Circle Nottingham

NHS

In the month of April 2016, 4648 people gave us feedback on the service provided.
From feedback provided 98.3% 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
Gateway A	Everything done fine	
Gateway A	Quick	
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Very efficient	
Gateway A	Everything as expected	
Gateway A	1st class treatment	
Gateway A	Everything	Nothing
Gateway A		All good
Gateway A	Everything	
Gateway A	All very good and professional	
Gateway A	Everybody is so kind and helpful	
Gateway A	Everything	
Gateway A	All	On time - a little late
Gateway A	Everything	
Gateway A	Explanation of process and how outcome would be delivered/reported	
Gateway A	Politeness, on time, informative	Nothing
Gateway A	Excellent response	No
Gateway A	On-time appointment. Good advice	
Gateway A	Warm welcome from reception, nurse that met me. Toilets clean. Plenty of seating	
Gateway A	Everything	Nothing
Gateway A	Everything - seen immediately on appt time. Delt with by a very competent nurse Practitioner. Given full explanation. Well looked after	My patient experience was excellent
Gateway A	Prompt service by Dr W and his nursing support staff	On arrival, was waiting to be checked in at Gateway - staff were busy. Would have been nice to have been acknowledged and asked to sit until staff were ready (I am disabled)
Gateway A	Everything	Nothing
Gateway A	All	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Attention to detail	
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Quick appointment	No
Gateway A	Very good	
Gateway A	Professional	
Gateway A	Everything fine	Just a 15 minute delay
Gateway A	Everything to do with my care	Nothing
Gateway A	Everything was fine	Parking was a bite of a mare
Gateway A	Everything! Seen ahead of time. Great	Nothing - all was good
Gateway A	Dr S - very friendly, made my mum feel good, very caring.	
Gateway A	Friendly, welcoming, patience, informative.	
Gateway A	Understanding problems and explaining	
Gateway A	Excellent. Seen quickly and efficiently.	Nothing
Gateway A	On time. Friendly, quick. In, out, bloods taken, appointment made, drugs collected in about 50 minutes. Thanks.	
Gateway A	Friendly, helpful	
Gateway A	All on time and very pleasant	
Gateway A	HCA very efficient checking height, weight, BP.	Only one receptionist at check-in.
Gateway A	We like the buzzer system and time in which I was seen. Everything was really good	Nothing
Gateway A	Staff always polite and nice and clean and treatment is working.	
Gateway A	Delightful staff. Lovely, charming patient care	Nothing
Gateway A	Listen to the patient and explain very well.	
Gateway A	Very punctual appt kept. Friendly pleasant staff at all levels	Nothing!
Gateway A	Administration/organisation. The consultant was very thorough, informative and kind	I don't know
Gateway A	Timing - Prompt. Staff excellent, both reception and in-house staff	
Gateway A	Examined properly	
Gateway A	Everything	Not a thing
Gateway A	Seen promptly	
Gateway A	Very professional and lovely staff. I saw Lorraine and Angie	
Gateway A	Everything! They put me at my ease beautifully	Nothing
Gateway A	Friendly, helpful	
Gateway A	Everything	Nothing
Gateway A	Facilities are excellent. Friendly, helpful staff everywhere. Responded to my complaint (1st appt was cancelled and I did not receive notification)	Nothing - very good experience
Gateway A	Everything	Nothing first class
Gateway A	Nice and pleasant treatment.	Be more on time.
Gateway A	Very well organised and run service.	
Gateway A	Excellent. Staff so friendly	Nothing
Gateway A	Prompt	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Honestly, everything	Nothing
Gateway A	Everything fine	
Gateway A	Everything was A1	Nothing
Gateway A	Timekeeping	Nothing
Gateway A	Very efficient quick service, nice manner	
Gateway A	Very prompt - we were seen early very polite and patient - explained everything well	Nothing
Gateway A	Explain what would happen in the appointment	
Gateway A	Friendly and informative	
Gateway A	Excellent service from front of house, excellent doctor with great manner	Queue at the car park
Gateway A	Very professional, polite and efficient	Nothing
Gateway A	Were on time, very pleasant and attentive	Nothing really
Gateway A	Offered drinks whilst waiting for doctor, informed 2 people waiting in front of me	Called into doctor 30 minutes after appointment time
Gateway A	Everything apart from not having a test sent to me; second time this has happened and the yes box is ticked	
Gateway A	Very well and appointment before given time	
Gateway A	Pleasant builidng comfortable seating, efficient system friendly staff	Nothing
Gateway A	The service was good once started	
Gateway A	Was very quick and staff lovely and polite	Nothing
Gateway A	Appointment at correct time, everybody courteous and helpful	
Gateway A	Love the buzzers, staff lovely	
Gateway A	The 3 ladies were wonderful, very friendly, made me feel at ease	Not gave me lots of information
Gateway A	Quick, efficient, polite, fast tracked.	Nothing

Gateway A	Punctuality. Very helpful, pleasant staff. The consultant answered our questions and explained fully.	
Gateway A	Everything. Made me comfortable and at ease. Talked me through everything within the procedure.	Nothing
Gateway A	Very efficient department and friendly staff. Pager system works well.	Better signposting from car park!
Gateway A	Very well run and organised - excellent.	
Gateway A	Everything really comfy, clean waiting area - lovely nurses. Good doctor. What more can we ask!	Nothing
Gateway A	Everything	
Gateway A	Friendly	
Gateway A	Courteousy, professional, clean.	Timeliness
Gateway A	Everything, a very pleasant experience given the circumstances.	Nothing
Gateway A	Made me feel very at ease.	
Gateway A	Did well at everything.	Nothing
Gateway A	Explained results well.	
Gateway A	On time, very quick	
Gateway A	Friendly reception, short waits, pleasant environment	Nothing
Gateway A	A huge thank you to Mr V and LS for the excellent treatment I have received over the last 3 years	
Gateway A	Courteous and efficient	A little quicker perhaps
Gateway A	Everything! 100%	Nothing
Gateway A	Short waiting time	
Gateway A	Reception/friendliness of staff. Medical care	Nothing
Gateway A	Friendly, punctual, clean	None
Gateway A	Timing and friendliness	Nothing
Gateway A	Polite and caring reception staff - good.	Not a lot
Gateway A	Everything perfect. Made to feel relaxed.	Nothing
Gateway A	Everything	Nothing
Gateway A	Reception - attitude - efficient and helpful	
Gateway A	Very pleasant and knowledgeable nursing staff	
Gateway A	Lovely friendly service, made you feel relaxed.	Nothing
Gateway A	Everything	
Gateway A	All on time, excellent treatment.	None
Gateway A	Everything	Nothing
Gateway A	Was seen on time. Everything explained fully. Lovely doctor and nurse-consultant.	Nothing
Gateway A	Everything	No
Gateway A	Everything - all staff excellent	
Gateway A		No
Gateway A	Everything	Nothing.
Gateway A	Excellent	
Gateway A	Friendly, make you feel comfortable.	Nothing.
Gateway A	Everything.	Nothing.
Gateway A	Friendliness, care and time keeping.	Nothing.
Gateway A	Privacy with the buzzer, so no name being shouted out, being displayed instead.	
Gateway A	Nice welcome/short waiting times.	Nothing.
Gateway A	Saw me on time, polite and helpful	Nothing.
Gateway A	Very friendly and helpful, didn't have to wait long.	
Gateway A	Made me feel comfortable, albeit I was embarrassed	Nothing
Gateway A	Introduction and what steps and actions will take place and the whole process	Nothing
Gateway A	Everything	Nothing
Gateway A	Friendly, helpful, appointment times on time	
Gateway A	Quick, polite, professional, calming, reassuring. I only wish all visits to the hospital were so pleasurable.	The pager didn't work.
Gateway A	Friendly staff. Got seen to very quickly. Everywhere appears clean	
Gateway A	Everything. Great team of nurses and consultants. High quality safe care	Nothing
Gateway A	Everything	Nothing
Gateway A	Fitting me in and being extremely helpful	
Gateway A	Everything	
Gateway A	Friendly staff and helpful	Punctual appointment timings
Gateway A	Excellent service	Happy with everything
Gateway A	Welcoming and friendly	Better sandwiches
Gateway A	Excellent	Nothing
Gateway A	Essentially ran smooth	
Gateway A	Everything from the receptionist to the nurse and doctor. All fabulous. Thank you	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Early!	Nothing
Gateway A	All staff very nice and polite.	
Gateway A	Efficient, on time, friendly.	
Gateway A	Booking in and the assistant who took me to Lucy was most helpful	
Gateway A	Efficient, prompt, friendly, helpful people. Love the pinger that helps to reassure you, so you don't have to listen out	Sign post the ramp that leads to Circle and not the Car Park, which is what is looks like! Better access from the tram .
Gateway A	Very courteous and I was seen on time.	I was happy with my treatment.
Gateway A	Friendly relaxed atmosphere,	
Gateway A	Timely, dealt with immediately, despite arriving early. Clear explanation as to what was to happen.	Nothing.
Gateway A	I was very happy with my treatment.	Please improve on your waiting times.
Gateway A	Very kind, always polite.	I had to wait 35 minutes.
Gateway A	Ran to time. Easy parking. Clean. Call system efficient.	Showed care protocol. to reduce hospital visit frequency. Buzzer failed when prescription was ready. Electronic prescribing info to Pharmacy to speed up dispensing operation.
Gateway A	When booking appointment, all staff very good.	Nothing. All staff very good and professional.
Gateway A	Everything.	Nothing.
Gateway A	Welcome, service.	Nothing.
Gateway A	Quick and friendly service.	
Gateway A	Very prompt.	Nothing.
Gateway A	Friendly staff, quick service.	More people on front desk.
Gateway A	Good service.	
Gateway A	Clean and tidy area, friendly and helpful staff. Quick waiting time.	
Gateway A	Everything.	Nothing.
Gateway A	Was on time.	
Gateway A	Friendly, helpful staff.	Nothing, I am satisdied.
Gateway A	Satisfied	
Gateway A	Very punctual and very friendly and informative.	Should have been referred back to consultant to answer queries rather than nurse.
Gateway A	Good waiting area, fast to see patient. Not like a hospital!	
Gateway A	Promt visit, professional, polite.	
Gateway A	Good one to one contact, clear instructions, information.	
Gateway A	Over all very good.	
Gateway A	Great communication, excellent Dr E.	
Gateway A	Always calm, clean and organised environment. Helpful and friendly staff.	
Gateway A	Everything.	Nothing.
Gateway A	Did not wait too long. The nurses were very good and friendly.	Nothing.
Gateway A	I did not wait long to see the Consultant.	

Gateway A	Very welcoming, efficient reception, caring, helpful, throughful assistant. Everywhere clean and attractive.	Nothing. It is a fantastic service.
Gateway A	Prompt	All ok
Gateway A	All good!	
Gateway A	Friendly and helpful.	Everything was fine.
Gateway A	Excellent customer service, friendly and happy to answer questions, professional.	
Gateway A	Always good.	Nothing.
Gateway A	Prompt and very good. Well informed.	Nothing.
Gateway A	Welcoming, polite and friendly.	
Gateway A	Nurse was very good.	Time since first booked.
Gateway A	Everything.	Nothing. All the staff are very good but one lady is exceptional - Amy Clarke.
Gateway A	All of it.	Nothing.
Gateway A	Polite staff.	Appointment letter received the day before the appointment, too short notice.
Gateway A		10 weeks for appointment then when Reg provided emergency appointment told me to go to A&E
Gateway A	Explained risks well, willing to explore other treatments. Was ween on time.	
Gateway A	Very good from start to finish each visit. Always put at ease.	Best service, facilities and staff.
Gateway A	Well cared for and supported during biopsy, very caring.	Nothing, I can think of.
Gateway A	Got me in on time.	Everything satisfaction.
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	Very little
Gateway A	Everything	Nothing
Gateway A	Good service	
Gateway A	Helpful, informative	
Gateway A	Everything	Usually nothing
Gateway A	Very efficient	
Gateway A	Very good	
Gateway A	My wellbeing	
Gateway A	Efficient in all ways and on time	
Gateway A	You did very well	
Gateway A	Everything	
Gateway A		Absolutely nothing
Gateway A	Check in procedure	
Gateway A	All aspects of treatment and care, staff pleasant and courteous	Nothing
Gateway A	Use of pager while waiting, waiting environment good	Nothing
Gateway A	Kind courteous and fast waiting times; made me feel relaxed	Nothing
Gateway A	Clinical staff very good	Organisation after surgery - an appointment was made to come in today for follow up. I arrived, paid parking. Told I was not needed to come in, I should have just waited for a letter to arrive through the post, so I have taken unecessary time off work
Gateway A	Easy to find, not waiting long	Letter in post didnt say which gateway and I didnt't get a rescheduled letter so I had to phone
Gateway A	Friendly and very pleasant	
Gateway A	Good facilities, drink and open area	Reduce wait time
Gateway A	Friendly staff, very helpful	
Gateway A	Everything - very pleased	Nothing
Gateway A	Efficient on time, friendly, lovely clean building	No
Gateway A	Never let me down for last 6 years	
Gateway A	Everything	All is good
Gateway A	Prompt, polite, nice surroundings to wait in	
Gateway A	Look after me	called peoples name louder
Gateway A	Very clean and courteous staff	Nothing
Gateway A	Good reception, did not queue when 1st arrived	slow queue for appointment, open the brisdge form the tram stop to the treatment centre
Gateway A	Polite, efficient, helpful	
Gateway A	Very friendly, no waiting	Nothing
Gateway A	Very polite and helpful	time management
Gateway A	The whole process including the doctor	Nothing
Gateway A	On time, welcoming, friendly atmosphere	
Gateway A	Everything runs well	nothing that i'm aware of they always do well
Gateway A	Seen quickly and on time, good explantion and treatment	
Gateway A	Very well and prompt	nope
Gateway A	Prompt	photography on site
Gateway A	I arrived early and was seen 15 mins early, Dr E explained what needed doing and was very reassuring	
Gateway A	Appointment time kept promptly - little waiting	
Gateway A	Prompt, reassuring and informative	
Gateway A	All	When I had a need to talk to someone about how my wound was healing the mobile contacted failed to respond
Gateway A	On time	At time of procedure should have been given better painkillers than paracetamol, pain was so bad
Gateway A	Very clear information from the doctor I saw, very pleasant too	
Gateway A	Everything. I was seen straight away; doctor very pleasant	
Gateway A	Very polite, professional staff, caring and understanding	
Gateway A	Got me in early	Nothing
Gateway A	Seen promptly on time, made to feel comforatble, very courteous	
Gateway A	Friendly on time no waiting dr so helpful	
Gateway A	Waiting time not too long, friendly, welcoming	Reduce their appointment waiitng time as this appears too long
Gateway A	Everything	Nothing
Gateway A	Punctuality	
Gateway A	On time, excellent service throughout.	
Gateway A	Organised. Good queuing system.	
Gateway A	Nurse and assistant both friendly and explained procedure well, treatment went well	
Gateway A	Great	Nothing
Gateway A	Everything	Nothing - all the staff do a wonderful job
Gateway A	Friendly and efficient	Waited over 16 weeks from GP to appointment - too long
Gateway A	Everything	
Gateway A	Greeting in a friendly way, new history of patient, seen very promptly, treatment explained clearly	
Gateway A	Seen promptly, patient recognised and greeted in a friendly reassuriong way, everything explained clearly	
Gateway A	Everything	Nothing
Gateway A	Everything very good at explaining and putting you at ease	Nothing
Gateway A	Examination found another problem	
Gateway A	Very friendly and polite	More info
Gateway A	Very efficient and extremely polite no hanging about - great service	
Gateway A	Friendly informative	
Gateway A	Everything	Nothing

Gateway A	Everything went very smoothly and all explanations were succinct and to the point, I felt relieved and the thought of further treatment was nicely handled	Nothing
Gateway A	Quick and easy to be seen on time helpful staff	
Gateway A	Seen very promptly everyone very helpful, immediate treatment and good follow up informaiton	Nothing
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Very attentive and helpful	Nothing
Gateway A	Seen precisely on time, very pleasant staff and doctor, cannot fault the care given	Long queue at reception
Gateway A	Good communication	
Gateway A	Everything	Nothing
Gateway A	Very well	I dont think so
Gateway A	Everything explained in detail, very good	Nothing
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Appointment on time	Text reminder of appointment
Gateway A	Prompt efficient apart from reception	Booking in at reception very poor
Gateway A	Efficient movement of patients in pleasant environment	Always can speed up
Gateway A	Reception, parking, promptness, explanation	
Gateway A	Everything	
Gateway A	Polite, friendly people	
Gateway A	Treated me well overall	
Gateway A		Rip off cafe. We don't come because we want to.
Gateway A	All aspects	Nothing
Gateway A	Everything right	Nothing
Gateway A	Prompt service. Treatment perfect.	
Gateway A	Quick check in, short wait before being called, very good consultation.	
Gateway A		Queuing - too long to stand
Gateway A	H was very calming	Nothing
Gateway A	Very good customer care. Consultants make me feel very happy and comfortable. Everything was very good.	
Gateway A	Fairly prompt. Polite staff - cup of tea went down well.	Unknown
Gateway A	From start to finish, the biopsy experience was very relaxed. L and A put me at ease very quickly and answered all my questions and gave me all the information and advice I required.	
Gateway A	Pleasant staff, friendly and helpful. Modern building and clean. Very good.	I never received my appointment letter, just a reminder text 3 days before with very little information.
Gateway A	Appointment waiting time excellent. Biopsy procedure excellent.	Waiting at reception - only one receptionist, long queue.
Gateway A	Everything was done really well - amazing.	Nothing
Gateway A	Very good treatment. Very friendly staff.	
Gateway A	Everything	
Gateway A	Very efficient	No
Gateway A	Polite and helpful	
Gateway A	Brilliant, professional, listening, informing	
Gateway A	Very punctual, very polite, wouldn't mind if I have to return	
Gateway A	Very polite and helpful	
Gateway A	Prompt appointment	
Gateway A	Very impressed with efficient timing of appointment	
Gateway A	Everything	Nothing
Gateway A	Very understadning	
Gateway A	Very kind	
Gateway A	Good service	Nothing
Gateway A	Everything	Nothing
Gateway A	Yes	No
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Made me at ease	Nothing
Gateway A	Very good	
Gateway A	Friendly caring efficient	
Gateway A	Polite. I didn't have to wait long at all	
Gateway A	Fast	Nothing
Gateway A	Very informative, friendly, put me at ease	
Gateway A	Customer care, very reassuring thorough treatment	
Gateway A	Confident, friendly manner	Nothing
Gateway A	Everything, on time, polite, efficient	
Gateway A	1st class service	No
Gateway A	Made me feel at ease	
Gateway A	The speed alleviated my fears, extrememly pleased to be seen quickly and on time.	Nothing
Gateway A	Everyone is so lovely. Professional.	
Gateway A	Keeping to time, informative, polite etc	
Gateway A	Easy parking, friendly staff, very efficient	
Gateway A	Put me at ease - no waiting for appt. Answered any questions so I understood. Dr Shroff had very caring manner.	There's no room for improvement. Really good.
Gateway A	Everything from reception to the doctor	All is well
Gateway A	All	Nothing
Gateway A	Everything	Nothing
Gateway A	Friendly and professional	
Gateway A	Good	
Gateway A	Staff very helpful	
Gateway A	Everything	
Gateway A	Very quick, hardly any waiting time.	Nothing
Gateway A	Everything	Nothing
Gateway A	Amazing service. This was a great experience and I think more hospital departments should follow your lead.	Nothing - it was perfect
Gateway A	Everything	Nothing
Gateway A	Speedy appointment. Pleasant and helpful staff. Clearly explained the process.	
Gateway A	Friendly staff member. Treatment process well explained - teledermatology (and beyond if required).	Better explanation on the phone regarding the appointment before it is initially booked.
Gateway A	Everything possible	Nothing
Gateway A	Everything	
Gateway A	Everything was perfect	
Gateway A	Everything	Nothing
Gateway A	Everything expected. Brilliant service	Nothing.
Gateway A	Everything! Thank you Dr R + H	Nothing!
Gateway A	Everything	Nil
Gateway A	Very calm, confidence inspiring, friendly, efficient, on time	
Gateway A	Everything	Can't think of anything
Gateway A	Everything	Nothing
Gateway A	Everything that needed to be done and said.	Nothing. Everything perfect. Thank you
Gateway A	Such a smooth process, could not be faulted	Nothing
Gateway A	Everything - consultant and staff wonderful	
Gateway A	The appointment was on time and the surgeon and nurses were very good and friendly	

Gateway A	Everything! Seen promptly. Very professional and friendly. Very satisfied.	
Gateway A	Everything no complaints	Nothing
Gateway A	Everything went well. There was no waiting. Very polite.	No
Gateway A	Very kind and helpful. Explained everything that was happening.	
Gateway A	Everything	Confidentiality in waiting area
Gateway A	He was very friendly and thorough, very reassuring.	Nothing
Gateway A	Everything	Could not do better
Gateway A	Explained all procedure to us and explained after care when returning to care home	
Gateway A	Quick check in with friendly staff. Also had my appointment moved forward by more than one month.	Nothing
Gateway A	Removed stitches painlessly	Nothing
Gateway A	Friendly and polite staff. Quick to be seen	Nothing
Gateway A	Excellent service throughout	Everything okay
Gateway A	Very polite and on time.	Nothing
Gateway A	Everything	Nothing
Gateway A	Diagnosed and treated my skin condition.	Nothing
Gateway A	Put my mind at rest. Very nice ladies.	Nothing
Gateway A	Arrived early and was called through early as no-one was waiting. The nurse was very kind	Nothing
Gateway A	Service and time	Nothing
Gateway A	Seen early	Nothing
Gateway A	Prompt. Reception friendly and professional.	Nothing
Gateway A	Explained clearly and in detail what was going to be done.	Nothing
Gateway A	Friendly, efficient staff who explained procedures clealry. On time appointments.	
Gateway A	Quick, friendly, really like the pager system	Had to chase up by phone to get appointment - was told appointment letter would be sent, but had to chase up three times to get it booked.
Gateway A	Relaxing environment, welcoming, not having to wait long. Good facilities, friendly staff.	
Gateway A	Appointment on time. Didn't have to wait long. Dr E very understanding and pleasant.	
Gateway A	Seen quickly. Clean bright environment. Friendly staff. Clear plan.	Appointment sent to wrong address - missed first appointment, had to be rescheduled.
Gateway A	Fast and nice.	The IT system could be simpler as it seems the staff have to click a hundred buttons to book an appointment.
Gateway A	Saturday appointment. Brilliant	
Gateway A	Always put me at ease when I attend, many thanks. Very good standard.	
Gateway A	Good service.	Waiting times
Gateway A	Great timing on appointment. Follow ups when needed and patient oriented service.	
Gateway A	Areas and clean and bright.	Keep appointments when issued. This appointment was changed at 2 days' notice. I work full time and have a 4-year-old so had to reschedule. You state that "NHS appointments are extremely precious to patients" - well, my working time and family time is extremely precious to me!
Gateway A	Punctuality excellent - was seen on time. First time ever!	Just keep up the good work.
Gateway A	Prescribed treatment for the ailment	Treatment didn't suit my condition and after informing Treatment Centre nobody got back to me.
Gateway A	All staff were very pleasant and professional.	Open coffee shop at 8.30am
Gateway A	Got appointment within 2 weeks to sort medication	
Gateway A	Explained what the procedure involved and what was required post surgery	The information letter sent out with the appointment was advice about surgery on other parts of body besides foot, ie clothes/make up removal. Information and advice about foot surgery (eg bring suitable footwear for post surgery) would have been helpful
Gateway A	I was seen promptly (5 mins early!) Good, clear consultation.	Remove reception queueing.
Gateway A	Staff very good, relaxed me, explained well, very professional.	Nothing.
Gateway A	Queuing, efficient at reception, friendly faces. No delays in seeing the doctor and CT was helpful.	
Gateway A	Very friendly staff - helpful, listened to patient.	
Gateway A	Extremely well, efficiently, effective and friendly.	I do not believe so.
Gateway A	Everything.	Appointment was wrong but this was rectified and I was seen. Thank you.
Gateway A	They made me feel very comfortable and at ease.	
Gateway A	Excellent - seen promptly by Consultant.	Receptions could be more prompt and when queu is long to attend people waiting - I was waiting quite a while and have mobility problems.
Gateway A	On time. Very pleasant staff. Explained everything well.	Nothing.
Gateway A	Everything. Excellent explanation of procedure.	Nothing. Excellent sevice.
Gateway A	Very quick, efficient, friendly.	Nothing.
Gateway A	Prompt and on time. Everytime I have attended has been friendly and kind.	No negative feedbak to give.
Gateway A	Calm atmosphere, friendly and helpful staff. Ran to time, very reassuring.	Do not know.
Gateway A	Prompt appointment, good treatment from clinicians.	Cannot think.
Gateway A	On time. Consultant listened, good information.	
Gateway A	Prompt, clear	
Gateway A	Polite and helpful	
Gateway A	Seen on time	Nothing
Gateway A	Easy parking, easy to arrange appointment, on time! Friendly staff. Thanks!	
Gateway A	Service	
Gateway A	Very polite	Nothing
Gateway A	On time	
Gateway A	Everything including 'on time'.	Nothing.
Gateway A	Explain diagnosis	Nothing
Gateway A	Prompt, friendly, kind,	
Gateway A	Very caring and sympathetic treatment.	Nothing
Gateway A	Very efficient	
Gateway A	Always	
Gateway A	Prompt attention	
Gateway A	Consultation at appointment time, explained clearly diagnosis and proposed treatment.	
Gateway A	Appointment on time. Minimal queue at reception. Short wait for appointment. Doctor was excellent.	Nurse who took me through seemed tired/weary and uninterested - not a good first impression.
Gateway A	Everything	Nothing
Gateway A	Made me feel comfortable and at ease when I was nervous about the procedure. Also kind and honesty about what would happen.	Nothing.
Gateway A	Everything done well	Nothing
Gateway A	Quick, informative.	Parking is very bad, could be a lot less stressful on arrival.
Gateway A	On time, lovely, nurse practitioner.	For one - nothing!
Gateway A	Just, superb treatment!	Nothing.
Gateway A	Reviewed all my concerns.	All excellent.

