	
09/01/2012	Daycase	Absolute professionalism and the nurses were really good as well as surgeon and anaesthetist	No	Yes	My cheese omelette was wonderful, on the whole a good experience, thank you everybody
09/01/2012	Daycase	I was kept very well informed	No	Yes	
09/01/2012	Daycase	Staff were very friendly and put me at ease	No	Yes	
09/01/2012	Daycase	Food was excellent	Could have done with larger slippers and robe	Yes	Not sure I like the horse box arrangement, not very private
09/01/2012	Daycase	Excellent	No	Yes	
09/01/2012	Outpatients	The constant friendliness and helpfulness of the staff. Also the good efficient organisation	No	Yes	I greatly appreciated the calm professional atmosphere, always helpful before an operation, theatre staff were excellent, my warm thanks to all
09/01/2012	Daycase	Lovely staff	No	Yes	There is a calm, reassuring atmosphere, impressed by the mutual respect and friendliness among the staff
09/01/2012	Daycase	Professional attitude of staff thank you	Check toilets regularly. <i>Our action: Comments passed on to the Housekeeping Lead to follow up</i>	Yes	
09/01/2012	Daycase	Everything very professional, nursing, consultant, and information given	No	Yes	
09/01/2012	Daycase	Ham sandwich	No	Yes	My ear hurts
09/01/2012	Daycase	Excellent facilities	No	Yes	Food was excellent and staff very attentive
09/01/2012	Daycase	Everyone extremely pleasant and helpful	No	Yes	
09/01/2012	Outpatients	Efficiency	No	Yes	
09/01/2012	Physiotherapy	Friendly and thorough history	Not a huge understanding of sport involved. <i>Our action: Comments passed on to the relevant team lead to review</i>	Yes	Very good and would definitely recommend coming here
09/01/2012	Physiotherapy	This was my second visit to the Circle Bath and on both visits they made me feel at ease from the minute you walk through the doors	No	Yes	
09/01/2012	Physiotherapy	All excellent thank you	No	Yes	
09/01/2012	Inpatients	All of the staff were amazing, made me so comfortable, nothing was too much trouble	The only small thing is perhaps larger portions of vegetables with meals, I discussed this with staff and they went out of there way to listen and correct. <i>Our action: Comments passed onto the Chef to review.</i>	Yes	Thank you so much
16/01/2012	Inpatients	Anaesthetist was excellent, completely putting me at ease by talking about bikes	Slippers were far too small, TV remote was broken. <i>Our action: We are purchasing new remotes.</i>	Yes	

16/01/2012	Inpatients	Staff excellent		Yes	Very impressed
16/01/2012	Inpatients	Follow up care was excellent	Spare toilet roll in bathroom would have been good. Our action: <i>Comments passed to Housekeeping Lead to action.</i>	Yes	Overall very good experience, a 'hotel' aspect very comfortable
16/01/2012	Inpatients	Quick, efficient and caring	No	Yes	
16/01/2012	Inpatients	Excellent care given with kindness and proficiency	No	Yes	
16/01/2012	Inpatients	Welcoming, hospitality and nursing staff they all are excellent	No	Yes	All the staff were very friendly, excellent service thank you for making such an amazing effort to make the stay so comfortable, god bless you all :)
16/01/2012	Inpatients	Excellent care and attention from all departments	No	Yes	A first class service by all, thank you
16/01/2012	Inpatients	All very satisfactory	No	Yes	
16/01/2012	Inpatients	Quality of care	No	Yes	Staff all really caring and friendly
16/01/2012	Inpatients	All levels of staff from top to bottom were friendly, capable and so helpful. Excellent food	No	Yes	A clock on the wall would have been very welcome
16/01/2012	Inpatients	The staff were excellent, friendly and very helpful	I.T problems with the TV, despite the I.T mans best efforts, Gareth fixed it	Yes	
16/01/2012	Inpatients	The whole visit was brilliant	No	Yes	Everyone went out of their way to make sure you knew what was happening
16/01/2012	Inpatients	The communication between all staff was excellent, I always felt that all who cared for me were fully informed of my situation	No	Yes	From the initial meeting with Mr. Von Arx and the radiographers, through to the nursing and care staff, my stay has been nothing but exceptional. I have felt fully supported and always received advice and information in a clear and reassuring way
16/01/2012	Inpatients	The treatment and staff was excellent	No	Yes	The physios were brilliant got me moving straight away
16/01/2012	Inpatients	The nurse looking after Ollie was lovely	Felt uncomfortable when our son made noise, i.e. crying etc	Yes for Adult operations	
