Circle Nottingham

NHS

In the month of April 2017, 3386 people gave us feedback on the service provided.
From feedback provided 97.7% who answered the question said they were likely to recommend the service to family and friends.

Gateway	What did we do well	What could we do better
Facility wide		A more amenable, less irritable/aggressive attitude towards my question about car parking, as I was acting on the advice of the staff member who rang me. I only asked for your advice, I didn't need to be told off! I've had to come back as I should have been given something at my appointment which I wasn't.
Front of House	EH - car park man - very friendly, brightens up my morning.	
Front of House	As usual, everything. Front of House staff extremely attentive and courteous.	Nothing at all that I can think of. Keep up the excellent work.
Front of House	Everything	Nothing
Front of House	Ignore me and not look at me.	Look at me and show me acknowledgement.
Front of House	Very welcoming and polite and very helpful	Nothing
Front of House	Very friendly and efficient.	Nothing
Front of House	Helpful and approachable on telephone. Receptionist very friendly. Doctor scheduled an appointment flexibly to time I could do.	Not very clear on pricing/payment and lack of fixed fee/how this changes everytime I come is unethical.
Front of House	The building is lovely and clean and all the staff were very smiley.	
Front of House	Service excellent, very helpful.	Nothing
Front of House	Excellent all round.	
Front of House	Very well.	No. Very good.
Front of House	Staff very polite and helpful	
Front of House	Good and friendly staff.	Just keep us updated as the machine was broken.
Front of House	All polite and friendly.	A range of reading material for people.
Front of House	Everything	Nothing
Front of House	The lady explained about the process to claim travel costs back.	
Front of House	Great communication and friendly staff on reception.	
Front of House	Always excellent service given at the Treatment Centre.	
Front of House	Plenty of parking. Always helpful.	
Front of House	All good	Nothing
Front of House	Pleasant, friendly, it always looks clean and smells nice, has seating area.	
Front of House	Everything	Nothing
Front of House	Everyone really helpful. Car park attendant a little abrupt.	
Front of House	Staff polite and helpful	Nothing, all good
Front of House	Friendly	Nothing
Front of House	Friendly and efficient	Nothing
Front of House	Busy car park but excellent service.	More spaces in car park.
Front of House	Pleasant and polite as always.	
Front of House	Polite and informative.	Nothing
Front of House	Provided excellent service.	Nothing
Front of House	Everything, friendly, smiling, helpful, calm, don't feel anxious	Nothing
Front of House	Good service.	Arrive on time (transport).
Front of House	Smart, efficient and presentable	Don't know
Front of House	Everything	Nothing
Front of House	Nothing	Happy with everything
Front of House	Parking fine - reasonable price.	Nothing
Front of House	Very nice	Automatic doors would be good from the car park entrance
Front of House	All happy with reception	Nothing needs changing all staff were wonderful.
Front of House	Everything	Nothing
Front of House	Timely, helpful and informative	
Front of House	Proper friendly, parking was great	Nothing
Front of House	Reception staff were friendly and showeed where I needed to go.	Sign posts to the Circle Buildng could be made clearer from the QMC main entrance.
Front of House	All ok	
Front of House	Everything the receptions are always kind to me!	
Front of House	Friendly efficient welcome from the receptionist	Car park was full on arrival but wait was not too long
Front of House	All ok, thank you	
Front of House	Reception and consultation - reappointment	Nothing
Front of House		Car park chaotic this morning also spaces quite tight.
Front of House	Everything and all members are so polite and helpful.	Nothing is perfect
Front of House	Everything, staff at front of house always lovely and professional.	
Front of House	Friendly staff, helpful!	Nothing - everything ok
Front of House	Reception staff very helpful, first visit, all the staff included.	
Front of House	Everything.	
Front of House	Charlie on reception desk. Very civil and helpful. A nice fellow, a gentleman.	Nothing
Front of House		Could do hand dryers in the toilets.
Front of House	Pleased with everything	Nothing. Well looked after.
Front of House	Always happy with front desk.	Nothing
Gateway A	Dr A was fantastic. Listened to all concerns and had time for me. Great asset to team.	Reception staff could have been more welcoming.
Gateway A	Reception and nurse - welcoming and made us feel relaxed. Nice environment. Everything clearly explained.	
Gateway A	Created a really pleasant environment which reduced my stress levels significantly.	
Gateway A	Service was fantastic from reception staff to doctor.	
Gateway A	I am well pleased with everything. Everyone was very helpful.	
Gateway A	Very informative	Nothing
Gateway A	Very well	Nothing
Gateway A	Very efficient, polite & friendly	Nothing
Gateway A	Friendly, fast, efficient. Clean environment and nice staff	
Gateway A		Nothing
Gateway A	Sister saw me and fully explained all details	Unfortunately admin did not note my arrival although I did check in a delays occured.
Gateway A	All of it	Nothing
Gateway A	Good	Nothing
Gateway A	Everything	Nothing
Gateway A	Efficient friendly staff. Clear signage	
Gateway A	Efficient and friendly, two things that are not often said together	Nothing, may be a coffee machine in every corridor
Gateway A	All of it	A bacon sandwich would be nice
Gateway A	All very pleasant and helpful, didn't have to wait long.	Nothing at all.
Gateway A	On time, very professional and efficient	Nothing

Gateway A	Nice environment, friendly staff, timely.	
Gateway A	On time, good service.	
Gateway A	Everything very professional	
Gateway A	All done professionally	Nothing
Gateway A	Go in early, pleasant staff	
Gateway A	Punctual	
Gateway A	Great acknowledgement, treated very well	keep doing a good job
Gateway A	Speed of appointment, very professional	Nothing
Gateway A	Prompt and efficient	
Gateway A	Seen on time, pleasant environment, clean, efficient and helpful staff	
Gateway A	Quick and efficient, appointment on time, doctor gave excellent advice. Very happy.	
Gateway A	Timing as advertised	
Gateway A	Very efficient waiting system with buzzers; helpful reception and nurses; fabulous service	
Gateway A	All things.	Nothing
Gateway A	Professional efficient service	Nothing
Gateway A	Everything! Thoroughly professional	No improvement needed
Gateway A	Very friendly and explained everything	
Gateway A	Fully explained what was going to happen and if there was a likely to be any after effect. Well done	Nothing
Gateway A	On time, very efficient and friendly	Nothing
Gateway A	Put me at ease. Explained procedure really well. Very friendly.	Nothing
Gateway A	I'm petrified of needles and the nurses were so helpful! SM was amazing!	Apart from not use needles - Nothing! Haha!
Gateway A	Everything	Nothing
Gateway A	On time, Friendly, Good service	Nothing
Gateway A	Everything, the nurse was lovely	Nothing
Gateway A	Friendly staff, made me feel welcome and comfortable.	I wouldnt choose to change anything!
Gateway A	Staff explained everything clearly	Nothing
Gateway A	Everything. H and T were lovely!	Nothing
Gateway A	Efficient and very friendly	Nothing
Gateway A	All my treatment is always done well	Nothing
Gateway A	Everything, very very helpful	
Gateway A	Friendly, helpful, informative and on time	
Gateway A	Everything. Staff very pleasant and prompt	More reading material on walls for patients with hands in water!
Gateway A	Everything	
Gateway A	Explained condition very well	
Gateway A	Welcomed; relaxing environment; on time	Hard to say
Gateway A	Warm welcome	Have some reading materials
Gateway A	Everyone very pleasant	
Gateway A	Appointment time, perfect consultant nice	
Gateway A	Very prompt treatment on arrival, clear information, kind and caring approach	Nothing
Gateway A	Everything	
Gateway A	Early appointment due to cancellation. Explanations from nurse fantastic. Treatment Centre lovely. Very unclinical building	Nothing
Gateway A	Everyone was polite and kind	Nothing
Gateway A	Throughout the whole operation, Dr V and team gave me 100% professional care	
Gateway A	Very well	
Gateway A	Everything	Nothing
Gateway A	Everything explained clearly	
Gateway A	All good	
Gateway A	Put me at ease, everything well explained in a friendly manner, couldn't have wished for better	Nothing
Gateway A	My feedback is always postive, disabled toilets are impressive	Nothing
Gateway A	Kept appointment on schedule, staff are extremely helpful & welcoming.	Not much
Gateway A	Looked after me and we had a good laugh.	Waiting times shortened.
Gateway A	Everything & reassuring me.	More time - I suppose you gave a lot of patients to see
Gateway A	Excellent service	Nothing
Gateway A		Nothing
Gateway A	Made me calm! Chatted away to me and took my mind off everything.	
Gateway A	Patient care always friendly & helpful	Nothing
Gateway A	Everything went well. The staff were very kind and friendly.	Nothing
Gateway A	Extremely friendly & efficient.	
Gateway A	Was very kind and polite	
Gateway A	Everything	
Gateway A	Everything. No complaints	Nothing - Excellent service
Gateway A	Appointment on time, very pleasant doctor who immediately organised more tests and mini-op same day	
Gateway A	Service very good	
Gateway A	Very quick	
Gateway A	Communication and timings	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Prompt appointment. Clean, quiet, pleasant environment	
Gateway A	Everything	Nothing
Gateway A	On the ball and very pleasant	
Gateway A	Everything	Keep everything as it is
Gateway A	You did everything good, cannot fault the services	
Gateway A	Timings and reception	
Gateway A	Everything. Things explained really well	Nothing
Gateway A	Courteous, reassuring, treated as an individual who mattered	
Gateway A	Everything - well organised and staff very helpful as well	
Gateway A	Appointment on time and staff very good	
Gateway A	Everything	
Gateway A	On time, courteous and efficient	Nothing
Gateway A	On time. Nice staff	
Gateway A	Very attentive and caring	
Gateway A	Everything. So much better than Lincolnshire	Nothing
Gateway A	So much care given	Nothing. First Class
Gateway A	Friendly, well organised, quick surgery, good advice given	All excellent
Gateway A	Very friendly and knowledgable	Nothing
Gateway A		Buzzer did not work
Gateway A	Nice building and atmosphere. Relatively quick	Start appointment at the time given
Gateway A	Answer all questions and give good info back	The waiting time for appointment was very long (1 month?)
Gateway A	Waiting time	Organisation of files when in the room as mixed up by accident
Gateway A	Helpful service	
Gateway A	Everything	Nothing
Gateway A	Great atmosphere, everything explained very well.	
Gateway A	Arranging appointments, welcoming patients with love, I think everything is ok.	Everything, especially welcoming and leading to consultants room
Gateway A	Polite, informative, on time!	
Gateway A	All of the appointment was excellent, (the whole experience), The staff, waiting tims and treatment received. Thank you.	

Gateway A	Nice greeting from T and L's tem.	Have someone seated at reception when patients arrive. There was only one receptionist behind the desk and she was standing looking at something going on in the cafeteria area! Also a wrong number allocated to my details hence buzzer didn't buzz.
Gateway A	Everything, all of the staff were extremelely polite and helpful.	Nothing, this appointment was a pleasure.
Gateway A	Appointment on time.	The big problem is lack of parking spaces.
Gateway A	On time, friendly and efficient.	
Gateway A	You did very well on time staff very good and doctor was very good and listened.	
Gateway A	Prompt appointment, very pleasant staff, effective treatment.	
Gateway A	Everything clearly explained. Caring. Made to feel relaxed. Interested in you as a person.	
Gateway A	Gave good information clearly and in a kind and personable manner.	Reception polite but slow.
Gateway A	Everything	
Gateway A	Very efficient. Very quick, painless procedure by pleasant team. Thank you.	
Gateway A	Everything - great service.	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything was okay, thanks.	
Gateway A	Spent time explaining situation and listened.	Appointment was late but not really a problem.
Gateway A	Efficient, pleasant, quick service.	
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything - prompt	Nothing
Gateway A	Excellent work	Nothing
Gateway A	All the procedure.	
Gateway A	Very professional, kind and reassuring.	
Gateway A		Not really
Gateway A	Prompt and efficient examination.	
Gateway A	Efficient friendly service supplied by all staff.	Nothing
Gateway A	Check in time. Consultant care. Polite nurses and front desk staff.	
Gateway A	Everything as usual. All the staff are very friendly and helpful.	Nothing
Gateway A	Excellent stuff	Mixed feelings about it being a private service.
Gateway A	Everything - thorough feedback	Nothing
Gateway A	Everything - very fast, well done.	Nothing
Gateway A	Pleasant staff	Nothing
Gateway A	All of it.	No - all good
Gateway A	On time. Nice doctor.	Nothing
Gateway A	Kept to time of appointment.	
Gateway A		The map was misleading regarding the "footbridge" from the university - this led me to becoming lost in the main building.
Gateway A	Time and advice.	
Gateway A	Seen to quickly and efficiently.	
Gateway A	Quick efficient check in service. Saw doctor in no time. Nice clean airy building.	People trying to park at Treatment Centre when Car Park 3 has lots of spaces lot being used.
Gateway A	Always on time. Staff friendly, polite and welcoming.	Pharmacy needs speeding up
Gateway A	Very pleased with everything. Very kind and friendly staff.	
Gateway A	Everything. The doctor I saw today was a gentleman in every way.	Nothing at all.
Gateway A	Appointment on time. Welcoming at reception. Friendly consultant.	
Gateway A	Everyone was very pleasant, this was reassuring in a potentially stressful situation.	
Gateway A	Really friendly staff. The procedure was quick and painless.	
Gateway A	Excellent. Very organised.	
Gateway A	Communication in general and particularly explaining results.	Nothing
Gateway A	Lovely, kind, caring.	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Friendly, put at ease. I was confident that treatment would be done well.	
Gateway A	I don't believe you could have administered my treatment any better if you wanted to. Thank you	
Gateway A	Everything, consultant, advice, tests	
Gateway A	OK	None
Gateway A	Great communication, friendly and caring	
Gateway A	Looked after my wife and me well	Good job done!
Gateway A	Yes. Thank you	
Gateway A	Very well. Thank you	
Gateway A	Communication, as there was a wait, so we chose to go and have some lunch	Receptionist to smile
Gateway A	Everything - very slick	Nothing
Gateway A	Everything	It could not have been any better
Gateway A	Careful check	
Gateway A	Friendly	
Gateway A	All procedures efficient and reassuring, made me feel safe and relaxed.	
Gateway A	Gave me good news and saw me before time.	
Gateway A	Everything excellent.	Nothing
Gateway A	Everything, throughout my treatment all staff have been kind, informative, polite and lovely	Nothing
Gateway A	Prompt, efficient and effective service. Informative - both now and what will happen in the future.	Nothing!
Gateway A	On time, efficient, well run.	
Gateway A	Always great service.	Nothing, thank you.
Gateway A	It seems a very efficient service.	I would suggest it depends on the initial information given by the primary care commissioner to the patients. I would not have understood the findings if my doctor had not told me what he expected. The letter could be formatted better: headings, such as Diagnosis, should be in bold or separated from the text. You have to read it a few times to be sure you understand it.
Gateway A	Very efficient and courteous.	
Gateway A	Everything. On time.	Nothing
Gateway A	On time. Friendly staff.	
Gateway A	Treatment - reception	Not a lot
Gateway A	Reception: polite, friendly, efficient.	
Gateway A	Waiting time. Lovely people.	
Gateway A	Everything from nurses to doctors	Nothing. Everything was great.
Gateway A	Cleanliness. Buzzer. Toilets were good and clean. Assistance.	More receptionists.
Gateway A	All	

Gateway A		Nil
Gateway A	Not waited long to be seen.	Couldn't be better.
Gateway A	Efficient, friendly and helpful.	
Gateway A	Very polite staff. Very reassuring.	The waiting period.
Gateway A	Very good customer service.	Sometimes waiting times at reception are too long.
Gateway A	Prompt appointment. First class treatment. Staff very professional.	
Gateway A	Appointment on time, staff pleasant and efficient.	
Gateway A	On time for appointment, very friendly staff.	Nothing
Gateway A	Everything. All staff were very kind, warm and welcoming.	Nothing
Gateway A	Clean bright building. Shorter waiting times than expected.	Better designed/laid out queues.
Gateway A	Everything excellent.	None
Gateway A	Very friendly staff, appointment on time.	Nothing
Gateway A	Appointment on time. Very friendly and efficient.	
Gateway A	Very efficient. Doctor was very caring. Explained everything to me. Plus I have a plan for any future problems.	
Gateway A	Very pleasant staff.	
Gateway A	Very good, empathetic and patient/understanding	
Gateway A	Very compassionate, good at reassuring and putting you at ease.	Couldn't have been better.
Gateway A	Everything was fine	No
Gateway A	Putting at ease. Kind, informative.	
Gateway A	Informative	
Gateway A	Always very friendly and efficient.	Happy with all aspects.
Gateway A	Appointment time maintained.	All good
Gateway A	Friendly, quick and efficient too. Nice atmosphere.	
Gateway A	Everything was excellent	
Gateway A	Clear information given by nurse and surgeon.	Buzzer inaudible (though I could hear other people's buzzers). Had to be called by name.
Gateway A	Well on time and very friendly staff.	
Gateway A	Highly informative and reassuring. Excellent service.	
Gateway A	Everything	Nothing
Gateway A	Good bedside manner by all staff, registrar and Dr V	
Gateway A	Everything. Absolutely brilliant, thank you.	Nothing
Gateway A	Well organised and pleasant staff. Clean and tidy environment.	
Gateway A	Friendly staff and was seen before my appointment time. Have never been kept waiting.	
Gateway A	Very reassuring and welcoming staff. Appointment extremely useful.	
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Saw consultant on time and was very helpful.	Nothing
Gateway A	Appointment on time. Caring and pleasant attitude of all staff. Very reassuring.	Nothing
Gateway A	Very good service.	
Gateway A	Everything fine	
Gateway A	Everything. Put mind at ease.	Nothing
Gateway A	After informing staff that my dad had demetia, staff bent over backwards to help us. Own room to wait, friendly staff.	
Gateway A	Prompt	
Gateway A	Friendly staff, caring and understanding.	
Gateway A	All	Nothing
Gateway A	Friendly, efficient.	
Gateway A	Everything	Nothing
Gateway A	Very friendly and reassuring. Biopsy was quick and well done.	
Gateway A	Yes, very well.	No
Gateway A	Very nice staff and always friendly.	Nothing
Gateway A	The op.	Tell patients if going to be late (text?). Screens all say "on time". Don't look too grumpy if patients ask politely what time the appointment will start.
Gateway A	On time, good service.	
Gateway A	On-time appointment. Friendliness and helpfulness of staff. Ability to choose appointment times to suit.	Waiting time to check-in - very slow.
Gateway A	Friendly staff. Very helpful.	More flexibility in appointment dates and times.
Gateway A	As always, friendly and reassuring.	
Gateway A	Looked after me.	
Gateway A	Very accommodating when I asked to change an appointment, friendly and polite, punctual and efficient.	Somewhere better to park and lock a bike that is suitable for a D-lock.
Gateway A	Friendly and punctual.	Create a better feedback form with more relevant questions.
Gateway A	Everything	Nothing
Gateway A	On time for appointment. Very pleasant.	Nothing
Gateway A	Friendly and efficient. Reassuring. Informative.	
Gateway A	Always a great happy service.	
Gateway A	All good.	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everyone friendly and helpful.	
Gateway A	Everything	
Gateway A	Organised and timely. Biopsy staff were very friendly	
Gateway A	Short waiting times, great friendly staff.	
Gateway A	Short waiting time, very friendly, doctor was very friendly, responding to my questions.	
Gateway A	Everything very professional and efficient.	Nothing
Gateway A	Prompt	Nothing
Gateway A	Short waiting time, friendly staff.	
Gateway A	Friendly and efficient.	
Gateway A	Seen on time.	At last appointment, doctor didn't have my notes.
Gateway A	Efficient service	
Gateway A	On time, seen early, friendly staff.	
Gateway A	Very efficient, very friendly.	
Gateway A	Seen promptly. Friendly staff.	
Gateway A	Lady was friendly when greeted at reception. Slightly generic, but doctor was good.	Less generic.
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Promptness, nice surroundings.	Better signage from external car park
Gateway A	Very good and quick	
Gateway A	Front of house excellent.	It would be good if the doctor had my notes.
Gateway A	Everything. The staff were great. Didn't feel a thing.	Nothing
Gateway A	Diagnosis and treatment.	Everything was fine.
Gateway A	All of it.	Not much.
Gateway A	Very friendly staff on reception.	Very rushed was not even asked how are you. Felt that he had not read my notes.
Gateway A	On time, polite, informative.	Nothing

Gateway A	Helpful staff. I really appreciated the help. Thank you.	
Gateway A	Excellent service. Great staff. On time. Friendly.	Nothing
Gateway A	Reception team really helped me and was considerate in booking me a very early appointment due to certain circumstances.	
Gateway A	Attending the patient with utmost care.	You are very good.
Gateway A	Staff good.	
Gateway A	Made me feel comfortable.	
Gateway A	Polite, professional, explains all details.	
Gateway A	On time	Keep it up
Gateway A	Everything, good explanation, didn't have to wait long, staff approachable.	Nothing
Gateway A	Prompt appointment, happy to answer any questions, explained everything, friendly and helpful staff.	Nothing
Gateway A	Time keeping.	
Gateway A	Very. All good thanks.	
Gateway A	Made to feel welcome.	
Gateway A	On time, efficient, friendly.	
Gateway A	Punctual, considerate, thorough.	Waiting list.
Gateway A	All visits were on time and procedure was carried out with great care.	Nothing in my case.
Gateway A	Seen promptly. Condition explained clearly.	
Gateway A	Behaviour and manner.	More helpful to patient.
Gateway A	All good. Very efficient.	
Gateway A	Explain everything. Very friendly. Lovely doctor. Very satisfied.	
Gateway A	Pretty much everything.	Car parking can be and sometimes is a problem, but what can be done? Nothing, I expect.
Gateway A	Promptly and quickly assessed and treated.	Nothing
Gateway A	Even though I was half an hour late due to traffic, still able to see me. Very helpful.	
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Timing, kind and able to book us in immediately.	
Gateway A	Prompt service. Very knowledgeable and understanding time with specialist.	
Gateway A	Very informative, explained everything that was going to happen, made to feel cared about (a person not a number).	Nothing
Gateway A	Saw me promptly, thorough check and all staff very helpful.	Nothing so far.
Gateway A	I was checked in an examined very promptly.	
Gateway A	Put me at ease, engaged in conversation, explained and carried out the procedure.	
Gateway A	Seen very promptly. Friendly staff.	
Gateway A	Good waiting system.	On exiting the lift, the map is hidden by foliage.
Gateway A	Prompt, efficient service.	Nothing
Gateway A	On time and well explained.	
Gateway A	Very understanding and explained everything.	Nothing
Gateway A	Thank Dr E for a neat and unpainful procedure and for the aftercare.	Nothing
Gateway A	Prompt service, clear explanation of system and procedures.	
Gateway A	Kind staff and beautiful setting. Use of buzzers so you that go get a cup of tea while waiting.	Timing - been waiting for over 30 minutes.
Gateway A	Staff	
Gateway A	Everything - on time and treated very kindly.	Nothing. All was good.
Gateway A	Very friendly and efficient staff. Dr A explained everything very well.	
Gateway A	Reasonably on time. Good consultation.	
Gateway A		Timing abysmal - letter asked us to arrived 15 minutes early - finally left general waiting area 50 minutes later. Explanations needed - voice over apologising/keeping patients informed.
Gateway A	Everybody was extremely pleasant and professional especially Dr W (lovely man).	Nothing
Gateway A	Delightful nurse. Calm, reassuring, lots of information. Lovely manner - inspires confidence.	
Gateway A	Very polite.	
Gateway A	Everything from appointment to treatment.	Nothing
Gateway A	Very organised. Everyone is spoken to quietly.	Very happy as things are. Why change?
Gateway A	Treated me well and efficiently.	Nothing
Gateway A	It was very good.	
Gateway A	On time and minor treatment carried out.	Nothing
Gateway A	Very good.	
Gateway A	Appointment was on time, dealt with courteously and professionally.	Nothing
Gateway A	Time and professional.	Nothing
Gateway A	Take care of the privacy of the patient.	
Gateway A	Everyone I saw was very friendly and helpful.	Nothing
Gateway A	Everything fine. Appointment on time.	Nothing
Gateway A	Seen early.	
Gateway A	Welcoming, efficient and explained symptoms and potential cure.	
Gateway A	Appointment was on time, didn't have to wait.	I didn't like having to hold a buzzer; felt this was unhygenic.
Gateway A	Very clinical and professional.	I don't think you could.
Gateway A	Very friendly staff throughout.	
Gateway A	Caring staff, quick service.	Explain where I should be going rather than just letting me wander.
Gateway A	Appointment was on time. Everyone was very caring.	All good.
Gateway A	Removed skin tag.	
Gateway A	Everything	Nothing
Gateway A	Everything went well from the time I checked in.	Nothing at all
Gateway A	All	Nothing
Gateway A	All	
Gateway A	Yes	Nothing
Gateway A	Explained everything. Very kind and empathetic.	Absolutely nothing.
Gateway A	Bedside manner, discussed treatment clearly.	
Gateway A	Everything regarding the appointment was extremely good. Many thanks to all.	Nothing
Gateway A	On time and efficient.	
Gateway A	Treated with great respect and charm.	
Gateway A	Excellent service by Dr S.	Nothing
Gateway A	Looked after very well	
Gateway A	Very friendly and cheerful.	
Gateway A	Very professional and I felt very reassured throughout.	
Gateway A	Prompt and friendly and efficient.	
Gateway A	Made me feel relaxed and at ease as soon as I arrived.	Not a lot in my experience. Couldn't have been better.
Gateway A	Everything	
Gateway A	Dr P was very helpful and did a brilliant job.	Nothing
Gateway A	More or less everything. All three staff were nice and nothing was too much trouble.	Nothing really. Can't think of anything.
Gateway A	Prompt attention from staff, never had long to wait.	No complaints here.
Gateway A	Everything was okay. Made to feel very relaxed.	
Gateway A	Good communication and very attentive.	