Gateway A	Listened	Nothing
Gateway A	Very helpful was not waiting more than 5 mins to see the doctor. All staff very friendly.	Nothing. Everything grant with dpeartment and staff.
Gateway A	Very efficient, Doctor was very thogouh and took time to answer all questions.	Nothing.
Gateway A	Hardly andy waiting time, very friendly staff, helpful on every level.	Nothing to improve, cannot add anything. Thank you.
Gateway A	The Department worked extremely well.	All good.
Gateway A	Courteous, friendly and professional.	
Gateway A	The staff are great and very informative, and listen to me. They are helpful and always friendly too. My treatment has always been first rate.	
Gateway A	Kept waiting for only short period	
Gateway A	Made me feel relaxed and comfortable, very kind lovely ladies	Nothing
Gateway A	Prompt appointment, friendly staff	
Gateway A	Great service. Lovely staff.	Nothing for me. Cannot complain about anything.
Gateway A	On time.	Had additional staff at the reception desk.
Gateway A	Service very good	Less waiting time for next appt
Gateway A	Everything - especimen explaining process and procedure.	Not a sausage!
Gateway A	It was good, friendly staff and good healthcare.	
Gateway A	Very caring and compassionate care by all	
Gateway A	Calm, waiting environment. Buzzers are a good idea for waiting.	There is often a queue and limited seating in the cafe (but the cafe is very nice with excellent staff too)
Gateway A	Very efficient and a calm atmosphere	
Gateway A	Efficient, quick, on time	
Gateway A	Very friendly and efficient	
Gateway A	HCAs are always lovely	
Gateway A	Friendly and approachable	Appointment times, 30 minutes late
Gateway A	Very polite and helpful	
Gateway A	Painless and good diversion tactics	
Gateway A	Took me through to see doctor on time	
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Extremely friendly, informtive and reassuring throughout	Nothing
Gateway A	On time, polite and helpful, as usual	
Gateway A	All of the procedure	I didn't think so
Gateway A	Appointment on time, very comprehensive consultation	
Gateway A	The nurses doing the biopsy were very kind and reassuring and made it more pleasant than I expected	
Gateway A	Very friendly and efficient, making feel very comfortable did a good job	Nothing
Gateway A	Everything was good	
Gateway A	Very informative and efficient, made you feel comfortable	Nothing
Gateway A	Timeliness, discussed options available, free wifi, made you feel at ease	
Gateway A	Quick and friendly	
Gateway A	Service was very friendly	
Gateway A	Good	Nothing
Gateway A	The staff are very friendly and my appointment was on time	
Gateway A	Appointment on time	Idea of waiting time
Gateway A	Everything	
Gateway A	Dr S was so caring and attentive with his patients giving awful news in the best way possible	
Gateway A	Very pleasant and helpful and caring	None
Gateway A	From greeting to the procedure which was done with minimum discomfort. Very polite friendly staff	
Gateway A	Seen me on time	
Gateway A	Seen quickly and a very friendly doctor	Nothing
Gateway A	On time to see doctor	As always, can't find anything
Gateway A	Service excellent as ususal	Nothing
Gateway A	Dr S was brilliant felt he knew what needed	Car park signage not clear
Gateway A	All the staff in the department were very kind and helpful	My appointment was 3 1/2 weeks after seeing my doctor but my doctor said it would be 2 weeks which made me feel a little anxious
Gateway A	Nurses were brilliant	
Gateway A	Friendly, efficient, comfortable waiting area, very good	No - excellent
Gateway A	Everything from start to finish was perfect	No complaints whatsoever
Gateway A	Everything thoroughly nice theatre staff and consultant	Nothing
Gateway A	Quick, friendly, very pleasant procedure. Conversation was super. Thank you!	
Gateway A	All	Don't know. Very pleased.
Gateway A	My mother was a patient. She had five star service and treatment. Well done.	Nothing you were superb
Gateway A	Very good, felt well looked after	
Gateway A	Prompt appointment. Staff are friendly and kind. They explain treatment and requirements for recovery very well.	All ok
Gateway A	Everything	Nothing
Gateway A	Everything	
Gateway A	Everything	Nothing
Gateway A	Everything concerning me and my treatment	Nothing
Gateway A	Explained the process, and my appointment came through quickly.	Nothing
Gateway A	An appointment within 24 hours of seeing my GP. Seen at the given appointment time at Treatment Centre.	Nothing
Gateway A	Polite, professional, courteous, efficient, on time.	Nothing
Gateway A	Excellent attention throughout. Amazing staff.	Nothing at all. I have received the best treatment that could ever be possible. Thank you
Gateway A	Appointment on time; treatment good.	
Gateway A	Friendly, efficient and on time	
Gateway A	Seen promptly and everything explained fully.	
Gateway A	Prompt timing.	
Gateway A	I arrived very early due to traffic and was seen almost instantly - great!	
Gateway A	Prompt service	
Gateway A	Tailored and very friendly. Explained about treatment.	Nothing. Highly satisfied.
Gateway A	Patient care, very friendly and made you feel comfortable	
Gateway A	Very friendly, they know what they are doing, no long wait. Very happy with my care and treatment.	
Gateway A	Seen to very quickly, efficient treatment	
Gateway A	First class!	
Gateway A	Reminders on text/letter, clearn/modern amenities	
Gateway A	Easy service in clean environment	Update on wait times
Gateway A	All well managed and timely	
Gateway A	Seen me on time	
Gateway A	Greeting and reception and parking. Waiting area very good and punctuality.	
Gateway A	Good explanation of condition	
Gateway A	Everything	Be more exact as to where the centre is. In traffic it's easy to pass by.
Gateway A	Was seen quickly	

Gateway A	All was done well, no waiting	
Gateway A	Very professional, polite	
Gateway A	Everything well organised	
Gateway A	As always, everything!	
Gateway A	Excellent care	
Gateway A	So calm - no feeling of being rushed - nurse chatty	
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	How fast it was and how polite they were	
Gateway A	Explaining everything to me	Not anything that comes to me
Gateway A	Considerate and efficient	
Gateway A	Very pleasant staff, very punctual, excellent	Nothing
Gateway A	Appointment on time	
Gateway A	Made me comfortable i.e welcomings, if I needed anything	
Gateway A	Communication and reassurance - Angela excellent	I had to bypass queue at reception when I arrived as it was very long and would have made me late for my appointment
Gateway A	Prompt, professional attention	
Gateway A	Very professional	More receptionists
Gateway A		Everything satisfactory
Gateway A	When I came in I got a friendly welcome, and I was called in quick and seen to	
Gateway A	From first reception in lobby to second desk at Gateway A all very friendly. Buzzers a good idea.	Nothing
Gateway A		The gap between appointments is too long
Gateway A	Appointment on time, kind, pleasant, efficient, attention, clean bright surroundings	Nothing
Gateway A	Helpful and friendly	
Gateway A		Sent me an appointment letter - not just a text 2 days before my appointment
Gateway A	Like the pager. Like to near to tram stop.	All fine
Gateway A	Explained what you couldn't do	The doctor could not log onto the computer! So has sent for more expensive blood tests that have possible already been done.
Gateway A	Everything as usual. Everybody was so kind and reassuring which put me at ease. Painless, quick, fantastic.	Nothing
Gateway A	Friendly, kind, informative	Nothing - very good
Gateway A	Put me at ease and operation went well	
Gateway A	Explaining everything to me. Making me feel at ease.	
Gateway A	Everything	Nothing
Gateway A	Made me feel at ease. Explained the procedure, making sure I undestood.	
Gateway A	very efficient and friendly	
Gateway A	Seen on time, stitches removal quick and paunless	
Gateway A	All went well	
Gateway A	Polite, good explanation of treatment	Was seen 45 minutes late
Gateway A	Overall treatment efficient and good	
Gateway A	Everything	
Gateway A	prompt appointment time, friendly nurses and reception staff	
Gateway A	Friendly fast efficient service, department very clean and tidy	
Gateway A	Very friendly and helpful	
Gateway A	Everything	
Gateway A	Good comms letter and text message reminding of appointment, LS was very friendly and always smiling	
Gateway A	Very friendly and informative, nice to meet Dr E before appointment on friday	
Gateway A	Timing excellent - biopsy no problem	Nothing
Gateway A	Appointment was on time, and the staff friendly, the nurse was lovely	Nothing
Gateway A	Efficient	
Gateway A	Well practised at ensuring patient is calm and stress free, explained the biopsy procedure fully. All 3 consultants showed an interest in my marathon training.	
Gateway A	Very courteous, polite and professional	
Gateway A	Everything	Everything 100%
Gateway A	Everything	
Gateway A	Very friendly and put me at ease	Nothing
Gateway A	Very clear communications - positive caring attitude	Been seen sooner
Gateway A	Everything	Nothing - keep up the good work
Gateway A	Explained the procedure made me feel at ease	Nothing
Gateway A	All	
Gateway A	Very friendly, and made sure I understood everything that was being done	Everything great
Gateway A	Competent and caring	No problems
Gateway A	Everything	Nothing
Gateway A	All the staff here are amazing in everything, the nicest people i have met	Nothing
Gateway A	Quick friendly service	Everything fine
Gateway A	Warm, friendly, on time with appointment, a lovely cafe, comfortable seating, a very pleasant atmosphere	Keep doing what you're doing
Gateway A	Relaxed atmosphere	Not much
Gateway A	Very efficient	More staff on reception for checking in
Gateway A	Appointment on time	
Gateway A	Arrived early and was seen straightaway	quicker pharmacy service
Gateway A	All aspects excellent	Nothing
Gateway A	Very kind and gentle	
Gateway A	Very pleasant staff - welcoming and smiling - a breath of fresh air	
Gateway A	Quick on time	
Gateway A	Very efficient and polite	Nothing
Gateway A	Everything	Nothing
Gateway A	On time appointment, no probelms	Nothing
Gateway A	Quick, helpful and efficient	Nothing
Gateway A	Seen promptly, GG was very friendly and helpful answered all my questions	Nothing
Gateway A	Everything 1st class	
Gateway A	Everything	
Gateway A	Accommodated our delayed arrival with kindness understanding and efficiency, explained everything with great care	
Gateway A	Friendly, efficient	Front desk staff slow at busy times
Gateway A	Very prompt and pleasant	Better decaf coffee
Gateway A	Good all round	
Gateway A	On time, pleasant staff, very efficient	
Gateway A	Absolutely everything brilliant	
Gateway A	Timing	
Gateway A	Some members of staff friendly, others have bad attitude, Dr W very friendly and welcoming, good bedside manner	
Gateway A	Waiting time	None
Gateway A	Excellent patient care throughout from all staff	Nothing
Gateway A	We did not wait long	Nothing
Gateway A	Very polite, efficient, reassuring and punctual	Nothing
Gateway A	On time, pleasant staff/helpful	Nothing
Gateway A	Made to feel comfortable and let me know how the procedure would work	
Gateway A	Everything was lovely, couldn't have had better treatment	Nothing
Gateway A	All	None
Gateway A	Everything as usual	

Gateway A	Everything	Nothing
Gateway A	Ffull attention to everything	No
Gateway A	Skin excision	None
Gateway A	Helpful and friendly	
Gateway A	All on time, staff very helpful and efficient both on medical and admin teams	
Gateway A	Efficient and caring plus on time	Nothing
Gateway A	Explaining what was to be done	
Gateway A	Courteous, efficient staff, I was seen early or on time and the environment was clean and well organised	
Gateway A	I was put completely at ease, everything was explained to me and I felt nothing	
Gateway A	Prompt and polite staff	
Gateway A	Appointment meet and greet was efficient professional and polite	Timeliness
Gateway A	Prompt attention	
Gateway A	Everything	No
Gateway A	Everything ran according to time	
Gateway A	Very welcoming	Nothing
Gateway A	Timekeeping, courtesy, good operation	
Gateway A	Ease of access, speed	
Gateway A	Excellent service, really nice nurses explained everything	Nothing
Gateway A	Polite, efficient, situation fully explained	
Gateway A	All aspects of care first class	
Gateway A	Everything	
Gateway A	As always pleasant efficieint, clean and I would have no worries if I had to be referred again	
Gateway A		Nothing
Gateway A	Keeping to appointment time and friendliness of staff and clear information from Dr P	All was good
Gateway A	Very friendly, talked me through what I was having done, made me feel comfortable	
Gateway A	Dr V could not have been more helpful and understanding, all staff were responsive and friendly	Nothing
Gateway A	I was seen promptly; all staff were polite and reassuring	It was difficult getting an appointment - I had to ask my GP to follow it up
Gateway A	Really helpful and kept me talking during my treatment, keeping me calm and relaxed	No
Gateway A	All of it and very friendly, I felt comfortable and at ease	
Gateway A	Everything as usual	Slight delay
Gateway A	Speedy, to the point, told me what I needed to know	
Gateway A	Communication, explaining treatment, friendly	Nothing
Gateway A	Not long waiting, staff friendly	
Gateway A	A lot faster, time saving, convienient at park house clinic rather than treatment centre	No
Gateway A	Efficient, helpful, very good	Nothing
Gateway A	Explained the overall process very well	
Gateway A	Very friendly, tea, and environment, accommodating and helpful	
Gateway A	Showed a very professional attitude in all procedure regarding my treatment; made me feel relaxed	
Gateway A	Very friendly, chatted all the way through the appointment to distract me from what was going on	
Gateway A	Everyone was very pleasant and polite. Everything was explained in full and in a manner which was easy to understand.	Nothing
Gateway A	A nice attitude of nurse/technician gentlemen.	Don't know
Gateway A	Quite satisfied with the arrangements.	Very satisfied with everything.
Gateway A	Quick response.	More personal interaction so you fully explain things
Gateway A	Prompt and efficient service, very polite and helpful. Good explanation of service and future pathways.	Nothing
Gateway A	Biopsy	Nothing
Gateway A	Made me feel at ease.	Nothing really
Gateway A	Everything	Nothing
Gateway A	Everything	Nothing
Gateway A	Very professional in all aspects	
Gateway A	Quick service, in and out, very helpful.	
Gateway A	Quick appointment	
Gateway A	Friendly, reassuring, on time.	
Gateway A	Very polite, very comfortable.	
Gateway A	The ladies were lovely and put me at ease.	
Gateway A	Health care assistant introduced herself. Didn't wait long.	
Gateway A	Prompt appointment time. Caring staff.	
Gateway A	Treated very politely. Explained the whole procedure well. I was happy with the conclusion. Image capture handled correctly and good to my knowledge.	
Gateway A	Dr E, thanks for fitting me in despite me running late, and for making skin appointments more "fun" and light hearted.	
Gateway A	Professional service, quick, polite. Nice premises.	None
Gateway A	Dr A was the most competent doctor that I have seen regarding my psoriasis.	All excellent
Gateway A	Staff really friendly and accommodating	Lots of people waiting for appointments and takes a LONG time to book them. Surely this system can be improved to make it quicker.
Gateway A	Explanation and reassurance throughout	Keep up the good work
Gateway B	No waiting to see doctor. Well explained and options given	
Gateway B	Everything. Looked after us very well.	Nothing
Gateway B	Courteous, on time	Nothing
Gateway B	Punctual, friendly	
Gateway B	Very efficient	
Gateway B	Excellent	
Gateway B	excellent treatment	
Gateway B	Calm atmosphere, medical staff all helpful and clear communicators and attentive.	Nothing
Gateway B	Everything	Nothing
Gateway B	Very professional, understanding and polite and thorough in all that's required	Nothing
Gateway B	Meet and greet, patient care, information readily given - pleasant surroundings. Staff very caring	Nothing
Gateway B	Very happy they way I was treated	
Gateway B	Everything	Nothing
Gateway B	Everything was fine	Nothing
Gateway B	Service top class	Nothing
Gateway B	Very well	
Gateway B	Everything excellent	
Gateway B	Well looked after. 100%	
Gateway B	Listened and very helpful	Nothing
Gateway B	On time, friendly, warm welcome, nice clean environment	
Gateway B	Called me at precise appointment time. 10/10/.	I am not qualified to comment.
Gateway B	Lovely department and seen very quickly.	
Gateway B	Everything - staff lovely, treatment brilliant. Extremely good all round	

Gateway B	Greated by receptionist and nurse with a smile, all staff very welcoming, seen on time, even though junior doctors were on strike.	Nothing
Gateway B	Everything went like clockwork, it all worked well I was very early and the appointments were brought forward - excellent.	Not much
Gateway B	Explained things so I understood. He knew exactly what I was going through.	Nothing, everyone was nice and understanding.
Gateway B	Explained everything and listened.	Nothing.
Gateway B	Everything	Nothing.
Gateway B	Everything was exceptional, very well me and I was made to feel very comfortable.	Not one thing.
Gateway B	Everything, very informative, friendly.	Nothing
Gateway B	Everything, we were treated like private patients, everybody was so professional.	Nothing, well done!
Gateway B	Very impressed with treatment and speed.	Nothing comes to mind, very good service.
Gateway B	Everything	Nothing
Gateway B	Very efficient	Not much
Gateway B	Everything	Nothing
Gateway B	Smart and efficient	
Gateway B	Everything - helpful, caring, polite, clean	
Gateway B	Cleared explanation of all procedures carried out. Explained future process.	
Gateway B	All staff very polite	Possibly better communication between departments
Gateway B	Staff very informative, clinic ran to time	
Gateway B	Everything on time, friendly staff	
Gateway B	Extremely helpful	
Gateway B	Staff friendly and helpful, went in on time	Nothing
Gateway B	Very clean very polite on time	Nothing
Gateway B	Everything, very clean, friendly staff and very efficient	Nothing
Gateway B	Friendly timely efficient	More information about expected wait and generally communication about what to expect
Gateway B	Felt relaxed and everything explained well	Nothing
Gateway B	On time, gave time, easy to park, good facilities, followed through actions	
Gateway B	Good greeting by reception and nursing staff, pleasant surroundings good doctors who give you time	
Gateway B	Very nice and helpful	
Gateway B	Listened looked for a suitable treatment for lifestyle	
Gateway B	Explained my treatment, very friendly	
Gateway B	Quick, no waiting, free hot drink and water which is nice	
Gateway B	Looked after me very well by your caring staff	
Gateway B	Brilliant consultant	
Gateway B	Staff excellent	Signage to department from main entrance
Gateway B	Everything	
Gateway B	Everything	
Gateway B	Friendly and efficient made to feel comfortable and at ease	Nothing
Gateway B	Waiting times displayed was good reception was received	
Gateway B	Everything	
Gateway B	Everything	Don't know
Gateway B	Everything	
Gateway B	Everything	
Gateway B	All very good	
Gateway B	Everything	Nothing
Gateway B	Everything	Nothing
Gateway B		Nothing, not a lot
Gateway B	Thank you for being so helpful	
Gateway B	Up to now, everything I expected.	I'm not qualified to judge
Gateway B	I felt very nervous as I was on my own but Sara made me feel better.	
Gateway B	Extremely well	You couldn't do anything better
Gateway B	Pleasant, approachable, happy to answer any queries.	
Gateway B	Everything. Reception, timing, x-ray, consultant - all excellent. Wonderful environment.	Nothing
Gateway B	Wait times. Centre was clean and modern.	More parking spaces
Gateway B	Polite and helpful. Impressed with the service	
Gateway B	Staff very professional and friendly.	Nothing
Gateway B	Everything	Nothing
Gateway B	Appointment on time. Staff very friendly.	
Gateway B	Friendly, caring staff - always happy to help.	Nothing. Very happy with appointment today.
Gateway B	Everything, very supportive	
Gateway B	Kind, caring	
Gateway B	Nurse very good at taking bloods	
Gateway B	Excellent service, polite and prompt staff/appointment	
Gateway B	Staff very organised through my whole appointment very helpful and friendly	Good as it is
Gateway B	Explained my condition very clearly and outlined treatment if needed	
Gateway B	Quick and efficient, very friendly	
Gateway B	Explained well	
Gateway B	Everything	Can't think of anything
Gateway B	Everything	Nothing
Gateway B	Spoke to me and came up with a plan that seems useful	Nothing
Gateway B	Examined properly, talked to properly, not rushed.	Nothing
Gateway B	Very prompt, friendly and knowledgeable	Nothing
Gateway B	Seen on time and answered my questions	
Gateway B	The test - couldn't fault	Make sure receptionist books you in, appointment at 11 and not seen until 11.30 as they didn't know I was here
Gateway B	Time taken, waiting, helpfulness, great service	No
Gateway B	The whole process from entering the centre has been excellent; all staff were equally pleasant	
Gateway B	On time	Nothing
Gateway B	Made very welcome, on time, friendly	Top marks
Gateway B	Not wait too long, friendly staff, hot coffee	Car parking problems
Gateway B	Nothing	Contact patients when you say you will, follow up with phone call or appointment
Gateway B	Everyone is really friendly and helpful, I was 30 minutes early and they attended to me before my appointment time	
Gateway B	Very polite service from all staff members, very punctual consultant, gave his name and explained everything very clearly	I have not attended the NHS for a long time but the service provided is much improved
Gateway B	Treated me as a person	
Gateway B	Looked after us with care, compassion and empathy, lovely morning out	Something more interesting on TV, more information and more magazines
Gateway B	Both patient greeting and treatment were excellent	
Gateway B	Excellently - courteous and informative	No
Gateway B	Provide drinks whilst waiting for staff to sort out appointment mix up	Got the correct clinic for me to attend by not mixing appointments up and me waiting 1 hour after orignal appointment time
Gateway B	Everything - lovely, friendly staff	
Gateway B	Very good staff and kind	More communication between departments
Gateway B	Friendly staff, helpful with direction as new to the hospital, explained procedure clearly, appreciated the free coffee ater a long journey	

Gateway B	Friendly staff, happy to help and kept informed	Nothing
Gateway B	Absolutely everything extremely caring and helpful	Nothing - please do not change anything
Gateway B	Greeted with a smile, friendly staff. Called through quickly, offered complimentary drinks while waiting	Nothing
Gateway B	Kind very friendly staff, felt informed all the way through, very impressed, brilliant service	Nothing at all
Gateway B	A warm friendly greeting, very efficient and professional	Nothing
Gateway B	Friendly staff, satisfied with my treatment, no problems at all	
Gateway B	Everything	Nothing
Gateway B	Kept well to appointment time, friendly staff	Free car parking
Gateway B	Everything - staff are always incredibly helpful and caring putting you at your ease when anxious	
Gateway B	Very pleasant nurse	
Gateway B	Everything	
Gateway B	Everything	Nothing
Gateway B	I was seen on time, the doctor found the problem and a possible solution	Nothing
Gateway B	Quick and easy time	
Gateway B	Explain causes of my pain in a very clear fashion	Nothing, all great
Gateway B	Very caring very happy with information given	No
Gateway B	Kept well to appointment time at reception	Showing on time in waiting room but actually 25 minutes behind
Gateway B	Very prompt service, nursing staff lovely and helpful receptionists	Got further investigations originally
Gateway B	Yes	Nothing
Gateway B	Appointment on time, Dr B sat and listened and I was impressed	Nothing
Gateway B	Felt very comfortable.	
Gateway B	My legs were thoroughly checked.	Nothing
Gateway B	Called on time. Very friendly.	Nothing - everything was great.
Gateway B	Appointment on time. Good explanations of what to expect. Friendly welcoming staff. Lovely doctor who explained things very well.	Nothing
Gateway B	Caring very well	Outcomes with consultant.
Gateway B	Appointment on time. Helpful in explaining what was being done. Nurse staff efficient and caring.	Updating approximate waiting time to see consultant/doctor (sign said on time).
Gateway B	Explained everything clearly and very patient.	Nothing
Gateway B	Everything - the care was excellent	
Gateway B	Everything	Nothing
Gateway B	Nice waiting area	
Gateway B	Very friendly, polite staff. Excellent consultant. Information clearly explained.	
Gateway C	Cared. Friendly	
Gateway C	Everything! Very pleasant staff.	Nothing
Gateway C	Everything was excellent. Staff very helpful	
Gateway C	Prompt and attentive. Reassured me.	Nothing - perfectly and well looked after.
Gateway C	Staff very friendly	Nothing
Gateway C	Explaining what was going to happen.	
Gateway C	Everything	Could have had better music
Gateway C	Everything	None
Gateway C	A nice welcome, felt at ease	
Gateway C	Very welcoming, fast and efficient. Everyone really friendly.	Nothing
Gateway C	Staff were caring and polite and explained well what was going to happen.	Nothing
Gateway C	Whole procedure very efficient and stressless. All staff professional.	Signage from tram stop to centre not clear. Signage outside would help visitors.
Gateway C	Friendly, quick, clean, professional	The changing room is next to a consultation room and I could hear the doctor and patients talking - privacy issue and concern
Gateway C	Very well looked after	
Gateway C	Everything!	Nothing!
Gateway C	Relaxed me. Reassured me	Nothing!
Gateway C	Friendly, relaxing	Nothing
Gateway C	Made me feel relaxed	Nothing I was very happy with all the nurses and staff
Gateway C	Everything, very prompt	
Gateway C	Welcoming	
Gateway C	Everything	Difficult to get from chair to scanner as crutch user
Gateway C	Very helpful and kind and we were seen on time	
Gateway C	Everything	No
Gateway C	Everything really	No a lot
Gateway C	Friendly, polite, told me all I needed to know	Nothing
Gateway C	Everything	
Gateway C	Everything - excellent service	Nothing
Gateway C	Very informative	
Gateway C	Friendly, informative	Nothing
Gateway C	Yes - I could not have been treated better - Thank you	
Gateway C	Excellent	
Gateway C	Everything	Nothing
Gateway C	You all made it easy, comfortable and reassuring. Well done	Nothing
Gateway C	Everything	Nothing
Gateway C	Kept me informed, good level of care and attention	
Gateway C	Prompt time. Showing care. Explaining what was happening well.	Nothing
Gateway C	Good explanation of procedures and findings. Friendly staff	
Gateway C	Everything, especially HB with meet, greet, explanation and reassurance	Nothing
Gateway C	Introduced self and explained what was going to happen - made to feel at ease.	Staff having personal conversations in "clean utility" - can hear every word!
Gateway C	Everything explained, everything nice and clean.	
Gateway C	The staff made me feel welcome and explained the procedure.	Nothing
Gateway C	Reception staff, nurse and Dr P very friendly and professional and helpful.	
Gateway C	Swift, courteous, professional service.	Nothing
Gateway C	Everything on time, courteous, good directions to get here.	Nothing
Gateway C	Made me feel comfortable and welcome	Nothing
Gateway C	Excellent	
Gateway C	The staff were very polite and friendly, they made me feel very calm.	Nothing.
Gateway C	Everything	All good.
Gateway C	Everything done was best. Long time I was wating to get this scan to fing out if I am ok.	All was better. Thanks so much for staff.
Gateway C	Told me what was happening throughout. Lovely friendly staff.	None.
Gateway C	Very friendly. All explained well.	Nothing.
Gateway C	Everything, good communication.	
Gateway C	Reassured, well received.	
Gateway C	Put me at ease, very friendly.	
Gateway C	Customer service was excellent, friendly and prompt.	Free parking.
Gateway C	Everything	You couldn't have done anything better.
Gateway C	Very welcoming.	
Gateway C	Very helpful and kind.	Nothing as everything was perfect.
Gateway C	Professional, helpful staff, no waiting.	Nothing
Gateway C	Caring and calm.	
Gateway C	Very friendly staff. Calm environment.	
Gateway C	Friendly	
Gateway C	Friendly, informative.	Nothing

Gateway C	Superfriendly staff. Clean. Great equipment. Put me at ease.	
Gateway C	Very clear when explaining procedures and extremely polite.	Absolutely nothing
Gateway C	From start to finish I was treated respectfully, my concerns noted and mind put at rest	Nothing
Gateway C	All staff members very polite, friendly, professional and reassuring	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything was perfect, staff great help, couldn't wish to come to a better centre	
Gateway C	Very professional and courteous	Nothing
Gateway C	Very polite, well spoken and quick.	
Gateway C	Friendly and comforting	
Gateway C	Very quick and friendly.	
Gateway C	Everything was done well	Nothing
Gateway C	Everything was lovely	Nothing at all
Gateway C	Everything. Felt cared for	Nothing
Gateway C	Staff were all friendly and professional.	
Gateway C	Very assuring, making me feel nice and relaxed, especially TP and HB who were lovely.	Don't think it would need to be any better
Gateway C	Everyone is friendly and efficient.	Nothing at all
Gateway C	Staff very nice. Good car parking.	Nothing
Gateway C	Meet and greet very well, very polite.	Cafe not very good food, will not be going again.
Gateway C	Everything was very good	Nothing. Couldn't have been bit.
Gateway C	100%. Very happy. Seen before time.	Nothing
Gateway C	Welcoming, friendly staff, extremely efficient	
Gateway C	MRI staff friendly and welcoming.	Nothing
Gateway C	CT scan	Nothing
Gateway C	Prompt, friendly	
Gateway C	All good	All good
Gateway C	Everything	Nothing
Gateway C	Arrived early and I was seen early.	
Gateway C	Both staff members very nice and kind.	
Gateway C	Yes	
Gateway C	Patient care and attention	
Gateway C	Explained everything well	
Gateway C	Friendly, helpful staff	
Gateway C	Everything - friendly, polite staff, very efficient.	Nothing
Gateway C	Made me feel comfortable and looked after me well	Nothing
Gateway C	Exceptionally polite, informative, reassuring, friendly. It was a breeze from start to finish.	Nothing
Gateway C	Yes. 10/10	Nothing
Gateway C	Very good	Nothing
Gateway C	Very efficient, friendly service	Can't think of anything
Gateway C	The whole process was very well run	Could not fault
Gateway C	On time, explained well, very kind.	
Gateway C	Excellent reception. Really nice welcome. Felt calm without stress	Cannot think of anything
Gateway C	Well informed, quick, no non-sense, staff very helpful and cheerful.	Nothing.
Gateway C	Making us feel safe and relaxed.	
Gateway C	Welcoming me, talking to me nicely, making sure I understand what am here for.	Nothing really.
Gateway C	Seen for appointment as soon as I arrived. All staff friendly and thoroughly professional.	
Gateway C	Customer care. Made me feel confident and secure.	
Gateway C	Appointment on time, greeted and informed well	All good thanks
Gateway C	Staff friendly and polite	
Gateway C	It was all done very well	Nothing
Gateway C	Everything, signing in, to the scanner, cheerful staff (it makes a big difference)	Nothing
Gateway C	Very clear where to go and where to wait. Very helpful and informative staff. Reassuring.	I was waiting quite a long time after my appointment - lots of people coming in after me and being called before me scan appt time 11:00am still waiting 11:55am. Although I realise there are different clinics and treatments going on, as no-one came to speak to me I didn't know what was going on or if I had been forgotten. I have been forgotten before unfortunately. Yes it's awkward as a patient to query this with anyone as (a) there was no - one about who weren't busy (b) as a patient I feel like I shouldn't question and look inpatient! Yes it's almost an hour past my appointment and I'm in a little room not knowing why. 3 others have comin in after changing and just been called straight through. Someone could have just popped their head in to reassure me I hadn't been forgottten.
Gateway C	All on time. Very good staff.	
Gateway C	Promptness, cleanliness, caring, quiet which helped me to keep calm and relaxed	
Gateway C	Quiet, calm approach, informative and generous with time, explanations, AL very nice	Reception staff didn't rush to make my appointment
Gateway C	Everything	Nothing
Gateway C	Kind and friendly	Nothing
Gateway C	You did extremely well	
Gateway C	Polite reception from nurse on arrival and punctual with time	Nothing, good service
Gateway C	Efficient, helpful and polite staff. Clean, well organised areas.	
Gateway C	I was very early for my appointment but hopefully they can see me earlier. My third visit and have never had a bad experience.	
Gateway C	Reassuring	
Gateway C	Everything	Nothing
Gateway C	Meet and greet and clearly inform the information needed.	Nil
Gateway C	Reception helpful both in waiting area and in Gateway. Procedure well explained.	Explanation of waiting time
Gateway C	Everything. Staff very helpful and friendly.	Nothing
Gateway C	Everything - really helpful	Nothing. First rate.
Gateway C	Helpful staff. Friendly. On time.	Nothing
Gateway C	Made very welcome and relaxed.	Nothing
Gateway C	The way my mum was treated and looked after. HB was exceptionally caring, friendly, reassuring and explained the procedure.	Nothing
Gateway C	Professional, compassionate, explained everything well.	
Gateway C	Extremely speedy, on time, excellent healthcare assistant	
Gateway C	Very professional and pleasant.	
Gateway C	Prompt and polite service.	
Gateway C	Friendly; made to feel at ease. Procedure explained simply. Made comfortable.	
Gateway C	Everything	
Gateway C	CT scan	Nothing - all staff excellent
Gateway C	Explained what would be happening at each stage and I was greeted with a smile	
Gateway C	Everything	Nothing
Gateway C	Polite and explained what will happen today in a thorough and kind manner	Nothing
Gateway C	Very professional service	
Gateway C	Friendly service	