16/01/2012	Inpatients	I really couldn't fault anything	No everything was carried out to a T	Yes	Everyone connected to my care were kind and certainly knew their jobs, thanks to you all
16/01/2012	Inpatients	Excellent care and excellent nursing care	No	Yes	
16/01/2012	Inpatients	The personal attention from my arrival to discharge	No	Yes	The care I received from all staff was excellent, there is nothing to fault, the calm and quite peacefulness was inducive to recovery. Excellent
16/01/2012	Inpatients	Everybody was welcoming and everything ran smoothly	No	Yes	
16/01/2012	Daycase	The efficiency of all staff involved	No	Yes	Felt fully informed from the outset
16/01/2012	Daycase	Toast and tea	I was cold	Yes	
16/01/2012	Daycase	Staff very polite	No	Yes	Very nice to be so quiet with helpful staff and food was very nice, nothing too much trouble
16/01/2012	Daycase	Visits from staff and comfort	No	Yes	
16/01/2012	Daycase	Pleasant professionalism	No	Yes	
16/01/2012	Daycase	Very good hospitality and nursing	Only that the bed was too short	Yes	The whole experience makes you feel relaxed as possible
16/01/2012	Daycase	Nursing care	No	Yes	
16/01/2012	Daycase	Constantly being advised of what was happening	No	Yes	Friendly, helpful and nice staff, very clean
16/01/2012	Daycase	Impossible to single out only one thing, all good	No	Yes	Would that the whole national health was this good
16/01/2012	Daycase	Everything was excellent	No	Yes	
16/01/2012	Daycase	Everyone was lovely	No	Yes	
16/01/2012	Daycase	One to one, felt like you were a person not a number, they did what they said they would		Yes	
16/01/2012	Daycase	Made to feel very welcome and relaxed, great support staff	No	Yes	Very well informed of procedure
16/01/2012	Outpatients	Staff politeness	The audiogram was taken in a noisy room. <i>Our action: Comments passed to the relevant lead to review</i>	Yes	
16/01/2012	Physiotherapy	Friendly and sympathetic understanding	No	Yes	I find the friendly welcome and the calm, quite atmosphere of the atrium very re-assuring
16/01/2012	Physiotherapy	Good explanation of possible causes	No	Yes	The circle doesn't feel like a hospital
16/01/2012	Outpatients	Everyone was efficient and pleasant	No	Yes	Thank you very much for the care I received
16/01/2012	Outpatients	Very professional from reception through to the consultation	No	Yes	Very friendly and clean/modern personal and building
16/01/2012	Pre-assessment	Explained very well, helpful	No	Yes	

16/01/2012	Outpatients		Indifferent attention, as my ear is connected with my throat I asked if he would check my throat and he said no because it wasn't requested by my GP, at my next visit I would appreciate a secondary check of my throat. <i>Our action: Comments will be passed onto the consultant</i>	Yes	
16/01/2012	Inpatients	The Patient guide for knees, I know exactly what to expect	No	Yes	I have appreciated the care given to me by all staff, surgeons, anaesthetist, nurses, physiotherapists and catering staff
16/01/2012	Inpatients	Everyone made you feel very special, excellent attention at all times	No	Yes	keep everything as good as it is now
16/01/2012	Inpatients	Absolutely everything was outstanding	No	Yes	Everything about my stay was outstanding, everyone was so helpful and nothing was too much trouble, I cannot thank you enough
16/01/2012	Inpatients	Everything was so well done, nervous patients well catered for	No	Yes	
16/01/2012	Inpatients	The friendliness of the staff	My op was delayed by 1 1/2 hours.	Yes	
16/01/2012	Inpatients	All staff very considerate	No	Yes	
16/01/2012	Inpatients	Everyone has been very professional	Being asked to be here for 12:00 and not having surgery until 18:00! <i>Our action: We are currently reviewing the admission times.</i>	Yes	
16/01/2012	Inpatients	The entire staff were fantastic	No	Yes	I have found my whole experience at the circle to be an absolute pleasure I was very very well looked after
16/01/2012	Inpatients	No everything was good, pain relief, food and friendly staff	No	Yes	We have already had a couple of people attend the Circle on our recommendation
16/01/2012	Daycase	A calm atmosphere	No	Yes	A very professional, caring and attentive experience
16/01/2012	Daycase	Service first class	Waiting time could have been less. <i>Our action: We are currently reviewing the waiting times.</i>	Yes	All staff very polite and helpful
16/01/2012	Daycase	Everything was good, from welcoming staff, nurses and surgeon	No	Yes	Perhaps the option of music when undergoing local anaesthesia operation?. <i>Our action: Comment passed to the relevant lead to consider</i>