Gateway A	Punctual, friendly and efficient staff.	Nothing
Gateway A	Everything	
Gateway A	Greeting. Made to feel at ease.	
Gateway A	Friendly staff, good depth of knowledge	
Gateway A	Explained likely reasons for complaint and best course for treatment.	
Gateway A	Consultant is very experienced and helpful, knowledgeable and nice.	Perhaps a more approachable and friendly receptionist.
Gateway A	Okay	Nothing
Gateway A	Always friendly.	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A		Wipe the buzzers.
Gateway A	Very caring	
Gateway A	Excellent	
Gateway A	Distraction during administration and minimising the pain.	
Gateway A	Early. Considerate. Professional. Jolly.	Nothing
Gateway A	Excellent nurses - lovely.	Parking could be cheaper.
Gateway A	Very friendly, made me feel at ease.	
Gateway A	Good service, everything explained.	No
Gateway A	Painless experience.	No.
Gateway A	Everything. All staff and consultants extremely proficient, courteous and informative.	
Gateway A	Remove an ugly thing from my nose. Waiting times.	
Gateway A	Very fast and efficient. Thank you. Excellent service.	
Gateway A	You have a good system. Organised waiting for appointments. I felt no real waiting time and was seen on time and efficiently. Service was perfect for me.	Nothing comes to mind.
Gateway A	Explained very well about the situation.	Nothing
Gateway A	Everything - very pleasant, cheerful and explained very well.	
Gateway A	Yes	
Gateway A	Everything very good	Nothing
Gateway A	Examination very thorough.	
Gateway A	Everything first class.	Nothing
Gateway A	Very pleasant staff	
Gateway A	Very good.	
Gateway A	Friendly, made me feel at ease.	Nothing
Gateway A	Very friendly, great service.	
Gateway A	Everything. Each time I've been, I've had the best attention.	Nothing
Gateway A	It was all very nice, clean. Staff friendly. All very positive.	Nothing
Gateway A	On time and lovely staff.	Nothing
Gateway A	Everything - splendid job.	Nothing at all.
Gateway A	Put me at ease. Gentle, friendly and supportive.	
Gateway A	Speed in treatment.	One location for treatment instead of two.
Gateway A	Put me at ease. Very polite and professional. Explained things very well. Nice friendly staff.	Nothing
Gateway A	Friendly staff and everyone seems to be on time.	
Gateway A	Friendly staff.	Long queues at reception meaning I was late checking in. More staff required.
Gateway A	Very well.	No
Gateway A	Very friendly staff, seen on time, very informative visit, answered all my questions well.	
Gateway A	On time - seen early - half an hour before my appointment I arrived and was seen straightaway before my appointment time.	
Gateway A	Great service, helpful answering questions, very friendly and made me feel comfortable.	
Gateway A	Always punctual, helpful and so friendly. Made me feel very comfortable here.	
Gateway A	Made me feel welcome. Accommodated my needs regarding time slot appointments. Overall very professional.	
Gateway A	You were very quick and friendly.	
Gateway A	Clear explanation about the procedure and friendly relaxed environment.	
Gateway A	Very pleasant by the consultant and nurses who dealt with my procedure.	
Gateway A	Not waiting too long and very professional.	
Gateway A	Gateway A staff and phlebotomy are professional and pleasant at all times.	Get Circle management to distribute feedback cards - don't bother the NHS staff, they do their job well.
Gateway A	Friendly and caring.	Times.
Gateway A	Efficient and was seen on time	
Gateway A	Quick and friendly service whilst being informative.	
Gateway A	Nurses were very reassuring and lovely and very friendly.	Nothing
Gateway A	Cared about what was going on with me. Took time to listen and understand.	I think the service was great.
Gateway A	Quick and easy.	
Gateway A	Treated like a person.	
Gateway A	Very polite and friendly.	
Gateway A	Everything was okay.	
Gateway A	Explain for being 1 hour 15 minutes behind appointment.	Informed of lateness beforehand
Gateway A	Appointment time kept. Consultant clear and concise.	Incorrect referral documents given to consultant so inconvenient and time consuming for him. Biopsy same day would have been better but no appointment free today.
Gateway A	Appointment was quick and staff are friendly.	Nothing
Gateway A		I had to wait quite a while for my results appointment.
Gateway A		Nothing
Gateway A	Not waiting long.	
Gateway A	My appointment was on time.	
Gateway A	On time, very clean, greeting with a smile. What's not to like?	
Gateway A	Very helpful, very polite staff.	
Gateway A	Made to feel at ease. Transparent re: what happens.	Nothing
Gateway A	Very polite and friendly.	Nothing really.
Gateway A	Prompt and efficient.	
Gateway A	Felt at ease at my appointment due to friendly and helpful staff.	Failure to follow through with my second consultation due to losing a letter I handed in.
Gateway A	In and seen quickly	Nothing
Gateway A	All round experience was okay. Nurses friendly and polite. Doctor was really cool, gave good advice.	
Gateway A	On time.	
Gateway A	J was good as always.	30 minutes late
Gateway A	Efficient	
Gateway A	Quick service, friendly staff.	
Gateway A	Everything. Made me feel at ease when I was self-conscious.	Nothing
Gateway A	All very helpful	
Gateway A	Short waiting time and friendly staff	
Gateway A	I arrived unexpectedly 30 minutes early - but I was seen very quickly. Also a very efficient appointment.	

Gateway A	Layout, reception, pager system, clinical staff - All excellent	Organise a car park
Gateway A	All staff were welcoming and friendly, Dr R is extremly nice and professional and my treatment was painless.	NOTHING! Delighted with the service, the setting and the fact I was treated as a person, not a number.
Gateway A	Friendly, reassuring and efficient.	
Gateway A		Allowed more time for appointments so people dont overrun.
Gateway A	Good timing and friendly staff	
Gateway A	Welcomed me. Told me what to expect. Brought me to the drs room and told me what to do. Apologised for me waiting a long time. I did not mind.	Nothing. Many thanks to you all.
Gateway A	Yes	Dont know
Gateway A	Everything	Nothing
Gateway A	Yes	Quite a long wait
Gateway A	Everything, brilliant happy smiley staff	
Gateway A	Everything in clinic, No one spoke in theatres.	Spoke in theatre
Gateway A	Well looked after	No
Gateway A	Extremely friendly and helpful	Everything was satisfactory
Gateway A	Quick	No
Gateway A	Communication / Explanation / Very Good	All Good
Gateway A	Explain what was to be done	Nothing
Gateway A	Well organised, pleasant environment. Got seen earlier than expected.	Nothing that I can see
Gateway A	Good nursing service, good doctor	Shorter wait
Gateway A	Quick, polite and helpful	Nothing
Gateway A	Lovely people, experience was very positive	Nothing
Gateway A	Everything	Nothing
Gateway A	Very efficient, very good at her job, caring	
Gateway A	Polite staff clean environment	
Gateway A	All good	
Gateway A	Appointment on time.	
Gateway A	As a patient used to private hospitals in germany, this has been the best treatment centre I have visited in the uk so far.	Nothing
Gateway A	Dermatology nurses in clinic are exceptional and not recognised enough.	Better, more comfortable seating in light therapy area, especially when in for a while.
Gateway A	Operation for removal of carcinoma.	Nothing
Gateway A	Prompt, pleasant, polite. Clear explanation and advice. All good.	
Gateway A	Appointment on time. Didn't have to wait.	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything.	Nothing
Gateway A	Text message reminder was very helpful. Thanks.	
Gateway A	All well. All good.	
Gateway A	Everything	Nothing
Gateway A	On time, very good, this is the third time I have been and the service has always been excellent.	
Gateway A	Prompt appointments, comfy seating area, very clean.	
Gateway A	I have always found my visits to be relaxed and I have been seen on most occasions with little or no delay.	
Gateway A	Speed	Nothing
Gateway A	All ok	
Gateway A	Very efficient, helpful, friendly. Treated as an equal. Lovely clean place to visit.	
Gateway A	Prompt appointment, everything explained very clearly.	
Gateway A	Dealt most efficiently as always.	Best as ever
Gateway A	Explained everything	
Gateway A	Early times	
Gateway A	Care and information given.	
Gateway A	Everyone very kind.	
Gateway A	Very friendly - helpful and informative.	Keep up the good work - thanks.
Gateway A	Polite	Nothing
Gateway A	Everything	No waiting at all!
Gateway A	Everything	Nothing
Gateway A	Polite, on time.	
Gateway A	Everything	
Gateway A	Excellent treatment, lovely manner.	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	None
Gateway A	Everything	Nothing
Gateway A	Everything from first treatment - last	Nothing
Gateway A	Nice friendly staff	
Gateway A	I understand S came in specifically for my appointment due to other staff members sickness/holiday.	Been sent information and a map of the site. It would have been easier for if treatment/appointment could have been at Lincoln. 36 mile journey for 10 mins conversation. Transport not available.
Gateway A	Almost prompt appointment.	
Gateway A	Very well, very informative.	Nothing it was all good.
Gateway A	The appointment was really quick. Appointment process was great in that I did not have to call up - someone contacted me.	The waiting time was long.
Gateway A	You responded quickly once you received the photographs. The delay was at the surgery's end because of a suspected malfunction of the equipment - not your fault and not the surgery's either.	
Gateway A	Saw me quickly.	
Gateway A	Prompt response	Advise if recommended medicine, needed a prescription and would the doctor automatically issue?
Gateway A	The rash is now fading.	Stopped the itching.
Gateway A	The whole procedure	Nothing
Gateway A	Good to have evening appointments available. Very efficient booking process. Great member of staff - fully explained procedure and follow up. No waiting past the appointment time.	Nothing
Gateway A		Maybe if the photos were scanned and sent to the relevant place the time would have been quicker and relieved the stress on me.
Gateway A	Made to feel welcome. Everyone very polite.	
Gateway A	It was so easy to go to the doctor's and not the hospital. Doing this it leaves the hospital to treat other patients. Also it is more convenient for myself.	Nothing
Gateway A	Everything. Very quick response after seeing my doctor. Couldn't be happier. Excellent.	Nothing
Gateway A	I was seen before appointment time. Staff good.	
Gateway A	Quick interaction/response.	
Gateway A	Very well. A lot of care and attention. Confident treatment is going well.	
Gateway A	Very easy.	
Gateway A	Received good service.	
Gateway A	Very conscious of problems.	Nothing
Gateway A	Biopsy same day	
Gateway A	Appointment with doctor.	
Gateway A	Polite and punctual.	Nothing. It was first rate.
Gateway A	Timekeeping excellent. Staff very pleasant and efficient.	Nothing
Gateway A	Promptness. Decisive and reassuring.	Nothing
Gateway A	On time, kind, informative.	
Gateway A	Attentive, friendly, efficient.	

Gateway A	Friendly, prompt	
Gateway A	Excellent staff, friendly, welcoming.	
Gateway A	Friendly staff, prompt response.	I don't know.
Gateway A	Very efficient and helpful, didn't wait long.	
Gateway A	Everything was well organised and everyone was very helpful.	
Gateway A	Op	Nothing
Gateway A	Greeting, helpful, seen very early, good environment.	
Gateway A	On time. To the point.	
Gateway A	Very efficient, friendly and helpful	
Gateway A	Everything. Staff were brilliant.	Nothing
Gateway A	Very friendly.	
Gateway A	Appointment on time.	Nothing
Gateway A	Everything. Staff. Lovely place.	Nothing
Gateway A	Excellent.	
Gateway A	Very pleasant staff, surroundings	Nothing - perfect.
Gateway A	Friendly, efficient service. Doctor explained very clearly what the problem was.	
Gateway A	No problems	
Gateway A	Everything. Dealt with professionally by two lovely staff members.	Nothing
Gateway A	Quick appointment	
Gateway A	Really efficient	
Gateway A	Information on treatments.	
Gateway A	Everything. What lovely people!	
Gateway A	Time very good. Pleasant staff.	Nothing
Gateway A	Prompt. Clear explanation. Pleasant manner.	
Gateway A	Everything. Excellent attention by caring staff.	
Gateway A	Clear and precise, friendly and helpful care	
Gateway A	Clean. On time.	
Gateway A	Very easy to talk to doctor.	It's fine as it is.
Gateway A	On time	It's fine
Gateway A	Appointment on time.	
Gateway A	No complaints	
Gateway A	Time keeping, friendly staff.	
Gateway A	Ran to time and welcomed well.	Nil
Gateway A	Whole process was excellent.	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Informative. Calm.	
Gateway A	Seen on time by a very pleasant doctor.	It was fine.
Gateway A	Lovely, friendly staff. Nice to have a chat.	
Gateway A	All run very efficiently. Clean and draught-proof building. Nice to wait in.	
Gateway A	It was all clean, quiet and efficient, just what you want.	
Gateway A	Everything	Can't think of anything.
Gateway A	Appointment on time, was given clear, full and precise explanation of procedure to follow.	Nothing
Gateway A	Very efficient	No
Gateway A	Very friendly. Nice and professional. They were all very nice and made everything go quickly.	Nothing
Gateway A	Everything. All the treatment I received went smoothly. It's a great hospital. All staff so friendly, too.	Nothing
Gateway A	Everything - very punctual - well explained.	
Gateway A	Looked after very well. All on time. Great.	No
Gateway A	Very thorough examination	Better parking required.
Gateway A	Very friendly staff, especially R.	Nothing
Gateway A	Really down to earth, made you feel at ease	
Gateway A	Everything - the ladies were friendly, efficient and professional. Thank you.	Nothing
Gateway A	Everything	Nothing
Gateway A	Lovely consultant, very reassuring and did their job well.	
Gateway A	Made me relax.	Nothing
Gateway A	Very good care. Very friendly and helpful.	
Gateway A	Made me feel very relaxed.	Nothing
Gateway A	Kept informed with information.	Not sure.
Gateway A	Everything really.	I'm not sure, it all seems to run smoothly.
Gateway A	Put one at ease. Explained things. Offered me a closer venue to my home for next procedure.	
Gateway A	Made to feel at ease. Friendly and helpful.	
Gateway A	Very happy with all that has been done for me. Thank you.	
Gateway A	Everything was great.	Not sure really, everything is okay.
Gateway A	Everything. Very professional and caring.	
Gateway A	Seen close to appointment time.	Felt a bit rushed during the appointment
Gateway A		Call the blue barrier a barrier not a line, put it on the approaching side from the stairs.
Gateway A	Fast service, seen at appointment time, HCA friendly and Dr P helpful.	Felt a little bit rushed in the appointment, but everything was explained and questions answered.
Gateway A		Had to wait 45 minutes after appointment to be seen.
Gateway A	Prompt service	Aftercare. Biopsy instead of huge wound which took 6 weeks to heal and scar when no cancer.
Gateway A		Put my notes out so I did not have to sit for 1 hour to wait for my appointment.
Gateway A	Doctor was very friendly and informative, staff were friendly.	Nothing
Gateway A	I didn't have to wait too long to be seen. Dr listened to my concerns.	Being seen on time, although I only had to wait 30 mins.
Gateway A	Not long waiting, which is always good! Forgot my letter but reception was eager to help.	Nothing really, good service.
Gateway A	On time going in for appointment which was an improvement from the last appointment which was an hour and a half wait.	Nothing
Gateway A	Friendly and chatty during the procedure which helped my nerves, thank you!	
Gateway A	Wonderful service! Sensitive personal treatment, very efficient and the whole process was quick from GP referral, everything very clear and professional.	
Gateway A	Super prompt appointment and helpful staff. Next appointment made before leaving unit.	Nothing
Gateway A	Appointment ahead of time - all staff pleasant and helpful.	
Gateway A	Staff are cheerful and helpful. Environment is claen and comfortable. I have received excellent care from MOHs surgery team.	Keep doing what you are doing.
Gateway A	Very professional and friendly approach. Explained the procedure very well. Checked who I was several times.	Nothing
Gateway A	CT is very good and very understanding and puts me at ease.	Nothing
Gateway A	Very polite and informative, giving my mum all the treatment options.	Do the buzzers get wiped down inbetween patient treatments?
Gateway A	Made me fully aware of my condition and of possible treatments - friendly.	
Gateway A	Make me feel comfy. Polite. Always helped me.	Nothing
Gateway A		All but time keeping

Gateway A	Checked in promptly and taken through to see doctor just before appointment time. Doctor very thorough and explained everything fully.	
Gateway A	Everything, reception staff were excellent and doctor was reassuring and attentive.	
Gateway A	Great friendly service	Nothing its great
Gateway A	Excellent customer service and customer care	
Gateway A	Pleasant, polite and efficient	Nothing
Gateway A	Everything, staff were very pleasant and polite	
Gateway A	Everything, staff were very frinedly, chatty and utmost professional	Nothing
Gateway A	Good time keeping, exellent patient to nurse/doctor communication.	Nothing really I had a good experience
Gateway A	Quick response, treated with kind and respect	Nothing
Gateway A	Taken out of waiting area well before appointment time. Was given information needed.	Not sure.
Gateway A	Fast, polite and understanding	
Gateway A	Very clear, concise and infromative diagnosis and solutions.	Nothing, was a good experience
Gateway A	Everything	
Gateway A	Very friendly staff	
Gateway A	Staff very friendly and informative.Very good that free care parking provided for light therapy patients.	Waited 1.5 hours to see consultant. Frustrating that I can't book appointments - I have baby so proving difficult when I can't plan childcare.
Gateway A	Friendly, efficient system for handling patients, good and efficient consultation.	IT system down, NHS records not availble online
Gateway A	Nice building, easy to talk, comfy waitng area	Appointment time was 2.10 but wasn't seen by doctor until after 3pm.
Gateway A	Kind polite and helpful	Keep to appointment times
Gateway A	Punctual	
Gateway A	everything	Nothing
Gateway A	were on time, very helpful, professional, consultation, cheerful	
Gateway A	Did all very well.	Nothing
Gateway A	Friendly manner. Seen relatively quickly. Everything explained.	Nothing
Gateway A	Very prompt	
Gateway A		Was 3/4 hour late.
Gateway A	Quick response.	I expected a camera rather than an iPhone image.
Gateway A	Friendliness, making you feel very welcome	Nothing, a great team
Gateway A	were on time very helpful professional consultation cheerful	
Gateway A	Very efficient throughout. Actually went in for appointment early.	Still had to travel to the QMC so not really very much better than a normal hospital unit.
Gateway A	very well made me feel relaxed	no better
Gateway A	Pleasant staff, efficient.	Nothing
Gateway A	Gave me good news, also waiting time very short.	Nothing
Gateway A	Less waiting time, organised appointment book-in system. Nice and friendly approach.	
Gateway A	efficient and friendly	Nothing
Gateway A	Explained the procedure very well. Answered all my questions.	
Gateway A	Everything	
Gateway A	very well, lovely ladies	
Gateway A	Friendly staff	
Gateway A	Very welcoming procedure explained well and thorough aftercare advice.	
Gateway A	Prompt. Reception friendly and clear explanation of diagnosis and follow up.	Nothing
Gateway A	information was clear and precise	
Gateway A	Friendly and just made me feel positive.	
Gateway A	Explained everything very thoroughly which made me feel at ease.	Nothing
Gateway A	Everything	Nothing
Gateway A	Seen quickly - well informed - car parking easy.	Nothing comes to mind.
Gateway A	Efficient, explained well	Nothing
Gateway A	Awesome all staff	Nothing
Gateway A	Extremely efficient as usual	Nothing
Gateway A	Very good	
Gateway A	Gave a full, reassuring explanation of procedure in a courteous manner.	I was entirely satisfied with everything.
Gateway A	Attention to patient concerns.	Waited 20 minutes.
Gateway A	Greet, make comfortable.	
Gateway A	Very clean and tidy. Staff very friendly.	
Gateway A	On time for my appointment, was seen very soon.	
Gateway A	Timing and cleanliness of the department was great.	
Gateway A	Excellent, communication, friendly, helpful and efficient.	
Gateway A	Yes	Nothing
Gateway A	Everything	
Gateway A	Everything	No
Gateway A	On time	
Gateway A	Perfect	Nothing
Gateway A	All was well. The people mentioned below and M made the treatment with exemplary expertise and my visit almost a pleasure.	Nothing at all and all I can say is "well done"
Gateway A	Always considerate	Appointment delayed by 30 minutes+
Gateway A	Everything, charming young lady!	
Gateway A	The visit was carried very well, the staff where wonderful.	Nothing, it went very well.
Gateway A	Very pleasant nurse	
Gateway A	On time	Nothing
Gateway A	Fast and friendly service	
Gateway A	Did not have to wait long	
Gateway A	Explained well, friendly.	
Gateway A	Everything	Nothing
Gateway A	Everything! From entering the building we met friendly helpful staff.	Nothing
Gateway A	Treatment is excellent. The nurses are excellent in carrying out their jobs.	
Gateway A	Very well	
Gateway A	Everything	Nothing
Gateway A	Waiting time very short. All staff very polite and efficient. Explained the procedure very clearly.	
Gateway A	Everything	
Gateway A	Everything and nurses smiled.	Nothing
Gateway A	Everything	Nothing
Gateway A	Very efficient - prompt - thoroughly examined etc etc	Hard to think of anything
Gateway A	Very efficient and friendly staff on desk / nurses. Doctor saw me early and was thorough, explained things clearly.	It isnt very clear where to queue, and I can see this being an issue at busy times.
Gateway A	Seen and treated quickly	Nothing
Gateway A	Keep me informed of procedure and what to look for. Very friendly and caring	
Gateway A	Kept appointment time and happy to explain everything in detail	
Gateway A	All that was required	Nothing
Gateway A	Personal touch	Nothing
Gateway A	Quick service and on time	Everything was fine
Gateway A	Procedure was painless, always a bonus	Everything went well. Very attentative
Gateway A	Care	No
Gateway A	Very quick service (morning appointments) All doctors I have seen are very caring and consistant.	NO :)

Gateway A	Prompt and pleasant.	Nothing
Gateway A	Great understanding reception	Nothing
Gateway A	Friendly, professional and helpful	
Gateway A	Friendly, efficient service. First class effort.	Nothing
Gateway A	Dr S and his team were efficient and caring.	No
Gateway A	Pain free biopsy. Very friendly staff.	
Gateway A	Yes, absolutely. Thanks so much.	Nothing
Gateway A	Calmed and reassured. Explained procedure so that I understood fully.	
Gateway A	Everything	
Gateway A	Saw consultant quickly. She was helpful.	
Gateway A	Very friendly and caring.	
Gateway A	Knowledgeable doctor who communicated well. Excellent specialist nurse and team doing biopsy.	Nothing
Gateway A	Very helpful examination and instruction from doctor.	
Gateway A	Everything	Nothing
Gateway A	Everything	Parking of the car.
Gateway A	Relaxed waiting area - quick turnaround, professional staff.	Signage - Gateway A could have a dermatology sign as well.
Gateway A	Made you feel at ease, explained everything well.	Nothing
Gateway A	Good explanation	
Gateway A	All processes, but mainly not waiting for long periods.	
Gateway A	Very efficient throughout. Actually went in for my appointment early.	Still had to travel to the QMC so not really much better than a normal hospital unit.
Gateway A		Was 3/4 hours late.
Gateway A	Quick response.	I expected an image camera - more than an iPhone image.
Gateway A	Diagnosis was great and the service was really convenient.	A speedier response would have been good as the Psoriasis was very uncomfortable during the 10 day wait for a response.
Gateway A		Speed up the process.
Gateway A	Communicated well.	
Gateway A	Quick referral response. Very detailed letter regarding appointment.	
Gateway A	Not long waiting time.	Think it would be better to have face to face appointment instead of letters.
Gateway A	Convenient. Quick.	
Gateway A	The appointment was on time. Very friendy and efficient.	
Gateway A	On time. Great buzzer system. Quick and effective consultation.	Nothing
Gateway A	Everything from welcome to service in clinic.	
Gateway A	Everything absolutely perfect.	
Gateway A	Everything.	Nothing
Gateway A	Only waited 15 minutes after my appointment time.	Appointment: 10 minutes - not really very efficient.
Gateway A	Efficient. Explained what options I have. No delay. Appointment made straightaway for biopsy.	
Gateway A	Excellent time keeping, quality of explanation and service.	Nothing. So lucky to have this health service.
Gateway A	Very thorough examination. Very happy.	Nothing
Gateway A	When we arrived the Front of House team were very efficient in trying to help us. Dr N could then see us in between her patients and was helpful.	I received a phone call at 3:46 to say my 4:20 appointment was being cancelled. I was already at the hospital at this point so still came in. I was told that my doctor had left for the day and had left me a prescription for the same treatment he gave me 3 weeks ago when he said that it would last me 2 months. This was clearly done in a rush and with no interest in my file. I feel that Dr K does not care about me as a patient and I want to make sure that no other patient goes through this. I had taken time off work for this appointment as had a family member and 40 minutes is not enough notice to change these plans.
Gateway A	Dr R saw me despite running late. Made and effort to not seem rushed despite this.	
Gateway A	Communication. Friendliness. Punctuality.	
Gateway A	Made me feel welcome. Introduced themselves. Asked if I had any questions.	Nothing
Gateway A	Everything. Staff all very friendly and approachable (except for initial reception).	Not use my first name to ask the taxi driver to push me in a wheelchair to the gateway.
Gateway A	L explained all procedures in a professionable and understandable manner. Gave good options for treatment.	Nothing. Explained matters very clearly so I could understand. Had a lovely manner.
Gateway A	Very efficient service and operation. Being made welcome on arrival.	Cannot think of anything.
Gateway A	All staff were friendly and efficient.	Nothing. Appointment was a little late but no one knows (including doctor) how long each appointment will last...unexpected things may be found.
Gateway A	Everything.	Nothing
Gateway A	Excellent all the way through from arrival to treatment and departure.	Nothing
Gateway A	Quick service. Friendly staff. Dr N was lovely.	
Gateway A	Friendly staff. Not waiting too long.	
Gateway A	Everything. No waiting to be seen. Very polite, friendly and welcoming.	Nothing
Gateway A	Everything.	Nothing
Gateway A	Gavin was friendly. Appointment was on time.	
Gateway A	Quick service. Promptly dealt with me. Explained well about how the further treatment/follow up would go about.	
Gateway A	Quick referral.	
Gateway A	Everything.	Nothing
Gateway A	Extremely kind, informative and efficient.	
Gateway A	Very quick, very efficient and very polite.	
Gateway A	Medical staff very nice and helpful.	Perhaps a more friendly reception staff.
Gateway A	Quick response.	
Gateway A	The ladies in Gwy A Light Therapy are awesome.	Nothing
Gateway A	All extremely pleasant and helpful.	Nothing. Appointments were on time, so all brilliant.
Gateway A	Great service.	Nothing
Gateway A	Everything.	Nothing
Gateway A	Greeted by a lovely warm person with a genuine kind and caring attitude.	Car park had at least 7 spaces but the board said full. No attendent today as away.
Gateway A	She always seems friendly (is friendly) and very good at her job.	
Gateway A	Clean, tidy and welcoming.	
Gateway A	Politeness.	Nothing
Gateway A	R is a lovely lady, able to understand a person's circumstances and offer reassurance.	There are no curtains in the light therapy bays at the moment. I understand the need for deep cleans but as a highly allergic person who is unable to lock the door I would like to think if I had an issue at least a curtain could protect my modesty from the whole gateway please.
Gateway B	Very nice place to be. The staff and doctors are good.	None
Gateway B	Polite, friendly and quick.	
Gateway B	Everything	Nothing
Gateway B	Staff very helpful and looked after.	
Gateway B	Too good.	No
Gateway B	Everything	Nothing
Gateway B	Good communication - efficient service	

Gateway B	Attend patient on time	
Gateway B	Excellent staff very welcome	Nothing
Gateway B	Basically told me the good news.	Nothing
Gateway B	Very competent, seen quickly	
Gateway B	All done well.	Nothing
Gateway B	Everything	Nothing
Gateway B	Excellent experience, very user friendly.	Can't think of anything
Gateway B	Personal service excellent.	
Gateway B	Doctor explained everything clearly that I could understand, I was seen on time.	I am pleased with my consultation today
Gateway B	Did all things very well, I am pleased, thank you.	I don't think you need to do any thing.
Gateway B	Everything	
Gateway B	Listening, explaining and understanding.	Nothing
Gateway B	High level of medical care.	No need for improvement
Gateway B	Quick as usual and coffee is great.	Need music in the waiting room.
Gateway B	On time, everyone polite and friendly, free drinks nice touch, things explained clearly nice surroundings.	Nothing
Gateway B	Polite, informative and punctual.	
Gateway B	Everything	Nothing
Gateway B	Everything	Nothing
Gateway B	Everything	
Gateway B	Everything - seen on time, treated kindly and very courteously.	Nothing
Gateway B	Very welcoming and pleasant.	Cannot think of anything.
Gateway B		None
Gateway B	Everything	
Gateway B	On time for appointment.	
Gateway B	Good consultation with consultant. Took good history and examined and explained options. Clear and caring.	
Gateway B	Everything	Nothing
Gateway B	Not long waiting time Approachable friendly staff	
Gateway B	Friendly, efficient service from all the staff	
Gateway B	Service that I had received. Good understanding	Test
Gateway B	Fast, efficient & very welcoming	
Gateway B	Didn't keep me waiting more than 10 minutes. Dr B actually listens to his patients and treats them like a person and not a condition, very understanding and a very busy man.	
Gateway B	Everything	Nothing
Gateway B	Everything	
Gateway B	Thorough checking taking time to explain and agree options.	Given an indication what would be done on the day at clinic. e.g. urine samples, blood samples, weight.
Gateway B	Made me feel welcome and at ease	Fine, no problems
Gateway B	Friendly and helpful staff	
Gateway B	Explanation excellent	Waiting time for treatment could be shorter
Gateway B	Full explanation and answered all questions feel more relaxed	
Gateway B	Very informative and not rushed	
Gateway B	Everything was explained well	
Gateway B	Service was good	
Gateway B	On time, available parking	
Gateway B	Consultation was very calm and not rushed. I felt that all my concerns were addressed and appropriate course of action recommended/initiated	Work more on your dermatology team
Gateway B	Polite staff and did not have to wait long for appointment, it was on time.	Nothing, everything is just perfect
Gateway B	Very quick and easy	Nothing
Gateway B	Very informative and helpful	
Gateway B	Appointment on time	Nothing. Good service
Gateway B	Flexible to understand patient needs. Understood that the patient is the expert in their pain and its management. Caring	
Gateway B	Seen on time. Given helpful advice	
Gateway B	All staff very friendly and welcoming	I don't think anything
Gateway B	Prompt appointment in pleasant facility. Staff courteous and professional	
Gateway B	Everything. Very helpful, fantastic doctor	Nothing
Gateway B	Respect. Informing	
Gateway B	Everything as expected!	
Gateway B	Everything - from being called into clinic to walking out the door - very friendly staff	
Gateway B	Patient, clear communication, reassuring	Nothing!
Gateway B	Made me feel very relaxed and helped by explaining my pain management better	No
Gateway B	Everything. No complaints	Nothing
Gateway B	Explaining procedures	Nothing
Gateway B	Everything. Everyone was very helpful and kind. Thank you all	
Gateway B	Reception by the nurse F was friendly and made you feel comfortable and Dr L was excellent	Nothing it was fully professional
Gateway B	Very helpful (the staff)	Everything was very good
Gateway B	All aspect of care	Nothing
Gateway B	Everything perfect!	
Gateway B	Everything fine	
Gateway B	Friendly staff, excellent care	Nothing
Gateway B	Everything it could not have been bettered.	Do not change anything - I am extremely impressed and very pleased with my treatment.
Gateway B	The department does not need changing and cannot be bettered, well done NHS, I saw Dr L today for an assessment on my varicose veins, they have got worse as I have aged. He was extremely patient with me and answered all my queries. I was less worried and a lot more confident. He also gave advice.	Vascular department is so clean and cheerful that it is a pleasure to come here. Long may it continue.
Gateway B	Provide refreshments, parking good (for a change).	Have a nebuliser service - to service machine, replenish, neb pots in same place as clinic. Run on time as display was "on time" but in reality this was inaccurate. Routinely offer Specialist Nurses to follow-up in between consultant reviews either by phone or face to face.
Gateway B	On time	Less time in waiting room.
Gateway B	Speaking to us making us feel welcome and not scared.	Nothing
Gateway B	Everything	
Gateway B	All	Nothing
Gateway B	Everything. Staff were friendly and efficient, including the gentleman at the car park.	
Gateway B	Very good all round.	Nothing
Gateway B	Everything. Waiting times. Felt like a person, not a number.	Nothing
Gateway B	Polite and friendly staff - very efficient.	
Gateway B	Very impressed with the courtesy extended to us.	
Gateway B	Always well organised.	
Gateway B	Very informative, kept me informed of what is going to happen.	Have more flexible appointments. I live in Sleaford - a long drive, morning appointments are hard.
Gateway B	Very helpful and on time.	
Gateway B	Actually listened to me.	
Gateway B	A very pleasant experience. Friendly staff. Comfortable waiting areas. Refreshments. Put me at ease during a stressful time.	