Gateway C	Nice welcome very friendly	Long time in changing cubicle, vein selection proved difficult
Gateway C	Warm, friendly and very patient	Nothing
Gateway C	Explained everything, made me feel at ease	Nothing
Gateway C	Kind, caring, explained everything that would happen	Nothing
Gateway C	Very helpful, kind, kept to time	Nothing
Gateway C	No waiting time, pleasant staff, clean facilities	Nothing
Gateway C	Everything	
Gateway C	Made me feel at ease	Nothing
Gateway C	On time; staff more than helpful	
Gateway C	Everything, very helpful, informative, caring understanding	Nothing
Gateway C	Everything	Nothing
Gateway C	Very pleasant staff, warm welcome, relaxed ambiance, professional treatment as an individual and not a number	
Gateway C	Everything - pleasant staff, kept informed while having scan, no waiting	
Gateway C	Made sure I was as comfortable as possible during each scan.	
Gateway C	Very polite, professional and understanding.	
Gateway C	Very good, welcoming, excellent information	
Gateway C	Very friendly and carefully explained everything.	Nothing
Gateway C	Very friendly staff, put you at ease. Prompt and efficient.	Nothing really
Gateway C	Very friendly. Put me at ease. Lovely staff. Informative. Very efficient.	Nothing
Gateway C	Friendly, helpful, on time, pleasant.	Nothing
Gateway C	Everyone was extremely nice and helpful.	Nothing
Gateway C	Friendly, caring, nice nurse	Nothing
Gateway C	Good	Nothing
Gateway C	Very friendly staff who put me at ease straight away whilst maintaining a professional manner.	Nothing
Gateway C	Everything ran very smoothly and felt in good hands.	Would have liked my mum with me for the 30 minute waiting time
Gateway C	Everything. Made me feel comfortable.	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	
Gateway C	Everything	Nothing
Gateway C	Welcoming. Punctuality.	
Gateway C	Seen very quickly. Excellent communication	
Gateway C	A very warm welcome and very polite. All staff friendly. Building and toilets very clean. Very efficient and prompt with time.	
Gateway C	The team has been brilliant. AL and Dr A have been brilliant.	
Gateway C	Punctual and efficient, friendly and polite.	
Gateway C	In every aspect. Didn't wait too long for someone to see me. The staff were very friendly.	Just continue providing excellent customer service.
Gateway C	Seen on time	
Gateway C	Time	No
Gateway C	Everything	No
Gateway C	Seen on time nice staff	Parking fee
Gateway C	Welcoming staff	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Everyone	Nothing
Gateway C	Staff introduced themselves	Nothing
Gateway C	I like it here in this hospital	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Meet and greet excellent.	Nothing
Gateway C	Everything	Nothing
Gateway C	Met and greeted well. Everyone makes you feel comfortable	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything fine	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Seen on time	Nothing
Gateway C	More information	Nothing
Gateway C	Made me laugh	Nothing
Gateway C	Good customer service and info given was good.	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Everyone	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Nice staff	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Quick service	Nothing
Gateway C	Everyone	Nothing
Gateway C	Everything	Nothing
Gateway C	Everything	Nothing
Gateway C	Very good service	Nothing
Gateway C	Quick and professional service	Nothing at all
Gateway C	Everything	
Gateway C	Very good service	Nothing
Gateway C	Very good service	Nothing
Gateway C	Everything was great	Nothing
Gateway C	Excellent service by all staff	Not a thing
Gateway C	Very polite staff	Nothing - everything done well
Gateway C	Everything	Nothing
Gateway C	Everything. 10/10service	Nothing.
Gateway C	All very good staff are lovely	Nothing to report
Gateway C	Everything	
Gateway C	On time	Staff
Gateway C	Been seen before appointment time	Don't know
Gateway D	Always polite and happy	
Gateway D	Everything	Nothing
Gateway D	Everything	Nothing
Gateway D	All very efficient	
Gateway D	Looked after me	
Gateway D	All	No issues
Gateway D	Everything	Nothing
Gateway D	Clean, quick	
Gateway D	Everything	Nothing
Gateway D	Good care, service	None
Gateway D	Everything very good	Nothing
Gateway D	Prompt attention	
Gateway D	Very well	Not much
Gateway D	Friendly staff	Waiting times
Gateway D	Everything - as it is every time I have been	
Gateway D	Friendly and approachable staff. Seen promptly.	
Gateway D	I was booked in very quickly and I was seen on time.	
Gateway D	Once in it went quick.	Was a bit late
Gateway D	I was seen on time and the consultant was very helpful, everybody very helpful.	
Gateway D	No waiting, good explanation, very pleasant manner, prompt attention by physio after	
Gateway D	Explained everything in great detail	
Gateway D	Punctual, polite, professional	

Gateway D	Everything	
Gateway D	Nice and early	
Gateway D	Very welcoming staff giving precise information. Very quick service. Lovely people.	
Gateway D	Everything	Nothing
Gateway D	Nice clean centre. Pleasant staff, short wait.	
Gateway D	Friendly and helpful	Nothing
Gateway D	Very helpful and kind	
Gateway D	Professional and efficient staff.	
Gateway D		Everything fine
Gateway D	Everyone was very helpful and polite and courteous.	Timing board said running on time but was 30 mins delay.
Gateway D	Always so lovely and thoughtful.	
Gateway D	On time, very efficient.	Nothing
Gateway D	Efficient and friendly.	Drinks machine in waiting area?
Gateway D	Looked after me. Kept me informed at all times.	Keep up the good work.
Gateway D	Brilliant nurses and doctor. Swiftly seen.	Nothing
Gateway D	I was early for my appointment and was seen very quickly.	
Gateway D	Understanding, informative, easy to bring up questions.	Nothing
Gateway D	Great at reception all the way through to the end of the visit.	Not much.
Gateway D	Nice, clean, friendly place. All staff very helpful and nice.	Keeping to appointment times.
Gateway D	Drink on arriving. Pleasantness. Quick.	
Gateway D	Excellent, polite, well informed and helpful staff. Coffee a very welcome extra	
Gateway D	Made pain disappear and the muscles (shoulder) became stronger	
Gateway D	Everything from start to finish. Nurses friendly. Mr D fantastic as he has put my mind at rest.	
Gateway D	Staff polite, consultant Mr P pleasant and information clear and good	Can't think of anything
Gateway D	On time, very efficient and operation explained well with all options.	
Gateway D	I found all staff to be cheerful, polite and helpful.	Nothing
Gateway D	Very well. No problem at all. Appointment on the dot. Excellent.	
Gateway D	Mr P and his team repaired two areas in my foot over a 2- 3 year period. The care they gave me was fantastic and I cannot thank them enough	
Gateway D	S has been amazingly supportive, friendly and approachable throughout out pre-op visits etc. to the Circle.	Prepared me as my husband's full time carer and wife for the fear that we would not be together
Gateway D	Look after me well	Not a lot
Gateway D	You made me fell very welcome and gave confidence	
Gateway D	This is my 2nd visit and on both occasions I was seen on time by efficient and pleasant staff	
Gateway D	Appointment on time	None
Gateway D	Seen on time	Could not be better
Gateway D	Efficient and on time	Nothing
Gateway D	Check ins	Nothing
Gateway D	Punctual	
Gateway D	Punctual - good service by everyone	
Gateway D	Good service	
Gateway D	Everything	
Gateway D	Very polite staff	35 minutes late from booking in at reception to being taken through to another waiting room
Gateway D	Explained fully the situation, nurse was very helpful	Not much
Gateway D	All staff extremely polite and efficient as always	
Gateway D	Detailed description of what was required to monitor progress	Nothing
Gateway D	Appointment on time and the clinican took the time to explain the treatment available which may be needed in the future	
Gateway D	Everything	Nothing
Gateway D	got appointment very quickly, parked easily, seen quickly	Nothing
Gateway D	Everything	None
Gateway D	Everything	
Gateway D	Everytime I have been to this department all of the staff are most kind	
Gateway D	Friendly and polite	Nothing
Gateway D	Everything	Nothing
Gateway D	Lovely care from nurse, and Mr C amazing; immediate referral for advice from physio, always very approachable	
Gateway D	Treated me well, very good, listens to you	Could not be any better
Gateway D	Consultant listened, was very helpful and seemed to care	
Gateway D	From front desk through to nurse extremely professional, Mr C and registrar explained everything	No
Gateway D	All staff very helpful and polite	
Gateway D	Very well. Thank you	
Gateway D	Everyone was efficient and helpful	Not much
Gateway D	Everything	
Gateway D	Very professional & friendly	Nothing
Gateway D	My treatment throughout	Nothing
Gateway D		Waiting times every time I come to this gateway are always running late
Gateway D	Explained everything twice	Time of appointment
Gateway D	The whole process was efficient, friendly and welcoming	
Gateway D	Friendly staff	Better time keeping. 40+ minute wait is not acceptable
Gateway D	Consultant was very competant	Appointment was for 2.50 well over 2 hours waiting - poor comms
Gateway D	Explanation and benefit of special exercises for my condition	
Gateway D	Everything	Nothing
Gateway D	Explained things well, polite, professional	
Gateway D	All pleasant and professional	
Gateway D	Polite and efficient	Nothing
Gateway D	Pleasant, very polite from reception staff - clinic staff	Reduce waiting times
Gateway D	Pleasant experience	
Gateway D	Clear explanation and friendly approach. All questions answered fully	Nothing
Gateway D		Time keeping could have been better
Gateway D	Everything	Nothing
Gateway D	Punctual appointments, quick response time for procedure.	Consultant needs to explain the problem and procedure slowly and clearly please.
Gateway D	Efficient, friendly and totally professonal throughout.	Nothing, everything was first class.
Gateway D	All staff were extremely polite and friendly. they put you at ease. Back from x-ray before appointment time!	Nothing thank you, all areas appeared very clean. Entrance from front not signed well enough - I thought it was a car park!!
Gateway D	The staff were absolutely fanastic	
Gateway D	Friendly, welcoming attitude. Very helpful. Made me feel like a human being and not just a number.	Nothing.
Gateway D	All very efficient. Thank you. Nice building too - less hospitality!	N/A - maybe better coffee!
Gateway D	Everything.	

Gateway D	N was extremely helpful. He booked into the problem from different angles. Very polite and approachable.	
Gateway D		It seems I have been referred to someone who can't help with this problem, after waiting two months and missing todays pay.
Gateway D	Explained everything in detail, was able to ask questions and not feel rushed. Staff very welcoming. Mr C a highly humble person and genuinely takes care of patients. Makes them feel they are important.	
Gateway D	Explained clearly treatment needed.	Nothing.
Gateway D	No issues at all	
Gateway D	Good service.	
Gateway D	Explained things well.	
Gateway D	Quick	Nothing
Gateway D	Polite staff	
Gateway D	Everything	Nothing
Gateway D	Everything	
Gateway D	Everything	Nothing
Gateway D	Everything	Nothing
Gateway D	Explained everything really well.	
Gateway D	Staff very nice	
Gateway D	Everything	Nothing
Gateway D	Reassurance and understanding. Good explanation. Very good service.	Nothing
Gateway D	Everything from start to finish	Nothing in my opinion
Gateway D	Everything - can't fault the service from start to finish.	
Gateway D	My operation and aftercare was second to none. Very friendly surgeon and staff.	
Gateway D	Look after me very well. All staff did their job very well. Thank you all very much.	Keep it up
Gateway D	The doctor and staff very understanding. The carpal tunnel op has gone well. Such a relief.	
Gateway D	Prompt appointment schedlued, next course of treatment fully explained	Nothing comes to mind
Gateway D	Brilliant surgeon. My thumb is like new. Friendly staff, physio, anaesthetist, nurses. Room and amenities better than any private hospital. Everything marvellous. Well done.	
Gateway D	Everything. Very caring and polite staff.	
Gateway D	Everything	Nothing
Gateway D	Everything was great - staff very helpful	
Gateway D	Everything. Very friendly, helpful staff. Efficient. Everything was great. Very smooth from start to finish.	
Gateway D	Everything	Dignity sheets please!
Gateway D	Everything. Greeted well, polite staff and knowledgeable nurses.	Nothing
Gateway D	Explain a lot about the operation.	Nothing
Gateway D	Efficient, informative, friendly and professional.	
Gateway D	Speed of appointments. Speed on day of consultations.	
Gateway D	Very friendly and efficient. Very nice environment in waiting area.	
Gateway D	Efficient, friendly, no fuss.	
Gateway D	Friendly, efficient staff.	
Gateway D	Speedy and efficient.	
Gateway D	Very efficient and friendly	
Gateway D	Seen on time. Saw consultant. Satisfied with service. Staff helpful and friendly.	Parking was difficult
Gateway D	Very prompt from start. Clear explanations from the consultant.	All good
Gateway D	Extremely punctual, professional team attitude from reception to consultant.	Keep doing the same
Gateway D	Everything	
Gateway D	Staff politeness	Better timing
Gateway D	Everything	
Gateway D	Timing and courtesy	Providing enough light to read this form, hot drinks
Gateway D	Everything - staff are lovely	Nothing
Gateway D	Friendly staff, kept me posted on long delay	Reduce waiting time
Gateway D	Everything they did, they did well. The consultant was excellent	
Gateway D	Made sure I was seen even though my appointment had apparently been cancelled	Call people to ensure they receive communication
Gateway D	Mr W explained everything that needs to be done	Nothing
Gateway D	Explained problems	
Gateway D	My thanks	
Gateway D	Consultation	
Gateway D	Very well	No
Gateway D	Everything	Not a lot
Gateway D	Constant attention and prompt service.	
Gateway D	Kept to appointment times.	Nothing
Gateway D	Everything	Can think of nothing
Gateway D	Everything	Nothing really
Gateway D	Did best to find problem with hand	Nothing
Gateway D	Efficiency and politeness	
Gateway D	Everything from entry to leaving. Very efficient. Well done.	Nothing
Gateway D	Very friendly and caring. Did not feel rushed. Lovely people who work there.	
Gateway D	Reception service very good. Physio team very good. Mr O also very good - very reassuring and compassionate.	
Gateway D	Personable staff, knowledgeable, everything is really pleasant and relaxed.	
Gateway D	Friendly staff, provision of facts.	I would have liked more information about options available to me before the appointment so I could have had time to evaluate everything.
Gateway D	Everything	
Gateway D	Everything	No
Gateway D	Polite	
Gateway D		Nothing
Gateway D	Everything	Nothing
Gateway D	Everything	Nothing - everything was of the highest standard and I am very pleased with my treatment
Gateway D	On time, friendly and efficient	Nothing
Gateway D	Care and treatment	Nothing
Gateway D	Good service and polite	
Gateway D	Everything	Could not do anymore
Gateway D	Everything	
Gateway D	Examination/X-ray right toe joint	Everything okay, good communication and quick
Gateway D	The whole thing including preparing me for the operation and explaining the process	N/A Mr P is absolutely a people centred person
Gateway D	Friendly staff. Clean. Somewhere to have coffee.	Wait times.
Gateway D	Friendly smile, welcome	Nothing
Gateway D	Always on time. No waiting;.	
Gateway D	Very quick	
Gateway D	Very polite, pleasant and friendly staff	Nothing really, always happy with visits to the Treatment Centre
Gateway D	Everything you did was first class	
Gateway D	Very helpful advice, friendly and kind	
Gateway D	Efficient process	Better time keeping re appointment waiting 45 minutes after appointment time

Gateway D	Wait wasn't too long	Been on time!
Gateway D	Staff very welcoming and helpful	
Gateway D	You all got manners and treated me with respect	Coffee machine
Gateway D	Friendliness of all staff exemplary. Mr P very direct and to the point; HL radiologist very nice also.	Slight time delay from booking in to being seen 20-25 mins
Gateway D	Good, caring approach	
Gateway D	Assessed problem quickly and set me up for tests to sort out my problem	
Gateway D	X-Ray and consultant attended to my right foot. All in good time.	Nothing!
Gateway D	The whole service excellent.	
Gateway D	Seen slightly late but was explained.	Maybe a web page with updates if running late.
Gateway D	Politeness.	Informed more about lateness.
Gateway D	Friendly, professional and efficient.	
Gateway D	Excellent care from start to end.	Gateway G Receptionist on 22 February 2016 sent my husband to a different area of the building when he came to pick me up. One stitch was very deep and painful on removal.
Gateway D	Friendly staff.	Very long time between patients.
Gateway D	As always premises spotless. We used the coffee bar with very good food. All staff helpful.	
Gateway D	Just being very friendly.	
Gateway D	Good	Nothing
Gateway D	Everything	Nothing
Gateway D	Everything	Nothing
Gateway D	Everything	Nothing
Gateway D	All treatment	
Gateway D	Everything	Nothing
Gateway D		No
Gateway D	Very good	
Gateway D	Everything	
Gateway D	Everything.	Dont have any negative feedback.
Gateway D	I was looked after very well by the staff who were all very nice and polite.	Nothing.
Gateway D	Everything	Nothing
Gateway D	Everything.	Nothing. Everyting top hole.
Gateway D	Efficient and quick.	
Gateway D	Welcoming and smiling reception staff. Lovely X-ray staff who were informative as well.	I cannot think of anything
Gateway D	Extremely nice and friendly doctor and staff.	12 weeks between MRI and follow up appointment.
Gateway D	Very friendly and helpful and thorough	
Gateway D	Very welcoming staff and appointment on time.	
Gateway D	Was seen very quickly, listened to what was wrong.	
Gateway D	Friendly	Be a little bit quicker
Gateway D	Everything was good	Very good service
Gateway D	Quickly seen to and polite	
Gateway D	Very good from my operation thgrough to my follow up appointments and physio	
Gateway D	Very efficient, polite and respectful	
Gateway D	Good/quick service	
Gateway D	Quick efficient service, friendly staff	
Gateway D		Waiting times were terrible. 50 minutes late on appointment time (board said 30 minute delay)
Gateway D	From start to finish, all staff were and have been extremely good to me.	
Gateway D	Polite, helpful, caring.	In my opinion, you do a great job.
Gateway D	Friendly receptionist, nurse and consultant. Mr G explained all options of the operation. I decided not to proceed at present but have an open appointment if I don't improve as anticipated.	
Gateway D	Our doctor referred us for the wrong thing. Doctors here tried to refer us to the right doctor but failed. But was kind of them to try.	
Gateway D	Excellent care overall. All staff friendly and helpful.	
Gateway D	Prompt to inner waiting room but then 40 minutes later than appointment time to see doctor	
Gateway D	You were extrememly fast in seeing me and the whole staff network seem to be working very well together. Well done.	I honestly don't think in my experience you could of done anything better
Gateway D	Ambience excellent. Good timekeeping. All the staff introduced themselves. Well done.	
Gateway D	Went very quick	Was missed off xray card - waiting quite a while, but they apologised once had xray
Gateway D	Everything! Explained everything in detail ref the key hole surgery and today the consultant Mr K was excellent and let me know in detail what had been done and was able to refer me back to Lincoln.	Nothing
Gateway D	Efficient	Would have liked to speak to consultant after procedure
Gateway D	All! I feel well cared for	
Gateway D	Dr V helpful	Been on time
Gateway D	Polite, friendly staff	Today a half hour wait before xray but perhaps there were reasons
Gateway D	Gave me all the information needed. Very lovely staff, very helpful.	
Gateway D	Dr K was very courteous and thoroughly explained everything	
Gateway D	Went through quickly. Friendly staff.	Nothing
Gateway D	Everything on time	Everything excellent
Gateway D	Everything possible to relieve pain in my shoulder, fully explained the problem	Nothing
Gateway D	Everything	
Gateway D	Fix me up with appointment even though I wasn't on the system.	Had appointment by letter then it wasn't known. Needs attention.
Gateway D	Completely satisfactory. All staff members were polite and professional, and treatment successful.	Perhaps improve on your waiting
Gateway D	Very friendly team	Not a big worry to me as expect to wait - but lots of other patients complaining of wait time 40 mins plus.
Gateway D	Appointment times and leaving no stone unturned.	Actually find what's wrong
Gateway D	Everything very polite. All questions asked were answered.	Not a lot
Gateway D	Everything	Nothing
Gateway D	Everything - very friendly, informative and improved my condition as much as possible	Nothing
Gateway D	Everything	
Gateway D	Doctor is really good. I'm very satisfied	Nothing
Gateway D	No faults.	Nothing
Gateway D	Care and good advice.	Nothing
Gateway D	Kept informed	
Gateway D	Friendly and efficient service. Pleasant surroundings.	
Gateway D	Light airy building. Air con on. Staff brilliant and appointment on time.	
Gateway D	Very friendly, helpful.	
Gateway D		Less waiting time
Gateway D	Kept me informed	
Gateway D	Everything - lovely welcome, keeping me updated as consultant running late.	
Gateway D	Everything in a professional manner	Nothing I can think of

Gateway D	Appointment presentation is outstanding, great environment, staff are lovely and professional	
Gateway D	You listened and explained well	No
Gateway D	Always helpful and friendly	
Gateway D	Everyone was nice and caring	
Gateway D	Everything	Nothing
Gateway D	Everybody was so nice and friendly and there was very little waiting time. I was so pleased	
Gateway D	Efficient, communicated well, polite and happy to help	Waiting area warm and stuffy
Gateway D	Efficient, friendly, clear explanation of treatment and follow up	Nothing
Gateway D	Seen on time, lovely staff	Great service
Gateway D	Staff were helpful, friendly and informative	The free coffee seems to have disappeared
Gateway D		Communicate - information not passed on, two phonecalls should not have been necessary
Gateway D	Efficient	
Gateway D	Lovely doctor, very patient and understanding	Parking
Gateway D	For the first time, called in early - well done to all	Nothing - everything fine staff polite and friendly
Gateway D	Good advice and time keeping	Nothing
Gateway D	Polite staff, welcoming environment	
Gateway D	Appointment on time, good clear instructions, receptionist very good	
Gateway D	Time efficient, Mr C excellent patient care and a friendly approach	
Gateway D	Good service, pleasant staff	
Gateway D	Everyone very polite and was on time for my appointment	
Gateway D	Very personable, helpful, good practical advice	
Gateway D	Excellent service from my arrival to departure	
Gateway D	Professional, polite, courteous and understanding	
Gateway D	Really nice pleasant and helpful in explaining all the exercises	I don't think you could do better
Gateway D	Work with my bone	No
Gateway D	Seen quickly - friendly and informative	
Gateway D	Everyone pleasant and on time	Can't think of anything
Gateway D	Everything	
Gateway D	Everything	
Gateway D	Very kind consultant who explained things well	Nothing
Gateway D	Treatment brilliant, consultant brilliant	
Gateway D	Good advice and help, exercise helped with strength recovery	
Gateway D	Everything	Not really
Gateway D	Recognised that I want to return to playing sport and at appropriate sessions gave exercises to help that	Nothing really, very satisfied
Gateway D	Courteous and pleasant as per each visit, comfortable waiting area	I had to wait 40/45 minutes to go through for measurements then another 10 minutes before seeing doctor
Gateway D	N was extremely helpful, made me feel very comfrotable and his knowledge and helped work wonders	
Gateway D	Mr G excellent	
Gateway D	Seen on time, did not wait long	Nothing
Gateway D	All in time	Very impressed with service
Gateway D	Looked after me all the way, excellent doctor	
Gateway D	Examined knees, xrayed, reassured	
Gateway D	Being very informative about the reasons for the pain and providing detailed exercises to perform at home	Nothing
Gateway D	Seen in a timely manner	Nothing
Gateway D	Quick and efficient staff	Nothing
Gateway D	Communication polite	
Gateway D	Very helpful, courteous, friendly	Nothing
Gateway D	The whole service	Very little
Gateway D	Prompt attention. Helpful receptionists all within one place, all done at one time.	
Gateway D	Talked through the problem. Offered advice and help.	Nothing, brilliant service.
Gateway D	Everything.	Nothing.
Gateway D	Looked after me very well.	None
Gateway D	Extremely helpful.	
Gateway D	Very friendly. Asked if I wanted a drink which was great. Youre never forgotten about. I have been coming to Gateway D for 2 years on and off for physio and have the most amazing physio.	
Gateway D	I have always been looked after very well.	Nothing.
Gateway D	Customer service.	
Gateway D	Very well, good advice.	
Gateway D	Very little waiting, good friendly staff.	
Gateway D	Everything	
Gateway D	Once I went back in to ask, the doctor explained to me what the next steps were and why. Also a quick service.	Initially, the doctor asked me questions then gave me a piece of paper to hand to someone else then sent me away with no explanation. At no point in the process did anyone explained what was happening. I had to request to go back in and ask.
Gateway D	Appointment salways on time or early!	Nothing
Gateway D	We was seen very soon.	
Gateway D	Short visit.	Nothing.
Gateway D	Everything - professional, friendly.	None.
Gateway D	All	
Gateway D	Staff were polite, explained treatment and waiting times.	
Gateway D	Friendly greeting. Very much on time with my appointment.	
Gateway D	Excellent treatment.	
Gateway D	Staff very pleasant and helpful.	
Gateway D	Appointment on time	
Gateway D	Everything. All okay.	
Gateway D	Everything	
Gateway D	Everything	There is nothing else - you are perfect.
Gateway D	Everything	Called the names louder for the hard of hearing, voices too soft. But otherwise everything lovely.
Gateway D	Everything	Nothing we were aware of
Gateway D	Explain and massage	Nothing
Gateway D	Professional job	Nothing
Gateway D	Everything and the cappuccino was great	Nothing
Gateway D	Very welcoming. Didn't have to sit around waiting.	Nothing
Gateway D	Friendly. Helpful information. Caring.	Nothing
Gateway D	Very well, quick efficient service.	Couldn't have
Gateway D	I was never kept waiting for my appointment. My physio was very professional. I'm really satisfied with my treatment.	Nothing
Gateway D	Receptionist on "D" very friendly and polite, as was Dr B's nurse.	Think procedure for parking with blue badge should be explained in appointment letter as I was unaware and had to go back to car park to fetch photo card from car causing extra pain to-ing and fro-ing.
Gateway D	Dr S listens to what I have to say and understands me.	Apologised for being late.
Gateway D	Friendly staff.	Was asked to attend early but then had to wait until appointment time. Could have stayed at home.
Gateway D	Warm care. No waiting. Efficient.	Nothing
Gateway D	Excellent treatment	Nothing

Gateway D	Everything - arrived early, seen straightaway, well looked after.	Nothing
Gateway D	Everything was good	Nothing
Gateway D	Everything	
Gateway D	Everything	I cannot find fault with the service
Gateway D	Everything was done with speed and efficiency	
Gateway D	Having appointment on time.	
Gateway D	What a beautiful place. Everybody smiley and helpful. A very good consultation.	
Gateway D	Exercises very helpful explained everything clearly.	Am pleased with my care and treatment
Gateway E	Dr E was extremely lovely, her manner and also her professionalism was second to none	
Gateway E	Today everything	
Gateway E	Everything	
Gateway E	In every way	
Gateway E	Friendly, polite staff	
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing
Gateway E	From a-z	
Gateway E	Everything	Nothing
Gateway E	Smiled	Nothing
Gateway E	Explained things well	
Gateway E	Everything	Nothing
Gateway E	Arriving early receptionist arranged for us to go through (though we didn't get to see doctorr earlier). Good explanation by nurse and consultant.	All good.
Gateway E	Lovely staff and clean area.	All brill
Gateway E	Time and treatment excellent.	Nothing
Gateway E	Tell me what it was all about.	Nothing
Gateway E	Very friendly and helpful. Polite and considerate.	
Gateway E	Everything	Nothing, I do appreciate all that is done. Thanks
Gateway E	Punctual, friendly and efficient	
Gateway E	Very friendly, informative and caring. Very clean also.	Nothing! Slight issue appt time one hour late. No big deal though
Gateway E	Everything as always - lovely nurses and consultants, professional and polite at all times. So friendly	Nothing at all
Gateway E	Everything	No
Gateway E	Very efficient, staff very caring and polite. The department is very comfortable, the drinks service is great!	Nothing
Gateway E	Care and attention	Nothing. All ok.
Gateway E	Looking after elderly patient	
Gateway E	Everything	Nothing
Gateway E	Very happy with all aspects of my treatment, many thanks	In my opinion everything is well done
Gateway E	Everything	Nothing
Gateway E	Very thorough and attentive	
Gateway E	Everything	
Gateway E	Pleasant staff	Nothing
Gateway E	Very good	Nothing
Gateway E	Smile	
Gateway E	Very efficient	
Gateway E	Very thorough and attentive	
Gateway E	Prompt, courteous	
Gateway E	Pleasant and welcoming	
Gateway E	All staff friendly and helpful; good time keeping	
Gateway E	Overall excellent service	
Gateway E	Took my blood pressure the old way which put me at ease, helpful, kind, polite	
Gateway E	Brill	
Gateway E	Efficient, kind, very happy, with how my day went	Nothing
Gateway E	Very kind and caring, made me feel better	Can't think of anything
Gateway E	All very good	Nothing
Gateway E	Clean, easy, welcoming	
Gateway E	Appointment on time, staff very professional but friendly	Nothing
Gateway E	Brilliant, everything explained well	Nothing
Gateway E	9.5/10	Keep to appointment times
Gateway E	Professionalism and politeness of the staff.	
Gateway E	Very attentive, friendly staff, good team overall.	Need clock in Gateway E reception.
Gateway E	Able to see Dr G who is extremely good and knowledgeable. Tea/coffee good.	
Gateway E	All industries and services rendered.	
Gateway E	Friendly helpful staff	
Gateway E	Everything	More parking
Gateway E	Very quickly seen	
Gateway E	All aspects - preparation, consultation, blood test and reception	
Gateway E	Friendly and welcoming.	
Gateway E	Everything was very good.	Nothing.
Gateway E	Gave me information about the new drugs that I shall be taking.	
Gateway E	Everything.	
Gateway E	Very efficient and streamlined. On time.	
Gateway E	Seen straight away.	
Gateway E	Everything	
Gateway E	Everything	
Gateway E	Everything	
Gateway E	Everything	Nothing
Gateway E	Everything	
Gateway E	Everything	
Gateway E	Everything	No
Gateway E	Everyhting	None
Gateway E	Everything	
Gateway E	Everything	Nothing
Gateway E	Everything	
Gateway E	All	None
Gateway E	Everything	Nothing
Gateway E	I was seen very quickly.	
Gateway E	Staff very good	
Gateway E	Everything is brilliant	Nothing
Gateway E	Everything	Nothing
Gateway E	Speedy waiting time	Nothing
Gateway E	Seen promptly. Friendly staff.	Nothing
Gateway E	Exceptionally well	Nothing
Gateway E	Reception; nursing; doctors; pharmacy	Nothing
Gateway E	Making me feel very welcome and at ease.	Nothing
Gateway E	Very pleasant and thorough	Nothing
Gateway E	Everything was brilliant. All staff and doctors excellent.	Nothing
Gateway E	Nice environment, friendly staff, clean and airy.	
Gateway E	Always punctual, very friendly and it's always a stress-free visit.	
Gateway E	Air of efficiency. Kind and friendly staff	
Gateway E	Friendly, helpful, kept to time.	Notes and results from last visit were not available to start consultation
Gateway E	Very friendly and well organised. Everything explained very clearly.	I don't think you could have done any better
Gateway E	Listened and action plan of treatment agreed	Kept to time
Gateway E	I felt comfortable and at ease, all the staff are friendly and professional	Nothing
Gateway E	Everything was very professional. Excellent service.	Nothing
Gateway E	Welcome. On time. No delays. Friendly	Nothing
Gateway E	Informative and friendly. Made you feel relaxed.	Nothing