16/01/2012	Daycase	Everyone had time for you and made you feel at ease	No	Yes	They discuss everything with you
16/01/2012	Daycase	friendly staff	No	Yes	
16/01/2012	Daycase	Kept informed	No	Yes	Axa and anaesthetist need to settle difference in costs
16/01/2012	Daycase	All very good	No	Yes	
16/01/2012	Daycase	Service and care excellent	No	Yes	
16/01/2012	Daycase	The staff are excellent	No	Yes	Thank you for looking after me so well
16/01/2012	Daycase		No	Yes	Everything fine, people very kind
16/01/2012	Daycase	All of it, I was looked after from start to finish, everything explained	No	Yes	Thank you
16/01/2012	Daycase	Very attentive people	No	Yes	
16/01/2012	Daycase	lovely facilities and staff	No	Yes	
23/01/2012	Outpatients		It is infuriating to have to sign a form to say my details have not changed since my last visit, surely it would be better to fill in a form if they have changed. I have visited the hospital 4 times in the last week and have had to sign a form every time. <i>Our action: We will work to help patients understand they must declare, by signature, for each clinical event undertaken at the hospital.</i>	Yes	
23/01/2012	Physiotherapy	Help, advice and explanation	No	Yes	
23/01/2012	Physiotherapy	Beautiful location, lovely interior very sympathetic consultant	No	Yes	
23/01/2012	Inpatients	Care received post op, nurses and anaesthetist visiting physio care classes	No	Yes	
23/01/2012	Inpatients	It was all good, staff and catering staff	No	Yes	Overall excellent hospital
23/01/2012	Inpatients	Pain control 100%, follow up from surgeon 100%, care 100% and anaesthetist 100%	No	Yes	Clean, caring, wonderful atmosphere, excellent experience and food 100%
23/01/2012	Inpatients	Every member of staff was very friendly	No	Yes	I feel very lucky and pleased to have my knee done at Circle Bath very well done to all staff
23/01/2012	Inpatients	Attention to detail, by everyone	No	Yes	Special mention to the post of care team who were great, especially Tom Fletcher, also the Hospitality girls/boys for their constant smiley faces

23/01/2012	Inpatients	Caring and attentive treatment by all staff	No	Yes	Brilliant surgeon and anaesthetist, lovely relaxed atmosphere with smart and professional staff, clean and comfortable room. Thank you
23/01/2012	Inpatients	Friendly staff very attentive, and made me feel at ease	I didn't expect to stay overnight but did and there was no available toothbrush or toothpaste. <i>Our action: Proper inventory check put in place to ensure there are toothbrush and toothpaste available for unexpected stays</i>	Yes	Very attentive respectful staff that made my stay enjoyable and relaxed thank you
23/01/2012	Inpatients	The patient care is excellent, and the staff are sympathetic and efficient	No	Yes	Many thanks for an excellent job
23/01/2012	Inpatients	All staff helpful and friendly and made me feel at ease	No	Yes	
23/01/2012	Inpatients	Good communication and explanations by Mr. Von Arx and anaesthetist	No	Yes	
23/01/2012	Inpatients	The staff, all were lovely but particularly the restaurant staff	A little more assistance when I was bed-ridden, e.g., help to get dressed, draw curtains at night, switch lights off and keep bed tidy. <i>Our action: Comments passed onto the nurse lead to review.</i>	Yes	
23/01/2012	Inpatients	All good-very professional	No	Yes	Food excellent and staff very attentive
23/01/2012	Inpatients	The ward and hostess staff could not have been sweeter, and food was excellent	The lack of privacy in the pre-op area in basement, you could hear everybody. <i>Our action: We have placed a glass and wood partitions between the pods to minimise noise transference.</i>	Yes	As a 'Disabled' patient, I should have liked to have gone to my room first to organise it for post op. Without my husband to help today would have been difficult and the bathroom door was jammed. <i>Our action: Comment will be passed onto the Nurse Lead to review</i>
23/01/2012	Inpatients	I would like to say that the whole stay in the hospital, the operation and pre-care and aftercare was of a very high standard, I have been in a lot of hospitals inclusive of local private hospital such as the Bath Clinic and the Glen in Bristol which do not come close to that of the Circle.	No	Yes	My stay was more comparable to a 5 star hotel rather than that of a hospital. I would like to thank everyone for the high level of attention and treatment that I was given. I would recommend the hospital to family and friends and will 100% use it again in the future for any requirements I may have, I am already thinking about Laser eye surgery which I think is carried out there.