Gateway B	Made me feel very welcome and put me at ease. Staff all very good.	Nothing
Gateway B	On time.	
Gateway B	No waiting time. Everyone very polite. Staff very friendly, helping you to feel relaxed.	Seating arrangements. To left of desk at front, not always able to hear name being called.
Gateway B	Everyone I saw was friendly and made me feel I could approach them. Doctor I saw was great.	Honestly, nothing.
Gateway B	Punctual	
Gateway B	Care is excellent.	Nothing
Gateway B	Everything. Pleasant visit, thank you.	
Gateway B	Everything.	Nothing
Gateway B	Pleasant and on time.	
Gateway B	Welcoming, pleasant, very professional and polite.	Nothing
Gateway B	Very friendly.	
Gateway B	Thorough information from LW	
Gateway B	Everything. No waiting at all.	Can't think of anything.
Gateway B	Everything	Nothing
Gateway B	Everything	No
Gateway B	Everything	
Gateway B	Friendly staff. Appointment on time.	
Gateway B	Friendly and welcoming.	
Gateway B	All of it	No
Gateway B	On time.	Nothing
Gateway B	Very efficient and friendly staff.	Nothing
Gateway B	Positive response, quick appointment.	A little more time to answer.
Gateway B	Polite staff, efficient, made me feel comfortable right from the start.	Nothing
Gateway B	Wonderful friendly staff who explain procedures to you. Good prompt timekeeping.	Nothing
Gateway B	Told me what the appointment was going to be about and asked me how the appointment had gone.	
Gateway B	Listened to my concerns and put my mind at rest by organising an x-ray and explaining everything in full.	
Gateway B	All aspects	Nothing
Gateway B	They explain clearly everything, help in everything we need.	
Gateway B	Very polite. Always helpful. No rushing you. Always happy to help with your questions. Always on time. Clean.	
Gateway B	Listened. Kind professional welcome. Clean.	Nothing
Gateway B	Quick service at clinic. Saw consultant.	Not a lot.
Gateway B	Very polite	Nothing
Gateway B	Everything	Nothing
Gateway B	Everything - very polite and professional.	Nothing
Gateway B	Everything	Nothing
Gateway B	Everything	No
Gateway B	Really calming atmosphere. Felt at ease. Very informative.	No complaints
Gateway B	All my treatment.	Nothing
Gateway B	Very pleasant environment.	Shortage of disabled car park spaces.
Gateway B	Everything. Felt very welcomed and helpful from the start.	
Gateway B	Always seen on time. Staff are friendly. Take time to explained information.	No need to improve.
Gateway B	I was seen to very quickly and well.	Nothing
Gateway B	Everything	Nothing
Gateway B	Everything	Nothing
Gateway B	Appointment on time.	
Gateway B	Prompt and professional.	
Gateway B	Very pleasant. On time.	
Gateway B	Most things.	Nothing. Very good.
Gateway B	Appointment wasn't delayed	No idea.
Gateway B	Explained things to me.	
Gateway B	Everything. I have been before and always receive the very best treatment. Everyone very friendly.	Nothing
Gateway B	Quick service. Doctor fully explained what was going to happen and possibly what was wrong.	Nothing
Gateway B	Staff friendly. Beautiful building.	Consultant could have shown more empathy.
Gateway B	Hand sanitiser and water readily available. Appointment on time. Friendly, helpful staff. Happy with follow-up tests booked.	The map on the back of the appointment letter could be clearer.
Gateway B	Coffee!	
Gateway B	Comfortable waiting area, very pleasant staff.	Please please put some hooks on the toilet doors! Very unhygienic!!
Gateway B	Very friendly and reassuring staff.	Nothing
Gateway B	Explained clearly and listened with interest. On the ball.	Nothing
Gateway B	Very knowledgeable professor. He explained well.	
Gateway B	Very quick and informative.	
Gateway B	Communicated well. Answered questions fully. Gave reassurance.	Reduce waiting time.
Gateway B	Excellent	
Gateway B	Everything	Nothing
Gateway B	Everything	Nothing
Gateway B	Everything	
Gateway B	Good customer service	
Gateway B	Efficient and helpful	
Gateway B	Very pleasant and helpful.	
Gateway B	On time, efficient, clean and pleasant.	
Gateway B	Caring for me in general and the information given to me.	Nothing
Gateway B	Short waiting times, pleasant staff/surroundings.	
Gateway B	Excellent advice, encouragement and feedback. Appointments always met on time, yet don't feel rushed.	
Gateway B	Friendly nurses	More wheelchair spaces
Gateway B	Timely. Good service. Resolved issues well.	
Gateway B	Everybody concerned was very polite and helpful. Appointment was on time. KP has been brilliant and in three weeks has changed my life. Absolutely superb.	
Gateway B	Excellent time keeping, explanation and advice - very well done.	Nothing
Gateway B	Everything - the staff here are helpful, supportive, friendly and charming.	Absolutely nothing.
Gateway B	Modern, clean building/reception area. Straight into the department and offered a hot drink. Area comfortable with plenty of light and nice greetings.	Improve parking.
Gateway B	Very well	Nothing
Gateway B	Listen to my problems.	Nothing
Gateway B	Cheerful staff. Welcoming.	
Gateway B	Everything was fine	
Gateway B	Pleasant.	
Gateway B	Excellent staff.	
Gateway B	Friendly. Pleasant.	
Gateway B	Very short waiting.	
Gateway B	Guidance and reassurance.	
Gateway B	Yes	No
Gateway B	Late appointment after hours, reminder text.	Nothing
Gateway B	Friendly staff. Very welcoming. Didn't keep me waiting.	
Gateway B	Amazing people.	

Gateway B	Very helpful with the information about the treatment I require.	
Gateway B	Everyone is so helpful and kind.	Nothing
Gateway B	Seen very quickly. Staff were lovely. Explained everything. Doctor also very nice, friendly, etc.	
Gateway B	Greet me very well. Explanation was really good and polite.	
Gateway B	Appointment on time. Clean friendly environment.	
Gateway B	Explanation. Offer of treatments. Seen on time. Friendly.	
Gateway B	So friendly and easy to talk to.	
Gateway B	Very friendly and welcoming staff.	Maybe rearrange the seating area as it was very cramped for everyone when busy.
Gateway B	Front of House. Amazing consultant Dr H. Very understanding, considered pain team department. Persistence in trying to find the correct treatment path has significantly improved my quality of life.	
Gateway B	My father was seen for his scan on time.	Shorter timeframe between the scan and seeing a doctor to discuss the results.
Gateway B	Helpful with information and very understanding and listens when had scan.	Waiting times and approaching people in the right way.
Gateway B	Treated me with respect. Spoke to me in simple language to explain my treatment plan.	Waiting time.
Gateway B	My consultant and treatment were very satisfactory, informative and reassuring.	Less waiting time.
Gateway B		Not kept me waiting so long - 1 1/2 hours.
Gateway B		Rather a long wait
Gateway B	Everything	
Gateway B	Everything	
Gateway B	Everything	
Gateway B	Punctual and efficient.	
Gateway B	On time. Friendly.	Nothing
Gateway B	Excellent service, everything explained to me.	Nothing
Gateway B	Everything	Nothing
Gateway B	Very organised, thorough and friendly.	
Gateway B	Team is great always. Team is good and well trained.	
Gateway B	Seen on time.	Nothing
Gateway B		Nothing
Gateway B	Everything was on point and straightaway. Nurse was very friendly.	Don't know.
Gateway B	Quickly shown to waiting area, then to doctor. Very thorough examination and excellent explanation of outcome.	
Gateway B	Friendly staff. Nice building and amenities. Everything explained and demonstrated.	
Gateway B	Pleasing reception to centre, and initial greeting plus friendly nurse. Excellent diagnosis and discussion.	Nothing
Gateway B	Very prompt appointment. Very polite and welcoming staff. Good facilities. Drinks welcome.	
Gateway B	Clean waiting area, hot dinks provided. Staff are very friendly and polite. It doesnt feel like a hospital.	
Gateway B	Very short waiting time. Friendly efficient staff.	Nothing
Gateway B	Mr S is extremely polite and professional. Explained everything clearly.	
Gateway B	Saw me on time, nurse was polite and courtious	No
Gateway B	My physio C was extremely helpful and very polite.	
Gateway B	Everything. Staff are so kind and nice and easy to get on with.	Nothing. Keep up the good work.
Gateway B	Everything	Nothing
Gateway B	Was made to feel comfortable and staff were very friendly.	Nothing
Gateway B	Everything	Nothing
Gateway B	Clean and friendly environment. Everything explained well.	
Gateway B	All very good service.	
Gateway B	Everything	Nothing
Gateway B	Everything	Nothing
Gateway B	Polite and friendly	
Gateway B	Dr K - wonderful	Nothing
Gateway B	Very friendly, helpful staff. Easy to park.	
Gateway B	Lovely people, made me feel at ease.	
Gateway B	Everything	No
Gateway B	On time, efficient, polite and friendly.	
Gateway B	Friendly staff and I was seen on time.	
Gateway B	On time, good parking.	
Gateway B	Everything. Building, canteen, reception, customer service attitude and approach. Medical side first class.	Nothing better.
Gateway B	Very welcoming - reassuring.	
Gateway B	Very good work	
Gateway B	Acknowledgement/greeted nicely. On time with appointment.	
Gateway B	Very helpful. Made me feel relaxed and not anxious.	
Gateway B	From arrival to departure, the care and pleasantness of all staff was very noticeable and very much appreciated.	Nothing really.
Gateway B	Communications and options to try different masks.	Maybe provide several different masks at beginning of treatment.
Gateway B	Scan etc.	
Gateway B	Everything went well. Very smoothly.	
Gateway B	Everything. The Treatment Centre is brilliant, the staff are great.	
Gateway B	Communication was really good.	
Gateway B	Very efficient.	Reduce waiting time.
Gateway B	Everything	Nothing
Gateway B	Appointments kept to time. All staff friendly and helpful.	Not asked for feedback, especially the first question. It's like asking someone whose house is on fire if they'd recommend the fire brigade to friends.
Gateway B	Very friendly, well explained, thorough appointment, on time and quick.	
Gateway B	All staff were very helpful and told me all that I needed to know. 10 out of 10. Top marks from me.	
Gateway B	Very welcoming.	
Gateway B	L, W and L as usual especially efficient and helpful.	No
Gateway B	Courteous, polite, prompt.	
Gateway B	Pain clinic.	
Gateway B	Good clinical service and pleasant short wait.	Nothing
Gateway B	Very pleasant and efficient.	Nothing
Gateway B	Friendly efficient staff. Lovely consultant.	Nothing
Gateway B	Excellent appointment. Helpful staff	
Gateway B	You get spoken to well. Everyone is respectful and well organised.	
Gateway B	Patient interaction, general helpfulness.	Nothing
Gateway B	Polite, informative and on time.	
Gateway B	Good doctor and change of pain medication.	Nothing at all.
Gateway B	On time, personable and extremely thorough. Gave me confidence.	Nothing
Gateway B	Very efficient way moved from procedure to treatment.	After doppler and ultrasound gel could have been wiped off before trousers were put on. Otherwise care excellent.
Gateway B	Very happy team - all smiling. On time.	

Gateway B	Consultation.	Parking is punishment. For 30 minutes, £2.70 is rather expensive.
Gateway B	Very straightforward advice. Very friendly and professional.	
Gateway B	Friendly, efficient service. Mr K was extremely charming.	
Gateway B	Staff were very helpful and kind.	
Gateway B	Communication with the patient.	
Gateway B	Everything. Friendly, polite, efficient.	Nothing
Gateway B	Explained options and put me at ease, made me aware of self management regarding pain.	Nothing
Gateway B	Didn't keep me waiting, extremely helpful and explained things when I didn't understand.	Nothing as far as I can tell.
Gateway B	Everything	
Gateway B	Friendly staff, nice facilities	Strange waiting in 3 different areas
Gateway B	Very friendly, attentive and on time.	
Gateway B	Staff very friendly	Put cancelled appointments on the web.
Gateway B	Good communication, full explanation given.	Nothing time abit long.
Gateway B	Welcome	Nothing I can comment on
Gateway B	I was looked after extremely well, very good care.	Nothing, very satisfied
Gateway B	Friendly, wonderful staff and very thorough	
Gateway B	Everything	
Gateway B	Welcoming clean surroundings, excellent treatment and explanation by Prof B.	Checked letters sent out as given incorrect information.
Gateway B	Very quick no waiting.	
Gateway B	informed of my options	Nothing
Gateway B	Seen very quick and very good service and very polite people	
Gateway B	Efficient and friendly.	
Gateway B	Everything	Nothing
Gateway B	I was looked after very well	My stay was excellent.
Gateway B	On time for appointment. Free tea. Friendly staff.	
Gateway B	Friendly welcome, advised that the doctor would be running late.	Nothing
Gateway B	Explained everything very well, all very friendly and reassuring, Dr F is always extremely friendly and explains what she is doing	Nothing
Gateway B	Everyone was so helpful, polite and spent so much time with me.	Nothing perfect
Gateway B	Cared for brilliantly. Consultant excellent.	
Gateway B	Dr F was fantastic at taking the time to explain options.	Started 10 minutes late, but no problem.
Gateway B	Made me feel comfortable and relaxed.	Nothing
Gateway B	All staff very friendly and keep you informed what you need to do.	Nothing
Gateway B	Trigger point injection	
Gateway B	It was very good.	
Gateway B	Made sure things that needed doing got done straightaway.	
Gateway B	Pleasant waiting area. Clean. Appointment on time. Staff helpful and friendly. Plenty of seating. Consultant was excellent.	
Gateway B	Informative, friendly	
Gateway B	Friendly staff. Fast appointment. Would recommend.	
Gateway B		Nothing
Gateway B	No waiting. A very good talk and service.	Nothing
Gateway B	The atmosphere is calm, warm and friendly and put me at ease.	Nothing. Everything was fine.
Gateway B	Prof B superb	Nothing
Gateway B	Friendly and efficient service. On time and nice environment.	
Gateway B	The appointment was on time. Everyone was extremely professional.	
Gateway B	Given machine that helps.	Nothing
Gateway B	Excellent service everytime I come.	
Gateway B	Very friendly staff. They help you to feel at ease. Dr K is a lovely man. He explains everything in a way that is easy to understand.	No. Everything perfect.
Gateway B	Extremely helpful and kind. Talked everything through thoroughly.	
Gateway B	Very efficient, extremely polite.	
Gateway B	Arrived early, seen early.	
Gateway B	Very friendly	
Gateway B		No
Gateway B	Everything	Nothing
Gateway B	Everything	Nothing
Gateway B	All	
Gateway B	Staff are a credit	Nothing
Gateway B	Always a very prompt, professional service.	
Gateway B	Always on time, pleasant, helpful	
Gateway B	Everything - staff really friendly and helpful.	Nothing
Gateway B	Lovely staff - at reception, scanning, nurses and consultant. Very professional.	
Gateway B	Everything	Not a lot to improve on, if anything.
Gateway B	Both doctor and nurse are really nice people.	Nothing
Gateway B	Excellent care and attention.	Nothing
Gateway B	Absolutely everything. Can't find a fault with anything.	Nothing. It was spot on.
Gateway B	Saw me on time. Prompt, pleasant and supportive.	
Gateway B	Everything. Politeness. Seen on time.	Nothing
Gateway B	Prompt appointment time, friendly, thorough and took time to explain everything fully.	
Gateway B	Lovely pleasant staff. Good sense of humour from staff and self. Relaxed attitude all round even though in extreme pain.	Nothing
Gateway B	Everything	
Gateway B	Talked about all options clearly.	
Gateway B	Superb consultant.	Nothing
Gateway B	Polite, welcoming and nice.	Keep doing what you're doing.
Gateway B	Explained everything in detail to me so now I understand things better without too much worry.	
Gateway B	Very pleasant staff.	Waiting times.
Gateway B	Very helpful and polite with good outcome.	
Gateway B	Everything	
Gateway B	Friendly and helpful staff from the reception, nurse and doctor.	Nothing
Gateway B	Well informed of procedure, punctual appointment time.	Nothing
Gateway B	Clean, friendly staff, low waiting times, easy access, parking good.	Can't think of anything.
Gateway B	On time. Very efficient. Helpful and friendly staff.	
Gateway B	Everything.	I can't think of anything.
Gateway B	A lovely welcome. The scan technician A was excellent. Comfortable waiting areas.	Nothing really.
Gateway B	Kept to appointment time.	Reduce parking charges.
Gateway B	Everything. Staff all very pleasant and polite.	Nothing
Gateway B	All staff are friendly as always. They answered all squestions so you are left happy. This is much better than Queens!	
Gateway B	Great service and friendly staff.	
Gateway B	Everything. Short waiting times. Very friendly and helpful staff.	Nothing

Gateway B	Appointment 10.15, seen at 10.35. Board said 'on time'. I was left waiting in Room 18 post 2nd consultation for a long time - felt forgotten.	Accurate wait times. The wait is not the issue but expectation management could be better.
Gateway B	Everything.	Nothing
Gateway B	Very friendly and pleasant staff. Put patients at ease. Love the free coffee. Didn't mind the wait.	Provide foot stools to rest painful leg on?
Gateway B	Everything.	Nothing
Gateway B	Reception staff - brilliant, polite, helpful. All other staff - fantastic, making one feel welcome, at ease, comfortable.	Not a lot because each and every one gave 100 - 140 %. All fantastic.
Gateway B	Staff friendly and polite. Good explanation of intended plan.	Nothing
Gateway B	Coffee was lovely.	Waiting time.
Gateway B	Very considerate and kind. Explained everything.	I don't think so.
Gateway B		The doctors say that they cannot do anything more for me.
Gateway B	Quick, polite and helpful.	
Gateway B	Greetings/punctuality/cleanliness/magazines/TV/refreshments/friendliness.	
Gateway B	Efficient and on time.	
Gateway B	Well treated. On time.	
Gateway B	Everything.	Don't try to improve something that is good already.
Gateway B	Friendly staff. Good facilities. The service felt personal. Multiple people guided me through the process.	
Gateway B	Calling out my name.	
Gateway B	Efficiency (speed of treatment/consultation)	Left in consulting room without being told we could go and would receive letter.
Gateway B	Listened and took all health aspects into consideration.	
Gateway B	Very friendly, reassuring and professional staff. A warm, welcoming environment. Thank you.	Nothing
Gateway B	Explained fully.	
Gateway B	Everything.	Nothing
Gateway B	Clear information. Supportive.	Appointment time. Too long a wait between each appointment.
Gateway B	Greeted and kept well informed at all times. Lovely staff. nice tea and coffee.	
Gateway B	Well looked anfter and everything explained perfectly.	Nothing
Gateway B	Excellent. A very smooth, timely and informative visit. Many thanks.	Nothing
Gateway B	Very friendly. I was instantly put at ease.	Nothing
Gateway B	I felt understood.	Nothing. It was perfect.
Gateway B	Reception good. Good timing. Overall excellent.	
Gateway B	Informative, polite and efficient	Nothing
Gateway C	Very friendly, not waited long to be seen	No - Was very happy
Gateway C	Excellent care	Just fine
Gateway C	Explained everything that was going to happen. Friendly staff. Also keep my wife informed.	Nothing
Gateway C	Staff were very efficient, friendly and helpful. The speed of the appointment was excellent. A no fuss service.	
Gateway C	Patience and sensitivity of everyone involved.	
Gateway C	Everything. All the staff were amazing.	
Gateway C	Everyone was very professional and efficient. Everything went smoothly.	
Gateway C	Everything	
Gateway C	Explanation, process, claming.	Nothing
Gateway C	Warm welcome	Excellent care
Gateway C	Pleasant and polite, very welcoming, very good at keeping you calm in MRI and whole attitude, informative and calming.	Nothing
Gateway C	Everything - really good service, friendly but professional, efficient and reassuring.	Nothing - brilliant
Gateway C	Super friendly and informative staff!	
Gateway C	Polite, told me everything I needed to know.	Nothing
Gateway C	Sympathetic and clear instructions	
Gateway C	So pleasantly treated from start to finish.	No perfect
Gateway C	Lovely and polite, talked me through everything	
Gateway C	Caring and kind and helpful	Best you could do
Gateway C	All of it, all staff very friendly and reassuring	
Gateway C	No complaints about anything	
Gateway C	Explained delay well.	Kept updated on waiting time
Gateway C	Yes	Nothing
Gateway C	Personal greeting on arrival. Friendly face. Explained where to go. Thorough technical staff.	Have a working coffee machine.
Gateway C	Very welcoming nurse	
Gateway C	Everything was great, lovely staff, friendly, helpful, all explained well.	
Gateway C	Polite staff, warm welcome, excellent from start to finish.	Nothing
Gateway C	Exceptionally well. Friendly and highly professional. I like to arrive early and have always been seen early, thank you.	I live in Leicester and would prefer a daytime appointment 10-2pm but I realise its difficult for the health service.
Gateway C	Polite, courteous, explained everything.	Slight error with protocol and I had to come back for further appointment. Explanation was given.
Gateway C	Greeted well	Explain whats happening during MRI
Gateway C	Everything	Nothing
Gateway C	Well informed of delays	
Gateway C	Kind and sympathetic staff. Reassuring and efficient from start to finish	Information white board could be up to date
Gateway C	Seen on time. Friendly staff. Very kind and helpful	
Gateway C	Lovely friendly service	Nothing
Gateway C	Everything good	Nothing
Gateway C	All great and comfortable. Nice staff	Nothing
Gateway C	Good	Nothing
Gateway C	Made me smile and feel comfortable. I was nervous, but feel more at ease now. Thanks, AL.	
Gateway C		This is the latest visit in a long series. Organisation of appointments and service is now a real problem. Arrived at 9am for a 9.30 appointment, initial checks done soon after. Then sent out to wait ... and wait ... !! Finally went through at 11am. Why get all patients in early if you can't cope. Please look at the way appointments are organised, as this is frustrating.
Gateway C	Staff are so welcoming. K made us comfortable and made our stay pleasant.	
Gateway C	Reception very good. Dr S excellent.	
Gateway C	Staff very assuring to patient.	Make some bigger gowns.
Gateway C	Treatment	No
Gateway C	Everything	Nothing
Gateway C	Polite and informative	
Gateway C	Just generally caring.	
Gateway C	Very well.	
Gateway C	Friendly. Welcoming.	
Gateway C	Made me very welcome and feeling good. Had a few jokes and a laugh.	All was perfect.
Gateway C	Very friendly and welcoming staff. Even seen 20 minutes before actual appointment time. Excellent.	Nothing. Everything spot on.
Gateway C	Both the consultant and nurse were extremely welcoming and explained the process well. Appointment well timed, staff pleasant. All made it a straightforward and stress free service.	Nothing