Gateway E	Listened, understood. No waiting time.	Nothing
Gateway E	On time. Treatment.	Nothing
Gateway E	Very friendly and reassuring.	Nothing
Gateway E	Very well. It's always a pleasure to visit this department. Caring, helpful and everything explained fully by consultant.	Nothing
Gateway E	Helpful, friendly, informative.	Nothing
Gateway E	Quick to be seen. Very friendly and kind staff, from reception to nurse.	Nothing
Gateway E	Polite. On time. Treated like a person not a number. Explained things clearly. Felt we had time to ask things.	
Gateway E		Appointment was changed but notification of changed not received. Could email be used as a reminder?
Gateway E	Prompt, attention, pleasant waiting area.	
Gateway E	The whole experience. Staff extremely welcoming.	
Gateway E	Quick; efficient service; helpful staff	
Gateway E	On time, very friendly staff, environment and surgery/waiting toom pleasant surroundings.	
Gateway E	Meet and greet, explanation and communication.	
Gateway E	Polite, timely, efficient staff. Nice waiting area, etc.	
Gateway E	Staff are good and polite and helpful.	Not a lot
Gateway E	Calm manner, friendly, reassuring, good listener	Nothing
Gateway E	Everything	
Gateway E	Quick service, friendly staff	
Gateway E	Everything	Nothing
Gateway E	Quick	Nothing
Gateway E	Everything always	Nothing
Gateway E	All of it	
Gateway E	Talked about the process and what to do next regarding follow up appointments	
Gateway E	Treatment services	
Gateway E	The whole visit	
Gateway E	Excellent care	
Gateway E	Excellent care	
Gateway E	Pleasant, kind staff.	
Gateway E	Everything. Dr P superb.	
Gateway E	I was seen to very fast	Nothing
Gateway E	Punctual, pleasant, helpful	
Gateway E	Extremely courteous/kind.	Keep it up
Gateway E	Happy, friendly nurses and doctor.	
Gateway E	Hyperparathyroid treatment.	
Gateway E	Quick to be seen. Really friendly. Very clean.	
Gateway E	Explained the procedure clearly in a way that was easy to understand	I can't think of anything.
Gateway E	I was seen to on time. Everything was perfect.	Nothing
Gateway E	Each stage from start to finish, dealt with in a friendly and professional way. Always a great experience considering the reason for the visit.	
Gateway E	Appointment on time. Friendly staff across the board.	
Gateway E	Everything was quick and everything explained. Perfect treatment.	Nothing
Gateway E	Very friendly, welcoming. Lovely atmosphere.	
Gateway E	Thank you for being so nice to my daughter and putting us at ease.	
Gateway E	Seen quickly	
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing
Gateway E	Prompt and efficient	
Gateway E	Everything	
Gateway E	Listened, good support	Nothing
Gateway E	Always friendly	Nothing
Gateway E	Very efficient	Nothing
Gateway E	Very friendly staff	
Gateway E	Efficient, warm and friendly	Nothing
Gateway E	Excellent service. Keep it up!	
Gateway E	Seen quickly and friendly staff	Nothing
Gateway E	Everything	Nothing
Gateway E	The staff are very nice, helpful, informative and friendly	Nothing
Gateway E	From arriving everyone was polite and friendly	
Gateway E	Prompt and polite	
Gateway E	Lovely behaviour of staff members (PM and Dr S) all very helpful	
Gateway E	Clean, bright, comfortable seats, drinks machines	
Gateway E	Quiet environment and looks very clean. Staff helpful and friendly. Wonderful Dr Asha Srikanth who is going out of her way to help.	Most positive appt to date
Gateway E		Could have been informed about running late 30 mins late still waiting
Gateway E	Reshaped night splits so that I could wear them - did not fit my wrists when swelled and renewed day splints	Rheumatology could have requested an urgent OT appt as I could not use my inhaler, had problems taking medication, even making and holding a cup of tea etc as my hands were so painful following a flare up of arthritis. I had to wait seven weeks for this appointment taking my requested RhA helpline.
Gateway E	The consultant explained thoroughly to me the results of my test. The nurse was very friendly.	Nothing.
Gateway E	Dr S is WONDERFUL!!! Both professional and approachable. A very good communicator and exceptionally caring. A great addition to the already terrific Rheumatology department.	
Gateway E	Everybody extremely nice and helpful. Thank you.	
Gateway E	Everyone in this ward is very kind and helpful and efficient.	Nothing at all.
Gateway E	Pleasant surrounding and very nice staff.	Car park was full, had to use the overfill car park.
Gateway E	Lovely staff, relaxed surroundings.	
Gateway E	Great to see such a great team again, made to feel very welcome which makes such a difference.	Not a lot!
Gateway E	Courteous and helpful.	Keep up the good work.
Gateway E	Meet and greet.	Nothing
Gateway E	Everything was done well.	Nothing, excellent.
Gateway E	Very friendly helpful staff.	Ground floor entrance
Gateway E	Very efficient and quick.	Nothing
Gateway E	Made me feel well looked after, were kind and very helpful. It was a pleasant experience.	Nothing it was fine.
Gateway E	Times were quick to see Doctor.	Nothing
Gateway E	Care and consideration. Waiting time, very short.	
Gateway E	Appointment on time, polite staff.	Nothing
Gateway E	The nurse was very friendly and caring. The place is very clean.	Parking was good today. But needs more parking spaces, was very busy.
Gateway E	The service was very good the doctor and Polly were lovely I felt at ease with everything.	How can you improve on perfect?
Gateway E	Good prompt service.	
Gateway E	I had no negative problems with my visit - it was great.	I don't think so.
Gateway E	timing	
Gateway E	Everything	Nothing
Gateway E	Very good	Less waiting
Gateway E	Everything	
Gateway E	Made me feel at ease	Nothing
Gateway E	All staff polite	Nothing
Gateway E	Time management	Nothing

Gateway E	All things	None
Gateway E	Polite and seen to quickly	Nothing
Gateway E	Polite, saw me on time	
Gateway E	The visit was very professional and efficient. The staff were very helpful and friendly. A credit to the service.	
Gateway E	Quick service. Friendly reception and efficient handling by all staff. Free tea and coffee (very unexpected).	
Gateway E	Staff were very well presented, polite and friendly. Areas were clean and everything felt fresh.	
Gateway E	Friendly towards patients. Didn't wait very long in reception. First class.	Nothing
Gateway E	Very friendly, welcoming. Environment clean/bright.	
Gateway E	General advice during appointment is very helpful.	
Gateway E	The unit runs systematically in a very proficient way even when it's very busy. There is a lot of professionalism involved with staff.	The best is always in place.
Gateway E	Staff pleasant and friendly. Taken in on time (early actually!)	
Gateway E	Everything	Nothing
Gateway E	Everything	
Gateway E	Prompt in all areas	
Gateway E	Staff were polite and helpful. Student nurse I saw was very knowledgable.	
Gateway E	Listened and was very interested in how I was getting on	Nothing
Gateway E	Everything. Introduced ones self, explained thoroughly what was going to happen. Very kind, courteous, helpful. Makes one feel very comfortable (I'm a big lady). Very understanding, very caring.	Nothing
Gateway E	Very professional	Nothing
Gateway E	Friendly, efficient, caring	Keep up the good work
Gateway E	Everything! Very polite, helpful, patient with me, and explained all procedure thoroughly	Nothing!
Gateway E	Looked after me well	Nothing
Gateway E	Very nice and friendly staff	Nothing
Gateway E	Everything	Nothing
Gateway E	Looked after all our needs, thank you	No satisfied with the service we got
Gateway E	Caring, friendly staff. Very informative doctor. Thank you.	Nothing
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing
Gateway E	Dr P brilliant, very helpful and professional	Nothing
Gateway E	Everything, feel good, all ok	
Gateway E	Everything was very good. No complaints.	
Gateway E	Everything	
Gateway E	Everything	No
Gateway E	Courteous, polite and very friendly.	Nothing
Gateway E	Service	Nothing
Gateway E	Always make sure I understand.	
Gateway E	Polite, friendly customer service.	
Gateway E	Friendly staff.	
Gateway E	Everything	First visit to centre and very impressed
Gateway E	Very satisfied	Not much
Gateway E	Everything	No
Gateway E	Meet and greet and friendly	
Gateway E	Very quick to be seen and very friendly staff	
Gateway E	Everything - SS was really good and helpful	
Gateway E	Prompt and efficient treatment	
Gateway E	Extremely	
Gateway E	Thorough examination, listened - took his time	Nothing
Gateway E	The doctor was very pleasant and I was seen straight away	Nothing
Gateway E	Did not have to wait very long for my appointment	No
Gateway E	Everything	Nothing
Gateway E	Very prompt and efficient	
Gateway E	Kept well informed	
Gateway E	Everything and really polite	
Gateway E	Dr G is the most thorough doctor I have ever had to visit, even gave me information that I hadn't received from another department	Nothing
Gateway E	Friendly, timely	
Gateway E	Saw me on time, treated me nicely, listened and consulted with me	
Gateway E	Length of appointmen,t time to talk about everything thoroughly, team friendly, building bright and welcoming	Hooks on toilet doors
Gateway E	Was not kept waiting was seen before appointment time	
Gateway E	Very pleasant	
Gateway E	The staff were good at what they did	Nothing
Gateway E	Punctual, informed at beginning that consultant was running late	Nothing
Gateway E	Polite, friendly, on time, efficient	
Gateway E	presentation of department is very good, staff helpful and friendly	
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing at all
Gateway E	Friendly staff	
Gateway E	The greeting, booking in, going in to have my BP taken, etc. I felt relaxed and at ease	I think my consultant may have been a little late
Gateway E	Friendly, even though doctor running late was kept informed	
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing really, long wait for transport
Gateway E	Everything	
Gateway E	Always polite informative and friendly	
Gateway E	Greeting nurse was very polite and well informed	Nothing
Gateway E	All of it	Nothing
Gateway E	Fast, efficient and friendly	
Gateway E	Everything	No
Gateway E	Very polite	
Gateway E	Everything	
Gateway E	Everything	
Gateway E	Called at appointment time, nurse smiled and very friendly, called in to see consultant immediately	
Gateway E	Support staff are lovely	Very quick appointment - didn't really ask me many questions
Gateway E	Friendly, clean and efficient place to be	
Gateway E	Everything	Nothing
Gateway E	Seen quickly, professional	Nothing
Gateway E	Low waiting times	
Gateway E	Everything - all the team are great	
Gateway E	Courtesy, chairs, drinks, check in	
Gateway E	Everything	Nothing
Gateway E	Empathetic and cordial, interested manner shown by all staff	
Gateway E	My treatment has been first class as always by my NHS doctors nurses and clinician	
Gateway E	Everything - kind professional friendly	
Gateway E	Everything - excellent care	
Gateway E	I often visit and all staff are always warm and welcoming	Nothing
Gateway E	Everything	
Gateway E		I'm having this appointment 4-5 months later

Gateway E	Everything	No
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing
Gateway E	Everything	
Gateway E	Very friendly and informative	
Gateway E	Everything	Nothing
Gateway E	Very pleasant staff helpful and friendly	Nothing
Gateway E	Made you feel at ease very helpful	
Gateway E	You always did well	
Gateway E	Everything	Nothing
Gateway E	Explain well	Nothing
Gateway E	Seen before appointment time. Staff very friendly and informative.	
Gateway E	Overall, friendly and polite staff, advice and guidance throughout.	
Gateway E	Polite and well informed.	
Gateway E	Each person made me feel comfortable, desk and treatment included.	
Gateway E	Nice welcome, efficient treatment, no problems. Everything fine.	
Gateway E	Nurse and doctor were extremely friendly and put me at ease. Centre is very clean and bright, excellent facilities.	Nothing
Gateway E	Friendly, professional, treated with respect.	Nothing
Gateway E	Very friendly and efficient. Saw me at short notice and enabled me to carry on with life!	Nothing
Gateway E	Treatment and consultation without fault. Could we give a special thanks to Ricky on reception?	Nothing
Gateway E	Everyone was so friendly and I was seen straight away. Great service.	Nothing
Gateway E	Everything worked very well. Everything was okay.	
Gateway E	Everything	Nothing
Gateway E	Everything	Nothing
Gateway E	Everything - relaxing environment, friendly staff, tea and biscuits. All the staff made me feel at home.	Nothing really.
Gateway E	Everything fine	
Gateway E	Everything	Nothing
Gateway E	Everything	Very little
Gateway E	My doctor was lovely.	
Gateway E	On time. Efficient, professional, pleasant.	
Gateway E	Very polite	
Gateway E	Staff were extremely helpful.	
Gateway E	Friendly, helpful, caring and on time. Reassuring.	
Gateway E	Prompt appointment. Helpful. Polite. Answered questions.	
Gateway E	Well organised and on time. All staff have an excellent manner with patients.	
Gateway E		Make sure tracking system is working. I waited 50 minutes to see Dr M - only after my enquiry was I seen and told tracking system was at fault.
Gateway E	Very organised, caring, professional services, good knowledge	Be more available for patients
Gateway E	The procedure went well, the staff were friendly and kept me well informed throughout	Initial communication on the letter about being accompanied would be useful
Gateway F	Friendly and on time	
Gateway F	The discussion and procedure	Giving a date for the next appointment
Gateway F	Doctor was helpful, compassionate and gentle	
Gateway F	Made me feel comfortable with make consultant. Treated me at same time as consultation so no need for return visit	Nothing. Very friendly. Thank you
Gateway F	I arrived early for my appt. I was seen 25 mins earlier thanI was meant to. All staff brilliant and friendly. Avoided me any embarrassment and my dignity was priortised	Nothing. I was very happy and comfortable despite being nervous
Gateway F	Everything	No
Gateway F	Very friendly and informative.	Nothing.
Gateway F	Warm welcome, clear instructions and support throught procedure.	Pleased with treatment. T, J, M: they were brilliant with all care.
Gateway F	Everything - friendly, caring, helpful, informative, quick, reassuring, clean, great equipment, treated as individuals.	
Gateway F	Not too long a wait, ladies were very nice and fiend. Made me feel relaxed. The doctor was great, very gentle and reassuring.	
Gateway F	Made me feel comfortable and relaxed.	
Gateway F	Helpful.	Waiting times - 30 mins behind
Gateway F	Provide an environment that is friendly, welcoming and reassuring.	Nothing.
Gateway F	Everything	Nothing
Gateway F	Extremely friendly, kind reassuring made me feel at ease.	Nothing
Gateway F	Very calm. professional, informative	Nothing!
Gateway F	Information, friendly, nurses & staff were fantastic	No computer failure
Gateway F	I didn't wait for long and the doctor was friendly and also the nurses and well everyone was nice	Provide tea and coffee
Gateway F	Were very friendly	None
Gateway F	Everything. Informative, very friendly	Nothing
Gateway F	Everything	Nothing
Gateway F	Pleasant environment and people.	
Gateway F	Patient journey all very good.	
Gateway F	Fantastic! You are lovely people.	Nothing
Gateway F	Not as long a wait as I thought	Nothing
Gateway F	Explained very well what they were going to do. Were very friendly and efficient and gave me lots of information.	
Gateway F	Punctual; helpful; welcoming; professional.	
Gateway F	The receptionists and lady doing the scan are lovely.	Dr C focussed too much on weight loss and not the reason I'm here. I feel fed up and ignored, left with too many questions that need answering.
Gateway F	Everything - very supportive, helpful and kind.	
Gateway F	Reassured me when I was in pain and held my hand. Chatted to me during the procedure. Everything was explained clearly to me.	Nothing
Gateway F	Making me feel at ease. Thank you.	Nothing
Gateway F	All staff extremely personable and reassuring. Very attentive and everything is explained thoroughly	Nothing
Gateway F	Extremely friendly and supportive team - great care provided.	
Gateway F	Staff are patient, friendly and courteous. Mr G explained the symptoms and the treatment very clearly and patiently.	
Gateway F	Made me feel relaxed and reassured very pleasant ladies	
Gateway F	Informed and explained, caused no pain	
Gateway F	Excellent service, prompt, very helpful and informative	Nothing
Gateway F	Staff all friendly and accommodating.	Timing could have been better - 30 minutes late.
Gateway F	Very helpful clear instructions.	Nothing.
Gateway F	The doctor was very careful during the examination. I had an opportunity to ask all questions I wanted.	
Gateway F	Really helpful all staff	
Gateway F	Thoughtful, made to feel comfortable.	No

Gateway F	Good explanations, caring attitude	
Gateway F	Students, staff and all involved have been time and attentive	
Gateway F	Thorough questioning and understanding of symptoms	Decrease waiting times
Gateway F	very informative	
Gateway F	Everything, everyone was very friendly, courteous and very efficient	Nothing
Gateway F	Very nice and pleased to help	Nothing
Gateway F	Most helpful	
Gateway F	Care	All fine
Gateway F	Made me feel loads better, put my mind at rest	
Gateway F	Conducted all investigations in one quick session with minimal waiting time. The consultant took my concerns seriously and arranged follow up care.	Efficiency and speed almost compromised on putting patient at ease. Definitely good to appreciate it can be daunting! lovely consultants - very helpful.
Gateway F	Very friendly but long waiting time	
Gateway F	Explained everything very clearly and understood what was being said to me	
Gateway F	On time, very pleasant	
Gateway F	Doctor explained everything really well, nurses were really friendly and helped me feel relaxed	Waiting time - due to strikes - no fault of the department
Gateway F	W and C are amazing; made me feel much better during appointment	Was told appointment was 30 minutes delayed - my appointment was 10.35 and was not seen until 11.27
Gateway F	Everything was explained by the doctor, the nurses were great and made me feel comfortable	Provide thick and thin sanitary pads - I feel like I'm wearing a nappy
Gateway F	Made me feel comfortable and reassured me	
Gateway F	Everything	Nothing
Gateway F	Nurse very helpful, pleasant and happy	
Gateway F	Friendly and informative	
Gateway F	Extremely friendly and knowledgable staff, made my wife feel very relaxed when she felt aprehensive	
Gateway F	Dignified treatment, privacy retained	
Gateway F	Cheerful staff, attentive doctor, lovely nurse. I love the whole layout of the place.	
Gateway F	Polite, helpful, quick waiting time.	
Gateway F	The whole appointment and treatment was done exceptionally well.	Nothing
Gateway F	Listened to me. All very friendly and helpful. Nice experience.	Nothing
Gateway F	Made me feel at ease.	Nothing
Gateway F	Everything	
Gateway F	Welcoming, friendly, informative.	Nothing
Gateway F	I was immediately made welcome by MS and her team and I felt reassured and informed about the imprending procedure.	
Gateway F	Explained everything clearly so I had no concerns and understood everything. The staff were fantastic and put me completely at ease!	Couldn't have asked for anything else!
Gateway F		Nothing, the team were supportive, comforting and informative
Gateway F	Extremely friendly staff who reassured me throughout whole process. I was also given info on process prior to colposcopy and explained throughout	Nothing - extremely content with help
Gateway F	Nurses very supportive and made me feel at ease. Excellent.	Nothing
Gateway F	Very reassuring. Very patient about my nerves and explained everything extremely well.	Could not have done better
Gateway F	The patients care is extremely high here and sensitive	
Gateway F	Friendly and very efficient service, made me feel very comfortable and confident about what was happening	Nothing
Gateway F	Extremely pleasant staff throughout the whole consultation both in terms of putting me at ease, checking my medical information and keeping me informed about what was happening and the end result. Aftercare with a drink and just checking I was ok afterwards is second to none. I have received this treatment under North Devon Hospital Trust in the past and it did not even compare in terms of patient care and consideration!	Nothing.
Gateway F	Team are lovely, and do a good job keeping your mind off the treatment you are having. Thank you.	Nothing
Gateway F	Very friendly and explained things well	Nothing
Gateway F	Very friendly staff, reassuring	30 minute delay but guess not a lot can be done about that, at least was kept informed of delay
Gateway F	Everything	Nothing
Gateway F	Friendly, welcoming, make you feel at ease	Nothing
Gateway F	Very professional and friendly staff	Very happy with my appointment and the staff
Gateway F	On time, friendly and quick	None - it was spot on
Gateway F	Quick treatment, pleasant staff, good information	Can't think of anything
Gateway F	I was seen on time and all staff were friendly and professional	Improve customer service skills of front staff
Gateway F	Made me feel welcome and comfortable and kept my anxiety to a low level	Nothing
Gateway F	The nurses were brilliant, very friendly, helpful and welcoming and helped make me feel at ease.	The doctor was a bit stern
Gateway F	The clarity of the information and process which I was to undertake	
Gateway F	Excellent quality and very kind care	
Gateway F	Great service fanstastic staff	Nothing
Gateway F	Everything was done well, all staff very friendly and welcoming (receptionist, clinician, two ladies in the room with me - sorry don't know your job titles!); all made me feel at ease. Nice atmosphere. Friendliness between staff. I'm very grateful.	Nothing! A very good experience.
Gateway F	Very reassuring and kept me at ease by talking about every step	Nothing
Gateway F	Very welcoming, friendly staff that made me feel extremely confortable	
Gateway F	Everything. Very nice staff. I was feeling comfortable and relaxed during the treatment.	
Gateway F	The nurses were very comforting and reassuring, I was seen on time and the procedure was very quick. Plus I felt better being seen by a female doctor.	The doctor didn't have my previous notes so we went through my history, allergies, etc twice.
Gateway F	The nurses were lovely made me feel welcome and comfortable.	Don't think they could have done any better. They were fab
Gateway F	Excellent at - putting me at ease, making me smile in an otherwise uncomfortable procedure, keeping me informed	Appointment ran late (but I enjoyed the free time to sit with a book and no work!)
Gateway F	All the staff are very professional but friendly at the same time which helps you to relax	Nothing
Gateway F	Wonderful staff. It has made the experience much less frightening.	No. You've done such a good job.
Gateway F	Made me feel really relaxed	
Gateway F	I felt so well looked after, the nurses C, J and J were very welcoming and put me at ease instantly. What lovely ladies.	Nothing, biscuits and a mocha after are a great thing!

Gateway F	Reception, nurse and doctor fantastic	Running 50 minutes late which can't be helped but wasn't ideal
Gateway F	Nurses very friendly and gave a good explanation. Made me feel at ease.	Mr G seemed very friendly, however he didnt explain what he was doing during the colposcopy. I had silver nitrate treatment which was painful with no warning, I had to ask for an explaination from the nurse.
Gateway F	I am a very nervious person and the nurses that were with me, were very supportive, they informed me of what was happening the whole time and reassured me. Thank you	
Gateway F	Staff nurses were very friendly made me feel at ease. Doctor was very informative.	
Gateway F	Friendly , welcome	Nothing, brillant
Gateway F	Good information and communication. Staff very friendly especially the nurses	Nil
Gateway F	Went in very quickly. doctor explained procedure and was very gentle. Two nurses could not have been more supportive and kind. During the really sore part of biopsy, one nurse held my hand which helped me stay calm. I feel that the staff were all wonderful.	Absolutely nothing. Should be very proud of your staff, both expertise
Gateway F	Very friendly and helpful	More info regarding waiting time delays
Gateway F	Clear information,very reassuring staff. swift treatment and great kindness	waiting time
Gateway F	Made me feel at ease throughout examination	Nothing - everything was brilliant!
Gateway F	Informative, friendly and patient	
Gateway F	Good distractions from the nurses!	Nothing comes to mind
Gateway F	Very nice and helpful	Nothing to improve
Gateway F	The nursing staff were fantastic, they made me feel at ease and were lovely to talk to	
Gateway F	Very polite, informative and empathy	Waiting time was over an hour but it didn't bother me that much
Gateway F	Staff were very friendly and kind all the way through my procedure.	
Gateway F	From the time I arrived untill completion of treatment, was treated with the utmost care and concideration	
Gateway F	Very quick, not much pain, nurses and consultant really lovely	Nothing
Gateway F	i was very worried about my appointment before i came. The nurses were very nice and helped me relax throughout the procedure.	Nothing
Gateway F	Great staff; really great doctor	
Gateway F	Both the doctor and the nurses were extremely friendly and put my mind at ease straight away in order to help me relax during the procedure. i found the overall experience alot better than i had anticipated	
Gateway F	Lovely, friendly and caring. Felt like I knew what was going on; everything was explained clearly	Nothing
Gateway F	All staff were very friendly and clearly explained all the information.	Running late (45mins)
Gateway F	Great staff making me feel relaxed	Waiting times although appreciate it cannot always be helped
Gateway F	Put myself at ease, very approachable staff.	Your service met my needs to the highest standards.
Gateway F	The 2 nurses helping were extremely kind and caring. Credit to them	
Gateway F	Understood everything that was happening and felt at ease	
Gateway F	Very friendly and informative	
Gateway F	Friendly, informative, made me feel very relaxed, great care from all staff	Nothing
Gateway F	The nurses, T and J, helped keep the mood light, reassured me and asked me if I wanted to see the monitor. Mr P explained the procedure and didn't rush me for a response.	Given me more advice on pain relief in advance of session.
Gateway F	Was made to feel very relaxed and comfortable by the lovely nurses J and T	Nothing!
Gateway F	Removing my coil! Thank you	My appointment was at 4,15 but didn't get seen until 5.30. I didn't mind but it should say the correct waiting time on the screen in the waiting room
Gateway G	Looked after me	No
Gateway G	Attentive, caring, well mannered, punctual, on time	Nothing
Gateway G	Everything	No
Gateway G	Explanations	
Gateway G	Yes	No
Gateway G	Everything	Nothing
Gateway G	Friendly, efficient service	
Gateway G	Everything	
Gateway G	Everything	Nothing
Gateway G	All went well	Nothing
Gateway G	Very quick	Nothing
Gateway G	Everything	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	Nothing
Gateway G	Everything perfect. Very satisfied.	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything very efficient - thank you	
Gateway G	Everything - all staff lovely and helpful at all times.	
Gateway G	Biopsy painless and quick	No
Gateway G	Very helpful and friendly	
Gateway G	The whole biopsy process was extremely well managed from the initial discussions, communication generally. the medical procedure and assurance from all the staff. Didn't feel a thing and no delays.	
Gateway G	Cannot fault the service	Nothing
Gateway G	Customer service is excellent. Facilities are welcoming. Staff are friendly and polite	Feedback paper could have been smaller and not so excellent quality of cardboard - to save money and forest and planet!
Gateway G	I would not have asked for better service - kind, friendly - Thank You	Nothing
Gateway G	Fantastic. You did a great job. Well done	Nothing
Gateway G	Made me feel at ease through my surgery. After feeling extremely nervous prior to surgery. I left having had a really positive experience	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything - staff brilliant, friendly and relaxing.	Nothing.
Gateway G	Everything.	
Gateway G	Explanation of my procedure, what to expect and aftercare needed. Overall, very pleased with my care today at the Day Case Treatment Centre, Thank you.	Nothing
Gateway G	Nurses very friendly and caring.	
Gateway G	Everything	Nothing
Gateway G	Very caring staff, felt safe and relaxed.	
Gateway G	Informative, kind	Can't think of anything, all good.
Gateway G	Everything	Nothing
Gateway G	Everything was very professional.	Nothing.