23/01/2012	Daycase	Pleasant caring atmosphere	No	Yes	In so far as an operation can be pleasant, this was
23/01/2012	Daycase	Peace and quiet	No	Yes	
23/01/2012	Daycase	Friendly and clean	No	Yes	Very cold in "pod"
23/01/2012	Daycase	Everything explained perfectly, staff excellent	No	Yes	Very pleased with whole procedure from start to finish
23/01/2012	Daycase	Very good communication so I was aware of every step	No	Yes	
23/01/2012	Daycase	Attentive care and relaxed	No	Yes	Wonderful staff, wonderful place
23/01/2012	Daycase	I was well looked after at all times	No	Yes	
23/01/2012	Daycase	Welcome and very nice nurse	No	Yes	
23/01/2012	Daycase	The attention by staff	No	Yes	
23/01/2012	Daycase	Warm, friendly welcoming staff	No	Yes	Thank you for taking such good care of us
23/01/2012	Daycase	Smooth process, friendly and professional staff, good information	No	Yes	
23/01/2012	Daycase	Everyone was very caring, considerate and helpful	No	Yes	Just to say thank you to everyone who looked after me
23/01/2012	Daycase	The amazing Jessica	No	Yes	Funny being this side of things as a member of staff, my goodness we are good
23/01/2012	Daycase	Everything good, no negative comments	No	Yes	This is my 2nd visit, I have no complaints at all, I've been treated very well
23/01/2012	Daycase	Everybody was very friendly	No	Yes	I was very pleased with everybody and their professional attitude and friendliness
23/01/2012	Daycase	Everything, I was treated very well and staff were lovely	No - except I have size 11 feet and slippers were too small	Yes	Everyone has been so kind and helpful and treat you as if you're the only one their, especially Des he was very lovely
23/01/2012	Daycase	Very well organised throughout the visit, very helpful and friendly staff	No	Yes	
23/01/2012	Daycase	The friendly and helpfulness of all staff	No	Yes	What a pleasure to have my procedure in a 5 star hotel/hospital
23/01/2012	Daycase	All round good patient care and information	No	Yes	
23/01/2012	Inpatients	All of it	No	Yes	Every member of staff I came across were friendly and helpful at all times

23/01/2012	Inpatients	Pleasant environment	Not informed that wife had rung	Yes	Service generally very good, particularly from Tara King, helpful and efficient, but it would be helpful to know in advance of what clothing or toiletries one needs to bring, as not a lot is provided, most of what I brought was not needed. <i>Our action: Comments are passed onto the relevant lead to review</i>
23/01/2012	Inpatients	10/10 good medical and customer care, given reassurance at all times	No	Yes	
23/01/2012	Inpatients	Everyone's professionalism and attention	No	Yes	I was made to feel relaxed and nothing was too much trouble anytime of the day or night
23/01/2012	Inpatients	Everything about my visit was absolutely wonderful, thank you all very much for all the superb care and attention, excellent food	No	Yes	What an absolutely wonderful hospital this is, all of the staff have been superb
23/01/2012	Inpatients	Very smooth operation, efficient but more relaxed than most hospitals which is excellent, so calming for the patient	No	Yes	
23/01/2012	Inpatients	Surgery and anaesthetic fantastic, food and hostess service brilliant	Would be good to see nurses more often	Yes	Overall a very pleasant experience having been very anxious about the procedure
23/01/2012	Inpatients	attentive care	No	Yes	