Gateway C	Called on time, excellent explanation of procedure. Drink facilities available while waiting. Very polite and efficient.	Nothing
Gateway C	Atmosphere of professional calmness.	
Gateway C	Everything explained. Liked the "scrubs".	
Gateway C	While waiting, the assistant was so friendly, so nice and warm hearted - she made me feel cared for and at ease.	Nothing
Gateway C	First class service throughout.	
Gateway C	Put my mind at rest. Friendly and very approachable. All brilliant.	
Gateway C	Care and attention	Waiting time.
Gateway C	Made me feel relaxed.	Not really.
Gateway C	Was seen early as the 9am appointment hadn't arrived.	
Gateway C	Explained procedure and made to feel comfortable and welcome.	Nothing
Gateway C	Everything was excellent. Warm welcome.	Nothing
Gateway C	Everything. You made it all seem very straightforward.	Nothing - it was great.
Gateway C	Excellent service.	Nothing
Gateway C	Great service as usual.	Nothing
Gateway C	Everything	Nothing could have been done any better
Gateway C	Look after my needs	
Gateway C	Explain very well everything.	
Gateway C	Everything	Nothing
Gateway C	Everything. At each stage, everything was explained very well.	Nothing
Gateway C	Everything	
Gateway C	Polite, friendly and very helpful.	
Gateway C	All staff so kind and explained everything so well. Thank you.	
Gateway C	You were all very efficient and courteous.	
Gateway C	All went well.	
Gateway C	Staff courteous and caring.	Carry on the good work.
Gateway C	All staff put me at ease.	
Gateway C		Total lack of communication between Gateway C and Gateway B. My CT scan was cancelled but Gateway B were not informed and neither was I.
Gateway C	Caring	
Gateway C	Very well	
Gateway C	I was welcomed and told exactly what would happen.	The information booklet was a bit ambiguous.
Gateway C	Brought mum for MRI scan and was so impressed with how well she was looked after. All the staff were cheerful and very helpful. Times have certainly changed, people are treated as humans and not numbers.	
Gateway C	Good care	Good enough
Gateway C	Very friendly, very nice people, very kind, very understanding.	Nothing
Gateway C	Everything	
Gateway C	Everything	
Gateway C	Very helpful, very kind, very friendly.	
Gateway C	Calm, friendly staff. Great explanation of procedure.	
Gateway C	Polite, professional, helpful	
Gateway C	Clear instructions. Made me feel at ease.	Nothing. All second to none.
Gateway C	Excellent service, warm welcome, staff were amazing.	Nothing
Gateway C	Communication and friendliness of staff.	
Gateway C	Reception was very warm and welcoming and I was told step by step what would happen. Brilliant service.	TV in waiting room down and clicking clock
Gateway C	Everything - its like BUPA without the cost, staff are simply outstanding, from reception to MRI.	Nothing, even had a free drink. Awesome
Gateway C	Introduction to the department was excellent.	No
Gateway C	Everything. Appointment time. Clean. Friendly. Explanation. Nice experience.	Nothing
Gateway C	Everything. I found it easy to follow the instructions.	
Gateway C	Perfect mix of professionalism and friendliness. Everything explained at all stages.	Difficult to improve on the standard of care/service.
Gateway C	Everything	I don't believe you could
Gateway C	Helpful, attentive, put at ease.	Nothing
Gateway C	Friendly and professional	
Gateway C	I was seen ahead of time, a very pleasant doctor and nurse K puts you at ease straight away.	Nothing
Gateway C	Extremely caring and helpful	Nothing, just carry on doing what you obviously do well and thank you.
Gateway C	Excellent	You did everything right.
Gateway C	Attend my wrist well	No
Gateway C	I was seen very promptly, reception pleasant, consultant efficient and explained what he was doing and looking for.	Nothing
Gateway C	Care and information	Nothing
Gateway C	Just sat down and called in 10 mins early, the nurse was extremely nice and friendly, as was Mr K	Nothing
Gateway C	Very polite - explained everything	No complaints
Gateway C	Extremely prompt, fully explained porocedure, excellent service	
Gateway C	Polite and friendly, nice surroundings, didn't have to wait too long.	
Gateway C	All aspects of my CT scan	Nothing for me as everything was ok
Gateway C	Polite and informative	
Gateway C	Everything	Nothing at all
Gateway C	The appointment was received very quickly, I was welcomed to department and looked after very well. Thank you!!!	Seemed perfect to me
Gateway C	Everything	Nothing
Gateway C	Put me at ease and were very helpful	As far as I am concerned nothing it is just about as perfect as it can be.
Gateway C	Everything and very friendly	Nothing
Gateway C	Efficient service	
Gateway C	Everything was great and fantastic, many thanks to you.	
Gateway C	Everything!!	
Gateway C	Everything was spot on.	Nothing as far as I'm concerned.
Gateway C	First class treatment from start to finish. All the staff were very friendly and caring.	Nothing
Gateway C	Polite and friendly.	
Gateway C	Explain everything. Very polite. Friendly.	
Gateway C	Good	No
Gateway C	Everything. Good service.	Nothing
Gateway C	Everything great. Friendly staff. Everything explained. Not like an hospital at all. Felt at ease.	Nothing. Everything was perfect.
Gateway C	Very friendly staff. Explained everything.	Nothing
Gateway C	Everything went well.	Nothing
Gateway C	Everything.	
Gateway C	Everything.	Nothing
Gateway C	I found everyone was very helpful.	No complaints.
Gateway C	Very friendly nurse made me feel at ease. Each time I have to come to the Treatment Centre, everyone has been very nice. Well done to you.	Nothing

Gateway C	Very efficient and quick to be seen and had an excellent nurse (K) - very lovely, kind and helpful. Perfect job.	The MRI scanner was very cold. A blanket would have been nice.
Gateway C	Put me at ease. Explained everything step by step.	Absolutely nothing.
Gateway C	Everything.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everything good.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everyone.	Nothing
Gateway C	Everything.	Nothing
Gateway C	Everything was fine.	Nothing
Gateway C	Everything was fine	Nothing
Gateway C	Good service	Nothing
Gateway C	Very good	Nothing
Gateway C	Everything	Nothing
Gateway C	Saw me on time.	No.
Gateway C	Everything.	Nothing
Gateway C	Everyone	Nothing
Gateway C	Everything	Nothing
Gateway E	Everything	Nothing
Gateway E	Everything	
Gateway E	Friendly staff, very helpful.	
Gateway E	Excellent. The team are always professional.	
Gateway E	Everything	Nothing
Gateway E	Friendly, prompt	Nothing
Gateway E	Excellent, professional, very pleasant atmosphere, seen on appointment time.	
Gateway E	The physiotherapist was extremely helpful and knowledegable and professional.	Timekeeping.
Gateway E	Put me at ease and gave me confidence. Appointment times kept. No excessive waiting.	
Gateway E	Everything	Nothing
Gateway E	Thorough, friendly, efficient	
Gateway E	Injection	
Gateway E	His advice was just right.	Not much.
Gateway E	The preliminaries were very prompt. I am pleased to see that it is now possible to book a confirmed appointment 6 months in advance.	The clinic was running late.
Gateway E	Everything explained in a simple polite way. The advice is certainly working.	Nothing
Gateway E	Everything. Lovely, friendly, very caring.	
Gateway E	Everything	Nothing
Gateway E	Yes. Staff very friendly and helpful. Rheumatologist very good. Explained things well.	Nothing
Gateway E	Very pleasant and professional. Listened well. Remembered me. Very satisfied with the results.	Nothing
Gateway E	Appointment on time. Pleasant and helpful staff.	Nothing
Gateway E	Very well.	
Gateway E	Seen quickly. Follow up and physio arranged at the appointment. Healing process explained.	
Gateway E	Polite and helpful staff. Timekeeping excellent.	Nothing
Gateway E	Friendly and kept waiting. Excellent service.	
Gateway E	Helpful service. Polite, friendly.	
Gateway E	Excellent customer service.	Nothing
Gateway E	All of today's visit ...	... apart from waiting time.
Gateway E	Explained process.	
Gateway E	From walking through doors, operation, help afterwards. Excellent reception. Fantastic.	Nothing
Gateway E	Great patient care. I believe if I was still at Lincoln I certainly wouldn't be as well as I am now. Thank you, Dr G.	Nothing
Gateway E	Didn't have to wait; straight in to clinic.	
Gateway E	Everything. Doctors always on time. Staff so friendly.	Nothing
Gateway E	Welcome	
Gateway E	Everything was extremely efficient. Lovely staff.	Nothing
Gateway E	Good time keeping.	Nothing
Gateway E	Very good service. Tom was very good with his treatment and advice.	Nothing. Very good.
Gateway E	Very efficient. Seen on time. Staff helpful and polite. Excellent. X-ray done. All in all, delighted.	
Gateway E	Extremely efficient with friendly and highly motivated staff, with consultants that show great empathy towards their patients.	
Gateway E	Everything great from start to finish, thank you.	
Gateway E	Everything. The treatment was excellent.	Nothing
Gateway E	Quick appointment. Text reminder.	
Gateway E	Not brilliant.	I myself as the patient had to chase up and arrange all follow up appointments following daycase surgery, i.e. suture removal and 6/52 clinic both at ortho clinic as instructed at daycase on discharge on op day.
Gateway E	Friendly, good communication of issues and exercises to help	Don't think so
Gateway E	Everything	Nothing
Gateway E		Time
Gateway E	Everything from start to finish	Nothing
Gateway E	Examined my problem. Explained everything properly	Nothing
Gateway E	Good care, good service	Nothing
Gateway E	New knee	No just keep it up
Gateway E	Social component of group. The information given was clear and concise and I found the experience illuminating and reassuring	
Gateway E	Found the group helpful speaking to a range of people	Include photos of RA before and after
Gateway E	Extremely nice person. I felt very comfortable. All my questions were answered	
Gateway E	Punctual, efficient, welcoming reception and nursing staff.	Attitude of Mr O, who as always was offhand and unsympathetic. Couldn't find my operation notes, seemed bored by the whole thing. After two weeks of post operative pain and anxiety, I expected better.
Gateway E	Everything	
Gateway E	Everything	No complaints
Gateway E	KE - great at cannulation. CM - very good care.	Paperwork efficiency.
Gateway E	Kind and caring staff. Informative and helpful always. Never had to wait long at appointments.	Nothing
Gateway E	Friendly staff and excellent clinic. Dr P very welcoming and friendly. Excellent customer services.	
Gateway E	Appointment was timely. KN is very efficient and helpful. General ambience of the waiting room and treatment area very pleasant.	
Gateway E	Very thorough. No waiting time. Polite and helpful.	
Gateway E	All. Physio was friendly and easy to talk to.	
Gateway E	Back on my feet again thanks to NG.	I don't think there is anything else you could have done.
Gateway E	Communication.	Nothing. Everything was very helpful.
Gateway E	Friendly, efficient and caring.	Nothing

Gateway E	Friendly, helpful treatment personalised to my pace. Approachable and great communication. I felt valued.	Nothing
Gateway E	I have been fortunate to have wonderful treatment after having a knee replacement.	Could not have had anything better.
Gateway E	Listened to my circumstances and helped with day to day activities. Definitely helped strengthen my legs etc.	
Gateway E	Time keeping.	Too long a time to wait to see the doctor or nurse.
Gateway E	Everything	
Gateway E	Everything	Nothing
Gateway E	Felt like I wasn't just a number on a conveyor belt. Was treated like a person. Great team. Excellent service.	Nothing at all.
Gateway E	Well in all aspects. KN is so positive and caring. He makes me feel positive.	Nothing
Gateway E	Everything. Extremely efficient.	
Gateway E	Clear information. Supportive. Friendly. Interested in getting me better.	
Gateway E	Everything. Could not improve the treatment.	Nothing
Gateway E	Just no problems.	No
Gateway E	Good session of physio with Adam	The reception staff did not book me in on arrival and I had to wait for more than 30 minutes. On questioning them about the wait, they kept flapping about and didn't even let me know. Not acceptable.
Gateway E	Everything	Car parking difficult
Gateway E	Everything	
Gateway E	On time, explained things well.	
Gateway E	Physio was excellent and got me moving really well	Just keeping doing what you are
Gateway E	A really listened and understood my goals, he really knows what is doing which gives me confidence, today I was discharged. My knee is better than it was prior to accident.	Nothing honestly. Really pleased.
Gateway E	Dr G was very helpful and really provided a good service. One of the nicest doctors.	
Gateway E	Friendly, knowledgeable, on time.	
Gateway E	First class treatment	Nothing
Gateway E	Expertise incredible, listening and understanding, and communication and empathy expertly utilised.	Nothing - delighted with results and treatment.
Gateway E	All things	Nothing
Gateway E	Excellent explanations, friendly therapists (show they care about people).	
Gateway E	Well looked after and very friendly atmosphere.	Not much more.
Gateway E	You were quite efficient as I didn't have to wait ages for my appointment.	
Gateway E	A was always warm, welcoming, kind, informative and full of praise when necessary. A lovely person. All our questions were answered in full with great detail.	Nothing at all.
Gateway E	Everything	Nothing
Gateway E	An overall exceptional service. Excellent approach with great patient care throughout.	Nothing
Gateway E	Everything - politeness and courtesy shown at all times in a very professional manner. 10/10	Nothing
Gateway E	Everything, each member of staff I came across was wonderful.	
Gateway E	Help control my pain, very patient, gave me the advice and help I needed.	
Gateway E	Patient Care, future expectations, positive feedback, reassurance.	
Gateway E	Everything. Good personal skills. Very impressed with the doctor.	Nothing
Gateway E	Explained all the points of my condition and my new medication.	
Gateway E	Explain everything well.	
Gateway E	Calm, unfailingly polite, trustworthy, highly skilled, very caring and honest.	It was all good.
Gateway E	You keep to time. All the staff I have meet on the desk, in the clinic, etc. have been lovely. Nothing is too much trouble.	Nothing
Gateway E	You were very patient and described well the exercises I have to do.	Nothing. Keep up the excellent work.
Gateway E	Everything.	No
Gateway E		Car parking. Difficult for disabled patients to access hospital.
Gateway E	Friendly quick service.	
Gateway E	Lots of info. Pleasant staff. Clean and calm surrounding.	
Gateway E	Yes	
Gateway E	Excellent advice and constructive help given in a friendly manner. I feel I could ask anything and would get a really useful answer. Thank you so much.	
Gateway E	Attention to detail and efficiency.	
Gateway E	Service, appearance and manner. The environment is also good.	
Gateway E	Information about my condition	
Gateway E	All aspects of my care.	Nothing
Gateway E	Fast, efficient, explained everything.	
Gateway E	After care great, Dr S great, physio man great.	Nothing
Gateway E	Everything	Nothing I can think of
Gateway E	Surroundings comfortable.	Screen says clinic running on time but this is clearly not the case. Should be accurate!
Gateway E	Everyone of the staff who assisted us today was very helpful and caring. Couldn't have wished for better.	
Gateway E	Everything, very caring and kind.	Sometimes a bit of a wait (70 minutes)
Gateway E	Explain how to do right excerises in the right way. Plus your calming happy nature.	Carry on the way you treat your patients with patience. Thank you very much for helping me.
Gateway E	Helped me more than anyone has in six years	
Gateway E	Physio gave graduated exercises, well explained and written up. Good feedback on progress.	I am entirely happy.
Gateway E	Everyone was polite and efficient.	Nothing
Gateway E	A B was absolutely brilliant. Her care, support and in-depth knowledge of what I needed in terms of my rheumatoid arthritis was second to none. Thank you, A.	Nothing could have been improved.
Gateway E	Communication, demonstration, positive feedback.	Nothing
Gateway E	Everything. Very friendly, helpful and professional.	Nothing
Gateway E	Prompt. Helpful advice. Knowledgeable.	
Gateway E	Everything	Nothing
Gateway E	Short waiting time.	
Gateway E	Everything. Very friendly and understanding.	For me personally, no improvement necessary.
Gateway E	Identified weaker muscle groups. Explained/demonstrated very well. Discussed options for future.	
Gateway E	Everything.	Nothing
Gateway E	Personalised specific to my requirements.	
Gateway E	Everything.	Keep doing the same. Excellent service. Thank you
Gateway E	Very friendly.	None.

Gateway E	Treatment has been exceptional. Good friendly advice.	Nothing
Gateway E	The support and guidance was excellent which resulted in a quicker than expected recovery.	Nothing
Gateway E	Friendly, professional staff. Good advice. Prompt with appointment timing.	Nil.
Gateway E	Short waiting time. Staff are very friendly. Good advice on after care and exercise. Showed good respect on privacy and very comfortable to talk to.	
Gateway F	Prompt appointment, staff really friendly	
Gateway F	HCA - fantastic manner. Competent consultant. Explained well.	Better information about waiting times. Was told that there is no waiting time but I waited 50 minutes.
Gateway F	The two ladies I had were absolutely lovely. Put me at total ease.	
Gateway F	The nurses were so lovely and reassuring. The level of care was excellent.	Nothing
Gateway F	Everything was done brilliantly.	Nothing
Gateway F	Everything. Best experience I have had in all my visits, and most informative. All my nurses were fantastic.	
Gateway F	Patient service.	
Gateway F	The staff treating me today were absolutely amazing - kind, chatty, and put me at ease.	
Gateway F	Constant interaction - was a nice distraction.	
Gateway F	Staff very friendly, took all the stress of my appointment away.	Nothing
Gateway F	Made me feel really relaxed and comfortable. Explained everything really well.	
Gateway F	Made me feel calm. Resolved issue. Very kind, caring and polite.	
Gateway F	I was with my 18 year old daughter. The doctor and nurses were so nice and explained everything and made her feel really comfortable.	
Gateway F	Very friendly staff.	Nothing
Gateway F	Explained what was wrong and the process by which they did things.	
Gateway F	Reassure you, make you feel comfortable.	
Gateway F	Explained treatment and aftercare very well. Felt at ease.	Nothing
Gateway F	Completed the procedure efficiently, J and C made me feel at ease, Mr P explained everything he was going to do. Clean department.	
Gateway F	Friendly, informative and made me feel relaxed.	
Gateway F	Very friendly.	
Gateway F	Everything - made to feel very comfortable.	Nothing
Gateway F	Reassure, explain everything, appointment was on time, everywhere was clean, staff were friendly.	Nothing
Gateway F	Extremely helpful pre-examination consultation from consultant and very reassuring staff.	
Gateway F	Made me feel at ease and try to take my mind off what was happening at a difficult time.	Did go in 15 minutes late but appreciate this can happen and totally understand.
Gateway F	K and A were caring, professional and put me at my ease. Mr P was considerate and kind, too.	Get waiting time display to show facts.
Gateway F	Everything	More staff so not an hour late, but it's okay.
Gateway F	Staff very helpful and informative.	
Gateway F	Clean. Friendly.	Waiting times.
Gateway F	Friendly, helpful and informative. Comfortable surroundings.	Nothing
Gateway F	Listened.	
Gateway F	Quick, no wait.	
Gateway F	Did very well at comforting me when I got upset. Explained very step clearly.	
Gateway F	Everything	
Gateway F	Lovely and put me at ease. Mr N is great too. Thank you for everything.	No complaints. Everyone is great.
Gateway F	Everyone was kind and understanding, explained everything. It was a lovely team. Thank you!	
Gateway F	Very polite and well informed	
Gateway F	I like the environment and nurses were very friendly.	
Gateway F	Everything, couldn't be more helpful, lovely	Nothing, everything good
Gateway F	I was fully informed of what I was having done today, Nurses were amazing.	
Gateway F	Very comforting and friendly, excellent care and procedure explained whilst carried out.	Appointments were running late by 15 minutes but that was expected.
Gateway F	Quick service	
Gateway F	Care & compassion. Mr P, J and C, especially J and C when I fainted.	
Gateway F	Nurses and consultant, both very reassuring	
Gateway F	Fast, efficient & reassuring care	
Gateway F	Very friendly, natural conversation which helps to calm nerves	Nothing
Gateway F	Communication - what they are doing, will do - comforting	
Gateway F	Great manners and communication. Felt very comfortable and at ease.	Nothing
Gateway F	Explained everything as it happened and very friendly but professional & warm	Nothing at all
Gateway F	Everyone was friendly and made me feel at ease.	
Gateway F	Appointment times prompt. Staff empathetic towards patient's discomfort. Procedure fully explained prior and during completion. Contact time -swift and efficient without me feeling 'rushed' through the system. Many thanks all.	
Gateway F	Staff were absolutely fantastic. Could not have asked for better.	Nothing at all. Made me feel very welcome and comfortable.
Gateway F	Great communication and support before, during and after.	
Gateway F	On time, helpful & friendly	
Gateway F	Everthing	
Gateway F	Very caring towards me, always wanting to make sure I was okay.	Nothing
Gateway F	Everything. The team was so friendly and put me at ease straightaway. Told me everything that was happening.	
Gateway F	Seen as per the appointment time. Efficient checking and treatment. Pleasant staff.	
Gateway F	Very friendly. Explained every step that was done.	
Gateway F	Comforting and calming. Explained what would happen next.	Nothing
Gateway F	Everyone was so helpful and put me at ease. Very professional.	Nothing
Gateway F	Very nice and friendly. I felt very comfortable.	
Gateway F	Comfortable environment.	
Gateway F	Great communication. Explained everything well. A was great at helping me stay calm. Clinical staff are excellent.	Reception - very unfriendly. Need to realise patients can be nervous.
Gateway F	Keeping waiting room updated with wait times. Excellent bedside manner of doctors and staff.	
Gateway F	Reassuring. Calming. Informative. Caring.	Out of your control but feel so sorry for hospital staff working with DHR - time consuming and unstructured.
Gateway F	Bedside manner was excellent and everything was explained very well.	Nothing. You did all you could.

Gateway F	I was seen promptly. Not much waiting. The doctor and nurses I saw were lovely, completely putting my mind at rest.	Nothing. Very pleased with the service.
Gateway F	The nurses were very friendly and took time to explain the procedure and my treatment.	
Gateway F	Made to feel very comfortable and at ease. Seen on time. Everything explained very well.	
Gateway F	Everything. Service. Quick appointment given.	Nothing
Gateway F	Really nice friendly staff. Appointment attended went very smoothly. Explained pressure.	Nothing really.
Gateway F	Incredibly friendly and put me at ease.	
Gateway F	Punctual, efficient, pleasant and helpful.	
Gateway F	Helpful, friendly	Nothing
Gateway F	Patient care and kind consideration of nursing staff.	
Gateway F	Nurse A was so friendly, kept me talking and so distracted me from the process. Clean and friendly place.	
Gateway F	The nurses are really encouraging and supportive. Distracted me so I did not get too nervous.	
Gateway F	Polite, welcoming, reassurance	Nothing
Gateway F	Explaining the procedure and making me feel comfortable.	
Gateway F	Staff were so nice, made you feel at ease.	Could not have done any better.
Gateway F	Everything. Made to feel at ease. Really friendly.	Nothing
Gateway F	Explained everything really well. Very friendly.	Waiting time - but busy clinic so understandable.
Gateway F	All the staff was extremely friendly, consultant very nice and informative. I felt very comfortable and happy with the treatment I received.	
Gateway F	My nurses were unbelievable! Put mentally at ease. Couldn't have hoped for better. I think her name was A. Absolute star.	Nothing
Gateway F	Very friendly and supportive. Made me feel at ease.	
Gateway F	Very informative and welcoming.	
Gateway F	Very pleasant and helpful staff. Lovely nurse - fab consultant.	Not a lot.
Gateway F	Lovely staff. Kept me calm.	
Gateway F	Everything	
Gateway F	You kept me calm and talked me through it all.	Nothing
Gateway F	Very friendly, made me feel at ease.	Keep to time.
Gateway F	Everything. The ladies were lovely, they made you feel at ease and relaxed and explained what was going to be done at the procedure.	
Gateway F	Everything. Kept me well informed all the way through. Friendly and courteous.	
Gateway F	Everything. I can not give enough praise to the 3 nurses that dealt with me. Many thanks	Nothing
Gateway F	Made me feel relaxed as I was very nervous. Lovely nurses.	
Gateway F	Quick and friendly. Amazing people to help. Effective. Nice to be so informed and looked after.	Nothing
Gateway F	Everything! I was made to feel extremely comfortable and everything was thoroughly explained.	Nothing!
Gateway F	Friendly, the staff make you feel at ease and the rooms and waiting areas are clean.	Nothing - Everything for my appointment was fine. Only a small waiting time (as you would expect)
Gateway F	Made me feel welcome and extremely comfortable. Consultant and nurses all fantastic. Thank you.	Nothing
Gateway F	Very welcoming and K and K made me feel at ease. Doctor gave me great treatment. Everything was perfect!	
Gateway F	Made me feel very comfortable, safe, kept talking to me and checking I was ok.	
Gateway F	Very friendly and reassuring. All questions answered clearly. Everything done professionally.	
Gateway F	Listened. Respectful. Sensitive.	
Gateway F	Friendly and helpful.	Nothing - can't improve on excellence.
Gateway F	Friendly staff who talked to me throughout whole process put me at ease and helped by relax a little.	Being on time would be good, but understand reason for delays.
Gateway F		Please provide telephone calls more elderly/more joined up communication between patients, GPs and here.
Gateway F	Smile, professional, efficient.	Nil
Gateway F	Everything, staff were wonderful - cheerful, helpful and very reassuring. Great atmosphere.	Nothing, everything was excellent.
Gateway F	Everyone was really nice. Made me feel reassured/tried to take my mind all the procedure.	Nothing
Gateway F	Made me feel comfortable and at ease during my procedure and was informative throughout.	
Gateway F	Brilliant!	
Gateway F	Lovely physio who spent time to treat me as an individual. Empowered me as a woman to make necessary improvements. My symptoms have improved greatly.	
Gateway F	Excellent support and advice received by E to aid my post-op recovery. Given a series of exercises which have improved the pelvic floor. Always feel very re-asured after our discussions. Thank you	
Gateway F	Friendly and helpful	
Gateway F	From first visit to the last one, everyone was so kind and caring.	Nothing. Everything good.
Gateway F	Communicate, listen. You guys are marvellous.	
Gateway F	MS was absolutely wonderful, as were all of the staff.	Nothing
Gateway F	Efficient, polite, organised care. One stop consultation/treatment.	Nothing - very impressed.
Gateway F		Mr P's registrar could do with improving interpersonal skills, especially re: discussing sterilisation as a result.
Gateway F	Calm, relaxing, explained everything well.	
Gateway F	Staff looked after me very well, thanks.	
Gateway F	Everything! Very impressed with how I was treated from the moment I arrived.	Nothing! You can't improve on excellence.
Gateway F	Really friendly, made me feel really at ease and comfortable, explained everything so I knew what was happening.	
Gateway F	Friendly staff, made me feel really relaxed. Informative and helpful.	
Gateway F	Everything. Kind, helpful staff.	Nothing
Gateway F	Super friendly and efficient. I enjoyed watching the examination on the TV screen. Helpful advice.	
Gateway F	Extremely friendly and helped to reassure and calm me. Explained everything very clearly. Best patient care I've had in a long time.	Nothing
Gateway F	Good communication, timely, professional.	Nothing
Gateway F	Friendly. Patient . Made to feel at ease.	
Gateway F	Everything	Nothing
Gateway F	Completely put me at ease and was very supportive, explaining the whole procedure. All very professional.	Nothing
Gateway F	Reassurance, listening, support.	
Gateway F	All round good service.	Nothing