Gateway G	Everyone very kind and helpful I couldn't fault anyone.	Nothing really
Gateway G	I was seen on time and made to feel at ease from the start.	For my visit, nothing at all.
Gateway G	Explained everything before and after surgery very well.	In reception I was told to arrive 2 hours before my appointment time. Why is this? I didn't have cover letter with date of surgery.
Gateway G	Everyone is really friendly, made me feel at ease, especially considering that this was my first op!	The recliner chair was a tad uncomfortable, especially after my op
Gateway G	Everything.	Nothing.
Gateway G	Everything	Nothing
Gateway G	Things went very smoothly - thank you. Personel lovely.	The amount of people dealt with - everything was fine.
Gateway G	Everything. The whole system you work under is fantastic, well done.	Nothing.
Gateway G	Everything.	Less painful injections please.
Gateway G	Environment fantastic. Care by all disciplines, nurse (D), physio, anaesthetist, surgeon etc. D particularly good and responded quickly and efficiently as I wasn"t well with a low BP and fainting.	Nothing - very impressed.
Gateway G	Lucy was fantastic.	
Gateway G	Made me feel at ease as I was a bit worried. Thankyou.	Nothing.
Gateway G	Everything.	
Gateway G	Seen on time. Everything well explained. Friendly staff.	Staff on reception G chatting too much amongst themselves.
Gateway G	Made me feel at ease and gave me lots of information about my operation.	
Gateway G	Very well	Nope!
Gateway G	Caring.	
Gateway G	Care and consideration.	Supply of time.
Gateway G	Everything.	Nothing.
Gateway G	Very firendly and informative. Made me feel comfortable at all times. Efficiently service. Thank you.	Nothing.
Gateway G	Very good treatment	Nothing
Gateway G	Very satisfied	
Gateway G	Very polite and helpful and explained all procedure	
Gateway G	Very professional and caring service.	
Gateway G	very efficient, appointment on time, friendly staff, coffee and biscuits very welcome	Nothing
Gateway G	Explained everything well	
Gateway G	Everything. I got well looked after amd all staff were excellent.	Nothing.
Gateway G	Quick efficient clear explanation	
Gateway G	Everything	Nothing
Gateway G	Explained and prepared.	Cannot think of anything.
Gateway G	Staff friendly, informative and procedure all done withing a start space of yimr. Excellent.	Nothing.
Gateway G		Nothing
Gateway G	Great care	
Gateway G	Very polite and informative.	
Gateway G	Explanation of procedure and aftercare.	
Gateway G	Very well.	Nothing.
Gateway G	Everything - as far as I know!	Nothing.
Gateway G	Very friendly and organised. A very good job.	Nothing.
Gateway G	Everything.	Nothing.
Gateway G	Yes.	
Gateway G	Communicative, care, be friendly and professional.	Nothing.
Gateway G		Nothing. Excellent.
Gateway G	Everything. Efficient, clearly explained, welcoming. Turned an anxious experience into a pleasant experience.	Nothing.
Gateway G	Care and information excellent.	
Gateway G	Weren't waiting long, explain everything well and very friendly people.	
Gateway G	Everything was fine, a little waiting and hanging around to be expected. Department very busy.	Cannot think of anything.
Gateway G	Very efficient and friendly staff.	
Gateway G	Very friendly and checked up on me frequently to see if I was okay.	Nothing.
Gateway G	Made me feel comfortable and was very pleasant indeed!	
Gateway G	Helpful, caring and very understanding.	
Gateway G	Excellent throughout the whole procedure.	Nothing.
Gateway G	Everything.	Nothing.
Gateway G	I got all the support and was cared for very well.	All was good.
Gateway G	Fantastic, caring group of professional.	There is really nothing else that I can think of.
Gateway G	Excellent care from start to finish of appointment.	
Gateway G	Everything.	Nothing.
Gateway G	Controlled pain of procedure, very well.	Nothing.
Gateway G	Everything. Even looked after my daugter-in law.	Nothing.
Gateway G	Looked after me with tea and coffee.	Nothing.
Gateway G	Quick, efficient, explained the procedure from start to end.	
Gateway G	All good	All good
Gateway G	The care I was given was lovely, so polite, kind and caring, they explained everything to me and helped me a lot wiht being very nervous	
Gateway G	Happy encouraging staff who looked after my every need and were constantly reassuring	No issues at all
Gateway G	General care was excellent	
Gateway G	Everything	Nothing
Gateway G	Everything! I felt well cared for which made me feel more relaxed. Thank you.	
Gateway G	Everything	Nothing
Gateway G	All the treatment was done very well.	Nothing.
Gateway G	Really fast, efficient, friendly, everything explained well, procedure really painful but went at a pace I could understand	nothing springs to mind
Gateway G	Everything	Nothing
Gateway G	Treatment was normal, very good.	Nothing.
Gateway G	Everyone have been lovely and caring. Very speedy from start to finish.	Nothing. All perfect.
Gateway G	Very friendly and polite but professional, everyone was helpful.	Only problem was waiting time apart from that everything else was fine - no complaints.
Gateway G	great	Nothing
Gateway G	Looked after really well, nothing was a problem.	Nothing.
Gateway G	Been kept informed throughout my time, lovely friendly staff. Nothing too much trouble.	Nothing
Gateway G	Very friendly staff. Treatment explained well by doctor, prompt treatment done.	
Gateway G	Friendly, helpful, caring, explained	
Gateway G	Friendly organised	
Gateway G	Care was excellent	Nothing
Gateway G	Everything was great	Nothing
Gateway G	Very friendly staff	
Gateway G	Everything, so pleased, kept me calm and relaxed. Good experience, everything.	No
Gateway G	Prompt appointment.	Nothing.
Gateway G	Kind courteous and helpful	
Gateway G	Everything	
Gateway G	Everything.	Nothing could have been better or more polite (marvellous).

Gateway G	Very friendly and professional and clean	
Gateway G	Very friendly and helpful	
Gateway G	The whole complete operation procedure was explained before and during the operation	
Gateway G	everything 1st class - well informed - all staff were excellent.	Nothing.
Gateway G	Communication and care is superb	Nothing
Gateway G	Took care of me.	Nothing.
Gateway G	Everything all positive comments	Nothing
Gateway G	Everything wonderful	Nothing
Gateway G	Kept me very calm for 1st surgery, all friendly, surgeon was quick	
Gateway G	Looked after me :-)	Nothing
Gateway G	Everything	
Gateway G	Full explanation. Very gentle.	
Gateway G	Very friendly and calming. Explained everything.	Nothing - all excellent
Gateway G	Everything	No
Gateway G	Everything	Nothing
Gateway G	Everything. I cannot imagine anyone being dissatisfied. I have never had less than 100%.	Cut out the need for feedback and reduce paperwork. Surely if anyone is dissatisfied they will say so.
Gateway G	Everything very well done. All staff nice and helpful. Could not be better. Thank you.	
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	Continue the fantastic work
Gateway G	Everything	
Gateway G	Everything, kind, considerate and very professional.	Nothing
Gateway G	Everything - looked after from start to finish. Anaesthetist very calming and reassuring	None
Gateway G	Everything. Lovely staff who checked on me regularly, offering blankets etc.	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything. Been looked after very well by the team	
Gateway G	Meet and greet and welcome.	
Gateway G	Very helpful and friendly, felt looked after.	
Gateway G	Very good all-round	
Gateway G	Relaxed atmosphere, friendly service.	There was a short delay - 20-25 minutes
Gateway G	Extremely caring and friendly. The whole experience was very professionally carried out.	
Gateway G	Looked after me very well, showed care from walking in to walking out	Nothing
Gateway G	Appointment on time. All staff kind and helpful. Pre-assessment nurse kind and efficient.	Nothing
Gateway G	Polite, made me feel comfortable and explained everything very well. Very impressed.	
Gateway G	Check wound, redress and antibiotic.	Nothing
Gateway G	Put one at ease. Very friendly and efficient.	
Gateway G	Reception and surgery, especially surgical team.	Avoid asking to attend 1/2 hour early - causes anxiety.
Gateway G	Could not have done any better	No
Gateway G	All staff were friendly and helpful	
Gateway G	Absolutely amazing. Friendly, patient, caring - made you at ease.	
Gateway G	Made you feel at ease throughout the procedure.	Nothing
Gateway G	Everything was amazing	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	Nothing
Gateway G	Everything	No
Gateway G	Always kept me advised of the procedure which really helped.	
Gateway G	Excellent timing, into surgery before time.	
Gateway G	The doctor and nurse were great, put me at ease very quickly. Had procedure straightaway. No waiting. Treatment was excellent.	Nothing.
Gateway G	Talked to me and explained.	
Gateway G	I had a migraine on arrival and the kind nurse who looked after me went above and beyond by getting me an anti-sickness injection.	Nothing
Gateway G	Timing. Welcoming.	Nothing
Gateway G	Was looked after extremely well and everyone really caring and friendly	
Gateway G	All staff very friendly and professional. Procedure and time spent in Treatment Centre very short.	Nothing
Gateway G	Looked after me	None
Gateway G	Very friendly	Nothing really
Gateway G	Everything	Nothing
Gateway G	Everyhting	Nothing
Gateway G	Everything	Nothing
Gateway G	Felt well looked after. Staff friendly and caring.	Patient's representative was a little intrusive at a stressful time.
Gateway G	Staff very helpful and friendly. Explained everything that was happening and what to do after. Everything from coming through the door to going home was very good. Thank you to all the staff.	Nothing
Gateway G	Lots of information and also very helpful. Prompt - no waiting around.	
Gateway G	I was made to feel very welcome and seen early.	Nothing
Gateway G	Explained procedure thoroughly	
Gateway G	Customer care after finding I was unfit for surgery. Rebooked surgery for me quickly.	
Gateway G		There's too much waiting around, waiting for the procedure.
Gateway G	Very friendly, reassuring staff (ward staff, surgeon and theatre staff). Thank you.	
Gateway G	Communication and procedure. All staff cheery and informative.	Nothing in my opinion.
Gateway G	Always friendly, polite and informative.	Maybe not make me feel so rushed
Gateway G	Very efficient and well looked after	Nothing
Gateway G	Total care throughout.	Nothing
Gateway G	Dr H is wonderful	Nothing
Gateway G	The staff were fantastic. Thank you so much to all staff.	Nothing
Gateway G	Very prompt, very efficient and caring.	Nothing
Gateway G	Kind, courteous and helpful.	Nothing
Gateway G	Helpful, courteous and made to feel calm.	Nothing
Gateway G	Always friendly and kind.	A toilet brush in the patient's toilet would be good.
Gateway G	Nurses were wonderful. Consultant informative regarding procedure and has a relaxed/calming manner. Staff were great at calming me down.	Nurses chatting in middle of ward - seemed slightly unprofessional.
Gateway G	Welcoming. Explained procedure. Polite and friendly.	
Gateway G	Admission, procedure and discharge. Thanks to all the staff. Everything went well.	No improvements noted

Gateway G	Hospitality.	
Gateway G	Friendly staff, put me at ease.	
Gateway G	Everyone was lovely and put me at ease.	
Gateway G	No problem	No
Gateway G	Made to feel comfortable.	
Gateway G	Well looked after	Nothing
Gateway G	Amazing	Nothing
Gateway G	Timely and everyone very friendly and supportive.	Nothing
Gateway G	Very friendly staff	Nothing - keep doing what you're doing
Gateway G	Very courteous and personal attention and a friendly attitude by all. Seen at time specified.	Nothing
Gateway G	Everything was great and very quick. Excellent treatment received.	Nothing
Gateway G	Everything. Could not have asked for more. Well looked after.	
Gateway G	Everything great. My appointment was first class	Nothing that I could think of
Gateway G	Very well. Everyone very professional. Everything good.	
Gateway G	Pain free procedure. Excellent staff and very caring and obliging.	
Gateway G	Entire procedure good, informative, polite.	
Gateway G	Communication and explanation of procedure.	
Gateway G	Not kept waiting. Nurses lovely and very positive.	
Gateway G		Made sure we were in the right place.
Gateway G	Excellent care and communication throughout the procedure.	
Gateway G	Everything	Nothing
Gateway G	Reception and staff helpful	Less waiting
Gateway G	Very gentle, kind and personable staff	
Gateway G	Very well	Had to wait 30 minutes
Gateway G	Friendly, informative, put me at ease, answered questions.	45 minutes late
Gateway G	Thorough checking of patient	Sent to wrong gateway
Gateway G	The whole care altogether, good team	No - my short stay today was enjoyable
Gateway G	Communication, caring	Time waiting
Gateway G	Care and consideration of my personal needs	Nothing
Gateway G	So friendly and caring, nothing too much trouble for any of them	Nothing
Gateway G	Everything - treatment, courtesy, etc.	Nothing
Gateway G	Everything went well. Very friendly and efficient.	Nothing
Gateway G	Everything. Staff friendly and helpful.	Nothing
Gateway G	Everything. Everyone very helpful.	No
Gateway G	Everything extremely nice. The team work well.	Nothing
Gateway G	Everything	None
Gateway G	Made me feel at ease and spoke to me throughout. Very friendly.	Nothing at all
Gateway G	Prompt (early) appointment. Friendly, efficient staff.	Nothing
Gateway G	Very friendly and helpful and very quick	Nothing
Gateway G	Very kind and friendly but also professional.	Nothing
Gateway G	From start to finish, you looked after me. Checked I was okay before and after.	Nothing
Gateway G	Very kind and good	Nothing
Gateway G	Very friendly and helpful.	Nothing
Gateway G	All of my treatment was fab.	Nothing
Gateway G	As always the team was polite, helpful and very professional at all times.	Nothing
Gateway G	All care was excellent	
Gateway G	Personal attention	
Gateway G	Very friendly, helpful and efficient. Information provided very useful.	
Gateway G	Care. Kindness.	
Gateway G	Prompt, very efficient and friendly.	
Gateway G	All lovely. Full marks.	
Gateway G	Professional and attentive. Thorough.	
Gateway G	All staff extremely friendly and looked after me	
Gateway G	Very friendly staff and a lovely cup of tea at the end.	
Gateway G	All very caring. Best of care from the whole team and all of the staff.	
Gateway G	Explained the forms that had to be filled in.	
Gateway G	Very caring. Put at ease.	None
Gateway G	Very helpful, friendly, put me at ease.	
Gateway G	Extremely friendly. Efficient. Caring. Loved the personal touch. Dr A was exceptionally reassuring.	Nothing
Gateway G	Explaining the treatment very well. Very kind staff. Made to feel at ease	
Gateway G	Everything is fine. Look after patients great.	Nothing
Gateway G	Everything. Was comfortable with what I had done.	
Gateway G	Very friendly staff. Very kind and helpful.	
Gateway G	Very relaxed environment. Friendly staff. Lovely cups of coffee and nice biscuits.	Nothing
Gateway G	Great communication. Friendly, supportive and helpful team. Made the procedure easy.	Nothing
Gateway G	Everything - staff very pleasant, appointment on time. Very impressed. Thank you.	Nothing
Gateway G	On time, patient kept informed re: treatment. Staff very good, kind and courteous.	Nothing
Gateway G	Looked after very well.	Nothing.
Gateway G	Friendly staff. Everything explained. Kept informed.	Waiting times
Gateway G	All procedure very well carried out	
Gateway G	Very good. Looked after me well.	
Gateway G	Very helpful and reassuring, and very kind nursing staff.	Cannot think of anything
Gateway G	Made me feel at ease.	
Gateway G	Very welcoming and reassuring	
Gateway G	Everything	
Gateway G	Efficient management of time slots - friendly staff	
Gateway G	The attention I received was excellent in every way. I have nothnig but praise and thanks to all concerned	
Gateway G	Good communication with explanation of every issue of the procedure	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything all right.	Nothing
Gateway G	Excellent	Nothing
Gateway G	All operation very good. Very satisfied.	
Gateway G	You look after people when they are sick.	
Gateway G	Very pleased	Nothing
Gateway G	Efficiency. Friendliness. Whole experience was very enjoyable despite what was about to take place! Exceptional service and staff superb.	Nothing
Gateway G	On time, very caring and helpful	Nothing
Gateway G	Relaxed and looked after me very well. Thank you. Sorry I had a moment!!	
Gateway G	No pain with plenty of chat	Nothing
Gateway G	Treatment was quick and painless.	Not a lot
Gateway G	Everything! Very professional and caring. All very impressive.	Nothing
Gateway G	Everything from reception through to theatre	Nothing
Gateway G	Reception excellent, operation easy and professional, aftercare excellent. Everything was fine.	Nothing.
Gateway G	Everything. All staff were extremely pleasant and efficient. They made me feel at ease.	Nothing
Gateway G	Everything - outstanding treatment and patient care	Nothing - it was faultless

Gateway G	Friendly and efficient. Excellent patient care - refreshments too.	Nothing
Gateway G	Everything. You explained what was being done and put me at ease.	Nothing
Gateway G	Created at atmosphere of confidence from arrival to departure.	Advised me of the procedure appointment. Had I not rung last week due to my concern I would have missed the procedure and wasted everyone's time.
Gateway G	Very professional. Great care. Fully explained procedures. Very attentive. Pleasant atmosphere.	
Gateway G	Went above and beyond in allowing my sister to be with me at my side at all times, which I was so very grateful for as I was extremely anxious as I had been under a lot of stress in previous months.	Slight communication error at arrival desk and waiting time was a little too long for someone who is anxious but I'm sure it was unavoidable.
Gateway G	Everything	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	
Gateway G	Yes	No
Gateway G	Everything	
Gateway G	Caring friendly	
Gateway G	Everything was perfect	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	
Gateway G	Everything	None
Gateway G	Everything	No
Gateway G	Everything	Nothing
Gateway G	Friendly staff	
Gateway G		Nothing
Gateway G	Everything	
Gateway G	Very professional, lovely and friendly, helpful with aftercare from the procedure. Explained everything that would happen and reassured me about any problems I had.	
Gateway G	Very friendly and informative, easy to relax	
Gateway G	I'm very happy with the way my MRI scan went and everyone was very helpful.	
Gateway G	Very nice staff. Made to feel comfortable. Not left waiting for long.	
Gateway G	Very professional. Friendly staff and helpful.	
Gateway G	Great team! Warm and friendly made me feel at easte	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything. I couldn't of asked for better care everybody is so helpful.	Nothing
Gateway G	Accommodating, friendly service	Nothing
Gateway G	Welcome and explanation	
Gateway G	Very friendly staff - made me feel relaxed	
Gateway G	Everything, very nice and helpful staff	Can't think of anything. All good.
Gateway G	Everything! Pleasant and helpful staff. Sucessful minor operation, informative and caring theatre staf.	All highly satisfactory.
Gateway G	As always, very kind and patient.	The nurse did forget to give me a red allergy wristband.
Gateway G	After care and attention to needs	Slight improvement on waiting time on this occasion. First time I have experienced this.
Gateway G	You were all very kind and friendly from start to finish	I don't think you could have been any better
Gateway G	Theatre team were very kind and understanding of needs	
Gateway G	Individual attention. Explained procedure well. Felt confident in your ability to do procedure properly.	I can't think of anything at all. I also liked information for after-care
Gateway G	Everything pre and post op care. Courteous and helpful	Nothing under the circumstances
Gateway G	Staff friendly and professional, made me feel at ease.	
Gateway G	Excellent and polite staff	Nothing I can think of - all boxes had been ticked (thank you)
Gateway G	Very good service and well looked after	No
Gateway G	The entire process was acceptable and essential much good patient care	The waiting time between registration and the medical procedure appeared excessive (45 minutes)
Gateway G	Treated very well, nurses were friendly and helpful, felt rather spoilt. Thankyou.	Nothing excellent.
Gateway G	All the staff were really nice and helpful, explained everything that was going to happen professionally. No complaints with the service/treatment received.	Nothing that comes to mind.
Gateway G	Friendly and caring	Nil
Gateway G	Everything was done well	
Gateway G	Everything. Cannot fault case.	Nothing.
Gateway G	Communication and helpful and caring	
Gateway G	Explained what would happen on the day of surgery step by steph	
Gateway G	Quick service, everything well explained. Nice friendly staff	
Gateway G	Friendly, professional, thorough	
Gateway G	Looking after me	Be more confident in the change of prep routine
Gateway G	Everything	Everything is perfect
Gateway G	Patient care was good	
Gateway G	Timely and well mannered	Nothing so far
Gateway G	Excellent all round	
Gateway G	Yes, great friendly staff	
Gateway G	Excellent	
Gateway G	Friendly, took my mind off it.	
Gateway G	Everything to make me feel comfortable, made the process very clear.	Nothing.
Gateway G	Communication, speed of appointment.	
Gateway G	Everything was done extremely well.	
Gateway G	Everything, reception, blood test, surgery.	
Gateway G	Kept me calm and explained all	
Gateway G	Very friendly and informative staff.	
Gateway G	Care and explanation of treatment. Lunch and drinks were a nice touch to keep me calm!	
Gateway G	Explain everything so you understood what was happening.	Nothing it was spot on. Thank you.
Gateway G	Efficient and precise op. Kind	
Gateway G	Quick friendly service.	Nothing
Gateway G	Everything, very kind staff.	
Gateway G	Very attentive and kind.	Nothing
Gateway G	Everything - made me feel all at ease and made a bad experience good. Thank you.	Nothing.
Gateway G	On time and very helpful.	Nothing comes to mind.
Gateway G	Everyone was friendly and kept me informed.	
Gateway G	All	No
Gateway G	Service was brilliant, staff very friendly	Nothing
Gateway G	Staff helpful, pleasant and kept me informed of what was going to happen.	
Gateway G	Smooth, efficient service on day of procedure with helpful considerate staff.	Organising the appointment was difficult. Secretary at Woodthorpe really very helpful.
Gateway G	Everything and in addition gave me stress balls which were extremely helpful. Thank you.	Nothing.
Gateway G	On time, friendly, calming.	
Gateway G	All the staff were very friendly and efficient.	

Gateway G	Extremely happy with the care to me. Thank you.	
Gateway G	All very efficient and friendly.	
Gateway G	Everything was wonderful from start to finish. Staff are fantastic and go above and beyond to ensure that you are comfortable and looked after.	
Gateway G	Well looked after	Just waiting time
Gateway G	Everything has been lovely. A great experience.	Nothing at all
Gateway G	Made me feel at ease. Everything was really good.	Nothing.
Gateway G	Made me feel at ease. Very good.	
Gateway G	Communicate. Care.	Nothing
Gateway G	Very good staff.	Nothing
Gateway G	Keep an eye on me and informed about what was going on.	Nothing
Gateway G	Smooth journey from reception to after tea. Polite reassuring staff.	
Gateway G	Everything. Was made to feel at ease after feeling nervous. Was explained everything what was going to happen. Great.	
Gateway G	Asked if there was anything I needed and fetched anything, kept me updated.	Can't think of anything.
Gateway G	Very good information before and after surgery and very polite staff	
Gateway G	Everything	Nothing could have been better
Gateway G	Very professional and courteous.	Nothing
Gateway G	Good care generally and especially after feeling faint after the injection.	
Gateway G	Everything - brilliant customer service	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Provide me more information about timing and procedure.
Gateway G	Everything perfect	Nothing
Gateway G	Everything - all very good	Nothing
Gateway G	Everything. I was very well looked after.	Nothing
Gateway G	All staff very pleasant and could not do enough to help and reassure me.	Nothing to be improved
Gateway G	Friendliness of staff, information provided very good.	No
Gateway G	Explaining process, times etc. Checking I had someone at home post-surgery. Quick and efficient and friendly.	
Gateway G	Dr C was her usual gentle self and L was outstanding. N was very efficient and friendly.	
Gateway G	The way the nurses look after is good and put you at ease	
Gateway G	Care, understanding, explained things well. Took care about my allergies and other health problems.	
Gateway G	Explained procedure thoroughly.	
Gateway G	Very efficient service for steroid injection and procedure and on this occasion not painful at all.	
Gateway G	Friendly service.	
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Was looked after and treated very well. Theatre staff were lovely and caring, including the consultant. Well done.	
Gateway G	Very friendly staff. I wasn't kept waiting. Quick procedure with minimal pain.	
Gateway G	Everything	Nothing
Gateway G	You were all very helpful while I was there	Nothing you were all very good
Gateway G	Everything	Nothing
Gateway G	Very friendly and helpful. Told me what was happening and why.	I had tried to find out whether I should be on my pills. I was told I should stay on them whereas I shouldn't have and had to come back. Better communication required.
Gateway G	Amazing staff. Mr H's team are really friendly. Take away the nerves before the procedure.	Overall nothing needs doing as they all do a superb job
Gateway G	Staff care. I was really well looked after by every member of staff. The ward was really busy, too.	Just keep it up
Gateway G	All staff were very considerate and polite to both patient and patient's friends/family.	Nothing
Gateway G	Everything from start to finish. Very helpful and friendly. A great team.	Nothing
Gateway G	Everything you did, i.e. great me, talk everything through at all times, very pleasant at all times.	
Gateway G	Everything. Time was quick. Lovely, polite staff. Brilliant service.	Nothing.
Gateway G	Everything	I was happy with everything
Gateway G	Everyone really helpful and kind	
Gateway G	Efficient and friendly	
Gateway G	Friendly and helpful	Not a lot
Gateway G	Caring and polite	
Gateway G	Everything	A little help getting my coat on afterwards
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing. I was put at ease upon arrival and it lasted until I left
Gateway G	I cannot compliment the service from everyone concerned enough, everyone has been courteous, kind and thoroughly professional, thank you for everything	
Gateway G	Spoke to me during procedure, wasn't kept waiting either	Nothing
Gateway G	Everything	Nothing
Gateway G	Friendly, explained treatment	
Gateway G	Rxcellent in every way	Nothing
Gateway G	Everything	Nothing
Gateway G	Very friendly/efficient	
Gateway G	On time, friendly staff	
Gateway G	Friendly staff, quick and efficient service, appreciated hot drink facility	
Gateway G	Put me at ease and explained the whole procedure in detail, very friendly	
Gateway G	Caring, on time, good work	
Gateway G	Everything - they were friendly and took care of me very well	Nothing
Gateway G	Everything	Nothing
Gateway G	RN and AR talked me through everything and understood that I was anxious	Nothing
Gateway G	Everything	No
Gateway G	The operation went well, had no problems	Everything was satisfactory
Gateway G	Everything	Nothing
Gateway G	Everything	discharge quicker
Gateway G	Everything - very impressed	
Gateway G	Everything	Nothing
Gateway G	Everyone was amazing, helpful, kind and sympathetic	Nothing at all
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Clean, efficient, nurses pleasant and helpful, doctors very informative when asked	Reduce waiting time
Gateway G	Every aspect	
Gateway G	Everything	Nothing
Gateway G	Service was great and punctual, another good experience	
Gateway G	Care, communication, explanation, everything	
Gateway G	The nursing team looked after me extrememly well with the consultant and team. Very caring and kept me informed at the operation.	Nothing

Gateway G	Everything	
Gateway G	Everything - excellent	
Gateway G	Put me at ease, explained everything clearly	Nothing
Gateway G	Everything was good, really impressed and satisfied with the operation	
Gateway G	Very good care	
Gateway G	All very friendly, clear explanations about treatment after care	
Gateway G	Everything, proud of you all	
Gateway G	Explaining the procedure and the routine of the day.	Provide reading material related to the surgery in other languages. Discuss risks and/or emergencies related to the operation.
Gateway G	Listened carefully. Short waiting time.	
Gateway G	Everything	It was fine
Gateway G	Very caring staff. I felt well looked after and had every confidence in them.	Nothing. Completely satisfied customer.
Gateway G	I'm really happy, was really nice	
Gateway G	Welcoming and made to feel at ease, well informed on the procedure that was to take place	Nothing
Gateway G	Everything was done extremly well	Nothing
Gateway G	Everything excellent	
Gateway G	Excellent teamwork as usual	We can't fault you and all the staff
Gateway G	Caring	
Gateway G	Everything - very relaxing and caring	Nothing
Gateway G	Kept me informed of what was happening throughout the process	Reduce waiting the between results
Gateway G	Everything	
Gateway G	Considerate and professional	
Gateway G	Very friendly, positive and totally took my mind off the procedure. Everything was made easy	Nothing
Gateway G	All operational procedures, all staff kept me well informed	
Gateway G	Everything	
Gateway G	1st class service could not ask for more and dedicated staff	Nothing
Gateway G	Communication throughout	Nothing, the staff were really kind
Gateway G	Made you feel at ease/professional and friendly	
Gateway G	Very reassuring, honest and clear about the procedure	Nothing, great team
Gateway G	Very good treatment and staff	
Gateway G	Everything	Nothing
Gateway G	A good procedure	I cannot think of a thing
Gateway G	You did well	I don't know
Gateway G	Very prompt, running ahead of time, talked through the process and made to feel at ease	
Gateway G	Prompt, professional, explained what would happen and what to expect well	Nothing
Gateway G	Everything	
Gateway G	Everything made me feel at ease	Nothing
Gateway G	Care excellent, very reassuring, professional	Nothing
Gateway G	Everything done well, personal attention excellent, lovely and caring	Nothing
Gateway G	Made me feel very comfortable	Nothing
Gateway G	Five star treatment. I could not be happier	
Gateway G	From reception to surgery all was excellent service, good communication and banter which made the procedure painless	
Gateway G	Everything - very caring and professional	Nothing. Great set of people
Gateway G	Kept me calm and did good job. I didn't have to wait either	Nothing
Gateway G	Operation went well	Could not have done it any better
Gateway G	Every part of the visit	Nothing
Gateway G	Everything, friendly, warm, put me at my ease	
Gateway G	Excellent staff so punctual makes a change	
Gateway G	Everything	Nothing
Gateway G	Everything about the whole procedure	Nothing more at all
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Explained procedures and communicated with me	No fault
Gateway G	Medical staff superb, kind and caring, explained everything clearly	Reception staff surly, not very welcoming or friendly
Gateway G	Everything	Nothing
Gateway G	Very caring and reassuring, kind and friendly, procedure done without problems arising	Nothing
Gateway G	Everything, staff were good	Nothing
Gateway G	Everyone was so helpful supporting well, excellent treatment	None
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Surgery ok	
Gateway G	Everything	No
Gateway G	Excellent efficient service	
Gateway G	All of it	Nothing
Gateway G	From first consultation with GP to actually having necessary surgery, 28 days. Top that!	
Gateway G	Informative. Explaining post-surgery steps to be taken. Also friendly.	
Gateway G	Treated with extreme care and courtesy.	
Gateway G	Cut out my bump on my head.	
Gateway G	Explain procedure well and you were very polite.	
Gateway G	Appointment was on time. Staff very friendly. Was that they remembered me from a previous appointment. Keep up the great work.	
Gateway G	Took good care and doctor listened to me when needed advise.	Nothing
Gateway G	Prompt, friendly, competent, professional staff	Nothing
Gateway G	All staff kind, caring and excellent. Whole experience excellent.	Nothing
Gateway G	All very nice and friendly people/staff.	Nothing could be better - what a smashing team, well done and thank you.
Gateway G	Very friendly, professional team. All excellent at putting patient at ease.	Nothing
Gateway G	Pleasant. Easy to ask questions.	Nothing
Gateway G	Made me feel at ease.	Keep doing what you're doing.
Gateway G	As usual very good, on time and helpful staff.	Don't think it could be made any better.
Gateway G	Timing, staff, friendly, professional.	Parking
Gateway G	Made me feel at ease and safe. All the staff from nurses to theatre staff and doctors were brilliant. Five star service for all patients. Everything you do is excellent.	Nothing
Gateway G	Couldn't fault anything	Nothing
Gateway G	Had a skin scrape and biopsy.	Nothing. The staff were excellent
Gateway G	Did not feel a thing.	Nothing
Gateway G	Friendly, helpful staff. No delays. Lovely waiting area with good view and I enjoyed the cup of tea. Procedure quick and not too painful.	Nothing
Gateway G	All good	Nothing
Gateway G	Everything explained clearly regarding operation and aftercare.	
Gateway G	Everything - great	
Gateway G	Everything	Nothing
Gateway G	Everything - from start to surgery to aftercare. Love it! Well done!	Not possible
Gateway G	Everything you did was explained to me and you were all so pleasant. Thank you.	No
Gateway G	All good	
Gateway G	Very good	