Gateway F	All of it.	None of it.
Gateway F	Everything was done very well and the staff were very nice.	Nothing
Gateway F	Everything and everyone was absolutely brilliant and made me feel relaxed and well cared for. They put me at ease and explained everything that was happening. Thank you.	
Gateway F	Talked through with me what would be happening also during the procedure. Full information given, absolutely excellent treatment from the three members of staff with Mr P.	
Gateway F	Very friendly, reassuring, kind, professional, informative. Kept me informed during procedure.	Nothing
Gateway F	Made me feel at ease. Had great conversation, very supportive. Great team.	
Gateway F	Everything. They made me feel calm and relaxed. The general nursing practitioner, nurse and HCA were brilliant.	Nothing
Gateway F	Didn't wait too long. Very friendly and informative.	Nothing
Gateway F	Well communicated the whole procedure and after.	Nothing. Well done.
Gateway F	Everything.	
Gateway F	Clinician and nurses very supportive and knowledgeable.	Nothing
Gateway F	The service was great. Welcoming and friendly distraction while having procedure.	Nothing. The service was excellent. There is nothing to be improved. It was 5 star service.
Gateway F	Everything. Explanation and service was excellent.	Nothing as it was 5 stars with everything.
Gateway F	Good care.	
Gateway F	Made it so easy. Very relaxed atmosphere. Friendly staff.	Nothing
Gateway F	Everything. Staff were very polite and helpful.	
Gateway F	Nurses friendly.	
Gateway F	Staff excellent at every level. Treated with respect and dignity throughout.	Nothing!
Gateway F	Felt relaxed and well informed.	Nothing more.
Gateway F	Ladies couldn't have been friendlier, really put me at ease. Thank you very much for making it a much more positive experience than I expected. Also very interesting to watch the treatment on the screen and have everything explained.	I had my appointment rearranged a couple of times but I understand there will have been emergency cases and communication from the Treatment Centre was very clear so was no problem.
Gateway F	The staff were brilliant. Kept talking to me and assuring me to make sure I was comfortable.	Everything was ok. Can't complain.
Gateway F	Everything was ok. Can't complain.	Nothing. You did your best.
Gateway F	Everyone was amazing. Made me feel really comfortable.	
Gateway F	The whole patient journey was great from beginning to end. Everything explained step by step. All staff very friendly.	
Gateway F	Excellent explanations all the way through. Made to feel comfortable. Good after care.	Nothing
Gateway F	Nice clean and light environment. Staff explained each stage.	Felt a tiny bit rushed but I was pleased that appointment only running a couple of minutes late.
Gateway F	Very informative throughout the procedure.	
Gateway F	Staff really made me feel at ease. Explaining everything. Amazing work. Thank you.	Nothing. Everything was to a high standard.
Gateway F	This was my second visit in 2 weeks and both visits have been great. The team are extremely welcoming and put you at ease straightaway.	Nothing in my opinion.
Gateway F	Everyone, nurses and consultant, made me feel at ease (as best as could). All sensitive and caring. Thank you.	Nothing
Gateway F	Everyone were really friendly, informative and made me feel completely at ease and I knew exactly what to expect berfore it happened. Great care and support. Thank you x	No.
Gateway F	Made me feel very comfortable and reassured.	
Gateway F	Very polite, friendly, efficient.	Nothing necessary. All things covered.
Gateway F	Very thorough.	Had an extremely long wait for initial appointment (1 hour) which created difficulty with childcare. Would have been good to have been told inthe appointment letter that it could be a 3 hour appointment.
Gateway F	Staff very friendly and professional. Put you at ease straight away.	Nothing. Was very happy with service provided.
Gateway F	Appointment on time. Very reassuring, put at ease.	Nothing
Gateway F	Everything.	Nothing
Gateway F	The staff made me feel so comfortable. Very friendly and easy to talk too.	Nothing
Gateway F	Nurses are really friendly.	Waiting time was 1 hour.
Gateway F	Made very welcome. Good care.	
Gateway F	Very friendly staff who made me feel at ease. Always look forward to my free biscuits and hot chocolate.	Nothing
Gateway F	Very attentive staff, talked through things and answered my questions. I didn't feel rushed when it took me a while to recover following my procedure.	I arrived early for my appointment but was not seen for half an hour after my appointment time. I would have appreciated being told there was a small delay and could have had a drink for instance. I didn't go the reception desk to ask and with hindsight could have done, but didn't want to seem impatient.
Gateway F	The nurses and doctor made the experience very calm and relaxed under the circumstances. Very reassuring.	
Gateway F	Friendly staff and didn't have to wait long. Explained everything well.	
Gateway F	Super, lovely nurse and doctor, made me feel very comfortable and unjudged. Explained all treatment and were very supportive.	
Gateway F	Generally very sensitive and accommodating of different needs.	Nothing
Gateway F	Everything.	Nothing
Gateway F	The ladies made me feel very welcome and made me laugh and feel very at ease whilst I had my procedure.	Nothing
Gateway G	Very friendly and explained aftercare wonderfully well.	
Gateway G	Everything - what a service and staff too!	
Gateway G	Everything! The standard of patient care here is second to none. A shining example of what the NHS does best, and always has in my opinion.	Nothing. You can't improve on perfection. The whole team works.
Gateway G	Excellent care. Lots of information and reassurance given.	
Gateway G	Everything was brilliant.	
Gateway G	On time, very efficient and so kind. Very pleasant experience.	Nothing
Gateway G	Necessary information, relaxed reception, precise work in progress.	Would expect nothing better.
Gateway G	Made me feel very calm and relaxed about the procedure. Explained what was taking place.	
Gateway G	Extremely well.	
Gateway G	All	Nothing
Gateway G	Everything. Nice people.	Nothing

Gateway G	Keep you relaxed during op.	
Gateway G	All okay.	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything. Treated by professional and friendly staff.	Couldn't have done anything better.
Gateway G	Everything was well explained and handled professionally.	Nothing
Gateway G	Seen on time, treated well, everyone very helpful.	
Gateway G	Very friendly and efficient.	
Gateway G	Sociable. Made me feel at home. Very friendly.	Nothing I can think of. All perfectly good.
Gateway G	Told me exactly what they found - clearly	
Gateway G	Everything	Nothing
Gateway G	Very patient staff, very helpful	Nothing - all very good.
Gateway G	Wonderful	Nothing
Gateway G	The whole procedure was pain-free and the doctors and nurses were superb.	Nothing
Gateway G	Staff were delightful. Didn't wait around long. Good aftercare.	
Gateway G	Quick, efficient and friendly. Felt relaxed and at ease.	Nothing
Gateway G	The team endeavoured to create a friendly, comfortable environment that distracted from the procedure and reduced anxiety. Nicely done.	
Gateway G	Everything from start to finish. Well mannered.	Nothing
Gateway G	Brilliant	
Gateway G	Greeting at beginning of the day, explaining everything as procedure was performed	
Gateway G	Nice environment, lovely friendly staff who were very helpful	Nothing
Gateway G	Everything	Nothing
Gateway G	I did not feel any pain. The doctors and nurses were friendly & supportive.	
Gateway G	All staff kind and caring. Made me feel really relaxed and comfortable.	Nothing I am happy, thanks
Gateway G	Kept on time, explained in details all optionsavailable for Op. Interested in me as aperson. Explained what had to happen post Op.	Nothing at all. The more often I have to attend the better you seem to respond.
Gateway G	Pleasant and efficient staff. Timely appointment. Very caring.	Nothing
Gateway G	Very friendly staff.	
Gateway G	Waiting time, procedure, helpfulness.	Nothing
Gateway G	Everything went smoothly. Lovely staff.	
Gateway G	Everything was brilliant, no problems at all and everyone was lovely.	Nothing
Gateway G		Nothing
Gateway G	Made me feel relaxed. The team were very friendly and professional. Knew what the procedures were going to be. Fully satisfied with the procedure and team.	
Gateway G	Made me feel very comfortable.	
Gateway G	Everything	
Gateway G	Extremely well	No
Gateway G	Handled patient with care and explained aftercare.	Nothing. Everyone very caring and helpful. Nurses very good with older patients.
Gateway G	From start to finish, it was fantastic. everything was explained. Staff were very polite.	Nothing whatsoever.
Gateway G	Everything was performed with excellence and with care.	No problems.
Gateway G	Friendly and polite.	
Gateway G	The whole experience.	
Gateway G	Made me feel relaxed and comfortable throughout the treatment.	Everything was ok.
Gateway G	Everything 100%. Dr P very thorough.	Nothing
Gateway G	On time. Efficient. Pleasant.	
Gateway G	Prompt. Friendly service.	
Gateway G	All very commendable.	
Gateway G	Really happy, staff were very helpful.	
Gateway G	Everything	
Gateway G	Everything	
Gateway G	Senstive, friendly, thoughtful.	Nothing
Gateway G	Calm, friendly, made me feel at ease.	
Gateway G	Excellent communication and helpful staff - couldn't have been better.	
Gateway G	Very friendly. Put me at ease throughout.	
Gateway G	Very well	Nothing
Gateway G	Everything. Surgeon wanted to make sure it was stitched exactly right, taking into account that I have 3 children aged 3 - 7 years and may struggle not to strain my shoulder. Thank you.	
Gateway G	From the beginning to the end, the patient care was fantastic. Amazing staff.	
Gateway G	Everything was perfect.	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	All very well.	All good.
Gateway G	Looked after.	
Gateway G	Everything that needed to be done. Very nice to me and cared. Brilliant.	Nothing. Everything perfect.
Gateway G	As usual, superb service in all departments. Called for cancellation - 3 months before expected date for surgery. Brilliant!	
Gateway G	I was looked after extremely well.	My doctor's practice nurse told me you should have given me stuff for my first dressing - they did not have what was needed.
Gateway G	Exceptional staff. Very caring. Friendly and efficient.	Nothing
Gateway G	Friendly, efficient.	
Gateway G	Extremely friendly staff. Made to feel at ease.	
Gateway G	All tasks relevant to my treatment. Circle is a very good facility.	
Gateway G	Very polite, very helpful. Explained what was going to happen. Showed good care for me.	
Gateway G	Friendly staff, procedure and follow up clearly explained ahead of time.	
Gateway G	Hopefully end result will be good. Customer service good.	Pre-op letter never sent, wasn't aware of car parking arrangements.
Gateway G	All staff are caring and unfailingly helpful.	Came for spinal injection. Appointment was 1pm and I discovered that all 8 patients had the same time. I was 6th on the list and was told to have nothing to eat for 6 hours and nothing to drink for 2 hours prior to this time. Consultant was late. I went in at 4.05pm by which time I was dehydrated and very anxious. I would be grateful if you would review your appointment system and the need for nil by mouth.
Gateway G	Everything. Very kind and helpful.	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything done well.	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Excellent professional staff.	
Gateway G	Everything was brilliant.	Nothing
Gateway G	Courteous, informative, considerate	
Gateway G	Very friendly staff. Very quick too.	
Gateway G	Very friendly staff and helpful.	Nothing

Gateway G	Everything was excellent.	Couldn't be better.
Gateway G	Very attentive.	
Gateway G	Everything. Lovely friendly staff.	Nothing
Gateway G	Thank you for making me so relaxed.	
Gateway G	The whole experience was very good. All staff very informative and friendly.	
Gateway G	Very professional and efficient while putting me totally at ease. Made me feel comfortable.	
Gateway G	It was all very good.	Nothing
Gateway G	Fantastic staff, comfy waiting area.	
Gateway G	Efficient. Explained procedure very well. Whole team were very approachable.	
Gateway G	Friendly staff. Clean unit. Explained what was happening.	
Gateway G	All attention for me was extremely good, the customer care was brilliant. Very friendly, made me feel comfortable.	
Gateway G	Everything. Friendly, efficient, professional. Put me totally at ease.	Nothing
Gateway G	Did not wait long. Good staff. Caring, kind.	
Gateway G	I felt very confident in the doctor and nurses who carried out the procedure. I couldn't fault the treatment I received.	
Gateway G	Very relaxed and friendly atmosphere.	Nothing at all.
Gateway G	Very clear description of what was being done. Asked me which of two treatments I wanted to go ahead with, having explained the options. Very efficient. Not rushing you out after treatment.	Possibly understood before what post-operative times would be.
Gateway G	Wonderful care. All staff professional, kind and caring. Thank you.	
Gateway G	From start to finish, all the staff were very caring and lovely.	Nothing
Gateway G	On time. Operation staff very friendly and kept me informed of progress.	Nothing. Really appreciated all you did for me.
Gateway G	All staff put me at ease and were friendly.	
Gateway G	Helpful explaining everything in advance. Polite and caring.	Nothing that I can think of.
Gateway G	Waiting time was kept to a minimum. Helpful and friendly staff.	
Gateway G	Everything	Nothing
Gateway G	Everything very well.	
Gateway G	Very caring.	
Gateway G	Everything was perfect, lovely friendly caring staff.	Nothing
Gateway G	All the staff were friendly and considerate and explained everything well.	Nothing
Gateway G	Helped a very nervous patient. Love the coffee and bic's after.	Nothing, excellent job.
Gateway G	Very care take with own clothing and kept calm.	Nothing
Gateway G	Put me at ease and made process very easy.	
Gateway G	Very well explained procedure with consultant, very pleasant. All members of the team very friendly.	Nothing - very good hospital experience for day-case procedure.
Gateway G	Everything explained well.	
Gateway G	Everything. Everything was efficiently done from the beginning by H to Dr P's proficiency and C's and H's courtesy.	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing at all
Gateway G	Everything	Nothing
Gateway G	I felt very comfortable and confident, the staff made me feel at ease.	Nothing
Gateway G	All fine	Nothing
Gateway G	Everything. Spot on. Service was great.	Nothing
Gateway G	Very fast, efficient and friendly.	
Gateway G	Everything. The availability of appointment, waiting times and friendly staff.	Nothing
Gateway G	Very friendly, helpful, informative and caring.	
Gateway G	Everything from beginning to end.	
Gateway G	Everything. Polite staff, every other thing as well.	Nothing
Gateway G	Care, discuss, thoughtful.	
Gateway G	Excellent service from the team. C extremely helpful.	
Gateway G	I could not wish for better treatment. Doctors and nurses were excellent.	
Gateway G	Explained things well.	
Gateway G	Patient care	Nothing
Gateway G	The whole operation was done very well.	
Gateway G	Well looked after. Friendly staff.	
Gateway G	All staff very good.	
Gateway G	Explain procedures. Everybody extremely friendly and efficient. Big thanks QMC.	
Gateway G	Good care, plenty of information. very caring team all the way through the operation.	Nothing
Gateway G	Went out of the way to get me seen today for the initial growth removal.	
Gateway G	Really friendly, put me at ease. Kept talking to me and told me what was happening while I was having the op.	Couldn't have done any better.
Gateway G	Everything. Thank you.	
Gateway G	Everything was perfect	Nothing
Gateway G	Kept me at ease and informed at all times.	Nothing
Gateway G	I was well looked after and kept informed right through the process.	Nothing
Gateway G	Everything was done well.	
Gateway G	Everything! Friendly. Advice given. Felt no pain.	Nothing really.
Gateway G	Treated me efficiently. Very kind.	Nothing
Gateway G	Very welcoming and pleasant throughout.	Nothing
Gateway G	Everything	Less waiting time, please
Gateway G	Everything	Slight delay but this did not cause a problem
Gateway G	Great attention to detail. All staff fantastic.	Arrival times need to be changed.
Gateway G	Well looked after by friendly staff and Dr .	All was really good.
Gateway G	Everything	
Gateway G	Lovely staff.	Bit of a wait but did receive apologies from staff.
Gateway G	Staff friendly including the doctor.	Improve waiting times.
Gateway G	Everything	Prefer to be at Gateway G, later appointment to reduce wait, appointment at 1pm, surgery at 2pm
Gateway G	Very pleasant and confortable off, thank you.	Perfect
Gateway G	Everything, very friendly, caring and courtous	Nothing
Gateway G	Everything!	Nothing
Gateway G	All	Can't think of anything
Gateway G	Everything!	
Gateway G	Interact with the patients	More coffee ha ha!
Gateway G	Kind and helpful staff, very friendly.	
Gateway G	Everything	Nothing
Gateway G	Excellent service	Nothing
Gateway G	Good patient handling throughout, steady progression through waiting areas and helpful conversation as the procedure continued.	Not as far as I can tell
Gateway G	All of it, very nice, made me feel ok.	
Gateway G	Everything	
Gateway G	Everything thing	Nothing
Gateway G	Very reassuring when went into panic mode. Made me feel comfortable and calm. Distracted me from the procedure	

Gateway G	Reassured me throughout the surgery, made sure I was comfortable and felt no pain. Answered all my questions well, very helpful	Nothing
Gateway G	Everything went very well They took very good care of me.	N/A - Very good
Gateway G	I felt well looked after, start to finish, thank you.	
Gateway G	Seen promptly, staff friendly, procedure explained.	
Gateway G	All staff friendly and reassuring.	Would have prefered if procedure of R6 construction was completed by Dr T rather than a change at end.
Gateway G	Talked to me when having the local anaesthetic.	
Gateway G	All good.	
Gateway G	Everything	
Gateway G	Procedure from start to finish was excellent. Staff polite and efficient.	Nothing
Gateway G	Very quick treatment, great friendly staff. Very informative and takes all your worry away.	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Polite, friendly, very good service. Thank you.	
Gateway G	Niuce atmosphere. Very clean. Lovely staff.	
Gateway G	It was great. Best ever. So friendly.	
Gateway G	Everything.	
Gateway G	Everything - pleasant - cheerful almost. Helpful.	
Gateway G	Everything was done correctly and promptly.	
Gateway G	All	
Gateway G	Good information. Professional and pleasant. Explained everything in detail.	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	How can you improve on perfection
Gateway G	Everything excellent, very polite and respectful. Thank you very much.	
Gateway G	Everything - can't fault any part of the service.	Nothing
Gateway G	Everything	Nothing
Gateway G	Instilled confidence.	
Gateway G	All went to plan.	
Gateway G	Explaining treatment and after treatment.	Nothing
Gateway G	Efficient, friendly.	
Gateway G	The whole procedure was performed to a high standard and everyone put me at my ease.	Just keep doing what you're doing.
Gateway G	Communication to ease my nerves, friendly staff.	
Gateway G	Fantastic	Nothing
Gateway G	Very caring, excellent attention.	Nothing
Gateway G	Great	Nothing
Gateway G	Everything - so kind and helpful (all the staff). Thank you all.	Nothing
Gateway G	Everything	
Gateway G	Everything. Great staff.	Nothing
Gateway G	Made me feel very comfortable.	
Gateway G	Everything was very professional and the surroundings were clean and pleasant. The staff were friendly and helpful.	I was requested to arrive by 7.45 but not seen until after 9am. Maybe timescales could be tightened?
Gateway G		Coldly efficient reception, left for over 1 hour in curtained cubicle with no communication prior to the procedure
Gateway G	I have never been kept waiting for long at any of my appointments. The medical staff are brilliant and reception staff friendly.	
Gateway G	Everything.	Nothing
Gateway G	Welcoming patients. Drinks facilities. Reception area. Customer skills. Politeness.	
Gateway G	Very well.	Nothing. Great service.
Gateway G	The procedure went well.	Nothing
Gateway G	Everything has been done extremely well.	
Gateway G	Everything was clearly explained and the operation was efficiently carried out.	
Gateway G	Very efficient. Not much waiting from arrival. Excellent care. Very friendly.	No.
Gateway G	Good communication.	
Gateway G	Efficient, punctual, everything clearly explained.	
Gateway G	Everything was fine	
Gateway G	Everything.	Nothing on this occasion.
Gateway G	Caring - excellent care and treatment.	Nothing
Gateway G	Care good. Staff friendly and helpful.	
Gateway G	On time, informative, efficient	Nothing
Gateway G	Skin	None
Gateway G	Everything	
Gateway G	Very well, lovely staff.	
Gateway G	Excellent. All staff very friendly and give good instruction - looked after everyone very kindly. Mr H was excellent.	
Gateway G	From start to finish, all first class.	
Gateway G	Everything - no long wait. Efficient surgery. Pleasant staff.	Nothing
Gateway G	Everything	Nothing
Gateway G	Very caring.	Nothing
Gateway G	Everything. Staff efficient and friendly. Everything explained.	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything was as expected.	Nothing
Gateway G	Everything. Staff were lovely, everything on time, everywhere spotless.	
Gateway G	Heal me. I'm happy I didn't feel anything that would be painful or just uncomfortable.	I'm happy with everything.
Gateway G	Extremely friendly and efficient. Lovely environment.	
Gateway G	Waiting time excellent. Explanation of service clearly given. Felt very at ease.	On this occasion, nothing.
Gateway G	Your staff were very friendly which helped me overcome my nervousness. Also they had time to answer any questions asked. Thank you all for looking after me.	Probably nothing. Keep up the friendly and informative atmosphere.
Gateway G	Made me feel comfortable and well looked after.	Nothing
Gateway G	Everything so perfect. Many thanks.	Nothing
Gateway G	Everything was fine. I felt comfortable. Everybody has taken care of me very well.	
Gateway G	Everything. From nurses to doctors, everyone is very friendly.	
Gateway G	Very caring. Clear explanations. Open to questions. Helpful, calm atmosphere. Clean environment.	
Gateway G	Nursing and theatre staff caring and professional.	
Gateway G	All aspects of care was excellent. Staff care was great. A very good experience.	
Gateway G	Very friendly and informative staff. All questions answered.	Very satisfied with service received.
Gateway G	All staff very attentive and all stages of operation explained very well.	Nothing
Gateway G	Finding bowel issues.	
Gateway G	All staff have show a very caring attitude. Very attentive and understanding.	Nothing
Gateway G	Constant information. Being kept up to date. Opportunity to ask questions.	No improvement needed.
Gateway G	Everything was done well for me.	Nothing. Everyone told me what was going to happen.
Gateway G	Well explained. No waiting. Caring and kind. Good experience from assessment to discharge.	No complaints.
Gateway G	The overall service I recieved was excellent.	

Gateway G	Everything.	Nothing
Gateway G	Everything. Thank you very much.	
Gateway G	Friendly staff,put me at ease. Very efficient from admin to nurses and theatre staff. Lovely and clean. Everything was explained clearly.	Nothing!
Gateway G	Friendly, informative, kind.	Nothing
Gateway G	I was looked after very well, was made to feel completely at ease. Thank you.	Nothing at all.
Gateway G	Patient care, empathy, advice from the nursing staff.	
Gateway G	Friendly, informative, kind.	Nothing
Gateway G	Looked after me so well. Very polite, supportive and reassuring to both me and my support worker.	Nothing. Excellent.
Gateway G	Well explained. Caring and kind. Good experience from assessment to discharge.	No complaints.
Gateway G	Friendly. Understanding.	Nothing. Top job.
Gateway G	Staff all extremely welcoming and I felt very looked after. Nothing was too much trouble. Many thanks to to all who looked after me today.	Bit of a wait to go in but I suppose thats unavoidable. Apart from that, nothing.
Gateway G	Very well looked after. Very happy. Good team.	Nothing. Great care.
Gateway G	Personal care is second to none. Everything all ready from arrival. Nothing too much for anyone.	Nothing
Gateway G	Brilliant client centred organisation. Wonderful staff.	
Gateway G	Very pleasant staff. Treated very well.	Nothing really.
Gateway G	Everything. Excellent care by all.	Nothing at all.
Gateway G	Everybody was excellent.	
Gateway G	Fantastic care.	
Gateway G	Meet and greet. Put patient at ease.	
Gateway G	Everything from start to finish, very professional.	Nothing
Gateway G	Everything.	No.
Gateway G	Everything. Beautifully clean. Staff all excellent. D 1st class.	Nothing - extremely impressed.
Gateway G	All was done extremely well.	Nothing. Everything was fine.
Gateway G	Everything.	
Gateway G	Clear explanations. Very good care before and after procedure.	Nothing
Gateway G	Kept me informed of what was going on.	
Gateway G	Everything was first class.	Nothing. Everything was excellent.
Gateway G	Everything. Staff are lovely and made me feel at ease. Hospital very clean and organised.	Nothing
Gateway G	Fantastic explantion of everything that would happen. Caring and kind. Made me feel very comfortable.	Nothing
Gateway G	Made to feel comfortable, regular checks to ensure was ok.	The waiting times, although sometimes can't be helped.
Gateway G	Speed in theatre. Staff presence.	Staged arrival times so there is less time waiting in cubicles and clogging up space.
Gateway G	Everything 100%.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Well organised; friendly staff. Efficient service all round. Treatment has also been very effective on my previous visit last year.	States on letter to bring dressing gown/slippers. As they are here in the cubicle, provided already, seems unnecessary to ask patients to bring them in.
Gateway G	I was put at ease as soon as I came onto the ward. Everything was explained in a friendly manner.	Nothing
Gateway G	Friendly. Very comforting.	
Gateway G	Start to finish. Admission through treatment to discharge. Polite, maintained dignity, considerate.	Procedure is perfect.
Gateway G	Everything was done well. Couldn't and can't find anything to complain about :)	Nothing
Gateway G	Everything.	No.
Gateway G	Very well.	Can't think of anything!
Gateway G	Staff lovely. Great cup of tea.	Nothing
Gateway G	Made me feel comfortable.	Nothing apart from be pain free.
Gateway G	Everything. You have a great team and you are all very helpful and made me feel very relaxed.	Nothing
Gateway G	Very friendly, including very approachable and amicable doctor. Well done. Thank you.	Nothing
Gateway G	Everyone helpful and pleasant.	Nothing
Gateway G	Apart from a long wait (3 hrs), everyone is friendly and professional (maybe a bit over the top not allowing water before procedure).	Reduce waiting tme but understand other patients needs are greater etc. Appreciate all NHS does. Thanks.
Gateway G	Everything fantastic.	Nothing
Gateway G	All the staff were lovely and helpful. Made me feel very comfortable.	Everything was fine.
Gateway G	They did very well.	Just the waiting time.
Gateway G	Recovery ladies were lovely. Really good care. Daniel really sympathetic and informative.	
Gateway G	Being polite. Did not take long.	Nothing
Gateway G	Manner and everything was explained. Everyone was polite and made me feel at ease.	Nothing
Gateway G	One to one care, made me feel relaxed.	Nothing
Gateway G	Organised and process of admission very efficient. Every member of staff introduced themselves and explained what was going to happen.	
Gateway G	The care from when I arrived to when I was ready to go home was absolutely fantastic and made me feel at ease.	Nothing to improve.
Gateway G	Very friendly, made me feel relaxed. Very clean and airy.	
Gateway G	So efficient and really explicit explanation of the appointment. Really friendly staff wanting to put you at ease.	
Gateway G	Prompt, kind and efficient.	
Gateway G	Everything went really well. I was seen very quickly by your lovely staff. They put me at ease with each procedure during my visit.	Nothing.Your departmemt is very clean and staff friendly.
Gateway G	Friendly caring staff. Efficient and smooth procedure.	
Gateway G	Procedure.	Time spent waiting: 2 hours for 1 minute in theatre, was too long.
Gateway G	Very caring, looked after me well.	Nothing
Gateway G	Everything. Very well looked after from start to going home.	
Gateway G	Everyone lovely and kind and friendly.	I felt it was all great. Very happy.
Gateway G	The nurses are very caring and welcoming.	
Gateway G	Made me feel welcome, at ease and comfortable about my procedure, especially the surgeon's assistant.	Nothing
Gateway G	Kind, compassionate, efficient. Thank you for letting me sleep though this procedure.	
Gateway G	Very person-centred and empathic. All staff were extremely kind and caring. Constantly kept me informed and respected my choices. Thank you for taking care of me.	Nothing
Gateway G	Continuity of care and marvellous compassionate staff.	
Gateway G	Patient care and efficiency.	
Gateway G	Very good quick service. Staff very friendly and helpful.	Nothing
Gateway G	Cared. I was treated as a person. Person centred care was delivered.	Given me chocolate.
Gateway G	Made me feel at ease.	