Gateway G	Super in everything. Excellent.	
Gateway G	Extremely friendly.	
Gateway G	Friendly, efficient staff	
Gateway G	Quick, efficient surgery. Thank you.	
Gateway G	On time, keeping me informed, friendly.	
Gateway G	All was fine. Very happy.	
Gateway G	Quick - in and out in 10 minutes. Encouraging. Good aftercare advise. Comfortable, light room.	
Gateway G	Very pleasant staff. Seen on time. Felt very relaxed and comfortable throughout procedure.	
Gateway G	Very caring, friendly, very clean surroundings. Good aftercare.	
Gateway G	Very pleasant staff. Nurse very caring.	
Gateway G	Very relaxing atmosphere. Made very welcome. Everyone gave their utmost.	
Gateway G	Kind and efficient. Treated with respect. Thank you for extra hospitality - tea and biscuits very welcome.	
Gateway G	Were really good, very patient with me as I have Alzheimers.	
Gateway G	Welcome, clinical treatment, compassionate and efficient	Info leaflet on procedure did not comment on possible brusing. As bruising was extensive, this was experienced as a shock as unexpected.
Gateway G	Everyone was friendly and helpful.	Quicker time getting to the surgery
Gateway G	Everything, brilliant.	Nothing
Gateway G	Everything was done well today.	The seating in Gateway G is very uncomfortable! There are only 2 highback chairs, all the others may look nice with their bright colours but the backs are too low, even my husband complains they give him backache. This is something I've commented on before!
Gateway G	Very good care and welcoming staff	
Gateway G	Very attentive	
Gateway G	Really friendly and helpful, made me feel so much at ease given my anixety and panic levels. Everyone was smiling and always happy to help. So thankful to all the team that assisted with me. Eternally grateful	
Gateway G	Lots of attention and welcome support! . Everyone involved was so supportive and attentive. Thank you everyone , you made me feel very safe.	I cannot fault the team at all.
Gateway G	I have been extremely pleased with service I have received. Staff allthough extremely busy were very friendly and helpful and couldnt do more to put me at ease with the procedure. Well done, guys, for everything.	happy with everything.
Gateway G	Everything was done very professionally, all staff were first class	Nothing
Gateway G	Everthing went smoothly, looked after well. Staff were more than helpful.	Nothing, can't fault anything
Gateway G	Patient care very good	Nothing
Gateway G	Very friendly and kept me informed throughout.	Nothing, excellent care.
Gateway G	Everything	nothing everything perfect
Gateway G	Every aspect of my op was carried out proffessionally and every one was friendly	Nothing
Gateway G	Polite, efficient and quick	More communication when I was in theatre having the procedure
Gateway G	Friendly staff and very helpful.	
Gateway G	Everything	Everything was perfect. Cannot think of anything that could get improved
Gateway G	Everything was excellent. Efficient and lovely staff.	Nothing at all!
Gateway G	Super caring staff, modern clean enviroment	Nothing
Gateway G	Friendly and professional staff	
Gateway G	Polite, calm and explained procedure well. High degree of attention to detail in initial screening	
Gateway G	I was met on time and kept up to date during the whole of my stay	I have no comment to make as i was very happy with the whole process
Gateway G	Everything! I have been to this unit multiple times, and to this gateway for several of them, and they are always wonderful. Informative, friendly, caring. I cannot fault them.	Nothing.
Gateway G	Everything - from the minute I arrived was dealt with professionally and quickly	Nothing
Gateway G	Well looked after good care, thank you.	Everything was fine
Gateway G	Excellent care and explanation. Thank you to all staff.	
Gateway G	Everything	None
Gateway G	The staff were all extremely friendly. All the way through I was told what was about to happen. Everything was explained. Consent was gained. It was a very good experience. Thank you.	It would have been nice if my sister could have come and waited in the cubicle with me.
Gateway G	Everyone I came in contact with was very nice and helped with any questions or problems. Very happy with treatment and care	Nothing
Gateway G	Everything from arrival to discharge	Nothing
Gateway G	Nice people and quick job	
Gateway G	Made me feel comfortable	Nothing
Gateway G	Quick process, friendly staff	Contacted me by phone when my first surgery was cancelled
Gateway G	Fast and friendly	
Gateway G		Nothing
Gateway G		Nothing
Gateway G	Everything.	Nothing
Gateway G	The nursing staff were extremely caring and very attentive. The anaesthetist was really good and provided support and information pre-op and during the operation. Communication was great.	Nothing
Gateway G	Very caring and was made to feel very comfortable and at ease. The staff are very friendly and professional.	Nothing
Gateway G	Friendly staff who were always on hand to answer questions and put you at ease. Approachable, thorough and professional surgical team. I'm glad I came here for my treatment.	More biscuits :)
Gateway G	Everything in such a timely manner. excellent service.	
Gateway G	Everything. Staff are fabulous	Nothing
Gateway G	Made me feel very comfortable	Nothing
Gateway G	Put me at ease and explained things thoroughly	Nothing
Gateway G	Comforting and friendly	
Gateway G	Regular monitoring. Good explanation of procedure.	No, don't think so.
Gateway G	I felt very comfortable throughout the day, the nurses were very supportive.	Making sure the nurses are aware that patients need to remove things such as: nail vanish
Gateway G	All the staff was extremely helpful I was very nervous but they put me at ease	No. All the staff gave outstanding care
Gateway G	Everything	Nothing
Gateway G	Made me feel relaxed, welcome and happy and cared for.	Nothing - everything was perfect
Gateway G	Excellent care throughout whole process from pre checks all the way through to procedure. Thank you	Pick up details for people collecting a little more precise
Gateway G	Excellent care	
Gateway G	All of it	Nothing

Gateway G	Staff have all been fantastic	
Gateway G	Everything - couldn't have helped enough	Nothing - was spot on very friendly
Gateway G	Made me feel relaxed. Very friendly	Nothing at all
Gateway G	Excellent care and attention from all staff involved with my care this morning. All very reasurring, thank you.	Nothing
Gateway G	Nice staff; taken care of well	
Gateway G	Very good	I don't think it could have been better
Gateway G	Everything	
Gateway G	Very friendly and informative, quick service	Wish my husband could have stayed with me however I was seen straight away anyway.
Gateway G	Made to feel very comfortable and relaxed	
Gateway G	Looked after well, very helpful and happy all round	
Gateway G	Everything	Nothing
Gateway G	Bedside manner, communication	
Gateway G	Made me comfortable and fully aware of the procedure	Not much really
Gateway G	Everything	Nothing
Gateway G	Everything. Thank you so much; everyone's been kind, patient and warm. Thumbs up!	
Gateway G	Look after me	
Gateway G	Very welcoming and thorough with details	
Gateway G	Customer/patient service	
Gateway G	Everything	Nothing
Gateway G	Everything. The staff especially are very comforting	Nothing
Gateway G	Very kind and well organised	No
Gateway G	Very efficient and caring	Nothing - all was good
Gateway G	Very attentive care, efficient from start to finish ...Extremely professional yet friendly	Nothing ... a perfect experience
Gateway G	Fantastic everyone very kind	Nothing
Gateway G	Cannot fault anything, lovely staff put me at ease	Nothing, am very pleased
Gateway G	Really welcoming, made me feel totally relaxed and at ease	
Gateway G	All good	Nothing
Gateway G	I had a very thorough professional service from the front desk through to treatment. My care couldn't have been better. I was looked after I felt like I was in private care. 1st class	Nothing. A1
Gateway G	Caring, and understood my personal situation. Informative.	Have a bed to lie down on in the cubicle.
Gateway G	Made me feel safe and comfortable.	Nothing
Gateway G	I've been looked after, everything went smoothly. Nice team of staff	
Gateway G	Everything	Nothing
Gateway G	Lovely friendly staff, nothing too much trouble, kept up to date on all things happening	Nothing
Gateway G	Very efficient, friendly and reassuring. Made the whole procedure as easy as could be.	Nothing comes to mind.
Gateway G		Very good
Gateway G	Perfect	
Gateway G		Would have liked more time with the doctor giving feedback after the procedure as I felt I didn't have time to ask questions and I didn't feel the information given left me informed.
Gateway G	Friendly, informative, slick and comfortable	
Gateway G	Prompt, supportive, informative	Nothing
Gateway G	Friendly staff, quick, efficient service, knowledgable	
Gateway G	Everything, was well looked after and everything was explained clearly	Not much
Gateway G	Made to feel comfortable	
Gateway G	Everything	Nothing
Gateway G	Staff very kind. doctors very attentive.	Long time waiting.
Gateway G	Very good as normal.	
Gateway G	Had hernia did a good job thanks	No
Gateway G	Extremely	
Gateway G	Staff are all extremdly friendly and make sure you are comfortable at all times	Nothing
Gateway G	Extremely friendly and putting me in a comfortable state of mind. The lady looking after me again, N, has been exceptional and most certainly needs to be rewarded for how smiley, warming and lovely she is. She makes coming in for procedures much easier knowing there is a friendly welcoming person here. Thank you to all the team who assisted with me.	Waiting times from when I was asked to arrive earlier than my original appointment time
Gateway G	Friendly staff, very helpful	
Gateway G	Everything first class, a lovely caring team	No
Gateway G	Very caring; all was lovely	Nothing
Gateway G	Friendly and informative at all stages	Nothing - very happy
Gateway G	Explaining what was happening, very good at looking after me all round; they are a good team	Nothing
Gateway G	Communication, friendly, professional, informative..	Came at 0730, waited 15 mins, no one said how long I would have to wait, normally it would not be an issue but everything else was so good it stuck out,
Gateway G	I have been treated with the greatest care and all the staff have been very friendly and supportive.	I was treated with the greatest respect and all staff have ensured that my dignity and needs have been ensured at all times. This comes from very good traing and understanding of patient needs. Keep up the good training.
Gateway G	Good	
Gateway G	Made you feel welcome and like your the only patient.	
Gateway G	I really felt at ease due to staff being so nice and professional	
Gateway G	Overall service was brilliant from start to finish. Process was efficient	None.
Gateway G	Everybody has been very polite, helpful and made the day as easy as possible and N looked after me well, thanks again	
Gateway G	I am very pleased with my care, all the staff were friendly and patient with me and looked after me really well, thank you	
Gateway G	The care was better than being private. From start to finish, I was looked after extremely well.	Nothing
Gateway G	I was made to feel very cared for by everyone All staff were very efficient and through in a kind and compassionate manner.	No improvements necessary!
Gateway G	Everything was perfect. I was well looked after by the nurses, especially karen wood.	Nothing, it was excellent service
Gateway G	Kept me informed of what was happening	Nothing
Gateway G	Services	No
Gateway G	Looked after amazingly	No; perfect
Gateway G	Overall care and attention was first class	Nothing
Gateway G	Was kept well informed about all procedures before, during and after operation.	Nothing
Gateway G	Everything from cubicles to theatre to recovery made me feel welcome	Nothing
Gateway G	Brilliantly treated made me feel comfortable	Nothing
Gateway G	Supportive and friendly staff.	Nothing
Gateway G		Very good
Gateway G	Everything was good	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing

Gateway G	I felt very reassured and well looked after. Everything was explained to me clearly and I was made to feel at ease by everyone.	Nothing that I can think of.
Gateway G	Very friendly and reassuring	Nothing
Gateway G	Everything	
Gateway G	Everyone was very helpful and kind to my dad and understood his needs. He enjoyed his coffee and biscuits too! He says he feels very relaxed and admires all that has been done for him. Thank you very much	Nothing really
Gateway G	The staff were verry helpful and polite. They were all really nice	
Gateway G	Very friendly helpful professional staff, felt at ease	Proper tea/coffee not vending machine .. oh or chicken soup maybe a variety of soups
Gateway G	Very good care from start to finish.	Cannot fault the procdures.
Gateway G	Operation. Kindness	
Gateway G	Everything was done very well	No
Gateway G	I was very happy	Nothing
Gateway G	Everything	Nothing, everything perfect
Gateway G	Everybody was so friendly and cheerful. Nice relaxing environment. Very professional.	Nothing.
Gateway G	Good, I expected the surgeon or the nurses to discuss the outcome of the procedure after surgery. Not in 3 months time which is far away.	As said earlier to let the patient know what was discovered or what treatment that was done.
Gateway G	Really nice and professional	
Gateway G	Very friendly and diligent staff. Thank you very much!	Waiting time from check in until surgery
Gateway G	Excellent, competent as always	Nothing
Gateway G	Care was excellent and I can't fault it	Nothing
Gateway G	Put me at ease and good information	Nothing
Gateway G	The staff are friendly and approachable. I was provided with clear information about the procedure and after care. Mr P is lovely!	Nothing directly but the unit would benefit from more than one toilet.
Gateway G	Very supportive	No
Gateway G	Everything	None
Gateway G	Great at putting me at ease and making me feel comfortable. lovely, friendly staff	Nothing
Gateway G	Care delivered very well	None
Gateway G	Kind, caring and took the time to listen to me	Nothing - all went well
Gateway G		In my opinion nothing
Gateway G	Very fast and friendly staff, no waiting around not knowing what's happening, always kept informed	Nothing! Keep up the good work.
Gateway G	Good	
Gateway G	Really organised and lovely staff. Felt very confident with consultant	Nothing - very good
Gateway G	Really looked after me and couldn't do enough for me	Couldn't do anything better
Gateway G	Everything	Nothing
Gateway G	Made to feel at ease. Every step explained in detail by surgeon.	Nothing
Gateway G	Everything was great	Nothing highly satisfied
Gateway G	Everything was great	Nothing - everything was fab
Gateway G	Staff very professional and caring	Nothing
Gateway G	Everything was great	Everything was great today, however last time I came in it wasn't made clear on not fasting prior to my operation
Gateway G	Very friendly, very clear at explaining things, the staff make you feel very safe and calm about things	Nothing, done jobs brilliantly.
Gateway G	Everything was fab	Nothing at all
Gateway G	Well looked after from start to finish	Nothing. I was very nervous but the staff put me at ease and looked after me very well
Gateway G	Very efficient, friendly and good communication.	Not really
Gateway G	You did all well	
Gateway G	Very caring all the way through. Very happy	Nothing
Gateway G	Everything	No
Gateway G	Wonderful personal care on a friendly and professional basis. Very efficient and organised and felt very looked after. Thank you	Not applicable.
Gateway G	Efficient and high level of care.	
Gateway G	Very good team. I'm very happy.	
Gateway G	Made me feel at ease and very kind helpful staff .	Nothing. I was treated very well
Gateway G	Everything, I have been to private hospitals before and would rate this better. The staff are so friendly and so helpful.	Nothing. everything was perfect
Gateway G	Friendly, efficient and professional	
Gateway G	Great staff, friendly and professional	Nothing
Gateway G	All went ok	Nothing
Gateway G	From the minute I got here I was put at ease considering thatI'm sometimes nervous at things like this; everybody made me feel relaxed and comfortable	Nothing
Gateway G	Brilliant staff are very friendly	Nothing
Gateway G	Very pleasant and looked after fantastically	Nothing
Gateway G	Everything, so good treatment	Nothing really, all ran smoothly
Gateway G	Friendly helpful staff, clean environment	All ok
Gateway G	Everything done well.	A little bit of a shorter wait.
Gateway G	Good care looking after me. professional behaivour from staff.	Nothing.
Gateway G	Everything. No problems with anything.	Possibly staggered arrival times due to waiting times.
Gateway G	Friendly caring staff giving information throughout	
Gateway G	Service that the nurses have provided and all the assistance and help.	Nothing.
Gateway G	Took good care of me	Is there any way to reduce time?
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing
Gateway G	Friendly and efficient	
Gateway G	Made me very comfortable, lovely staff and doctors very friendly and explained everything to me	
Gateway G	Nice staff	Nothing
Gateway G	Let my friend come and see me	
Gateway G	Generally everybody very kind and helpful.	Nothing
Gateway G	Friendly genuine staff caring and very supportive a refreshing change and a sheer delight to be treated as a human being, nothing was too much trouble. I'd come again. Thank you for a lovely experience, no fear or worries. Well done to all the staff that made my short stay so welcoming and stress free. Big it up for all the staff... you deserve double pay if it was up to me	Nothing high standards and service excellent.....one thing that's difficult - ties on gown not long enough for us fuller figured ladies
Gateway G	Friendly atmosphere, everything explained well	
Gateway G	Everything	Nothing
Gateway G	Friendly staff, very informative	Not as much waiting around
Gateway G	Very caring staff. food provided post op. Detailed explanation of the care plan.	
Gateway G	Everyone very kind	
Gateway G	Everything brilliant	Nothing. Can't fault any staff or attitude. Thank you so much
Gateway G	Everything	Nothing
Gateway G	Very friendly, put me at ease and explained everything really well.	
Gateway G	Looked after me very well	Keep up with what you are doing
Gateway G	You did everything brilliantly from the time I arrived to the time I left.	

Gateway G	Very professional and informative. Understood all expectations and felt very at ease and comfortable.	
Gateway G	Everything	nothing really
Gateway G	Everything from start to finish well done	Nothing
Gateway G	Complete service	
Gateway G	Everything was fantastic. Excellent care	Nothing
Gateway G	Everything, thank you	
Gateway G	Everything. All staff were pleasant they introduced themselves and kept me informed at all times	Nothing
Gateway G	Everything as always when I visit	Nothing
Gateway G	I was treated very kindly I appreciated that	Nothing
Gateway G	Good, friendly, well informed treatment	No
Gateway G	Quick and efficient	Husband to stay
Gateway G	Everything	No
Gateway G	Very friendly staff, something that helps when people are having any kind of surgery	
Gateway G	Patient care staff were very caring with my elderly partially sighted mother	Nothing I can think of
Gateway G	Welcome and comfortable	
Gateway G	All care and medical staff look after patients very well. Everything was taken care of, all help and care was offered.	Nothing
Gateway G	Well organised, friendly staff	Nothing
Gateway G	Everything	Perhaps arriving for 12:30 to have minor op at 16:10 was a long wait. Made nervous waiting in gown etc
Gateway G	Everything	Explain medical terms better
Gateway G	Care, help, very lovely staff on ward and theatre. Brilliant.	Nothing, perfect all round
Gateway G	Everything	Nothing
Gateway G	Everything	Nothing, everyone very friendly and helpful
Gateway G	Made me feel safe and welcome. All staff was very friendly and helpful	
Gateway G	Excellent care of patient	
Gateway G	All good, no problems	Nothing
Gateway G	Didn't wait too long	Ensure all notes recorded re allergies
Gateway G	Everything brilliant	Nothing
Gateway G	All went well all the way through	
Gateway G	Everything	Nothing
Gateway G	Helpful, kind, friendly, clear info - welcome cuppa afterwards	Waiting time a bit long but I think that was my fault because i was originally offered a morning appointment
Gateway G	Everything. Staff very caring	Less waiting. Came in at 730, operated at 1130
Gateway G	You are kind, understanding, empathetic, friendly and very helpful, but above all that very professional	Nothing
Gateway G	Comfortable and nurses are so friendly	
Gateway G	Kind, caring, well looked after.	
Gateway G		Long waiting - 1630 arrived, seen 2115
Gateway G	Everything	All ok
Gateway G	Always informed of what was happening and everyone really friendly	
Gateway G	Checked regularly	No
Gateway G	Consistently do well across the whole department	
Gateway G	Everything was great	Nothing
Gateway G	Everything - kept me well informed as to why I was waiting a long time	
Gateway G	Everything! Friendly and efficient, felt comfortable at all times.	
Gateway G	Was very well looked after.	
Gateway G	Looked after me well and reassured me.	Nothing
Gateway G	All very good	
Gateway G	Have no issues with treatment; everything was done extremely well, friendly team	
Gateway G	You all care and look after me everytime I come	
Gateway G	Everything very professional	Nothing really
Gateway G	Everything	Cut down on paperwok
Gateway G	Everything went very well	
Gateway G	Very happy throughout procedure	
Gateway G	Everything. Makes the experience of coming to hospital stress free. staff, atmosphere.	Nothing negative to say. NHS at its best. No complaints. Keep up the good work.
Gateway G	Looked after patient well	Nothing
Gateway G	Excellent care and reassurance and explained all plans and procedure well	
Gateway G	Very well	Nothing
Gateway G	Nice coffee and biscuits, everything well explained. Very nice to have my own cubicle, lockers for my clothes not needed. Virtually no pain	The map showing the entrance is a bit confusing
Gateway G	Everything was spot on as always	No
Gateway G	Everything	Nothing
Gateway G	Everything - very polite and helpful	Nothing
Gateway G	Everything	Nothing - well looked after
Gateway G	All aspects were comfortable	I don't think so
Gateway G	No waiting, everything explained	
Gateway G	All aspects of treatment from reception to discharge	Nothing, I was completely satisfied.
Gateway G	May say from getting here nurses on the ward and theatre staff just great, like to say a big thank you	Nothing - just great
Gateway G	Everything very professional, caring, I was well informed all the way through.	Nothing
Gateway G	Kept well informed, professional and kind	
Gateway G	Staff all freindly and infomative, very clean, well looked after	Nothing
Gateway G	Everything	Nothing
Gateway G	Everything from start to finish	Nothing
Gateway G	Very polite. Great service.	
Gateway G	Thoughtful	
Gateway G	Treated very well. Pleasant staff	Nothing
Gateway G	Every member of staff are lovely and very helpful. I cannot fault anything; was a pleasant experience under the circumstances	Nothing - excellent team
Gateway G	General care.	The wait for my block.
Gateway G	All nurses and doctors were fantastic	Nothing at all
Gateway G	Nurses were brilliant, care very good	
Gateway G	Everything - all very friendly and explained everything throughout	None
Gateway G	Meet and greet - friendly staff - injection felt like everyone knew exact info	
Gateway G	Nursing staff very friendly and caring both before and after procedure	
Gateway G	All very good and friendly	Nothing
Gateway G	Everything	
Gateway G	Looked after me and kept me calm. BIG thank you.	Nothing, as it was all fine.
Gateway G	Very attentive and caring	Nothing
Gateway G	You were caring. You looked after me	Nothing - you were great; I was looked after really well
Gateway G	Everyone was very friendly and explained well	
Gateway G	Bedside manner	Scanned me before op especially as aware it was stuck so would have helped to know why stuck before starting
Gateway G	Excellent service from start to finish	Nothing
Gateway G	All staff very attentive. Made me feel at ease. Very friendly and caring.	
Gateway G	Explained everything well	Nothing

Gateway G	I felt very looked after and treated very well. Brought tea and biscuits after procedure, wheeled back after, treated with care during injection	Nothing
Gateway G		Nothing
Gateway G	Everything top class	Nothing
Gateway G	Arrival welcome	
Gateway G	Everything	Nothing. Have made several visits and all is consistently excellent
Gateway G	Everything very helpful and kind	Nothing
Gateway G	Great care	Nothing
Gateway G	The nurses were great as I was nervous and scared of having the op. They made me relaxed and explained things.	The consultant however made me more nervous so her bedside manner could do with improving.
Gateway G	Everything, all staff nice	Nothing
Gateway G	Everything, all staff were amazing	Nothing
Gateway G	Excellent care before and after operation, very friendly personnel.	Nothing
Gateway G	Polite, friendly and briefed extremely well	Nothing
Gateway G	So friendly and couldn't do enough to help me	Maybe let me know where I was on the list so I knew the rough time of my procedure. Also let my husband in with me.
Gateway G	Clean, friendly, very helpful	Nothing
Gateway G	Everything	
Gateway G	Everything! Very helpful and nice. The staff were loverly! :)	Nothing
Gateway G	Really reassuring. Made to feel welcome, everything was explained perfectly	
Gateway G	Very very friendly and attentive and sensitive	Nothing
Gateway G	You made me feel very relaxed and explained everything	
Gateway G	I was given wonderful care and treatment. Dr F and all the staff cared for me from arrival to departure with professionalism and dedication	
Gateway G	Kept to schedule and treated very well, and put at ease by all the staff	Get rid of those awful gowns!
Gateway G	Attention given for my wife was excellent as always. Dr R is the kindest person and the nurses in Gateway G are first class. Thank you so much.	Nothing
Gateway G	Everything	Nothing
Gateway G	Made me feel at ease and included in my care.	Nothing
Gateway G	All the staff are extremely helpful and polite.	Nothing
Gateway G	Everything. My nurse was a tonic.	Nothing.
Gateway G	Pre and post op care was great, very thorough	
Gateway G	Everything, very kind and caring. Looked after me properly	Nothing
Gateway G	Everything was done well.	Nothing. All good thank you.
Gateway G	Looking after me before injection and looking after me after injection. Lovely nurses, very helpful. making me feel at ease having been very nervous.	Nothing.
Gateway G	Everything was most satisfactory.	No improvement required.
Gateway G	Staff showed kindness and care, explaining procedure well.	Nothing. Continue as above
Gateway G	Everything	Nothing
Gateway G	Everything.	Not much.
Gateway G	On time, communication good and good vibe.	Better pants.
Gateway G	Everything. Very reassuring and very caring.	Nothing.
Gateway G	Very friendly and well looked after.	I don't think so.
Gateway G	Everything was great; thanks a lot	Nothing, it was great!
Gateway G	Explained everything very clearly. Put me at ease.	
Gateway G	Couldn't have asked for anything more. Kind, caring and efficient. Gave me confidence and choice of anaesthesia.	Nothing.
Gateway G	Everything; really impressed with the efficiency and caring attitude of all staff	
Gateway G	I was booked in for op the next day everyone was lovely catered for every need	Time but you were busy so I didn't mind - arrived at 9.30 left at 1.35
Gateway G	Caring helpful and efficient service	
Gateway G	Attentive and friendly	Nothing
Gateway G	Made me relaxed and comfy during my stay and very friendly	
Gateway G	All aspects	Nothing
Gateway G	The service I received was excellent	Not a lot
Gateway G	Everything. Cannot fault my care at all	Nothing
Gateway G	Everything that needed to be done	
Gateway G	Efficient, caring	Nothing
Gateway G	You made me feel welcome	
Gateway G	Perfect, quick, well looked after, thank you	
Gateway G	Explanations good, unhurried and calm atmosphere.	Approximately 2.5 to 3 hours wait for operation.
Gateway H	Very helpful, felt very at ease and didn't feel silly asking any questions.	
Gateway H	The nurses were very nice and made me feel relaxed.	Nothing, everyone was very friendly, thank you.
Gateway H		Could have not had to wait 2 hours
Gateway H	Everything,	Nothing.
Gateway H	Very friendly, thorough and helpful.	Nothing
Gateway H	Kind, helfpul and informative staff.	Nothing.
Gateway H	Very friendly, explained everything really clearly being face to face.	Nothing.
Gateway H	Everything. I found the pre-assessment very helpful. A and D explained it all in detail so that I now understand the procedure I am having.	Nothing.
Gateway H	Friendly professional approach with clear explanations.	Nothing
Gateway H	Spoke clearly and explained well.	Nothing.
Gateway H	Explained everything really well regarding the procedure.	
Gateway H	Explained procedures carefully and clearly. Gave reassurance. Pre-empted any confusion over the instructions.	
Gateway H	Explained treatment well.	Nothing.
Gateway H	Everything	Nothing
Gateway H	Everything.	No
Gateway H	Explained what will happen, didn't rush me through the system.	Nothing.
Gateway H	Explained clearly what would happen, I think it was important to have it explained and have the opportunity to ask questions.	
Gateway H	Explained everything so I could understand it in a really caring way. You saw me so quickly, I was really impressed.	
Gateway H	Full explanation, very calming, reassuring. Fully understoof procedure. All very firendly.	Nothing.
Gateway H	Quick, efficient, everything explained thoroughly and simply, plenty of opportunity to ask questions.	
Gateway H	Everything	Nothing
Gateway H	Very good personal care.	Appointment time was late.
Gateway H	If the information regarding my procedure had been sent in the post, I would not have felt as confident. The nurse explaining the procedure filled me with confidence.	
Gateway H	Informed me very well of what I needed to do. Very polite and caring.	Nothing
Gateway H	Very informative. Everything being explained in person was much better. Very friendly and professional. Very clean. Excellent.	Nothing

Gateway H	Staff very caring.	I felt I was kept waiting a lot of the time. My appointment was 10.50 but I was still not discharged until well after 1.30. Lunchtime changeover seemed to be a problem.
Gateway H	Explained the procedure with care. Made me feel at ease with what was going to happen.	
Gateway H	Very quick appointment and little waiting time. Discussed everything clearly and very reassuring.	
Gateway H	Everything	Nothing
Gateway H	Excellent	
Gateway H	Extremely well	
Gateway H	Listened to my concerns re: anaesthesia	
Gateway H	Made me feel comfortable. Explained everything so clearly. Better than receiving information through post. Very welcoming and nice.	Nothing
Gateway H	Full briefed me on the procedure and what to expect. It makes coming in on the day less scary	Nothing
Gateway H	Communication, caring service, very informative nurse	Nothing
Gateway H	Everything	Nothing
Gateway H	Explained in detail the procedure and what is needed before hand - excellent explanation - more relaxed about the procedure	Nothing
Gateway H	The whole process worked well. Staff was very good.	
Gateway H	Everything	Nothing
Gateway H	Talked me through to procedure with very careful and caring manner	Nothing
Gateway H	Went through everything that was going to happen having my colonoscopy - made me feel less anxious and very friendly.	Nothing
Gateway H	Explained the procedure very well. Made my mother feel easy with what's going to happen next.	Nothing
Gateway H	Thorough explanation of procedure. Friendly, made to feel at ease.	
Gateway H	Nice to have pre-assessment on same day as clinic appointment. Extremely helpful nurse.	
Gateway H	All the staff were very helpful + kind	It would have been good to know up front how long I would be here for (partner had to wait for me!)
Gateway H	Kindness. Made me feel listened too and like nothing too much trouble.	
Gateway H	Good quick thorough service, really well explained	Nothing
Gateway H	Explained the procedure well and helped relieve some of my anxiety	
Gateway H	Everything	Nothing
Gateway H	Explained everything which is going to take place. I found it very helpful.	Very satisfied thank you.
Gateway H	Attentive, caring, made me feel relaxed	
Gateway H	All of it	
Gateway H	Explained in details and reassured me about the procedure	
Gateway H	Explained everything in detail in a friendly and informal (but professional) manner. Put me at ease. Thank you.	Nothing
Gateway H	I was given explanation of procedure.	Nothing
Gateway H	Staff very personable. Made to feel welcomed.	Nothing
Gateway H	Everything	Nothing
Gateway H	Explained everything in a good manner.	
Gateway H	Friendly, very professional and quality of service. I would like to thank Dr A for being very professional and attentive. Everything is wonderful and I am so happy to be here and have treatment with you.	
Gateway H	The entire procedure was very caring and professional, excellent treatment.	
Gateway H	Explain procedures in detail	
Gateway H	Friendly, courteous staff. Patient handled sensitively.	Inform of delays - I waited for over an hour for the patient and discovered by accident the 45 minute delay a member of staff dd explain the delay but only after I pressed. I was told I would get a call to update me - didn't happen. I understand that patients are the priority and things cannot run according to plan but keep us informed! I always fill in a feedback form and no-one ever contacts me. Makes me think you just put these in the bin and never read them. I wait you to publish the responses.
Gateway H	Explained everything	Nothing
Gateway H	Know they are good	Everything was good
Gateway H	Everything	Nothing
Gateway H	Pleasant and friendly staff, cheerful but efficient. Got the job done quickly and well. My thanks	
Gateway H	Prompt, efficient service, reassuring/caring behaviour by staff	Nothing in particular
Gateway H	Well organised and looked after. explained very well	Nothing
Gateway H	Timing --> appointment	None
Gateway H	All staff courteous and explained every stage of procedure	
Gateway H	Staff attentive and helpful, everything explained and well looked after throughout. Thanks	Nothing for me, thanks
Gateway H	Staff were lovely	
Gateway H	Couldn't fault the service from booking in to leaving	
Gateway H	Very kind people and helped me through the pain	No
Gateway H	All of it. Thanks	Nothing at all; spot on
Gateway H	Everything	
Gateway H	Made to feel comfortable, all things explained	
Gateway H	Everything	Nothing
Gateway H	Staff very friendly and accommodating	Make it painless - impossible I know
Gateway H	All very friendly staff, fast and efficient	Nothing :-)
Gateway H	Service was very good, staff friendly and polite, not as embarrassing as I expected	Nothing
Gateway H	Made to feel relaxed and all very friendly	Nothing; very pleased
Gateway H	Very understanding	
Gateway H	Very quick	Nothing
Gateway H	Made me feel at ease, all friendly, kept me informed	Nothing; no waiting
Gateway H	Quick, efficient and friendly	
Gateway H	Everything	
Gateway H	Everything done very well	Could do no better
Gateway H	Good, prompt care	Nothing
Gateway H	Very nice staff. Made me feel relaxed	
Gateway H	Everything went well. all staff explained things very well and were pleasant and helpful	Nothing
Gateway H	Everything went really well. The team could not have done any better	Nothing. Thanks once again
Gateway H	Very relaxed and friendly, helpful staff	Can't think of a thing
Gateway H	Polite, cheerful, helpful	Nothing
Gateway H	Very friendly atmosphere. Information about procedure. Opportunities to ask questions. Very caring attitude from all staff.	
Gateway H	Customer service	
Gateway H	On time, nice, professional with a friendly manner	Nothing
Gateway H	All good	Nothing
Gateway H	Friendly helpful staff. Felt I was in safe hands	

Gateway H	Very friendly and informative at each stage of the procedure	No complaint
Gateway H	Wonderful care. Very impressed	
Gateway H	Great information prior to procedure - very kind and understanding	The procedure itself happened really quickly. Would have liked better explanation of what was happening
Gateway H	Professional and friendly team, kept me up to date and reassured throughout	
Gateway H	Everything	Nothing - all fine
Gateway H	Endoscopy in my stomach	Everything was fine
Gateway H	The staff very nice quick, I did not wait long so I am please and ...	Nothing
Gateway H	Everything	
Gateway H	Everything	Nothing
Gateway H	Everything - can't ask for anymore.	
Gateway H	Everything	
Gateway H	Everything went well. reception, nurse, doctor.	
Gateway H	Very professional and everything clearly explained.	
Gateway H	Everyone friendly, efficient, very good.	
Gateway H	Everything	Nothing
Gateway H	Staff are very nice.	
Gateway H	Everything	
Gateway H	Everything, everybody very pleasant, very informative	Nothing
Gateway H	All members of staff very polite, helpful, empathetic and caring	
Gateway H	Very calm relaxed atmosphere. All staff very kind and gentle	Had some gluten free biscuits
Gateway H	Explained very well, nice polite friendly staff	Nothing
Gateway H	Very friendly staff who were reassuring and attentive. The drink and biscuits in recovery was also really nice and unexpected and made me feel better.	The instruction letter that was sent was quite unspecific e.g there were lots of ifs and it didn't mention anything about fainting. it would be better if it were more personal targeted.
Gateway H	Made you feel very much at ease - great bedside manner. Really pleasant staff.	
Gateway H	Everything	Nothing
Gateway H	Everything	Nothing
Gateway H	Made my experience relaxing and calm. very reassured	Time - appointment at 11:25, however seen at 12:05
Gateway H	Polite, punctual and pleasant	Perhaps a little more privacy before and after procedure, space permitting
Gateway H	Very quick procedure once underway. Support staff very helpful and reassuring	In arrival, perhaps patients and given 15 minutes instead of 30 minutes
Gateway H	The work on me they had to do	Nothing
Gateway H	Friendly, knowledge staff, made me feel at ease	
Gateway H	Explanation at every step so I know what was about to happen	Not a lot
Gateway H		While waiting after the treatment for the preparation, nobody who I can contact while in the waiting room
Gateway H	Having never been here before its not easy to judge but everything went very smoothly with friendly staff that put me at ease from the moment I got here and right through the procedure	
Gateway H	Excellent, would come again if I had to, friendly staff	Nothing
Gateway H	Made me feel at ease and countable	Nothing
Gateway H	Nurses, doctors, could not find fault	Nothing except reception staff need to smile
Gateway H	Everything	Nothing
Gateway H	On time, prep good, explained all through the procedure and all very kind. thank you all	All very good
Gateway H	The procedure was well done	Nothing - well done
Gateway H	Very friendly staff. everything explained. doctor lovely, very empathetic	Appointment 30 mins late
Gateway H	Efficient and professional. Reception/procedure/recovery/discharge/considerate /sympathetic. Clear explanation process	Not much
Gateway H	Very polite and helpful staff. Could not have done more for me.	I don't think so.
Gateway H	All of it	Nothing
Gateway H	Everything	Nothing
Gateway H	Very efficient and pleasant	
Gateway H	Everything	Nothing
Gateway H	Friendly staff talk you through everything	Warn patients same sex waiting areas so they can bring suitable companion if they wish
Gateway H	Endoscopy	Nothing
Gateway H	Everything fine; explained well	Nothing
Gateway H	Everything. Put at ease; everything explained	
Gateway H		Nothing
Gateway H	Friendly, helpful, reassuring	
Gateway H	Everything	
Gateway H	Everyone very helpful and friendly, very quick and efficient, excellent care	Nothing
Gateway H	Very well	Not really
Gateway H	Staff very approachable and caring. MP is very good at her job and I feel confident with her	
Gateway H	Staff very reassuring and made to feel relaxed	Nothing
Gateway H	Put myself at ease before procedure	
Gateway H	Service	Efficiency
Gateway H	Kept me fully informed through each step on what would take place. Reassured me	Can't think of any negatives on this visit
Gateway H	Took care of the patient. Everything was really well prepared	Can't find anything that could have been improved
Gateway H	Caring, considerate and helpful	
Gateway H	Friendly, welcoming and supportive	Nothing
Gateway H	Yes	No
Gateway H	Everything was very good	
Gateway H	Was well looked after and all proceedures explained	
Gateway H	Kindness and efficency	
Gateway H	Information is provided to the patient clearly, procedure carried out efficiently and professionally	
Gateway H	No waiting and staff were amazing at calming my nerves	
Gateway H	Put me at ease, reassuring, very professional	Nothing
Gateway H	Everything. Everybody explained what they were doing and why. All staff very good	Nothing
Gateway H	Caring, reassuring, talked me through everything what was going on	
Gateway H	Efficient and friendly	
Gateway H	Put me at ease	
Gateway H	Real good at helping with additional problems that arose	People were doing their prep in a group area and there was no privacy
Gateway H	Staff absolutely amazing, really really reassured me. Can't praise them enough	Nothing
Gateway H	Caring polite and friendly	Nothing
Gateway H	Looked after me, fully explained everything, very professional	
Gateway H	Friendly staff and atmosphere, very helpful, thank you	
Gateway H	Good staff	
Gateway H	I felt welcomed from arriving to leaving the department. Everyone introduced themselves at every stage	
Gateway H	All	Nothing

Gateway H	Room staff and discharge very good especially N and L	
Gateway H	Everything made me feel relaxed with the treatment I didn't expext to have	
Gateway H	Brilliant; excellent	Nothing
Gateway H	Everything	Nothing
Gateway H	Cared for me. Very pleasant; goes along way. Felt very comfortable with all staff	Nothing - they were all spot on, looked after me well
Gateway H	Everything was spot on; boards in waiting rooms nice to read	Can't fault anything. Would like more info on staff on board
Gateway H	Everything. I was made very comfortable and everything was explained and did not feel uncomfortable during the investigations and everything was explained	
Gateway H	Everything - all staff were very pleasant and helpful. Thank you to them all	Nothing I know of
Gateway H	Everything - can't fault staff or procedure	
Gateway H	The people on duty today went above and beyond their professional capacity with me today. They had excellent interpersonal skills they are a credit to Circle. They deserve some recognition from their emplyers. 6cs adhered to throughout procedure. These comments are from a healthcare profesional	
Gateway H	Quick prompt service and informative and gave prompt service	Shame could not remove immediately
Gateway H	Everything	Nothing
Gateway H	Patient care and kindness	Hard to say nothing to complain about
Gateway H	Everything	No
Gateway H	Fantastic customer service, very empathic during the procedure	Nothing at the minute all very organised
Gateway H	Made me feel relaxed and at ease. Talked through the procedure very well.	
Gateway H	All that was done	I don't know
Gateway H	All that was done	I don't know
Gateway H	Gave lots of advice and support and were friendly	Nothing
Gateway H	All good - made the procedure ok, explained and reassured at each step	
Gateway H	All good	All good
Gateway H	I could not say more than every area and procedure	
Gateway H	Kept me informed of what was happening	Nothing
Gateway H	Everything brilliant	
Gateway H	Friendly, helped me relax, reassuring, explained everything,	Slight delay due to previous patient but I don't think anything could be done about it,
Gateway H	Everything, all staff great thank you	Nothing
Gateway H	Introductions, explanation and friendliness appear very efficient	50 mins delay - explanation or someone just to let you know
Gateway H	Everything, very polite, friendly	Nothing
Gateway H	Personal attention and explanation	
Gateway H	I could not say more than every area was executed in a really caring manner	Yet again from arrival to leaving a really good experience
Gateway H	Efficient, well planned , relaxed environment	
Gateway H	Everything	Nothing
Gateway H	Everything made me feel at ease, well mannered polite staff, very helpful caring friendly	
Gateway H	Very well looked after, thank you,	Nothing
Gateway H	All aspects	Nothing

Gateway H	Everything	
Gateway H	Very professional, gave very good explanations, very friendly	Nothing
Gateway H	Everything	Everything top notch
Gateway H	You did everything very well	Nothing, no improvement needed
Gateway H	Very friendly and caring	All staff
Gateway H	Everyone very reassuring and friendly, made me feel at ease,	Nothing
Gateway H	Friendly kind staff, quick and organised	
Gateway H	Friendly, told me exactly what was going to happen, reassuring and telling me what to do during the procedure	
Gateway H	Taken care of patient	Provided plenty of drinks and biscuits
Gateway H	Everything, all the staff were very kind,	Nothing
Gateway H	Brilliant team, fantastic with me	Nothing at all
Gateway H	Everything, made me feel very relaxed	
Gateway H	Looking after me, making me feel less anxious, all staff were excellent,	Nothing
Gateway H	The instructions I received prior to the procedure were extremely helpful	Nothing
Gateway H	High quality staff, delivering excellent service	Nothing
Gateway H	Everyone polite and efficient	
Gateway H	Fast service, friendly staff, clean environment and excellent internal photography.	Nothing really
Gateway H	Everything	No
Gateway H	Everything. Very calm friendly staff.	Nothing
Gateway H	Couldn't do op	More information
Gateway H	Everything, made me feel at ease straightaway	Nothing
Gateway H	Friendly and efficient staff, usual pleasant environment. Procedure itself the best I've had so far.	As always any delay is anxiety, but today was only 45 minutes.
Gateway H	Looked after me really well. All staff are really friendly.	Nothing
Gateway H	Extremely friendly and professional staff. Very good at making you feel at ease. Explained everything well.	Nothing
Gateway H	Very friendly, explained everything	Can't think of anything
Gateway H	Everything was very well done. Kept me calm. Excellent team today.	Nothing
Gateway H	Everything was very well done	Nothing
Gateway H	Friendly informative staff	
Gateway H	Everything very good	Nothing
Gateway H	Everything	Nothing
Gateway H	Polite attentive staff members	It was all excellent
Gateway H	Staff were overly polite and helpful. linda was lovely.	Absolutely nothing
Gateway H	Kindness	
Gateway H	Everything. Patient care is very good	All good
Gateway H	Friendly, well mannered.	No concerns
Gateway H	Excellent treatment	Everything was as good as possible
Gateway H	Polite and quick	Nothing
Gateway H	Explained everything and made me feel at ease as I was nervous	Nothing
Gateway H	Polite, time was good	Give me pain relief or more sedative as the pain was too much
Gateway H	The team was very good	
Gateway H	Very friendly	Nothing
Gateway H	Quite professional	Nothing
Gateway H	All very caring and considerate	
Gateway H	Friendly staff, not much time waiting between stages	
Gateway H	Everyone was helpful, kind and informative.	Can't think of anything
Gateway H	Everything	You done your best, thank you
Gateway H	Very understanding, helped me stay calm.	
Gateway H	Treatment, aftercare all A1. Lovely biscuits.	Long wait in corridor outside changing room, inevitable. but would have been better with comfortable chair. TV programme awful.
Gateway H	Meeting, greeting, explaining all and general care.	Re: insulin and metformin. No clear instructions and reuse of milk confusing.
Gateway H	Everything	Nothing
Gateway H	Very well	
Gateway H	All of it. Nice staff	As far as I can see none
Gateway H	Kept me well informed about the procedure	Not much
Gateway H	Everything	Not a lot
Gateway H	Everything	
Gateway H	Assured me, calmed me, explained what would be done.	Less waiting time
Gateway H	Everything.	
Gateway H	Everything.	Nothing.
Gateway H	Made me feel calm, and very nice staff.	
Gateway H	All of it.	Nothing.
Gateway H	Staff during the procedure were really good and offered reassurance.	Run to time.
Gateway H	Everything.	Nothing.
Gateway H	Caring, checking on me, offering drinks, biscuits, friendly staff.	Family, friends to be brought through after the procedure.
Gateway H	Very polite staff, professional on high level, responsible staff.	
Gateway H	Everything - from check in right through to discharge. everyone was wonderfully reassuring.	
Gateway H	Everything	
Gateway H	Making me relax for the procedure. The term was very professional and brilliant.	
Gateway H	Looking after people.	Nothing
Gateway H	Everything, excellent.	Nothing
Gateway H	Everything.	
Gateway H	Great staff, great help.	Get some cream biscuit pls.
Gateway H	Excellent, friendly staff, very informative and professional	Slight delay but very informed and kept up to speed. Very good experience
Gateway H	Everyone very Helpful	Nothing
Gateway H	The team were amazing and reassuring. Dr L was assuring	
Gateway H	The procedure	Not a lot
Gateway H	Made me feel welcome, relaxed and valuble.	Nothing
Gateway H	Very friendly and informative, appointments at good times and did not have to wait,	
Gateway H	Excellent service	Nothing
Gateway H	Everything	It was ok
Gateway H	All staff very friendly and helpful, I was made to feel very calm and comfortable.	Nothing
Gateway H	Everything is absolutely fine	
Gateway H	Everything	Nothing
Gateway H	Everyone was perfect from start to finish	Nothing
Gateway H	Everything	Nothing
Gateway H	Procedure team were extremely kind lovely, during the procedure the team were very calm and understanding	Nothing
Gateway H	Everything	A bit quicker
Gateway H	Information given excellent , staff caring , kind and provided all info needed	Nothing except a long wait.
Gateway H	All fine	Nothing
Gateway H	Made to feel very relaxed and comfortable	Nothing
Gateway H	Great service, all staff brilliant	Nothing, everything excellent
Gateway H	All courteous helpful and cheerful, did their best to put me at ease	Nothing
Gateway H	Overall, visit was ok	On time appointments

Gateway H	Very caring and took note to ease pain	Nothing
Gateway H	Everything was very well done and organised	Waiting times but not too bad
Gateway H	Welcomed well at appointment, everyone very kind	Nothing
Gateway H	Everything	All good, thank you
Gateway H	Very well run, staff friendly	Nothing
Gateway H	Polite, efficient	Not a lot. Pleased with the way treated
Gateway H	Everything from reception to recovery room, all staff were friendly kind patient putting my mind at ease	Keep up the good work
Gateway H	Reassuring	Nothing
Gateway H	Everything, friendly caring staff, well organised	Nothing
Gateway H	As on previous occasion everything very satisfied	This was my first afternoon appointment (S previous) much preffer morning appointment. drinking moviprep at 6am not a good start
Gateway H	Everything, took very good care of me	Nothing
Gateway H	The care given by the staff, the explanation	Nothing
Gateway H	Superb friendly staff, well organised	
Gateway H	Good explanation, friendly professional	No Jeremy Kyle please. Terrible people,terrible programme
Gateway H	Patient care and support	Nothing
Gateway H	Everything went well. All the staff were very helpful and friendly.	
Gateway H	It all went well	Nothing
Gateway H	Care and keeping me informed as to what was happening	Nothing
Gateway H	Looked after me really well, very kind	Nothing
Gateway H	Everything	Nothing
Gateway H	Everything	
Gateway H	Everything, fantastic people	Nothing
Gateway H	Overall care and explanation of procedure	A better tasting throat spray would of been nice
Gateway H	Everything	
Gateway H	All of it	Been quicker
Gateway H	Fantastic, what you would call excellent customer service and communication	Impossible to improve the whole experience
Gateway H	Everything	Find a smaller diameter tube
Gateway H	Greeted me with a smile. Put me at ease looked after me during and after the procedure	Not in my book
Gateway H	All were very understanding of my anxiety and panic	
Gateway H	Everything	Nothing
Gateway H	Procedure start to finish was more than I expected everyone did brilliant God bless everyone	It was exceptional keep it up
Gateway H	I was very happy and staff were very nice with me very polite. Thank you	
Gateway H	Excellent patient care from all staff	Nothing
Gateway H	Very caring and explained everything really well	
Gateway H	Explained everything well	

Gateway H	Made me feel very relaxed	
Gateway H	Everything was excellent	
Gateway H		Nothing
Gateway H	Everyone was really friendly and made me feel safe	
Gateway H	The whole experience was well organised. I was kept informed throughout. The staff were kind, friendly and very helpful	I could not fault this service
Gateway H	Everything, kept me very calm.	The whole of the staff team were all wonderful
Gateway H	Courteous and very caring, informed me of what was happening	No problems
Gateway H	The staff were very friendly and helpful which made the procedure a lot easier to cope with.	Nothing
Gateway H	Everything	Nothing
Gateway H	Everything was 10 out of 10 from start to finish	Nothing
Gateway H	Friendly staff	Nothing
Gateway H	The whole thing was great	
Gateway H	Made me feel very relaxed	Nothing
Gateway H	Thumbs up to Dr C and his nurse J	Nothing
Gateway H	Very friendly and helpful	
Gateway H	Everything	
Gateway H	Greeted me nicely, explained in detail the procedure, made me feel at ease, reassured and comforted	
Gateway H	The procedure	Managing times and order of patients
Gateway H	Really professional and most importantly approachable and friendly	
Gateway H	Staff are excellent	Speak louder
Gateway H	Very well looked after by all the staff and doctors	
Gateway H	Excellent quality of service to patients	
Gateway H	Everything	Nothing
Gateway H	Greeted me nicely explained in detail the procedure made me feel at ease, reassured me, comforted me	From this experience, nothing could have improved it was just right, the nurses were all lovely and caring.
Gateway H	Everything	Nothing
Gateway H	Excellent quality of service	Nothing
Gateway H	Everything, all staff were very friendly and kind, putting my mind at ease	Nothing, keep up the good work
Gateway H	Reassuring and understanding	Nothing
Gateway H	Everything	Nothing
Gateway H	Very sympathetic and calm with dealing with patients	Nothing
Gateway H	All things	
Gateway H	Prompt, very efficient, very clean, all staff very helpful and pleasant	
Gateway H	All staff good	Less waiting
Gateway H	Friendly caring staff	Improve delays to procedure
Gateway H	Everything	Nothing
Gateway H	From beginning to end excellent	
Gateway H	Everything from start to finish	Nothing
Gateway H	Everything they were all wonderful , thank you very much xxx	Nothing
Gateway H	Everyone from nurses to doctors knew what they were doing professionally	10 out of 10
Gateway H	Everything	Nothing
Gateway H	Everything	Nothing
Gateway H	This was a 5 star experience from beginning to end , the level of quality of personal communication was superb as were the handovers between staff on my journey, I was put utterly at ease by all	Nothing
Gateway H	Very well, made me feel relaxed	Nothing
Gateway H	Everything, polite and friendly, smiley and caring	Nothing
Gateway H	Everything went very well except found it far more painful than last time	Nothing
Gateway H	Everything from the moment I checked in to the procedure to eating biscuits . 10 out of 10	
Gateway H	Everything	Nothing
Gateway H	Good time, polite staff, informative during procedure	Nothing
Gateway H	All staff were very polite and made me feel very comfortable	Nothing
Gateway H	Everything. No worries	Just do as you do

Gateway H	All staff extremely helpful and friendly, explained what was happening and what to expect	Nothing
Gateway H	Everyone was so calm and pleasant and full of smiles, helpful, supportive in my nervouness	Nothing
Gateway H	Everything	Nothing
Gateway H	Kind staff and very helpful	Nothing
Gateway H	Everything	Nothing
Gateway H	Info on procedure	Make moviprep nicer to drink
Gateway H	Explained every step of the procedure, very welcoming staff and friendly.	Waiting time
Gateway H	Very punctual , very polite staff	Velcro on the gowns please
Gateway H	Constant checks regarding my welfare and identification that I was the right person , constant reassurance, friendly professional, good after care , clean bright surroundings	Nothing
Gateway H	Everything	Nothing
Gateway H	Having happy staff and getting told what was going off all the time, very happy with the staff	Nothing
Gateway H	Everything - staff all brilliant and caring	Not a thing. Thank you all
Gateway H	Good explanation of procedure, went very well	The waiting time
Gateway H	Made me feel at ease, so relaxed, informed me about the sedation and procecure, very friendly	Nothing anyone could have done better, thank you all
Gateway H	Made me feel at ease	Nothing
Gateway H	Everything	Nothing
Gateway H	Your team was all wonderful, took the best care of me. I was relaxed and comfortable. You could not have done more than you all did.	You could not have done more than you did
Gateway H	Clean building. Polite. Efficient	
Gateway H	Everything	Gluten free biscuits, please
Gateway H	Very friendly and reassuring. Explained everything to me well	Nothing
Gateway H		Everything
Gateway H	Everything	Nothing
Gateway H	Courteous,prumpt,friendly,explanation given to every stage of what was happening next 10/10 very good	
Gateway H	Handled me with extreme care	I do not think you could
Gateway H	You explained everything clearly and made sure I felt as comfortable as possible	
Gateway H	Friendly staff	
Gateway H	I would recommend to attend	Everything fine
Gateway H	Treated well	Nothing
Gateway H	Very professional	Nothing
Gateway H	All	Nothing
Gateway H	Everything	
Gateway H	Caring	Nothing
Gateway H	Your team was all wonderful, took the best care of me, I was relaxed and comfortable, you could not have done more than you all did	Nothing
Gateway H	Clean building, polite, efficient	Nothing
Gateway H	Everything	Gluten free biscuits
Gateway H	Patient care clear and professional	All the staff
Gateway H	Explained everything well, very organised	Not asked me to fill a feed back card in when I'm feeling sick
Gateway H	The care throughout and the explanation of the procedure was superb as well as the after care after the procedure	Nothing
Gateway H	Everything	Everything was done perfectly
Gateway H	Informed me what was happening during the procedure, made me feel at ease	Nothing
Gateway H	The procedure was done quickly and efficiently, staff amazing	I was in pain, very embarrassed and upset, felt like I was being told off for being vocal
Gateway H	Friendly staff, well organized, procedure on time	Nothing
Gateway H	Polite friendly staff, good explanation of the procedure and reassurance throughout	Nothing
Gateway H	For what is an uncomfortable procedure, all the staff made me feel safe, they are a great credit to the medical world	Nothing
Gateway H	Friendly, reassuring	This is my second procedure and this time I wasn't talked to much during the procedure. I think it's important to know when it's nearing the end
Gateway H	Everything	Nothing
Gateway H	Everyone was great, could not have asked for better staff	Nothing
Gateway H	All the staff are lovely and well informed , they show they care especially in recovery	Nothing
Gateway H	Everything was perfect	Nothing
Gateway H	Staff team lovely, in the waiting room have a method of knowing how long till it's your turn, good	Nothing
Gateway H	Everything, all staff friendly, caring and helpful	Nothing
Gateway H	Everything	Nothing
Gateway H	Communication at all stages very pleasant	Nothing
Gateway H	Everything	Not a lot
Gateway H	Everything	Nothing
Gateway H	Very friendly and kind especially in recovery	Nothing
Gateway H	Efficient and proffesional	Seen by consultant
Gateway H	Staff extremely helpful and friendly	Nothing
Gateway H	Polite, efficient, appointment on time, staff worked well as a team and created a relaxed atmosphere	Nothing at all
Gateway H	Timing, explanation and general niceness whilst waiting.	Can't think of anything
Gateway H	Professionalism, told exactly what was going to happen by whom	Nothing
Gateway H	Very helpful friendly efficient staff, flowed quite well, didn't have to wait too long	I was supposed to have had a local but it didn't feel like I had it at all
Gateway H	Everything excellent	Nothing
Gateway H	Calmed me down, staff very attentive	Music whilst having the procedure
Gateway H	Everything	Nothing
Gateway H	Thorough	
Gateway H	Very good, friendly	Nothing
Gateway H	Good care and communication	
Gateway H	Extremely reasuring staff, made the procedure much easier for me	Nothing
Gateway H	Everything from start to finish	Nothing - everybody was exceptional
Gateway H	No fault at all, everyone very friendly and helpful	
Gateway H	Very well	
Gateway H	Everything	Nothing
Gateway H	Very prompt in seeing me	Let me know all sedation options beforehand, i.e. gas and air
Gateway H	Everything - all staff excellent	Nothing
Gateway H	Everyone so polite and reasuring, thank you all	Nothing
Gateway H	Everything to keep me calm was excellent could not ask for anything better thank you	Nothing
Gateway H	Was well look after and everything was explain clearly	Everything was great
Gateway H	Everything	Nothing
Gateway H	Everything	Nothing
Gateway H	Everything	Nothing
Gateway H	Best quality on all aspects	Nothing
Gateway H	Everything	Nothing
Gateway H	Everything quick and efficient	Nothing
Gateway H	Everything was good	Nothing
Gateway H	The support from the initial nurse was fantastic as was the rest of the cysto dept	Nothing
Gateway H	Very prompt and quick	Nothing
Gateway H	Everything	Nothing