Gateway G	Everything. Very polite and patient and explained everything carefully.	Nothing
Gateway G		Waiting times.
Gateway G	Everything.	Nothing
Gateway G	Care, attention and information exceptional.	Nothing
Gateway G	Kept me informed of what it is that would happen to me.	
Gateway G	Lovely, polite staff made me feel very welcome and well looked after.	
Gateway G	Everything from start to finish. All nurses, anaesthetist and surgeon fantastic.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Staff were very friendly and put you at ease.	Original consultation felt rushed because there was a lot to take in and I didn't really understand everything that was going to happen.
Gateway G	Good atmosphere. Made you feel welcome.	Was expecting knee to be drained as before in 2016 as knee is three times the size as normal. Must have misunderstood.
Gateway G	Very good hospitality.	
Gateway G	Everything. Extremely lovely staff.	Nothing. All great.
Gateway G	Everything. The staff are all very friendly and caring and made me feel relaxed.	You can't improve on perfection, so nothing.
Gateway G	Could not improve as I have received excellent care.	
Gateway G	Informed throughout stay. Excellent standard of nursing.	Regarding a blood test prior to visit for operation, If there is a faulty batch of equipment (blood test bottles), after a few people being affected the bottles from the batch should have been removed, The batch number should have been checked not the date, so that fewer patients would suffer awful bruising.
Gateway G	All staff extremely nice. Nothing is too much trouble. They always go the extra mile.	Nothing
Gateway G	All nurses were very polite and couldn't do enough. Thank you very much.	
Gateway G	Everything.	Nothing
Gateway G	The staff and doctors look after you very well.	Waiting time before to be reduced.
Gateway G	Very helpful staff. Make you feel very comfortable.	Not very much information about the procedure before arriving on the day.
Gateway G	Caring, considerate.	
Gateway G	Everything!	Nothing
Gateway G	Staff v. friendly. Seen quickly. General anaesthetic the least traumatic/most feeling well experience I've had.	Nothing as far as I can recall!
Gateway G	Yes. Thank you.	All the staff are very friendly and helpful. The only improvement would be individual rooms and not curtained rooms.
Gateway G	Brilliant.	Nothing
Gateway G	Everyone was lovely.	Nothing
Gateway G	Nice, friendly and clean.	Nothing. Very happy.
Gateway G	Everything.	Nothing
Gateway G	Polite staff, manners and manner.	Although wait was not to long, could have been shorter.
Gateway G	Everything.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Yes. Pleasant staff and consultant. Also quick times.	Bgger gowns. One size doesn't fit all and large people are always being discrimated against in the NHS.
Gateway G	Everything. The staff were very helpful and friendly. I was in and out no waiting around. Overall a very good visit.	Nothing
Gateway G	A professional, efficient service from start to finish. Staff were also professional, efficient and an asset to the centre.	Nothing
Gateway G	Everything. Made to feel welcome and supported and made me feel relaxed.	Nothing
Gateway G	Made me feel relaxed about the procedure and approachable staff.	Not a lot.
Gateway G	Good service all round.	Nothing
Gateway G	Everything.	None.
Gateway G	Everything.	Nothing
Gateway G	Staff brilliant. Couldn't have been better.	
Gateway G	Friendly and informative.	
Gateway G	Everything was performed extremely well.	
Gateway G	Kindness. Easing my worries. Everything was done well.	Everything was great.
Gateway G	Overall very well. I felt comfortable and at ease. All staff very friendly and had time for me.	Can't think of how they could have done better. Maybe letting family member in with patient.
Gateway G	Everything.	
Gateway G	You are all so nice.	Nothing
Gateway G	Very well trained. Friendly, helpful and approachable staff.	Was waiting 2.5 hours from my scheduled appointment.
Gateway G	Operation was done very well.	Nothing - did well with everything.
Gateway G	Nerve block.	Nothing. Friendly doctorrs and nurses.
Gateway G	Everything.	Nothing
Gateway G	Pleasant welcome. Kept me informed.	Nothing
Gateway G	Willing to help. Good explantations. 100% for the staff today.	
Gateway G	Excellent service and friendly staff.	
Gateway G	Before and after care was fantasic.	
Gateway G	Everything, from start to finish was great. Staff are very supportive and professional and efficient and did not feel rushed at all.	
Gateway G	Excellent care. Kept informed. Efficient.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Everything.	
Gateway G	Whole team was efficent and relaxed.	
Gateway G	Fantastic. Everyone has been so friendly and feel very well cared for.	
Gateway G	Made me feel comfortable. Very helpful staff.	Not one thing.
Gateway G	Admitted quickly. Friendly and polite attitude.	It is very hot in the room where we were altogether, but I don't think windows will open. Not sure if you can do anything.
Gateway G	Polite, kind and cheery care.	Nothing really. I waited 2 hours, but I was told that and it was accurate.
Gateway G	Kept me informed of what was to be done and I met everyone who was part of my procedure.	Given a later appointment, as I waited 3 hours before the procedure. This was quite nerve-wracking. Also waited 1.5 - 2 hours before being told there was a wait.
Gateway G	Excellent care from start to finish. Felt looked after from start to finish. Professional caring staff.	
Gateway G	Got appointment for surgery very quick. Informative staff, kind and helpful.	
Gateway G	Everything.	Better timing.
Gateway G	All the staff are very friendly and make you feel relaxed and at ease. Very clean enviroment.	Cannot fault anything.
Gateway G	Welcoming and friendly. Couldn't have done anything better.	Many thanks to all.
Gateway G	Really impressed with everyone, lovely people and staff.	Nothing. All great.
Gateway G	Everything. I cannot fault anything. Very organised. Punctual. Lovely nurses, anaesthetist, consultant.	Nothing - keep doing what you are doing.
Gateway G	Operation. It was great time with all of us.	
Gateway G	Everything.	None.

Gateway G	Really good care by all the staff and very helpful.	
Gateway G	Everything.	
Gateway G	All the staff were kind and helpful.	Nothing
Gateway G	Quick service and procedure.	
Gateway G	Kind, reassuring and efficient.	Nothing
Gateway G	Very professional. Kept me well informed and not kept waiting.	
Gateway G	Everything was good, staff, facilities.	Nothing
Gateway G	Made me feel relaxed. Kind in theatre.	Nothing
Gateway G	I was looked after well. Treatment was good. Everyone was caring.	Nothing
Gateway G	Everything.	Nothing. All ok.
Gateway G	Everything.	Nothing
Gateway G	Amazing end to end. Streamlined process. Friendly staff. Not too long to wait. Clean. Modern.	It's already very good but I could give recomendations on biscuits.
Gateway G	All staff are brilliant. Many thanks for your help.	
Gateway G	Everything.	Nothing
Gateway G	Everything. Staff were great. Thank you.	Nothing
Gateway G	Staff were very friendly and helpful.	
Gateway G	Looked after me really well. Thank you.	Nothing
Gateway G	Everything. Courteous, professional, caring.	Nothing
Gateway G	Took good care throughout and kept me totally informed of procedures.	Nothing more required.
Gateway G	Friendly staff. Everything explained fully. Respectful treatment. Privacy observed. Good team work.	I can't think of any improvements.
Gateway G	Friendly staff. Nice environment. Tea and biscuits at the end was a nice touch.	More information on timings of procedures so could coordinate with wife for pick up.
Gateway G	Everything.	None.
Gateway G	Everything.	Nothing
Gateway G	Explained everything that was going to happen.	
Gateway G	All great.	
Gateway G	Everything.	
Gateway G	Very friendly and helpful.	Nothing
Gateway G	Everything. Lovely staff helpful. Wasn't nervous at all.	Nothing
Gateway G	All staff very attentive and positive. Made me feel very relaxed.	
Gateway G	Every aspect of the care of patients is at the highest standard, what wonderful, professional people.	Absolutely nothing. Wonderful treatment and care. Thank you so much.
Gateway G	Friendly, fast, efficient.	Given me more time to lay down. Felt shaky moving on to chair.
Gateway G	Efficient and helpful.	
Gateway G	Excellent 1-2-1 care.	
Gateway G	Friendly staff. Comfortable. Clean.	
Gateway G	Everything. Friendly, caring. Couldn't do anything more to put me at ease.	Nothing
Gateway G	General care and level of information good. Nurses were very kind along with all other staff I encountered. Having own cubicle was also good.	When first bought into ward informing me of position in queue.
Gateway G	Everything. Friendly, helpful staff.	Nothing, it was excellent all round.
Gateway G	Care, attentiveness, explanation, information, speed.	Yorkshire tea bags.
Gateway G	Reasuring and lovely staff, very professional.	
Gateway G	Great bedside manner and friendly staff.	Nothing
Gateway G	Dealt with anxiety in a reassuring manner. Staff friendly and helpful.	
Gateway G	Everything was done correctly. Can't fault anything.	
Gateway G	Everyone really considerate and looked after me well.	Timing: had to wait 5 hrs.
Gateway G	Everyone has been very kind and caring. Thank you.	Nothing
Gateway G	Welcoming, quick, efficient, fully explained procedure, friendly.	
Gateway G	All staff very friendly.	
Gateway G	Very well.	Not anything.
Gateway G	Everything.	Nothing
Gateway G	Excellent care by all members of staff.	Nothing
Gateway G	Everything!!	Nothing
Gateway G	Made me feel comfortable and no pain.	
Gateway G	Everything seems ok.	
Gateway G	After many years visits to various hospital I found this hospital top of the pops for care. Friendly and care is exceptional. Dr A really reassured me and put my mind at rest. .	No.
Gateway G	Staff very pleasant.	Slightly more information when things are going to happen so can get lunch.
Gateway G	Everything caring, friendly.	Nothing. Extremely efficient.
Gateway G	Made me feel completely at ease. Lovely staff. Mr A was brilliant!	Nothing
Gateway G	Everything! All staff were caring, competent and compassionate, made me feel at ease. Mr A is engaging and fills you with confidence.	
Gateway G	All aspects.	All satisfactory.
Gateway G	Looked after me from when I got here until Iwas going home.	
Gateway G	Friendly and caring.	
Gateway G	Everything.	
Gateway G	Extremely friendly and caring. Always there to help. Amazing care and cup of tea.	Nothing. Keep it up, you are all amazing!! :)
Gateway G	Everything.	Nothing
Gateway G	Very caring and accommodating. Explained everything very clearly. Very satisfied.	
Gateway G	Very helpful and thorough and cheerful.	
Gateway G	Everything.	Nothing. Everything was fine.
Gateway G	All the care I had today was fantasic. Lovely staff. Kept me informed all the way through.	
Gateway G	Everything.	
Gateway G	Epidural injection.	Nothing
Gateway G	Nurses very nice. Make you feel relaxed. Dr R very nice.	
Gateway G	Extrememly helpful and knowledgable.	Nothing
Gateway G	Very friendly and reassuring, polite and understanding.	Nothing
Gateway G	Everything was done so well, thanks	It was so good
Gateway G	Everything. The staff the department was excellent very impressed.	Nothing at all
Gateway G	Friendly and caring staff. Everything explained clearly.	
Gateway G	Welcoming, attentive, kept fully informed	All good
Gateway G	Very friendly, explained and reassured. Allowed mum to stay with me. Doctor come and feedback results quickly.	Nothing - all good
Gateway G	Listened to my request for local anaesthetic and was kind and courteous all the time.	
Gateway G	From start to finish, very good care from all staff	
Gateway G	From the first moment of arrival, all the staff were polite, friendly and professional made me feel at ease throughout the process.	
Gateway G	Everything	Nothing
Gateway G	Everything, felt comfortable	Nothing
Gateway G	Very pleasurable experience, everyone friendly, keeping you informed and aware of every step through the procedure.	Nothing
Gateway G	Everything from start to finish, every member of staff so helpful and lovely.	Nothing at all.

Gateway G	Everything. Staff perfect, doctors brill. Thank you	Not a lot.
Gateway G	T, C, L, M, U and J made me feel very good.	Nothing - you were outstanding
Gateway G	Everything.	None.
Gateway G	On time. Very polite, friendly and approachable. Informative and cheerful.	Nothing at all. Third visit and each one has been a comfortable experience.
Gateway G	Level of care. Very quick in and out treatment.	Nothing, all good.
Gateway G	All of it, from start to finish.	Not a thing.
Gateway G	Very well. Very helpful, considerate.	Everything was just fine. Thank you.
Gateway G	Everything. Doctors and nurses very helpful and kind.	Nothing
Gateway G	Everything - you're all marvellous.	Nothing
Gateway G	Customer service in making me feel at ease.	Can't think of anything at the moment.
Gateway G	Everything.	No.
Gateway G	Care from my nurse and staff. Very well explained procedure. Very efficient in all points.	Nothing
Gateway G	Everything.	Nothing. Nurses and staff excellent.
Gateway G	Friendly professional staff. Procedure etc explained.	I had to wait for well over 2 hours - this is just a comment not a complaint. It is worth the wait.
Gateway G	Everything.	
Gateway G	Everything.	Absolutely nothing.
Gateway G	Dealt with patients in a friendly and caring manner.	
Gateway G	Very clear instructions and friendly approach.	
Gateway G	Very comfortable and attentive. All staff very friendly and professional.	Nothing
Gateway G	Very efficient and warm welcome. All staff respectful and offered support if required.	
Gateway G	Everything was excellent.	
Gateway G	Everything- spectacular.	Nothing
Gateway G	Very well organised. The staff were all wonderful and couldn't do enough for me.	Nothing at all. I am very happy.
Gateway G	Everybody made me feel comfortable, at ease and happy with the whole experience.	Nothing. Was happy with everything.
Gateway G	A smooth experience from beginning to end.	Don't know.
Gateway G	Everything.	
Gateway G	Made me feel relaxed and well cared for. Lovely staff.	
Gateway G	Everything - staff extremely efficient and very kind.	Nothing
Gateway G	I was looked after extremely well. All staff were great.	Nothing can beat this place. I have been in a number of times. Fantastic!
Gateway G	Everything. Fantastic experience from intial welcome to consultation.	Nothing
Gateway G	Courteous and caring staff.	Nothing.Keep up the good work.
Gateway G	Everything.	Nothing.
Gateway G	Everything.	
Gateway G	Excellent from start to finish. Great staff: excellent and caring.	
Gateway G	Very friendly. All questions answered. Put my mind at rest about the procedure. Very efficient.	Nothing
Gateway G	Everything from start to finish.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Really friendly staff. I felt very well looked after. Thank you very much!!	I can't think of anything at all.
Gateway G	Very friendly. Informative Nice and clean.	
Gateway G	Very nice nurses and aftercare excellent.	
Gateway G	Brilliant.	No.
Gateway G	Well informed and friendly staff.	
Gateway G	On time and staff are friendly. The health care assistant K who booked me in was very polite and friendly.	Nothing I can think of.
Gateway G	Everything was ok.	Nothing
Gateway G	Made me feel relaxed and comfortable.	
Gateway G	Everything.	Nothing
Gateway G	All staff very courteous and helpful. Well done. 5 stars.	
Gateway G	Everything.	
Gateway G	Made me feel at ease.	Nothing
Gateway G	All round excellent care.THANK YOU!!	
Gateway G	Everything. The whole experience was much better than City Hospital. Put my mind at ease.	Maybe not so much rush after op.
Gateway G	Very helpful and lovely staff.	The wait for the procedure from admissions was long - 3hours!!
Gateway G	Professional, calm and seemingly very well organised and informative.	
Gateway G	Everything very good.	No.
Gateway G	Absolutely everything. This is the first time I have had surgery.	No, nothing. Everything was perfect.
Gateway G	Everything.	Nothing
Gateway G	The care and friendly staff and the assurance that all will be fine, really nice	
Gateway G	Everything.	
Gateway G	Very friendly and put me at ease immediately. Highly efficient and little time for waiting. Very pleased with my care.	
Gateway G	Everything - I felt relaxed and welll cared for by all staff. Privacy good too.	Nothing. Great experience.
Gateway G	All staff were very kind, polite, friendly and understanding. Their empathy was really appreciated. Their care and support was totally on point.	There isn't anything I can add as I am very satisfied with everything. Thank You.
Gateway G	Friendly, informative.	
Gateway G	Very warm welcoming staff - satisfied. Consultant is extremley good.	
Gateway G	Whole procedure.	
Gateway G	Friendly, professional, brilliant care.	Nothing
Gateway G	Everything very professional.	
Gateway G	Very well.	To stagger the times for surgery. Came in at 5.15 waited till 8pm for surgery - could have come in later.
Gateway G	Excellent and efficient service. Polite and friendly.	Nothing
Gateway G	Everything was good.	Nothing
Gateway G	I was kept very well informed.	Nothing. All good.
Gateway G	Dealt with me feeling unwell after the operation really well. It was nice for someone to be with me until I felt better.	Perhaps just explaining the sequence of what was going to happen before. Only a minor thing though.
Gateway G	All was handled very well from start to finish.	Nothing that springs to mind.
Gateway G	Everything.	
Gateway G	Looked after me with full care. Very nice.	Nothing
Gateway G	I was looked after extremely well from start to finish. All staff attentive, caring and kept me informed. Thank you.	
Gateway G	I was very nervous today. L and L were amazing. I really did feel in safe hands. Amazing service and true credit to the NHS team. Thanks to both :)	Nothing
Gateway G	Doctors and nurses are very friendly and informative. They made the process a whole lot easier.	
Gateway G	Happy with care.	
Gateway G	Staff very friendly and reassured and helped put me at ease, as I was feeling anxious about my surgery.	Nothing
Gateway G	Everything carried out well.	Can't think of anything.
Gateway G		None.
Gateway G	Amazing and cheerful.	Nothing
Gateway G	Everything. Caring and informative.	No.

Gateway G	Friendly and professional. Hardly waiting at all. Thanks! :)	
Gateway G	Friendly staff. Kept up to date.	
Gateway G	Everything.	Nothing. All good.
Gateway G	Full explanations.	
Gateway G	Took care and attention.	
Gateway G	Everything.	Treatment excellent.
Gateway G	Explained everything clearly and took time to explain. Thank you!	Rush the patient a bit less to move from bed to chair.
Gateway G	The whole procedure and staff have been excellent.	
Gateway G	Everything. As impressed as I was 6 months ago.	
Gateway G	Caring throughout.	
Gateway G	Very good in all areas.	
Gateway G	Looked after me brilliantly and kept me calm when I needed support.	Nothing. Every detail was excellent.
Gateway G	Everything. Best place I have ever been.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Put at ease the whole way through.	Nothing
Gateway G	Friendliness and putting at ease.	Car park a little stressful and someone to guide.
Gateway G	Everything. It was perfect.	Nothing
Gateway G	Nurse/staff all fantastic-as usual. Very professional but friendly.	Nothing
Gateway G	Everything has been lovely.	
Gateway G	Extremely efficient, polite and helpful.	You could not really do anything better.
Gateway G	Quick, efficient, plenty of hot chocolate.	Not a lot actually.
Gateway G	All very well done.	Just delayed more than last time.
Gateway G	Everything.	
Gateway G	Everything.	
Gateway G	Everything.	Better coffee.
Gateway G	Everything.	
Gateway G	Everything was excellent.	Nothing
Gateway G	Relaxed. Friendly.	None.
Gateway G	The operation went well.	I thought everything was good so, no.
Gateway G	Happy with all.	
Gateway G	Good care all round.	
Gateway G	Everything.	None.
Gateway G	Everything.	Nothing
Gateway G	Everything.	Nothing
Gateway G	All were very kind and caring.	Nothing
Gateway G	Good care.	Nothing
Gateway G	Very good care, lovely care.	Nothing
Gateway G	Everything.	
Gateway G	Nurses, doctors and all staff have excellent patient care.	
Gateway G	Everything.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Looked after me very well. All went smoothly.	Not cancelled my last 2 appointments!
Gateway G	Very kind and reassuring.	Nothing
Gateway G	Kind, supportive, efficient.	
Gateway G	All staff are calming and good at making me feel at ease.	
Gateway G	Very friendly and treated well. Explained everything in detail.	
Gateway G	Friendly, efficient, everything explained fully, calm atmosphere.	
Gateway G	Friendly, kind, understanding.	To be aware of special requirements prior to my arrival.
Gateway G	Everything.	Nothing
Gateway G	Everything. Thank you for making the pain better.	Nothing
Gateway G	Polite and very helpful.	Nothing
Gateway G	Good.	
Gateway G	Kind, efficient.	Nothing
Gateway G	Patient care and organisation.	
Gateway G	Everyone was very nice. Surgeon fantastic. J from theatre very kind and sweet.	I waited 4 hours - don't mind but there was no information as to when it would be.
Gateway G	Whole thing. Doctors and nurses helpful.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Could not have done anything better.	Nothing
Gateway G	Nurse very calming, friendly and efficient. Doctor also.	Made a more accurate diagnosis earlier! Operation not needed after weeks of major anxiety.
Gateway G	Very friendly. TV.	Not wait so long.
Gateway G	Everything. Communications and care.	
Gateway G		Very well.
Gateway G	Everything.	Nothing
Gateway G	Caring. Informed what was going on. Efficient.	Nothing
Gateway G	Everyone was very friendly, approachable.	Nothing
Gateway G	Everything.	
Gateway G	Everything- smooth, professional.	Nothing
Gateway G	Everything. Polite, caring - looked after me.	Nothing
Gateway G	Very good care. Nurse A was lovely.	
Gateway G	Everything done well from being brought through to cubicle through to going home. Everything explained well.	Seemed a little rushed after surgery but I was fine.
Gateway G	Quick and caring.	
Gateway G	Welcoming, open and honest. Explained everything very well. Very friendly staff. B and K made me feel relaxed pre op during op and post op.	
Gateway G	Great care of patients.	
Gateway G	Support, reassurance, friendly, very professional, smoothly organised.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Couldn't have done anything better.	Perfect. Nurse A is very lovely and caring. Thank you.
Gateway G	Everything.	
Gateway G	Prompt attention.	
Gateway G	Everything.	Nothing
Gateway G	Very welcoming and reassuring.	Nothing
Gateway G	Everything. Department very welcoming. Procedure explained.	Not a lot.
Gateway G	All was good.	
Gateway G	Looked after me.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Customer care.	More information on times.
Gateway G	Everything.	Nothing
Gateway G	The staff were pleasant and efficient. The surroundings were impecable. It inspires confidence.	
Gateway G	Everything.	Nothing
Gateway G	Very helpful. Put your mind at ease.	
Gateway G	Everything.	None.
Gateway G	Everything.	Nothing
Gateway G	Staff absolutely fantastic. All the care given above what I had expected. Thank you to all the team involved.	Nothing. A great team. Thanks again.
Gateway G	Everything.	Age old problem:waiting time.
Gateway G	Made me feel comfortable and answered all questions asked.	
Gateway G	Yes. No problems.	Not really, usual happy faces and efficent.
Gateway G	All very friendly and professional.	Would like to have been updated as to how long the delay was likely to be. Over an hour delay. Had I known I would have been more comfortable going for a walk, instead of sitting.
Gateway G	Very polite.	

Gateway G	Everything.	Lower waiting times (my appointment was 9.30am, but didn't get treated until 11.30am.)
Gateway G	All staff very good.	If possible, better time keeping.
Gateway G	Very good.	Nothing
Gateway G	Nothing.	
Gateway G	All.	
Gateway G	Alison and the staff were friendly. Surgeon didn't smile but he was busy. Theatre staff were all lovely.	
Gateway G	Nurses brilliant, plus anaesthetist team excellent. Everything.	No.
Gateway G	Kept me up to date. Great pre/post care. Friendly staff. Thank you.	All was good.
Gateway G	Made me relax	Cubicles can be a little off putting if screen isn't pulled across enough to give a little privacy from nurses' desks.
Gateway G	Everything.	None.
Gateway G	Everything. Wonderful professional. Caring team.	Nothing
Gateway G	Good organisation and care treatment.	
Gateway G	Medical staff very good: lovely and efficient and caring.	Better directions to private patients and we had a long and unnecessary wait.
Gateway G	Staff are lovely. Couldn't be better.	Appointment was for 8 am. Not seen until 10.20, so time keeping is poor.
Gateway G	Staff are all so caring.	
Gateway G	Friendly and informative staff. Helpful in advising and answering questions.	Long wait for appointments.
Gateway G	Kind, polite and looked after me very well. I was kept informed at all times.	
Gateway G	All the care was excellent.	Nothing
Gateway G	Kept well informed of what's happening.	
Gateway G	Yes.	No.
Gateway G	Everything.	
Gateway G	Everyone in the department is very kind and helpful. They are very friendly and make you welcome.	
Gateway G	Organised, polite. Good briefing by surgeon/consultant.	Some of the form filling took time. Forms could be given to patients at check in to save time.
Gateway G	All exellent service.	
Gateway G	The facilties are well mantained.	Waiting times. Telling patients about delays.
Gateway G	The care I was given.	Nothing
Gateway G	All.	Nothing. All good.
Gateway G	Everything.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Everything.	Nothing
Gateway G	Well organised and made to feel well cared for. Post op snacks very welcome.	
Gateway G	Timely and friendly explanation of procedure.	Little more time to recover.
Gateway G	Professional, friendly, organised and welcoming.	Nothing. Very happy with the service and treatment received.
Gateway G	Friendly and professional.	Better teabags.
Gateway G	Everything, from making me feel welcome and at ease. Explained everything to me.	Nothing
Gateway G	Excellent.	
Gateway G	All drs and nurses first class.	Nothing
Gateway G	Very kind, explaining every step. Professional, person centred couldn't been treated better.	
Gateway G	Very friendly. Fully explained procedure. Lovely consultant.	Nothing
Gateway G	Excellent professional service.	
Gateway G	Staff very pleasant, comforting and informative. Not long waiting.	
Gateway G		Nothing. Very happy with the care and treatment.
Gateway G	Explained in detail. Very helpful throughout treatment.	Nothing. Excellent.
Gateway G	From start to finish made to feel comfortable and in good hands. Excellent.	Nothing
Gateway G	Thank you for everything you have done.	Nothing
Gateway G	All very professional and friendly.	
Gateway G	You treated me with care and consideration from the moment I arrived in Gateway G. Great team.	Improve the hospital gowns, specifically how they are fastened.
Gateway G	Everything was done well.	
Gateway G	Everything very good.	
Gateway G	Atmosphere created. All friendly staff creating a friendly atmosphere.	None.
Gateway G	All the staff were extremely friendly and caring and very helpful. All the team are AWESOME!	Nothing
Gateway G	Everything done really well.	Nothing
Gateway G	Everything.	
Gateway G	Everything was absolutely great. All staff were friendly and helped me in anyway they could.	Nothing. If they are like this with everyone then nothing needs to be changed. Perfect! :)
Gateway G	100% service.	Nothing
Gateway G	Made me feel very comfortable. Regular checks on patients. Very nice and friendly staff.	Nothing. Looked after me very well.
Gateway G	Staff excellent.	Long wait (3hrs 1 til 4) as I was 3rd on list to go into surgery. Better if admission was staggered so it did not mean a day's lost work.
Gateway G	Care. Felt at ease and relaxed. All very nice.	
Gateway H	Explained everything very well.	Nothing
Gateway H	Very clear, very friendly and professional.	
Gateway H	Helpful, clear and concise.	
Gateway H	Treated extremely well in all departments.	
Gateway H	Following procedures, giving out information to patient to understand.	None.
Gateway H	Everything	Nothing
Gateway H	Explanation of the procedure was excellent.	
Gateway H	Explained everything that I needed to know about the procedure I'm going to have.	
Gateway H	Friendly and efficient. Explained everything well.	Nothing
Gateway H	Very informative	
Gateway H	Explained everything clearly. Both nurses were very friendly and helpful. Put me at ease.	
Gateway H	Made me feel at ease and comfortable about what procedure I'm having done.	Nothing
Gateway H	Yes	No
Gateway H	All of it. Really good. Very impressed.	
Gateway H	Nurse was very informative, kind and friendly.	
Gateway H	Brilliant pre-assessment people, firm but fair and professional.	
Gateway H	Friendly staff.	Wait time long.
Gateway H	Friendly staff.	An hour duration - too long.
Gateway H	Welcoming. Clear communication. Clear explanations. Caring. Pleasant.	
Gateway H	Explanation was simple and efficient.	
Gateway H	Explained clearly the details about the procedure.	Nothing