Gateway H	All staff very pleasant and understanding	Nothing, all very efficient
Gateway H	Everything	Nothing
Gateway H	Very good	Nothing
Gateway H	Made me feel very relaxed	Nothing
Gateway H	Everything, the staff here at the treatment centre are brilliant	Nothing but teach staff in other hospitals how to be nice
Gateway H	Efficient, quick, painless and friendly	Nothing
Gateway H	Everything, staff polite and friendly and helpful	Nothing
Gateway H	Explaining the procedure, friendly staff	Nothing
Gateway H	Made to feel at ease	Nothing
Gateway H		Nothing
Gateway H	Helpful and kind staff	More info on the process
Gateway H	Everything, all the staff are considerate, helpful and professional,	Nothing
Gateway H	You did excellent	Nothing
Gateway H	Medication, care and attention	Nothing
Gateway H	Everything	Nothing
Gateway H	I was well treated	
Gateway H		Nothing
Gateway H	Procedure under sedative very easy	Reduced waiting times
Gateway H	Running late but still organised	Try not to run too late
Gateway H	Made patient feel at home and well looked after from start to finish	Nothing
Gateway H	Recovery	Lady at reception didn't know what gastroscopy was
Gateway H	The overall efficiency and welcome from the recdption and nurse and doctor very friendly feeling	
Gateway H	Made me feel at ease	
Gateway H	Everything	
Gateway H	Very good	Nothing
Gateway H	On time service	Nothing
Gateway H	Looked after me from start to finish	Everything was perfect
Gateway H	Everything	Nothing
Gateway H	Prompt and friendly staff, thorough investigation	
Gateway H	Everything!!!	
Gateway H	Everything	Nothing
Gateway H		All staff were lovely and professional however I object to the transfer of public money into private hands - services should be performed by the NHS not a private concern
Gateway H	Explaining the procedure. Helpful, lovely staff, very caring and on time	
Gateway I	All	Nil
Gateway I	Everything	Nothing
Gateway I	All the staff are friendly, caring, helpful and explaing things clearly.	No
Gateway I	On time. Good communication, made to feel welcome.	
Gateway I	Friendly service.	
Gateway I	Person to show me in, explained where to wait etc. She was very personable and professional. Put me at ease, gave me tea! Good clear consultation with the doctor.	
Gateway I	Put my mum and I at ease, very friendly and kind.	
Gateway I		Informing me sooner that my clinic had been cancelled.
Gateway I	Very friendly, appointment on time, very informative. Very clean.	Nothing
Gateway I	P and other staff made waiting for the doctor a pleasant experience by offering tea and coffee and keeping us informed as to what was happening.	
Gateway I	Very well informed and quick appointment	
Gateway I	Excellent	
Gateway I	Very welcoming, very helpful	
Gateway I	The service was quick and the waiting times was next to nothing.	Despite calling in before my appointment to advise I will be late due to roadworks the clinician was very rude about me being late.
Gateway I	Everything	Nothing
Gateway I	Staff friendly and helpful	
Gateway I	Friendly - didn't have to wait long	Nothing
Gateway I	Superb	Nothing
Gateway I	Efficient and friendly	
Gateway I	Listen and care. Wonderful clear information for my future surgery.	Absolutely nothing
Gateway I	Excellent	Nothing
Gateway I	Everything and everyone so helpful, especially on a difficult day such a kind doctor	Nothing
Gateway I	Treat patients extremely well	Nothing
Gateway I	Efficiency. Nurse very welcoming, made me feel at ease. Nice environment.	Nothing
Gateway I	Very friendly, informative. Very nice building. You would be mistaken for somewhere nice (eg a spa). Very good service a big thank you to all who worked on my case. Thanks.	On initial letters for my appointment it did not say what I was asked back for and found this very anxious and a bit stressful. However, the last letter explained "follow up" which I found helpful.
Gateway I	Quick and informative consultation	Original appointment was 10/02/2016 - it took too long for an appointment to be rescheduled
Gateway I	Everything	Nothing
Gateway I	Very professional and efficient.	Nothing. Excellent.
Gateway I	Everything	Nothing
Gateway I	Everything.	
Gateway I	Everything.	Nothing! Already fantastic. All staff brilliant.
Gateway I	Great friendly supportive care.	
Gateway I	Privacy was great. Thanks.	Nothing.
Gateway I	Everything	Nothing. Excellent.
Gateway I	P was really good. Very efficient.	Nothing
Gateway I	All aspects.	Nothing.
Gateway I	Making me feel comfortable.	
Gateway I	Nurse very helpful. Very polite.	
Gateway I	Excellent service.	Nothing. Thank you.
Gateway I	Everything.	Nothing.
Gateway I	Comfort, instructions, service. Perfect!!!	
Gateway I	Very efficient	
Gateway I	Everything could not fault any care or treatment I have received	Nothing
Gateway I	Appointment check in	
Gateway I	Excellent Service	
Gateway I	Seen on time. Clean. Polite.	
Gateway I	Actual appointment was great and the doctor was helpful and thorough	The appointment was 35 mins late.
Gateway I	Prompt (which is unusual for hospitals), polite, efficient, pleasant. Antibacterial hand gel brilliant idea to prevent infection. Well done	Happy with the service given. No complaint
Gateway I	Reception and nursing treatment have been terrific.	Can't think of anything thanks
Gateway I	Seen on time	
Gateway I	Excellent	
Gateway I	Everything, staff nice, but there was a drinks machine and plenty of books to read.	
Gateway I	Good advice	Could be quicker
Gateway I	The doctor was very informative and made me feel at ease.	Nothing
Gateway I	Explanation very good and reassuring	
Gateway I	Excellnnt customer service	Nothing

Gateway I	Always have prompt and good service	Nothing
Gateway I	Everything totally professional from start to end.	
Gateway I	Doctor listened to me and made me feel relieved.	No
Gateway I		Not a lot - perfect in all areas
Gateway I	Explaining	Nothing
Gateway I	On time	Nothing
Gateway I	Lovely staff, very welcoming and efficient, even a cup of coffee whilst we waited.	Nothing
Gateway I	Went through everything clearly and thoroughly	Ask if I want another training doctor in the room
Gateway I	Staff very friendly and helpful	
Gateway I	All staff very pleasant and helpful. good coffee brought to us. Delay but we were warned.	Service could have not been better.
Gateway I	Very friendly	
Gateway I	Polite and kind	
Gateway I	Everything	No
Gateway I	Very welcoming and friendly	Nothing
Gateway I	Explained everything in detail; very good	Everything good
Gateway I	I'm listened to and get the treatment I need.	
Gateway I	Helpful, informative	Nothing
Gateway I	On time and punctual. Very friendly staff (caring and compassionate)	
Gateway I	Very polite and informative nurse	No. Keep it up
Gateway I	Well organised, good time keeping and friendly	Nothing
Gateway I	Everything	Nothing
Gateway I	Very pleasant friendly staff. Thank you	
Gateway I	Knew my case. Answered all my questions	On time
Gateway I	Greeting people	
Gateway I	On time, friendly reception/nurses, efficient. Liked the evening appointment.	
Gateway I	Consultant kept me informed of the process and was good and respected my dignity.	Make sure that appointments are not sent out before results have come through. Frustrating to be kept in TC for 3 hours start to finish for what should have been a short visit. First of all unsure what was happening as was put into a clinic room to wait for the consultant. Other people seemed to be being seen ahead of me. Sat there waiting. Eventually, consultant came.
Gateway I	Everything	Nothing
Gateway I	Everything	Nothing
Gateway I	Seen early	
Gateway I	Managed to get me an appointment despite strikes. Friendly staff.	Not had so many doctors striking. Rang earlier to be made aware.
Gateway I	Everything	Nothing
Gateway I	Explained what needs to be done and was very clear	Nothing
Gateway I	Very polite and friendly and quick service	
Gateway I	Very polite	Nothing
Gateway I	Checked ID properly, friendly and polite. Good hygiene	N/A on this visit
Gateway I	Everything	
Gateway I	Very helpful, supportive.	
Gateway I	Friendly, polite, courteous, couldn't ask for more, very helpful.	Nothing
Gateway I	We were treated so well by L. She answered our questions and we feel positive that the changes recommended will benefit and be a positive help. Thank you.	
Gateway I	Did very good.	Nothing
Gateway I	Friendly and helpful staff.	Slight delay to see nurse. 9.10 appointment, seen at 9.35
Gateway I	All things are good.	
Gateway I	All	
Gateway I	The conversation, the explanation of the problem and the future step that is necesssary to take.	Probably more time could be given in terms of doctor explaining and describing the problem.
Gateway I	Helpful staff. Doctor explained my condition very clear and understandable. Appointment wasn't running late.	
Gateway I	Everything	Nothing. We arrived 30min early and still went in after about 5min of waiting.
Gateway I	Very friendly and helpful staff whilst waiting. Prof M very helpful	
Gateway I	Staff is exceptionally polite and helpful	Everything just fine
Gateway I	Very good. Thanks	
Gateway I	The nursing staff and receptionist are extremely friendly and caring	
Gateway I	Efficient reception, helpful consultation	
Gateway I	Appointment was on time. Doctor very helpful and staff approachable and friendly	
Gateway I	Everyone helpful and friendly gave us some good advice	Nothing
Gateway I	Welcoming and understanding	
Gateway I	Everything	No
Gateway I	Staff were very friendly and reassuring. Consultant was able and willing to answer questions.	Not applicable
Gateway I	Communicated efficiently, friendly and kept informed	Nothing
Gateway I	Everything was great	Nothing
Gateway I	My appointment was on time.	Made it easy for parking
Gateway I	All of my treatment has been spot on. I couldn't have asked for more.	When a patient's in pain, for them to be seen on time.
Gateway I	Efficient	
Gateway I	Explained	
Gateway I	Everything	
Gateway I	Very happy	
Gateway I	Excellent	
Gateway I	Everything	
Gateway I	Good consultation; happy	
Gateway I	Explained well	
Gateway I	Everything	Excellent
Gateway I		Clarification of appointment letter
Gateway I	Excellent service	Nothing
Gateway I	Extremely likely	
Gateway I	All	
Gateway I	Seen on time	
Gateway I	Good friendly staff.	None
Gateway I	Courteous	Had to wait a while but that was due to doctor running late.
Gateway I	Were very kind, compassionate	
Gateway I	Kept me informed. Very polite, very helpful.	No excellent.
Gateway I	Extremely welcoming, calm	Nothing.
Gateway I	Appointment on time. Welcoming staff. Refreshments on tap!	
Gateway I	Very good.	Nothing comes to mind.
Gateway I	Well organised, friendly staff.	
Gateway I	Good service	
Gateway I	Good advise, well looked after.	
Gateway I	Very professional and caring from reception to examination.	
Gateway I	Very Kind	
Gateway I	Very friendly. Excellent consultant,	Waiting times.
Gateway I	Explanation of procedures very clear, helpful, gave recommendations on many questions	Nothing, left feeling satisfied and confident about my stoma
Gateway I	Yes	
Gateway I	Staff friendly and helpful	Nothing
Gateway I	Good, improved waiting times	

Gateway I	Everything	None - always very good
Gateway I	Everything	Nothing
Gateway I	Courteous and caring	Nothing
Gateway I	All aspects thoroughly covered very happy with outcome.	None - keep up the good work
Gateway I	I have no complaints	Everything runs smoothly
Gateway I	Polite and professional	
Gateway I	I was running late. I phoned from bus to reception lady very nice told not to worry, to come here. In reception, again nice person, doctor very nice	Nothing really
Gateway I	You do time keeping good.	You do everything good about appointment and every fine.
Gateway I	Excellent thanks	
Gateway I	Explained the issues of options	Nothing
Gateway I	Very polite and friendly and helpful. Extremely efficient and put me at ease.	Nothing
Gateway I	Nice surrounding. *Mr* N very nice and reassuring; lovely nurses	
Gateway I	Seen on time, clean, polite	
Gateway I	Very friendly. Good explanation of problem and treatment.	
Gateway I	All kind and helpful	
Gateway I	Everything is excellent at the clinic - all staff are kind, helpful and sympathetic.	The wait for appointments should not be as long -if doctor request 4-6 weeks it shall not be 23 weeks.
Gateway I	You listened	Nothing
Gateway I	Everything good	Not much
Gateway I	Everything. Staff were supremely efficient and kind. Prof Atherton explained everything clearly and well	Can't think of anything.
Gateway I	All good	
Gateway I	Fab	
Gateway I	Very fast with arrival wait. Excellent access to senior staff	Nothing
Gateway I	Put me at ease. I was nervous of procedure but this was fully explained to me.	
Gateway I	Nurse very friendly good communication	Reception a little disorganised causing a queue to form
Gateway I	Everything	
Gateway I	All of it	No
Gateway I	Everything	Nothing
Gateway I	Friendly, helpful	Long wait time (15min late) even when early
Gateway I	Got me in and out in good time. Very pleasant and polite.	
Gateway I	Friendly and always made to feel welcome	
Gateway I	Politeness	Had blood testing facilities open during clinic time.
Gateway I	Very friendly and helpful	Nothing
Gateway I	Everything	
Gateway I	Polite staff and clean premises	Disappointed about confusion of my appointment and didn't get opportunity to discuss the issue I thought I was here to discuss
Gateway I	Explain everything	Nothing
Gateway I	Explained everything thoroughly	
Gateway I	Everything	Nothing
Gateway I	Communication, very caring, wonderful facilities	Nothing
Gateway I	Courteous staff,promptly seen, efficient treated as an individual. Very impressed. 1st visit	Nothing
Gateway I	Everything, very friendly staff, clean, great doctor	Nothing
Gateway I	Very welcoming - free coffee is a brilliant thing.	Nothing
Gateway I	All very good	Nothing
Gateway I	Polite and kind	
Gateway I	Friendly staff, well looked after for a sympathetic and helpful consultation	
Gateway I	Organisation, polite	
Gateway I	Friendly reception	
Gateway I	Everything	Nil
Gateway I	Everything I need, very helpful	Nothing
Gateway I	Very nice service, on time	
Gateway I	When I see my consultant, it's very quick. Nurses are friendly and polite	If instead of voicemail service, a nurse could be on call.
Gateway I	Staff friendly and reassuring	There was nothing I was unhappy with
Gateway I	Friendly, offering assurance	Nothing
Gateway I	Clean,friendly well sign posted,easy to park, running on time	
Gateway I	Made me feel comfortable and welcome	Nothing
Gateway I	Very fast and friendly	
Gateway I	Time keeping and polite staff	Parking was a nightmare today,nobody on gate and parking sign said parking spaces-NOT
Gateway I	Listened and looked	Nothing
Gateway I	Everything	Nothing
Gateway I	Very nice staff, all very helpful	Not a thing. Everything perfect. Thank you
Gateway I	Everything very informative regarding condition and treatment	
Gateway I	Everything	Can't think of anything that could have been better
Gateway I	Good	Nothing
Gateway I	Lovely and friendly very accommodating	
Gateway I	Excellent	
Gateway I	No waiting	
Gateway I	He saw and paid attention to what I said, treated me as a person	
Gateway I	Great consultation. Excellent chat	
Gateway I	All very good	
Gateway I	Happy with service	Timekeeping
Gateway I	Everything	Nothing
Gateway I	Very welcoming. Very good facilities. Great staff	Not one thing
Gateway I	Polite and efficient	
Gateway I	Lovely and friendly,very accommodating.	
Gateway I	Good	Nothing
Gateway I	Everything	Can't think of anything that could have been better
Gateway I	Everything - very informative regarding condition and treatment	
Gateway I	Everything	Nothing
Gateway I	Very nice staff all very helpful	Not a thing perfect. Thankyou
Gateway I	No waiting	
Gateway I	Everything	
Gateway I	Very efficient no long wait	Nothing; very good
Gateway I	Appointment on time, friendly and attentive service	
Gateway I	Everyone was very kind and had all the information given so could understand	Nothing
Gateway I	Everything	Nothing
Gateway I	Excellent; seen early	
Gateway I	Seen on time	
Gateway I	Everything fine	All good, excellent service and consultant
Gateway I	Listened.took the time to listen. comfortable waiting area	Wait time
Gateway I	Friendly, introduced herself and a smile, kept me informed	
Gateway I	Everything satisfactory	Nothing
Gateway I	Listened to my concerns	Nothing
Gateway I	Very efficient from reception to consultant	Consultant to have introduced credentials
Gateway I	Efficient, kind, helpful, quick service	Nothing
Gateway I	Very polite nothing to much trouble	
Gateway I	Everything on time and run well	Everything fine

Gateway I	Great	
Gateway I	Excellent	
Gateway I	All very good	
Gateway I	Very polite and very helpful	
Gateway I	Everything	Not sure - all is well
Gateway I	Everyone was very helpful, kind and very efficient.	Nothing
Gateway I	Good time keeping, very pleasant surroundings and staff	Very little
Gateway I	Fantastic patient care and I wasn't waiting long	Very little
Gateway I	Very good	Nothing
Gateway I	A warm welcome from nurse K, pleasant and efficient.	None
Gateway I	Everything - explained what and how my treatment will be	
Gateway I	Everything	Nothing
Gateway I	Very friendly helpful service as always. Very knowledgeable doctors.	
Gateway I	Arrived 10am, straight in. Very clean. Nice doctor. Blood test, 3 people in front of us, quick. Then chest xray. 10.45 all finished.	
Gateway I	Very organised, polite and calming	
Gateway I	Very swift, no waiting, which was great.	
Gateway I	Everything	
Gateway I	Made you feel welcome and very nice people	No
Gateway I	Seen timely, felt I got good treatment/review	
Gateway I	Yes, good service	
Gateway I	Was so polite and professional - used my name and had smiles on your faces	Nothing - you were awesome
Gateway I	Everything	
Gateway I	Everything to make me feel settled, 3rd visit and never a bad experience	
Gateway I		Seen timely, felt I got good treatment/review
Gateway I	Good time keeping. Very good appointment with the doctor. Very kind staff	
Gateway I	Friendly and speedy	
Gateway I	Explained things well	
Gateway I	Very pleasant staff	
Gateway I	Everything	Nothing thank you
Gateway I	Everything. No problems at all very nice and understanding	Nothing
Gateway I	Friendly staff	Informed by reception if running behind
Gateway I		Sense of humour
Gateway I	Very pleasant staff. always someone around to help.	
Gateway I	Friendly staff, was well informed whilst waiting, doctor explained current situation very well.	
Gateway I	Everything good, great persons and service.	
Gateway I	Very punctual. Polite staff. good to hear that treatment will soon be available.	Nothing
Gateway I	All superb	
Gateway I	Excellent consultation	Nothing
Gateway I	Well done all	
Gateway I	Superb	
Gateway I	Very friendly	Nothing
Gateway I	Very good staff	No
Gateway I	Everything very good	Nothing - brill service
Gateway I	Very clean hospital. Lovely staff	
Gateway I	Very patient in answering my questions and offering practical advice	Everything went smoothly and I was seen on time
Gateway I	So nice and free coffee	Nothing
Gateway I	Explained and updated my present situation	Nothing
Gateway I	I think the staff are very caring and understanding always willing to listen.	Nothing
Gateway I	Everything - meet and greet, consultation, follow up.	Nothing
Gateway I	Excellent care	
Gateway I	Everything	
Gateway I	Always friendly, precise, time keeping not too bad, not a long wait	Nothing
Gateway I	Very kind and caring a pleasure to come	
Gateway I	Very friendly and helpful	
Gateway I	Very informative session	
Gateway I	Everything great. Thank you	
Gateway I	Exceptional service from Dr J and team as always	
Gateway I	Very swift reception, friendly efficient staff. The prior surgery and aftercare has been excellent	Nothing
Gateway I	All staff very helpful and polite with good manners	
Gateway I		Polite, on time, good communication
Gateway I	Seen in 5 mins, excellnnt. All staff were lovely. All staff were knowledgable and perfect.	Nothing. 10/10 service
Gateway I	Explained clearly. The nurse was very polite, also the doctor.	Nothing
Gateway I	Clear and concise	Nothing
Gateway I	Pleasant surroundings, nice staff	Told everything was on time but in fact running late
Gateway I	Both nurse YB and consultant Dr C were helpful and explained things very clearly	Nothing
Gateway I	The whole experience. Everyone was really helpful and I was made very welcome	Nothing really
Gateway I	Very prompt, polite, free coffee(always good), friendly staff	
Gateway I	It was all done very well	
Gateway I	Welcoming and very friendly, made to feel at ease. Friendly staff at reception too.	
Gateway I	Very friendly and helpful	Nothing
Gateway I	Everyone was friendly and very helpful	Nothing
Gateway I	MP explained everything	No
Gateway I	Everything	No
Gateway I	Excellent	
Gateway I	Thanks	
Gateway I	Consultation	
Gateway I	Everything	Nothing
Gateway I	Efficent	
Gateway I	Excellent reception for first time visitor	
Gateway I	Everything was good	Nothing today
Gateway I	Short waiting time	All excellent
Gateway I	Everything - in and out quick	Not today, thank you
Gateway I	Very nice staff on reception plus nurses	No
Gateway I	Whole appointment	Nothing excellent service
Gateway I	Very good	Not a thing
Gateway I	Excellent	
Gateway I	K is lovely	Nothing
Gateway I	Well done all	
Gateway I	D is lovely and really helpful. Dr M has an excellent bedside manner. Very impressed with staff at the treatment centre	Nothing
Gateway I	Everything - put at ease, totally proffesional	
Gateway I	Very well done	
Gateway I	Doctor very nice, explained things well	Time keeping
Gateway I	On time	Nothing
Gateway I	Very lovely nurse	
Gateway I	Everything	Nothing
Gateway I	Everything was easy to talk to and made me feel at ease.	
Gateway I	Everything	Nothing
Gateway I	Preparation was encouraging. New information clearly explained.	Nothing - the visit was most productive

Gateway I	Informative and helpful advice And arrangements made.	
Gateway I	Very well	Nothing very good
Gateway I	Speed of appointment	Nothing
Gateway I	Reception and handling were excellent. Smiles all round and very reassuring talk with tge Colorectal nurse.	Hard to see anything could have been
Gateway I	Professionalism, friendly	
Gateway I	Everything. Lovely nurses.	Nothing
Gateway I	Clean	Doctor very dismissive of me, waited a long time. Left feeling rubbish
Gateway I	On time	
Gateway I	Seen on time and lovely calm doctor	
Short Stay Unit	Very caring, nothing was too much trouble	
Short Stay Unit	All the staff bar none were extremely competent and cortious in every way. Particularly night staff	Nothing
Short Stay Unit	Everything from pre-op to leaving; surgeon explained fully the op and put my mind at ease; after care exceptional	You would find it hard to do better. I can only comment on my own experience
Short Stay Unit	Kind and helpful staff. It felt like home	Nothing - it is already excellent
Short Stay Unit	All the staff in the unit have been excellent throughout my stay. Staff have been very professional and caring, dedicated. Thank you. Meals were very nice too.	
Short Stay Unit	The team worked excellently together and were all supportive and encouraging at all times. Thank you very much	
Short Stay Unit	A great place to be after an operation. Everyone here has been very helpful, supportive, friendly and sympathetic to my needs. Big thank you to all working in this unit	
Short Stay Unit	Attentiveness detail to care, understanding patient needs time to explain what's happening. Listening, kindness, nothing too much, the list could go on. I cannot find the words to express enough thanks to all the staff involved from beginnng to the end of my treatment care. You are all amazing, bless you all,	Would have liked to have seen Mr P afterwards so I could personally thank him, thank you for everything - your kindness and gentleness made me feel so at ease.
Short Stay Unit	Total care throughout the whole team was caring and excellent.thank you.	Nothing.
Short Stay Unit	Everything	Everything was perfect
Short Stay Unit	Everything, the care and compassion were second to none, thank you	Nothing
Short Stay Unit	Very friendly and attentive, clean enviroment	
Short Stay Unit	Everything	Nothing
Short Stay Unit	Answered all my questions, treated me with respect, care and kindness	The bathroom could have been better designed
Short Stay Unit	Excellent care from all members of staff in all departments. I felt secure	
Short Stay Unit	Wonderful medical staff, friendly helpful and supportive, thank you	
Short Stay Unit	Everything is spotlessly clean. The staff have been unfailingly kind and helpful and the food is very good. I would come back. I hope I don't need to.	
Short Stay Unit	Everything is spotless very clean. The staff have been unfailingly kind and helpful and the food is very good. I would come back but hope I dont need too.	
Short Stay Unit	Wonderful medical staff, friendly helpful and supportive. Thank you.	
Short Stay Unit	Excellent care from all members of staff in all members of staff in a departments. I felt secure.	
Short Stay Unit	Answered all my questions. Treated me with respect, care and kindness.	The bathroom could have been better designed.
Short Stay Unit	Everything - from Mr P and all the lovely caring nurses. Lovely fresh food.	Nothing
Short Stay Unit	Very friendly and attentive. Clean, quite environment	
Short Stay Unit	Everything, the care and compassion were second to none. Thank you.	None
Short Stay Unit	Everything, I don't have a bad thing to say. All lovely people and clean etc	Nothing
Short Stay Unit	Everything fantastic	Absolutely nothing
Short Stay Unit	Made me feel welcome	No
Short Stay Unit	Everything I was made to feel relaxed, well looked after by polite doctors and nurses and facility is excellent.	Nothing, it's excellent already
Short Stay Unit	No problems at all treament and care to very high standard	
Short Stay Unit	All very good	
Short Stay Unit	Consideration for patients welfare	Could not improve on anything
Short Stay Unit	Everything. Attended to my every need. Very polite staff nothing too much trouble	
Short Stay Unit	Everything, thank you	
Short Stay Unit	Everything, quiet, clean, very caring and helpfull staff, I had great confidence in my surgeon and anaesthetist	A bit more info on what you can and can't do after surgery
Short Stay Unit	Everything, ALL staff were kind, attentive and helped me through every step of my recovery.	Nothing. Every aspect of my care was excellent
Short Stay Unit	Everything. Doctors, nurses and all staff wonderful	Nothing. I love you all
Short Stay Unit	Everything! I am pleased to say I have received outstanding care and attention. Thank you to a great team.	
Short Stay Unit	Well cared for throughout. Staff happy to explain when asked about treatment	
Short Stay Unit	Everything	Nothing
Short Stay Unit	Everything. 10/10, no complaints	
Short Stay Unit	Best care ever. Fast professional and caring	Nothing
Short Stay Unit	Very friendly helpful staff	
Short Stay Unit	Everything. Explained everything in terms I understood. Excellent; felt in very safe hands	Nothing
Short Stay Unit	Everything	Nothing
Short Stay Unit	Everything was perfect from start to journey home	Nothing
Short Stay Unit	Pretty much everything was spot on.	Be careful not to be too patronising when talking to patients. Be mindful of the patient's age and mental capacity.
Short Stay Unit	Pre-op, procedure and aftercare of the highest quality.	Nothing. Totally satisfied!
Short Stay Unit	Everything, very helpful and polite	Nothing
Short Stay Unit	Explanation of procedure, food was very good, all staff very friendly	
Short Stay Unit	Everything	Nothing
Short Stay Unit	After care was great!	Nothing
Short Stay Unit	Everything	
Short Stay Unit	Everything, all staff were informative, helpful and caring. Ward is clean and comfortable	
Short Stay Unit	Excellent patient care esp nurses. Good, clean factilities.	Nothing
Short Stay Unit	Care was outstanding	
Short Stay Unit	Everything	Would have liked to stay longer
Short Stay Unit	Staff were very caring and helpful	Communication before my op
Short Stay Unit	Everything was excellent	Nothing
Short Stay Unit	Everything	Nothing
Short Stay Unit	Everything	Nothing
Short Stay Unit	Everything	Nothing
Facility wide	Welcome really efficiently, shown to correct area and dealt with very quickly.	Absolutely nothing. This was an excellent experience. Thank you.
Front of House	Everything	Nothing
Front of House	Helpfulness	

Front of House	Everything	
Front of House	Everything	
Front of House	everyhting	
Front of House	Everything	Nothing
Front of House	Treat the public well	
Front of House	Everything	No
Front of House	Everything	
Front of House	Polite and pleasant	Nothing
Front of House	Polite receptionist	
Front of House	The front desk was very helpful	
Front of House	Very helpful	
Front of House	All of it	
Front of House	Everything	Bigger water glass
Front of House	Everything - thoughtful and polite.	No
Front of House	Everything - friendly, helpful, polite.	No complaints
Front of House	Everything is perfect	
Front of House	Everything	
Front of House	Everything was done very well	Nothing
Front of House	Speed of time, friendly, polite, smiley	Nothing
Front of House	Very chatty and friendly	Smile a bit more
Front of House	Was very helpful, well dressed	Nothing
Front of House	Being happy, show people around to gateway	Nothing
Front of House	Look after everyone very well, patient care first, assissted to lift	
Front of House	Very supportive and understanding	Nothing
Front of House	Great help on trying to find out where about we are going	
Front of House	Thought the customer service was excellent	
Front of House	Helpful in answering questions and information	Nothing
Front of House	Polite and efficient and friendly	
Front of House	Made me feel welcome, relaxed and smiled often. Helpful polite and friendly especially the bloke on the gates.	Nothing.
Front of House	You were friendly, efficient, and made my partner feel extremely welcome and comfortable.	Maybe given me as the partner a bit more info or updates on what was happening, how long she would be etc.
Front of House	Welcoming.	
Front of House	So friendly and helpful. EH is out in all weather but always smiling. Give this guy a medal!!!	Nothing, hes great!
Front of House	Car park attendant always cheerful and courteous even though he gets people complaining to him all day when he has to refuse them entry.	Nothing.
Front of House	The chap who works on the front gate to the car park is always polite and cheerful. He is always happy to help with any issues.	Nothing
Front of House	Friendly and polite.	
Front of House	EH is a very welcoming man who always put a smile on my face every time I visit the Treatment Centre.	All is good, thank you.
Front of House	Customer service	
Front of House	Very welcoming on arrival and the car park attendant was extremely helpful and polite. An excellent service all round. Very well done to you all.	Absolutely nothing.
Front of House	Customer service was outstanding.	
Front of House	Incredibly helpful. Well done.	Nothing
Front of House	Great car park assistant. EH extremely helpful.	
Front of House	Appointment on time, time taken with patient	
Front of House	Very polite and helpful	Nothing
Front of House	Everything - polite, efficient.	Nothing
Front of House	Everything from atmosphere to staff, appointment promptness and atrium.	No