Gateway H	Very polite, knowledgeable and friendly staff.	Nothing
Gateway H	Clearly explained.	
Gateway H		Nurse that I spoke to was very rude, did not introduce herself. I would not come again due to her rudeness.
Gateway H	All staff introduced themselves and made you feel relaxed. Procedure explained well. Prof A excellent.	
Gateway H	Nothing was too much trouble. Friendly staff made me feel at ease. Explained procedure and what would happen next.	
Gateway H	Give information. Very polite. Told me everything that I need to know.	
Gateway H	Gave in-depth advice on what to expect and how to prepare for the treatment.	
Gateway H	Very thorough, efficient, quick and informative.	They all seem very busy. They have a lot to do in short time - more staff required.
Gateway H	Explained everything clearly. Was treated professionally throughout.	Nothing it was all great.
Gateway H	Very friendly re-assured me.	
Gateway H	Explained in full what was going to happen and different options	Nothing
Gateway H	The nurse that collected my friend for her procedure wasn't helpful at all and didn't have time to talk to me, but the girls on the desk where polite and respectful!	
Gateway H	Explained things very well and answered all my questions in a way in which I understood.	
Gateway H	Very friendly and helpful.	Nothing
Gateway H	Explained procedure. Reassurances given. Thank you.	
Gateway H	Caring and pleasant attitude. Responsive to patient needs.	
Gateway H	You were all very kind, considerate and helpful.	Nothing
Gateway H	Very quick to be seen, thorough assessment, and pleasant follow up	Nothing
Gateway H	Very informative and organised. I felt reassured throughout.	
Gateway H	Everything	A bit of a shock being told I needed an MRI but understand that the doctor recommends it. Quite upset but otherwise everything and everyone brilliant.
Gateway H	Really good service. Information and general care.	
Gateway H	The process was seamless. A was absolutely brilliant, this is my first ever procedure and she really took the time to go through everything with me.	Nothing
Gateway H	Everything. Explained everything thoroughly. Couldn't have been better. Thank you.	Nothing
Gateway H	Very friendly lady explained the procedure.	
Gateway H	I was treated with privacy, caring and knowledgeable information.	Nothing. Everything was fine.
Gateway H	Nothing	2 hour wait: rubbish!
Gateway H	All things.	
Gateway H	Respected privacy and dignity. Friendly.	
Gateway H	Everything brilliant.	Nothing
Gateway H	Excellent. Friendly, helpful staff.	Nothing
Gateway H	Promptness. Friendliness. Explanation of procedures.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Everything ok. Good welcome and initial processing. Recovery area good.	Better bedside manner from person carrying out sigmoidoscopy. Bit brusque.
Gateway H	Making patient feel comfortable.	
Gateway H	Procedures. Steps of treatment were explained throughout the appointment.	
Gateway H	Well cared for by all concerned durin g the whole experience.	
Gateway H	The whole team from admission to procedure and recovery were fantastic. They understood my anxieties from a bad experience before and were impeccable in the care and reassurance.	Nothing
Gateway H	Kept me fully advised and extremely helpful and friendly.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Polite staff. Mr H very good. Very good communication.	I arrived 40 mins before appointment and wasn't seen till 40 mins after appointment time!
Gateway H	Explained procedure.	
Gateway H	Everything.	Nothing
Gateway H	Everything. Great service.	None.
Gateway H	Despite turning up at wrong appointment time, staff extremely nice, still performed procedure. Friendly, attentative and put me at ease. Kept me well informed.	Nothing. Couldn't fault anyone.
Gateway H	Endoscopy.	All was ok.
Gateway H	Everyone I met was wonderful, truly outstanding from start to finish. I felt listened to, understood and not rushed as well as feeling that everything had been done to return my quality of life.	All was perfect. Thank you so much.
Gateway H	Nice and helpful.	
Gateway H	Polite, helpful. Explained everything and listened.	
Gateway H	Made me feel comfortable.	
Gateway H	The procedure itself: colonoscopy. The consultant helped me to relax and told me where and how it would be uncomfortable.	Had to wait a long time after getting undressed. It was cold and I was nervous.
Gateway H	Clear instructions. Friendly staff.	All good.
Gateway H	Reassured me as a patient that I would be well cared for.	Nothing that I can think of.
Gateway H	Friendly. Explained what was going to happen. On time. Kept checking I was feeling ok throughtout the procedure.	All staff were great.
Gateway H	Polite and efficient and procedure stress free.	Nothing
Gateway H	The staff were very professional and friendly.	
Gateway H	Friendly and caring staff.	
Gateway H	Staff very helpful and pleasant. Kept me updated.	Nothing
Gateway H	Friendly staff with plenty of smiles.	Nothing
Gateway H	All staff made me feel comfortable, before, during and after my procedure.	
Gateway H	Everything from start to finish.	Nothing at all
Gateway H	All staff very friendly and very reassuring.	Nothing
Gateway H	Great staff.	Nothing. Well done.
Gateway H	Endoscopy.	Nothing. Very good. Looked after very well.
Gateway H	The initial procedure was performed well. Initial admission staff were very good.	Appointment times! Was waiting 1 & 1/2 hours past appointment time.
Gateway H	Everything.	Nothing
Gateway H	Did the procedure lovely.	You did well.
Gateway H	Everything.	Not a lot.
Gateway H	All very good.	Nothing - very well treated.
Gateway H	Friendly. Made to feel comfortable.	Nothing
Gateway H	Everything - brilliant.	Nothing
Gateway H	Everything was good.	Nothing
Gateway H	Being supportive of my needs.	Perfect. Can't think of anything that could be better.
Gateway H	Everything.	Don't know.
Gateway H	Very caring staff.	You couldn't do better.
Gateway H	Everything excellent.	Nothing. All Excellent.
Gateway H	Everything.	Nothing

Gateway H	Friendly welcome from all members of staff who dealt with me. Good communication and happy atmosphere.	
Gateway H	Saw me on time. Very friendly.	
Gateway H	Everything during the check up.	Nothing
Gateway H	Efficient. On time, no waiting. Clear explanation of procedure.	
Gateway H	All of it.	
Gateway H	Procedure was good as was the after stuff, like biscuits.	As far as procedure goes it was pretty top.
Gateway H	Attention to detail excellent. Staff great.	Distraction for patient during procedures.
Gateway H	Everything.	Nothing
Gateway H	After care was second to none. Explained very well what was happening.	
Gateway H	Everything.	Nothing
Gateway H	All was good.	Nothing
Gateway H	Everything. Everyone was wonderful.	Absolutely nothing.
Gateway H	Everything. Thank you for all your help and kindness especially Dr R and her support team, D on reception, Dr A and his colleague S.	Nothing. You are absolutely brillant and fantastic. You all made me feel at ease. Thank you.
Gateway H	Perfect from start to finish. Everyone professional and friendly.	Nothing
Gateway H	Endoscopy.	
Gateway H	Everything.Absolutely brilliant.	Nothing
Gateway H	Very polite and calming.	Nothing
Gateway H	Everything.	Excellent.
Gateway H	Most helpful, attentive, reasuring.	Not a lot.
Gateway H	Very well.	
Gateway H	Everything.	Nothing
Gateway H	Treatment first class.	None.
Gateway H	Checking in. Explaining what is to happen. Treatment process.	
Gateway H	Very friendly staff. Clean. On time.	
Gateway H	Everything.	Keep me updated.
Gateway H	Well looked after by everyone.	
Gateway H	Good, informative care.	
Gateway H	All staff first class from start to finish.	
Gateway H	Well organised. E explained about prostate biopsy.	
Gateway H	Everything.	
Gateway H	Pleasant staff.	
Gateway H	All.	
Gateway H	Everything. Very, very friendly, helpful.	
Gateway H	Good care.	
Gateway H	Swift.	
Gateway H	From start to finish, made to feel cared for.	
Gateway H	Staff were great.	
Gateway H	Most things.	
Gateway H	Everything ok.	
Gateway H	Friendly.	A bit too much gossiping in recovery.
Gateway H	Everything.	Waiting time.
Gateway H	Very informative. Pleasant staff.	
Gateway H	Friendly.	
Gateway H	Well looked after.	
Gateway H	Relaxed me. Explained the procedure. Team worked well together.	
Gateway H	Proceedure explained well.	
Gateway H	Everyone was great.	
Gateway H	Everything was well done. Lovely staff.	
Gateway H	Taking care of patient, also talking with nursing team reasured me.	
Gateway H	Everything.	No concerns.
Gateway H	Everything.	Nothing at all.
Gateway H	I was well looked after before and after by your very pleasant staff.	Nothing
Gateway H	Attentive and friendly.	
Gateway H	I have learning difficulties and was very anxious. The nursing staff showed me a lot of kindness and reassurance.	
Gateway H	Everything. Attentive, very professional. Would highly recommend.	
Gateway H	Everything.	
Gateway H	Staff all friendly, reassuring and supportive.	
Gateway H	Everyone very pleasant and helpful. Nothing too much trouble.	Nothing at all.
Gateway H	Everything.	Nothing
Gateway H	Very pleasant staff. Efficient, competent nursing staff.	Although there was a one hour wait for procedure it was still done in good time.
Gateway H	After care was first class right from start to finish.	Nothing
Gateway H	Caring staff.	
Gateway H	Very well and caring staff. Thank you to all staff.	Nothing
Gateway H	Efficient once in and out quickly.	Slightly long wait - once being called through
Gateway H	Made me feel very comfortable.	
Gateway H	Explained everything clearly and looked after me very well.	Nothing, it was excellent.
Gateway H	Very considerate treatment.	
Gateway H	Friendly, reassuring and explained every stage of procedure.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Everyone was very kind and caring and put me at ease.	
Gateway H	I felt everything was done well. Relaxed atmosphere friendly staff.	Not for me.
Gateway H	Comfortable reception and preparation. Appointment on time. Nursing staff and procedure were excellent.	
Gateway H	Very well explained all of the procedure. All staff were kind and very helpful.	
Gateway H	Communication.	Nothing
Gateway H	Staff were fantastic and informative.	Waiting times.
Gateway H	Everything.	Nothing
Gateway H	Everything spot on. Many thanks.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Friendly. Laughed at my inappropriate jokes, so all good.	Nothing
Gateway H	All things done well.	
Gateway H	All procedures.	
Gateway H	You did everything very well.	Can't think of anything that you could have done better. All staff were great!
Gateway H	Information, care, professionalism.	Nothing
Gateway H	Explanation of every step of procedure. Bedside manner. Organisation.	Honestly, nothing.
Gateway H	Good customer service. Spoke to consultant prior on queries. Staff professional.	Nothing
Gateway H	Great care as always. Listened to my concerns after the last time.	All good.
Gateway H	Efficient. Always let you know whati s going on re delays.	
Gateway H	From start to finish, fantastic staff. Looked after me all the time.	Nothing. Everybody was friendly.
Gateway H	Everything. Everybody did their best to put me at ease.	Nothing
Gateway H	Organised and friendly.	
Gateway H	Everything from admission to discharge.	Nothing
Gateway H	Efficient, caring and good explanation of procedure.	More information prior to appointment.
Gateway H	Everything.	Nothing

Gateway H	Everything. Nurses very helpful in assisting me with dressing.	Nothing
Gateway H	Everything. Treated properly.	Nothing
Gateway H	Very well.	No.
Gateway H	Everything.	Wait was about 30 mins but not an issue.
Gateway H	Everything.	Nothing. Perfect.
Gateway H	Overall, very well.	
Gateway H	Brilliant service from the reception right down to my release.	Nothing
Gateway H	Staff really reassuring and friendly.	Nothing, you were all brilliant.
Gateway H	Was made to feel comfortable from start to finish.	Nothing. Staff were friendly and made me feel at ease.
Gateway H	Attentive, professional, good explanations.	
Gateway H	Everything.	No.
Gateway H	Very pleasant staff.	
Gateway H	Communication towards service users was brilliant. Polite, kind and friendly.	
Gateway H	Very professional. Loos are clean.	Could let me go without my husband.
Gateway H		Whole experience eventually explained thoroughly.
Gateway H	Most things.	Gowns for a taller person would be nice (one size does not fit all).
Gateway H	Very well with lots of caring people.	Nothing
Gateway H	Friendly, efficient service.	
Gateway H	Everything. Caring.	I can't think of anything. Although not a pleasant procedure, it was made lovely by the staff.
Gateway H	All care perfect.	Nothing. Well impressed as usual.
Gateway H	Everything was great.	Nothing
Gateway H	Everything.	
Gateway H	Very happy. Looked after well from start to finish.	
Gateway H	Staff were lovely.	Silly machine was down - should have cancelled us: waited from 1pm to 8pm
Gateway H	Friendly, caring. I would recommend to all my family.	
Gateway H		Fewer delays.
Gateway H	Everything.	Nothing
Gateway H	Brilliant. Such friendly staff, made me feel at ease.	
Gateway H	Staff were very friendly.	Delays in room.
Gateway H		Shorter waiting times to get an appointment.
Gateway H	Friendly and listened to worries.	Recovery was not explained in advance.
Gateway H	All of it.	Nothing
Gateway H	Everything.	
Gateway H	Absolutely everything. Doctors, nurses, everyone was amazing.	
Gateway H	Everything.	Nothing
Gateway H	Very plesant and polite. Made to feel comfortable.	
Gateway H	Everything.	
Gateway H		Nothing. Really just carry on as usual.
Gateway H	Everything. Everybody was careful, helpful, respectful.	Nothing at all. No negatives.
Gateway H	Looked after me. Thank you.	Nothing
Gateway H	Every step was very well explained.	Can't think of anything.
Gateway H	Friendly, helpful, clear, supportive and on time for procedure.	
Gateway H	Everything.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Everything.	
Gateway H	Everything.	
Gateway H	Everything.	Nothing
Gateway H	The staff were extremely caring during my colonoscopy.	You could not have improved on the care and attention I received.
Gateway H	I was very very impressed with how everybody in the department dealt with how I was nervous, but the whole team really helped me relax.	
Gateway H	Made me feel comfortable, very polite staff.	Nothing
Gateway H	Put me at ease as I was very nervous. There was hardly any waiting time.	
Gateway H	Staff were very good at communicating details of procedure etc and friendly approach to patients.	Nothing really.
Gateway H	Care from all staff and doctors for my endoscopy. Excellent	
Gateway H	From start to finish, everything done extremely satisfactory and painless.	
Gateway H	Patient care.	
Gateway H	Made me feel welcome.	
Gateway H	Everything. Very friendly, efficient and professional team. Thank you.	I cannot think of anything.
Gateway H	Everything.	
Gateway H	Excellent.	No.
Gateway H	Everything.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Good communication during procedure. Good aftercare.	Perhaps a review of reading medical instruction set with inital bowel prep esp if having endo and colon appt making them easier to follow. More obvious for dual process.
Gateway H	All stafe, very impressed.	Nothing other than quite a long wait and staff were kind, knowledgeable etc. Consultant was patience, inspired, confident.
Gateway H	Staff were great and felt at ease and well looked after.	
Gateway H	Everything.	Nothing
Gateway H	Everything.	Nothing
Gateway H	Everything was very good.	No.
Gateway H	Everything extremely good.	
Gateway H	Looked after so well. Supportive, excellent.	Quite a wait. Perhaps could have come in and updated as quite anxious.
Gateway H	Did everything well.	Nothing
Gateway H	All the staff were excellent	Nothing
Gateway H	Risks and benefits explained clearly.	Nothing
Gateway H	Colonscopy.	
Gateway H	Friendly.	Been on time.
Gateway H	Everyone was really good and kind.	
Gateway H	Everything possible.	Was cold while waiting in the waiting area to have colonoscopy.
Gateway H	Consideration shown was excellent.	
Gateway H	Well done.	Nothing
Gateway H	Excellent, very impressed.	No.
Gateway H	Lovely staff.	
Gateway H	Very good communication all round. Very helpful.	Nothing
Gateway H	All excellent.	Nothing
Gateway H	Brilliant, very good.	
Gateway H	Friendly staff, lovely manners, helpful.	All fine, nothing.
Gateway H	Putting me at ease. Made me feel comfortable and explained the procedure. Opportunity to ask questions. Very positive. Staff were fantastic.	
Gateway H	All good.	
Gateway H	Very helpful.	Nothing
Gateway H	Nurse reassuring re what to concentrate on during procedure.	
Gateway H	Staff pleasant. Very punctual no problems.	Nothing

Gateway H	Made me feel at ease. Explained the procedure well. Answered questions. Made me feel better having the procedure done.	Nothing. Everyone was kind, helpful and informed me well.
Gateway H	Made me feel informed and at ease.	
Gateway H	Took care of the patient well whilst doing the endoscopy. Made me feel comfortable.	
Gateway H	Super professional attitude displayed by everyone. Made to feel I was in excellent care.	
Gateway H	Very friendly and caring attitude. Very efficient.	Nothing. All done very well.
Gateway H	All.	Have more BP machines for staff.
Gateway H	Everything was perfect.	
Gateway H	Everything.	
Gateway H	Everything. Many, many thanks.	Nope.
Gateway H	Explantion of procedure and all questions answered.	Nothing
Gateway H	Slight wait but otherwise procedure went smoothly staff were friendly and good aftercare.	
Gateway H	Everything to ensure procedure went smoothly.	
Gateway H	Looked after me during my time very well.	Nothing really.
Gateway H	Efficient and friendly.	
Gateway H	Staff most welcoming and efficient.	
Gateway H	All staff very courteous and helpful.	
Gateway H	Everything.	To me, perfect all round. All doctors personable. All good, happy, caring and polite.
Gateway H	Putting me at ease and explaining everything in full.	Sedation: it didn't fell like I was even sedated.
Gateway H	Everything.	
Gateway H	Very welcoming very professional.	
Gateway H	Was looked after very well and treated well. Nothing was a problem for anyone.	
Gateway H	Well organised explained clearly and put at ease throughout.	Bit more clarity on collection after sedation would of helped otherwise no other issues.
Gateway H	The operation, the décor, the nurses - excellent. Very kind and helpful.	Nothing. Everything very very good. Thank you all.
Gateway H	Looked after me very well: so kind and gentle as could be.	
Gateway H	All excellent.	
Gateway H	Everything. There was a delay, but all was explained.	
Gateway H	The level of care: brilliant.	Not needed.
Gateway H	Brilliant care.	Not a lot.
Gateway H	All staff friendly, approachable and coped well with a difficult clinic due to equipment breakdown.	The equipment failure caused major delays.
Gateway H	Lovely environment. All staff friendly, introduced themselves.	Information about delays - were not kept informed.
Gateway H	Very friendly, efficient.	
Gateway H	Everything.	
Gateway H	Understanding, very kind staff. Everywhere very efficient, calm, friendly.	Information regarding treatment.
Gateway H	Everything was done excellently.	Nothing really. Very happy with everything.
Gateway H	I'm very impressed with the service and treatment I have received today. It is of the highest standard.	Nothing
Gateway H	All done well.	
Gateway H	Constant attention.	Nothing really.
Gateway H	Friendly, approachable staff. Quick and efficient.	Actual estimated waiting time on reception board.
Gateway H	Everything.	
Gateway H	The team were friendly and made me feel at ease.	After care need to cheer up a bit.
Gateway H	Looked after me well throughout and colonoscopy procedure was good.	
Gateway H	Most things.	Kept me informed about the long delay.
Gateway H	Everyone extremely helpful, professional and reassuring.	
Gateway H	Friendly. Looked after well. Team explained everything thoroughly.	
Gateway H	Very friendly. Looked out for me all the time.	Everything was fine.
Gateway H	Made me feel comfortable and assured.	
Gateway H	Everything perfect.	Nothing
Gateway H	All staff made me feel very comfortable and I felt I was in control.	Nothing. My experience was lovely.
Gateway H	You did very well.	Nothing, except when sending out letter for appointment for when you are only seeing the dr about procedure, can it not say nil by mouth.
Gateway H	Everything from treatment to being made welcome. Excellent.	
Gateway H	Everything. Well cared for, staff very polite and helpful.	
Gateway H	Looked after me extremely well, friendly, caring.	Nothing. Excellent care.
Gateway H	All staff very caring.	
Gateway H	Everything.	No.
Gateway H	Everything.	Not much.
Gateway H	Very clear explanation of a very thorough procedure.	
Gateway H	Staff are very attentive and check ofter how you are feeling. They keep you well informed of what they are doing.	
Gateway H	Staff very polite and reassuring.	Try to keep the time to prevent stress.
Gateway H	Doctor very professional, made me feel reassured and comfortable. Explained what was happening as the procedure went ahead.	Appointment time was 11.40 I went in an hour later. I didn't mind though.
Gateway H	Friendly staff.	
Gateway H	Very efficent. Everything was on time and everything was explained well before, during and after.	Expressed just how uncomfortable procedure was.
Gateway H	Very helpful, efficient and friendly. Helped to relax in procedure.	Seriously late procedure.
Gateway I	Very polite, very informative.	
Gateway I	Friendly, helpful.	
Gateway I	Short waiting time, friendly staff, consultant who listens.	Nothing
Gateway I	Very thoroughly dealt with. Explanation clear and made easy to understand.	
Gateway I	Everything. Mr A and his team and all the nurses have been fab! Very caring, friendly.	Nothing
Gateway I	Everything - all staff were amazing. Helped with nerves and explained things really well.	Nothing
Gateway I	Speedy x-ray of chest - pleasant staff	
Gateway I	Very efficient, friendly and helpful staff.	
Gateway I	Friendly and efficient	Nothing
Gateway I	Clear explanation	
Gateway I	Explained procedure very carefully.	None
Gateway I	Very informative.	
Gateway I		Start the day on time. Mine was the second appointment of the day and it started 35 minutes late.
Gateway I	Everything	
Gateway I	Very good service. Friendly, efficient staff.	
Gateway I	Nursing staff were excellent.	Cut your waiting time down. 1 hour 40 minutes late.
Gateway I	Saw me before they said. Very efficient, both doctors and nurses were very nice to me.	They could not have done any better.
Gateway I	Staff kind and caring	Less waiting time.
Gateway I	Everything	Nothing. Really satisfied with every aspect of the visit.

Gateway I	I was made to feel welcome, there was no waiting - system very efficient, seen by consultant quickly.	Nothing
Gateway I	All very efficient and kind courteous staff.	
Gateway I	Very very thorough	Nothing at all
Gateway I	Very friendly staff with guidance on what to do next.	Very long wait time without being told roughly an appointment time.
Gateway I	I was greeted by smiling faces and cheerful staff making me feel relaxed and comfortable. I was seen on time, things ran really smoothly.	Nothing at all.
Gateway I		Appointment delayed by 55 minutes. Clinic running late but also there was an error with notes being switched so the man after me took my appointment. Frustrating as I have another appointment this afternoon.
Gateway I	Service and staff members are efficient and polite!! Well done. Dr J is knowledgeable of patient's history.	Waiting area is claustrophobic and apparently air conditioning not functioning to full capacity.
Gateway I	Everything was good - very pleased.	
Gateway I	Hospital is welcoming. Staff nice.	
Gateway I	Doctor gave a very thorough and patient explanation of the issues.	Run to time.
Gateway I	On time. Knowledgable consultant.	
Gateway I	Everything.	
Gateway I	From the start to finish I was very well looked after.	As Paul daniels would say "not a lot".
Gateway I	Explained everything. Tme waiting was good.	Nothing
Gateway I	Everything. Very friendly staff. Kept me up to date with information.	Nothing
Gateway I	Made me feel human.	
Gateway I	Everything.	I dont know.
Gateway I	Everything great.	Carry on,"brill".
Gateway I	The girl that weighed me was the only staff member who knew what she was doing.	Not been 30 min late. Sent me to the correct place ie. H not F, after the staff at I were too busy.
Gateway I	Appointment on time on the day.	Appointment delayed by 2 months.
Gateway I	Everything.	Nothing
Gateway I	Excellent.	
Gateway I	Everything ran smoothly. Good time keeping.	Communication previously has not been great.
Gateway I	Staff helpful, friendly and fully explained treatment.	Can't think of anything. Thank you.
Gateway I		Not waiting over a year!!
Gateway I	Almost on time.	No, everything was explained to me. Consultant very pleasant.
Gateway I	Very efficient.	Gateway I - I mistook for gateway 1 (one).
Gateway I	Punctual treatment. Helpful reception nurses. Doctor clear and concise.	
Gateway I		Nothing
Gateway I	The Consultant was really good with my autistic son. Very happy.	
Gateway I	Very comfortable. Polite staff. Nice environment.	Long waiting time.
Gateway I	Kind, friendly, very welcoming to me as I was very nervous and scared.	Felt a little rushed.
Gateway I	Warm welcome. Called through on time. Friendly staff. Regular updates. Refreshments.	Too many waiting areas. Would rather be called through and seen, not placed in several waiting areas.
Gateway I		Nothing on this visit.
Gateway I	Everything - polite,courteous, helpful, informative, professional.	
Gateway I	Polite, kindness, made me understand more.	
Gateway I	Friendly, informative and down to earth.	
Gateway I	Introduction and keeping patients informed of delays.	I have to phone up 2 or 3 times to get repeat medication and I am never informed if they are ready.
Gateway I	Fantastic staff explained everything in easy terms.	
Gateway I	Was in quickly and everything explained to me properly. So easy to understand what was going to happen. Friendly and helpful staff, made me feel at ease.	
Gateway I	All that was required.	Nothing all ok.
Gateway I	All good.	
Gateway I	All of it and cared.	Nothing
Gateway I	Explained everything very well.	
Gateway I	Very well.	
Gateway I	Very helpful and understanding.	Nothing
Gateway I	Told me exactly what I wanted to hear.	Nothing. Very happy.
Gateway I	Friendly staff including Dr O.	Nothing
Gateway I	Friendly. Efficient. Glad I was asked to clean hands on arrival.	
Gateway I	Explained everything to me in a way I could understand.	
Gateway I	Very efficient.	
Gateway I	I was attended to almost immediately.	I did not get the appointment letter, it was the text I was signed up to otherwise I would have missed the appointment
Gateway I	Everything.	Nothing
Gateway I	Efficient. Friendly.	
Gateway I	Environment and atmosphere.	Signposting.
Gateway I	Kind and welcoming staff. Lovely doctor. Felt at ease.	
Gateway I	A H was lovely and explained everything. Exceptional care for a very elderly lady, was impressed by clean environment and customer service.	Nothing
Gateway I	Good explanation.	Nothing
Gateway I	Staff were friendly and knowledgeable.	Waiting chairs against wall. Leaflet holders at head height not comfortable - head banging.
Gateway I	Great staff.	Bicycle parking poor - non existant. No signage.
Gateway I	I was seen at the right time and everyone was very courteous.	Nothing
Gateway I	Lovely, friendly nurse, very helpful and gave me lots of information. Offered to make me a drink which was nice and made herself available to me if needed any help.	Nothing. Got seen earlier than appointment time.
Gateway I	Kept informed.	
Gateway I	Runs very smoothly. I was well informed.	
Gateway I	Made me feel very welcome. Nice, relaxed atmosphere.	
Gateway I	Weight measured and height.	Explanation as to what and why they are doing.
Gateway I	Friendly people.	Nothing
Gateway I	Everything.	Nothing. Very well done.
Gateway I	Efficient and friendly.	Nothing
Gateway I	Professional and courteous staff.	Free parking.
Gateway I	Always extremely helpful. Staff are always courteous.	
Gateway I	Everything superb.	Nothing
Gateway I	All aspects, staff excellent. Doctor very informative.	Nothing
Gateway I	Very good person.	All good.
Gateway I	Everything was satisfactory.	Nothing. Quite happy.
Gateway I	Caring, helpful, on time.	Nothing
Gateway I	Quickly seen.	Explain more about endoscopy procedure that was referred.

Gateway I	Seen on time. Very important when having time away from work.	
Gateway I	The staff are always friendly, supportive and facilities are always clean.	Cannot think of anything.
Gateway I	Very polite. Very helpful. Made me feel welcome.	Nothing. Think you do a great service.
Gateway I	Staff very caring and friendly.	Just behind time but know it's unavoidable sometimes.
Gateway I	Made feel welcome. Fast service to be seen.	
Gateway I	Good service. Staff very helpful.	
Gateway I	Still doesn't seem anyone wants to help. Feels like I am being told I am making it up.	
Gateway I	Seen quickly.	Nothing
Gateway I		Didn't receive a letter regarding appointment.
Gateway I	Friendly.	Nothing
Gateway I	Courteous and friendly staff.	Quite a delay before being seen. Not told why. Some communication would have been helpful.
Gateway I	Fast, efficient and very helpful and polite. ST made me feel very at ease.	
Gateway I	Catering and doctor was very nice. No waiting.	No.
Gateway I	Friendly.	
Gateway I	Efficient service.	Maybe a little bit rushed - consultation.
Gateway I	Waiting time minimal. Pleasant staff.	Consultant's surly attitude. Needs better patient interaction. Causes unease during interview.
Gateway I	Efficient/quick.	Smile when greeting into rooms.
Gateway I	Everyone very polite and helpful. Dr T explained everything simply to me and put me at ease.	
Gateway I	Quickly seen.	
Gateway I	Friendly people. Good service. Text message is good idea.	Sent me a letter about my appointment.
Gateway I	Everything (NHS).	No. Ever so well run.
Gateway I	Friendly, professional and prompt attention.	
Gateway I	Explaining well.	Nothing
Gateway I	Kept me informed of waiting time.	Nothing. All staff very polite.
Gateway I	Bit late however reassured to see doctor soon.	
Gateway I	As soon as I came in, I was told there was a delay and apology given. This was very much appreciated and took away any frustration at being left not knowing.	
Gateway I	Friendly staff. Very quick and easy and efficient.	
Gateway I	The whole experience has been a positive one despite obvious need to be seen by a specialist.	
Gateway I	Everything.	Nothing
Gateway I	Such a lovely understanding doctor. Made to feel very comfortable.	Very impressed.
Gateway I	Polite staff.	
Gateway I	Didn't wait for long.	
Gateway I	Staff very friendly. Nice clinic.	
Gateway I	Waiting times. Staff are friendly.	
Gateway I	Very fast, friendly service. Appointment on time and very thorough.	
Gateway I	Everything very friendly and helpful.	Nothing
Gateway I	Everything.	Nothing
Gateway I	Introduced yourself (nursing staff) and Dr M which made me feel very safe and welcome. Offered hot drinks or water whilst waiting.	
Gateway I	Nurses are friendly. Very clean.	Consultants are usually late or behind appointment time.
Gateway I	Everything.	
Gateway I	Got me through to waiting area quickly. Gave name and explained procedure. Drinks machine good idea. Nice coffee.	
Gateway I	Everything.	No.
Gateway I	Excellent service. 100%	
Gateway I	Everything.	
Gateway I	Everything.	
Gateway I	Very efficient. Made to feel comfortable. Very informative. No waiting!! Included in decision.	Nothing
Gateway I	Very pleasant staff.	Waiting time.
Gateway I	Always helpful and friendly.	
Gateway I	Everything.	All well. Nothing.
Gateway I	Nurse informed us of delays.	No delays.
Gateway I	Staff nice.	No delays
Gateway I	Understanding the need for continuity of personal care.	Nothing
Gateway I	Quick, efficient, friendly service. Was not kept waiting for long.	
Gateway I	Everything.	
Gateway I	Pleasant staff.	
Gateway I	Everything great. Keep it up.	Nothing
Gateway I	Understanding and informative.	Time keeping.
Gateway I	Excellent.	
Gateway I	Prompt reception and very loving staff.	
Gateway I	Everything.	
Gateway I	Service was prompt. All staff were very friendly and helpful.	Nothing. It was spot on.
Gateway I	Informed me of delay in appointment time due to consultant running behind.	
Gateway I	Yes.	Nothing
Gateway I	Everything moving smoothly.	
Gateway I	Whole procedure from appointment to seeing consultant very informative and professional.	
Gateway I	First class treatment from both Dr L and the staff at Gateway I.	
Gateway I	Everything. Everyone we spoke to was brilliant. Very impressed.	
Gateway I	Friendly staff. Clean environment. All staff willing to help.	Improve on site parking.
Gateway I	Very nice polite friendly staff. Very happy, thank you.	Nope.
Gateway I	Treatment and care both well done.	
Gateway I	Appointment on time (early). Very polite, helpful.	Nothing. Everything was excellent from the Nurses to the Consultant.
Gateway I	Very helpful and understanding.	Nothing. Fantastic caring doctor.
Gateway I	No problems with anything at all. Staff are always nice and helpful.	Cannot think of anything at all.
Gateway I	Excellent.	
Gateway I	Very quick and extremely professional.	
Gateway I	All the staff were caring and friendly and very informative.	
Gateway I	Staff very helpful.	Waiting time.
Gateway I	Appointment on time. Efficient. Staff welcoming. Doctor - ace. Nurse D lovely.	
Gateway I	Nice, pleasant staff.	Look at dates etc so that ages are known to make sure the appointment is well organised.
Gateway I	All of it.	
Gateway I	Prompt service - good information - lovely Doctor.	
Gateway I	Everything.	Nothing
Gateway I	All items so far as I can see.	None.
Gateway I	Very friendly.	Nothing
Gateway I	Very quick. Not a lot of waiting. Staff very helpful.	No, not at all.
Gateway I	Very helpful, polite and felt very comfortable.	No.

Gateway I	Greeted well at reception. Directed to department. Shown quickly to correct area. Seen promptly by professor.	This was my 4th visit in 2 years and I have never had any complaints.
Gateway I	Very professional, quick and informative appointment.	
Gateway I	Excellent organisation of appointment. Prof Aithal listened to me . Nurses were good/supportive.	
Gateway I	Timeliness.	
Gateway I	Very attentive. Nice to have more flexibility with a Saturday appointment.	Nothing I can think of.
Gateway I	Friendly staff. Helpful doctor. Overall appearance of facility clean and well managed.	Nothing
Gateway I	Listened to my problem. Explained well.	
Gateway I	Took care of me straight away.	
Gateway I	Not too long to wait for appointment. Everyone was extremely helpful and very courteous.	
Gateway I	Very informative and clear. Straight onto the next stage which is great.	
Gateway I	Great staff.	Nothing
Gateway I	Excellent. Thanks.	
Gateway I	Long wait.	
Gateway I	Clean,modern. Polite staff.	
Gateway I	Seen right away.	
Gateway I	Everything at Treatment Centre is good.	Keep doing what you are doing.
Gateway I	Very friendly and obliging.	Nothing
Gateway I	Very clean. Polite and helpful staff. A pleasant experience.	
Gateway I	Taking good care of people.	Nothing
Gateway I	Everything.	Nothing
Gateway I	Everything.	
Gateway I	Everyone very courteous.	Nothing really.
Gateway I	Everything.	None.
Gateway I	Doctor explained things well and nurses and staff friendly.	Getting seen quicker would have been better. Waited 1 hour and 30 minutes from appointment time.
Gateway I	Very good once seen. Staff were great.	Text to tell me of delays.
Gateway I	A comfortable environment. Friendly staff.	
Gateway I	Everything.	Nothing
Gateway I	Patient assistance and caring.	Time factors.
Gateway I	Excellent.	Nothing
Gateway I	Professional, friendly, helpful staff.	
Gateway I	Everything.	Nothing
Gateway I	Timely. Great nurse and consultant.	Nothing
Gateway I	A good diagnosis.	Nothing
Gateway I	Everything. Good experience.	Nothing
Gateway I	Polite, efficient nurses.	Could have been running on time.
Gateway I	Was quick, polite and welcoming.	
Gateway I	Everything.	Nothing
Gateway I	Attention, punctuality, explanation.	Nothing
Gateway I	Everyone very friendly and polite.	Nothing
Gateway I	Clean. Welcoming and very friendly staff. Efficient also.	
Gateway I	On time. Gave lots of advice. Very helpful.	Nothing. All good.
Gateway I	Hygiene. Very prompt. Clear advice/understandable.	Nothing
Gateway I	General helpfulness.	Nothing
Gateway I	Appointment on time. Everyone very helpful.	
Gateway I	Very well. Efficient. Prompt, on time with top consultant, Prof S.	Nothing
Gateway I	Excellent service. Friendly and professional, from the helpdesk to the doctor.	
Gateway I	Very friendly, informative, helpful, efficient, fabulous service. Thank you.	Nothing of note
Gateway I	I arrived one hour early but was called in very promptly. Welcomed by a very friendly smiley nurse who put me at ease.	
Gateway I	Not too long to wait for appointment, everyone extremely helpful and very courteous.	
Gateway I	Made me feel very comfortable.	Nothing
Gateway I	Good. Thanks, staff.	
Gateway I		No waiting
Gateway I	Nice staff.	Long delays.
Gateway I	Seen quickly by a friendly nurse who did my height and weight check plus getting me a nice cup of coffee. Consultant very realistic, friendly and helpful.	
Gateway I		Nothing
Gateway I	Everything.	
Gateway I	Very helpful.	
Gateway I	Everything.	
Gateway I	Explained things clearly.	
Gateway I	Helpful and quick.	Nothing
Gateway I	Receptionist on gateway I was very polite and friendly.	Put the right blood form in the right envelope. I was given one for a different patient.
Gateway I	Nothing today.	
Gateway I	Very efficient and friendly.	
Gateway I	Punctual. Thoughtful assistance from reception and staff.	None necessary.
Gateway I	Appointment on time and good reassuring consultation.	Nothing
Gateway I	Welcomed and greeted excellently.	Nothing
Gateway I	Explained everything clearly and put me at ease.	Nothing
Gateway I	Time keeping very good.	
Gateway I	Understanding, helpful, friendly.	
Gateway I	Excellent customer care and service.	Nothing
Gateway I	Everything.	Nothing
Gateway I	Good.	
Gateway I	For me, all cool.	No idea.
Gateway I	Everything.	Nothing
Gateway I	Very prompt and professional.	
Gateway I	Lovely and polite. Spoke clearly about my operation.	
Gateway I	Going in.	
Gateway I	All good.	
Gateway I	Everybody very friendly and helpful.	
Gateway I	On time with appointment and staff helpful. Coffee and a smile from nurse.	
Gateway I	Friendly and quick.	
Gateway I	Clean. Friendly staff. Environment very good.	My appointment was cancelled 3 times in a very short time.
Gateway I	Everything.	Nothing
Gateway I	Everything.	
Gateway I	Directions. Booking in.	Shorter waiting times.
Gateway I	Staff.	No waiting.
Gateway I	Fast. Great staff.	
Gateway I	Everything.	Nothing
Gateway I	Excellent consultants.	A shame about the administrative staff.
Gateway I	Dr explained everything really well. Gave me more confidence.	
Gateway I	Friendly, helpful. Made me feel comfortable and relaxed.	Nothing
Gateway I	Explained everything fully.	Nothing
Gateway I	It was like Christmas with all of the presents I have to take home.	Nothing
Gateway I	Very helpful session with the stoma nurse.	Gateway reception were efficient but not welcoming.

Gateway I	From start to finish everything was handled professionaly and courteously.	In my case, nothing.
Gateway I	Very friendly and efficient.	Gateway I looks like number 1 and not I on the appointment paper.
Gateway I	Seen promptly.	
Gateway I	Everyone is very nice.	Stay on time: more than 15 mins late for a 9am appointment
Gateway I		Nothing
Gateway I	Listened and gave options.	
Gateway I	Helpful, polite.	
Gateway I	Short wait time. Friendly staff.	
Gateway I	Didn't have to wait long and very polite staff.	
Gateway I	Excellent staff.	
Gateway I	Explained everything clearly. Felt comfortable and relaxed.	Nothing. It was all ok.
Gateway I	Everything.	Nothing
Gateway I	Excellent service.	
Gateway I	Good communication. Good explanation from the doctor. Relaxed environment.	
Gateway I	Went quick. Very happy with service.	
Gateway I	Very friendly.	Put me to sleep.
Gateway I	Everything.	Nothing
Gateway I	Everything.	Nothing. Was well looked after.
Gateway I	Staff are friendly.	Inform patients of any cancellations rather than patient ringing on a daily basis just to be told the same thing.
Gateway I	Clean, pleasant surrounding. Coffee. Staff.	Nothing
Gateway I	Took the time to explain and care.	Nothing
Gateway I	On time. Organised.	All good.
Gateway I	Staff all good - place is nice.	
Gateway I	Drinks - nice polite staff. Dr J is a very good doctor.	Nothing
Gateway I	Very efficient. Everyone is very friendly.	Nothing, it was a smooth process.
Gateway I	Prompt service. Always satisfied with Circle compared to main hospital.	
Gateway I	Everything.	
Gateway I	Prompt service, welcoming staff.	Nothing, everything was great. Thank you.
Gateway I	Everything. Very impressed.	Nothing
Gateway I	Very pleasant and polite reception and nursing staff.	Nothing (most enjoyable visit).
Gateway I	Service from nurses - care and attention.	Nothing
Gateway I	Everything went ok. Very polite and friendly people. Very professional.	Nothing could have been any better. Andrew Horton very nice person.
Gateway I	Efficient and friendly staff.	Nothing
Gateway I	Clean and friendly.	Everything is really good.
Gateway I	Staff very friendly. Make you feel at ease.	Nothing
Gateway I	Offering drinks whilst waiting.	Advise if clinic is running late.
Gateway I	Friendly, reassuring, brillant.	
Gateway I	Everything.	
Gateway I	Extremly good.	
Gateway I	Always efficent.	
Gateway I	Excellent.	
Gateway I	Seen very fast.	
Gateway I	Service was good.	
Gateway I	No wait, unlike hospitals.	
Gateway I		Spent more time.
Gateway I	Pleasant, approachable.	
Gateway I	Friendly. Quick.	
Gateway I	Very attentive.	
Gateway I	Everything.	
Gateway I	Great staff.	
Gateway I	Everything.	
Gateway I	Made comfortable.	
Gateway I	Kept informed. Polite and helpful staff.	
Gateway I	Very efficient.	
Gateway I	Everything was explained to me very well indeed. Efficient way I was progressed through a consultant who was very calming.	
Gateway I		Nothing
Gateway I	Welcomed us and nice drinks.	
Gateway I	You helped me and explained what you were going to do.	Nothing
Gateway I	Explanation and manner. Nurses friendly and helpful.	
Gateway I	Friendly and very efficient.	
Gateway I	Staff polite and helpful.	Run on time.
Gateway I	Great.	
Gateway I	All really kind people.	
Gateway I	Everything.	
Gateway I	First class. Good parking and staff. Very friendly. Couldn't get better if you went private.	Nothing, except maybe see same Consultant/doctor every visit.
Gateway I	Very helpful and polite.	
Gateway I	Seen on time.	
Gateway I	Everything.	
Gateway I	Reassurance and friendliness.	
Gateway I	Kind, gracious. Took me where I wanted to go.	Nothing
Gateway I	Quick and efficient.	No.
Gateway I		Nothing
Gateway I	Everything.	Nothing
Gateway I	All ok.	Nothing
Gateway I	Very clean hospital and very friendly.	
Gateway I	Everything - on time - excellent consultant.	Nothing
Gateway I	Fab staff, clean, fast.	
Gateway I	Explained everything.	Link between GP and Circle.
Gateway I	Courteous and was listening to my comments.	Happy with my appointment.
Gateway I	On time, polite and extremely helpful and friendly.	
Gateway I	I was seen promptly and efficiently.	
Gateway I	Listened to my decisions and feelings. Answered my questions.	
Gateway I	Everything.	No.
Gateway I	Very friendly and offered free tea/coffee as my appointment was running late which was appreciated. Kept me updated at all times of appointment time being delayed.	
Gateway I	Relaxed and polite.	35 min late (delay) on second appointment of the day.
Gateway I	Listened.	Nothing
Gateway I	Everything.	
Gateway I	Friendly, helpful, nice.	
Gateway I	Good timing. Very nice staff and nurses.	Spot on.
Gateway I	Happy with service.	
Gateway I	Care and friendliness.	
Gateway I	Very professional. Could not fault anything.	Appointment was 35 min late.
Gateway I	All those with whom I came into contact were most pleasant, helpful and clear with their explanations.	Nothing
Gateway I	Explained it very well.	No.
Gateway I	Very helpful, polite and efficient. Thank you.	Clinic running late. However it was a very busy dept today.
Gateway I	Made very welcome and reassured.	Nothing at all.
Gateway I	On time and greeted me well. Put me at ease, letting me know what was going to happen.	Nothing any better.
Gateway I	Everything.	Parking.
Gateway I	Everything.	
Gateway I		Keep appointment time
Gateway I	Very helpful and polite staff making me feel welcome and at ease.	

Gateway I	Efficient, welcoming and polite. Very good with timing.	Nothing
Gateway I	Everything.	Nothing
Gateway I	Received very friendly.	
Gateway I	I was seen on time for my appointment. The staff are always friendly and helpful.	I don't find that you could have done better. Aways been pleased with my treatment here.
Gateway I	Excellent all around.	Perfect as it is.
Gateway I	Nice environment. Delightful staff who couldn't have done more. I had every confidence in my consultant and specialist nurse already.	Nothing. Everything perfect. Very grateful.
Gateway I	Really nice.	Nothing
Gateway I	Everything from start to finish. Staff lovely and friendly. Very helpful.	Nothing
Gateway I	Plenty of staff.	Keep close to appointment times.
Gateway I	Polite, professional, appeared extremely competent.	
Gateway I	I would like to say a personal thank you to Mr A and his Secretary H who has always been sympathetic, helpful and always calls back when says she will. She has always been so kind and friendly. Than you.	
Gateway I	Pleasant reception and very quick to see Doctor.	Nothing
Gateway I	Everything.	Nothing
Gateway I	Punctual! Friendly staff	
Gateway I	Check you very well.	
Gateway I	Polite, understanding - we were late due to traffic.	Offer drink maybe.
Gateway I	Everything.	Car parking.
Gateway I	Everything.	Nothing
Gateway I	Very informative.	
Gateway I	Politeness.	Not to have waited quite as long.
Gateway I	Informed running late.	Stick to appointment.
Gateway I	Seen very fast.	
Gateway I	Quick, courteous service.	
Gateway I	Polite and welcoming.	Nothing at all.
Gateway I	Friendly staff.	It was far too hot and very uncomfortable and unbearable.
Gateway I	Everything	
Gateway I	No waiting. Clean modern environment. Happy staff. Restful seating areas. Not over hot.	
Gateway I	Satisfied. Thanks.	
Gateway I	Gave good news.	Nothing
Gateway I	No waiting. Clean, modern environment. Happy staff. Restful seating area. Not over hot.	
Gateway I	Got better consultant. Nurses pleasant.	Reception staff could have acknowledged me, even ask me to wait.
Gateway I	Everything.	
Gateway I	Friendly and helpful,	
Gateway I	All aspects.	Nothing
Gateway I	All.	
Gateway I	Very efficient.	
Gateway I	Pleasant staff, always there to help. This department is wonderful to visit. Dr J is the best.	Nothing
Gateway I	No need.	
Gateway I	Polite staff. Seen on time.	Nothing
Gateway I	All good today.	Improve communication between GP and consultant.
Gateway I	Attended to in a very fast and friendly manner.	No recommendations. Everything was of exceptional nature.
Gateway I	Good communication pre and during appointment.	Appointments always seem to run a little late so it would be better if they ran on time, every time.
Gateway I	Excellent service. Thanks.	
Gateway I	Excellent care.	Nothing
Gateway I	Very quick service.	
Gateway I	At this appointment, very good. The right consultant.	On last 2 appointments I was sent to the wrong consultant resulting in a 3 month delay.
Gateway I	Very polite, friendly nurses. Nice and clean.	
Gateway I	Good at listening, being firm but encouraging. The nurses are all lovely and friendly.	The food map books etc are fairly self explanatory but I think some patients would find it difficult to understand.
Gateway I	All.	Nothing
Gateway I	All good.	
Gateway I	Prompt service and friendly.	
Gateway I	Dr V. Very quick - good service.	
Gateway I	Dr V P	
Gateway I	Friendly. Pleasant surroundings. Very informative.	
Gateway I	Polite, prompt, giving information.	
Gateway I	Polite and very helpful.	Not really. Excellent service.
Gateway I	As always, really happy!	Costa coffee would be nice :-) fantastic care!
Gateway I	Friendly. Time keeping excellent. Clear.	Nothing
Gateway I	As usual prompt, professional and cheerful service.	
Gateway I	Everything.	Nothing
Gateway I	Seen quick and operation explained well and lady was lovely.	
Gateway I	Discreet, excellent care.	Nothing
Gateway I	Courteous, professional, efficient.	
Gateway I	Everything.	Nothing for us.
Gateway I	Seen promptly. Staff friendly.	Nothing
Gateway I	Friendly and explained all I wanted to know.	Everything ok.
Gateway I	Fast and efficient and extremely friendly service.	
Gateway I	Friendly nurse. Free coffee.	Nothing
Gateway I	Everything. Staff very friendly.	Nothing on time.
Gateway I	Very attentive and sympathetic to my situation. Very clear with advice and actions.	
Gateway I	Welcoming and made to feel at ease. The doctor was easy to communicate with and was interested in what I had to say.	Nothing
Gateway I	Excellent.	
Gateway I	Efficient, friendly and professional.	
Gateway I	Mr M was very nice, very professional.	Nothing
Gateway I	Didn't have a long wait. All staff very friendly. Nice to be offered a drink. Nice and clean/comfortable.	
Phlebotomy	Very tolerant	
Short Stay Unit	Everything	Nothing
Short Stay Unit	Everything.	No.
Short Stay Unit	All nurses and medical students very professional in everything they did. Nothing was too much trouble for them to make my stay as comfortable as possible. Thank you all.	For all nurses and theatre staff should be paid more money and receive more recognition for the great work and care they give.
Short Stay Unit	Procedure went well. Handled well.	Could have been more informative about aftercare, and comforting as I was very nervous.
Short Stay Unit	Everything.	Nothing
Short Stay Unit	Everything done with care and professionalism. A really great team of nurses.	Pay them all more money.
Short Stay Unit	Quick and pleasant manner. No waiting.	Nothing
Short Stay Unit	The whole process was smooth and efficient. Everyone was kind and caring. Any requests were dealt with swiftly.	Nothing
Short Stay Unit	Everything from reception to doctors and nurses.	More information at pre op.
Short Stay Unit	It is already good.	
Short Stay Unit	Everything. Staff most helpful.	More fruit for meals.
Short Stay Unit	Everything wonderful.	

Short Stay Unit	In my line of business I have stopped in some of the best hotels. This week I have stopped in hospital. The nursing staff, the physiothdrapists and cleaning staff have all shown such skill to myself. It's truly the best ward that I have had the pleasure to stop in. Hotels could learn from the work carried out on this ward. Thank you all for your help and care you have shown myself. Many thanks.	Nothing, perfection all the way.
Short Stay Unit	You could not do anything better.	Nothing. Everything was first class.
Short Stay Unit	Everything.	Can't see anything that could be done better.
Short Stay Unit	Everything. Really, really happy with service provided.	Nothing. Staff brilliant.
Short Stay Unit	Everything. Very attentive and professional.	Opened packets at meal times.
Short Stay Unit	Everything. The care and attention given by all of the staff has been amazing.	Nothing
Short Stay Unit	Everything. Nurses brilliant: J, K, A, in fact every nurse could not have done more.	Nothing. Monitoring caring and keeping me informed. This facility is the best. Well done.
Short Stay Unit	The modern facilities. The individual rooms with en suite facilities and the menu choice are all to be commended. The efficiency, professionalism and friendliness of the staff is to be applauded. The unit is run as it should be with teamwork at the forefront. Well done to everyone at the Treatment Centre Short Stay Facility for making my stay as pleasant as it could possibly be. This is the way forward.	
Short Stay Unit	A big thank you. Made me feel very comfortable and in very good hands. Very friendly. Communicated well.	Nothing
Short Stay Unit		Change big needle into a small needle.
Short Stay Unit	Staff friendly and helpful.	
Short Stay Unit	Lovely post op staff on SSU. Very friendly and helpful.	Gateway G: in at 12.30 but not informed that surgery doesn't start till 2.30pm and I was last on the list. Went in at gone 5pm. Would have been nice to know in advance.
Short Stay Unit	Everything.	The pharmacy.
Short Stay Unit	Looked after me very well and all the staff are friendly and nice.	Not much. It was all ok.
Short Stay Unit	All ok.	
Short Stay Unit	Everything from start to finish. All staff lovely helpful	Not a thing.
Short Stay Unit	Fantastic care.	Nothing
Short Stay Unit	Everything was very good.	
Short Stay Unit	All staff from cleaners to operative staff were very professional and friendly. Nothing any trouble to them.	A mirror above the hand basin in bathroom.
Short Stay Unit	Care, service, patient wellbeing.	Nothing
Short Stay Unit	Everyone so friendly and helpful. Put you at ease.	Keep on doing what you are doing.
Short Stay Unit	Everything. I was looked after very well.	Nothing really.
Short Stay Unit	Nothing was too much trouble for all the staff. They looked after me fantastically.	Nothing
Short Stay Unit	Everything. Everyone couldn't have been kinder or more helpful.	
Short Stay Unit	No complaints whatsoever.	The only drawback is the lack of windows
Short Stay Unit	Everything.	Nothing
Short Stay Unit	Nursing care, dinner/breakfast etc. Surgical care was excellent.	Everyone did their very best.
Short Stay Unit	All aspects. All staff seemed cheerful and enjoying their work.	Nothing
Short Stay Unit	Everything is absolutely wonderful. They are nice and lovely. There is not enough or acceptable words to describe how wonderful they were.	Nothing. They were wearing beautiful smiles and cheerful. These people are exceptional. THUMBS UP.
Short Stay Unit	Care from consultants and nurses.	Food was ace but waited a long time, but that's just being picky.
Short Stay Unit	Staff both helpful and cheerful. All explained what was involved, and took time to explain.	
Short Stay Unit	The service I had was really good. Very happy with the staff.	Nothing really. Keep up the good work.Thank you all for everything you've done for me.
Short Stay Unit	Everything from initial consultation to discharge. Caring, thoughtful, attentive staff. Good food and clean pleasant surrounding. A 5 star experience.	Nothing. Just keep doing what you're doing.
Short Stay Unit	It was like staying in a nice hotel with a sore leg.	Nothing
Short Stay Unit	Everything really. Place is comfortable. Staff are lovely. Food was excellent. Staff couldn't do enough for you.	Nothing. It was perfect
Short Stay Unit	Everything.	Nothing
Short Stay Unit	Looked after me in all respects. Clean, tidy and encouraging.	