

Mujahid Saeed 15 April 2014

Patient Feedback Report

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EDGE CUMBE DOCTOR 360°

Introduction

This report is based on the Doctor 360° questionnaires completed by yourself and your patients.

For each question, your performance scores are broken down, comparing your own rating with that of your patients and our benchmark. The bar graphs also show the number of patients who rated each question and the range of ratings.

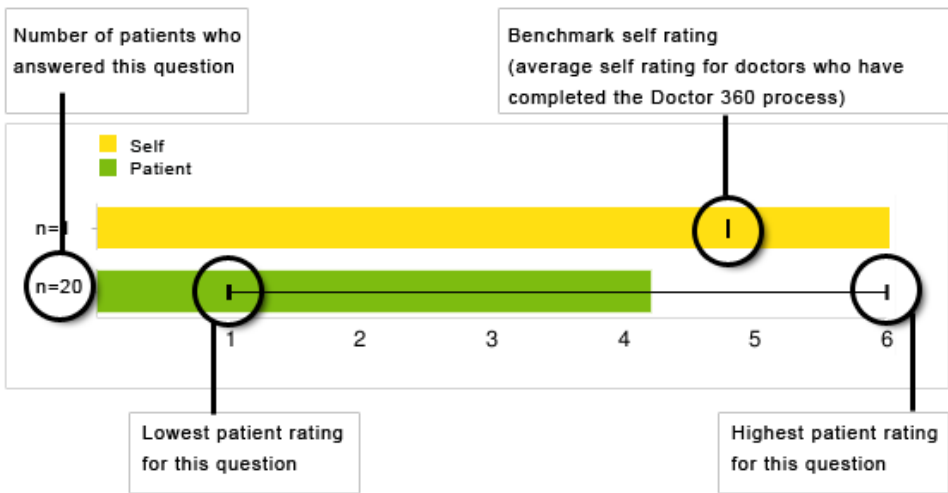
The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

Understanding Your Report

Each question was rated using the following scale:

- 6 => Extremely effective/excellent
- 5 => Very effective/very good
- 4 => Effective/good
- 3 => Mostly effective/satisfactory
- 2 => Partially effective/less than satisfactory
- 1 => Not effective/poor
- C/C => Cannot Comment

Below is an annotated example of the charts that appear in this report.

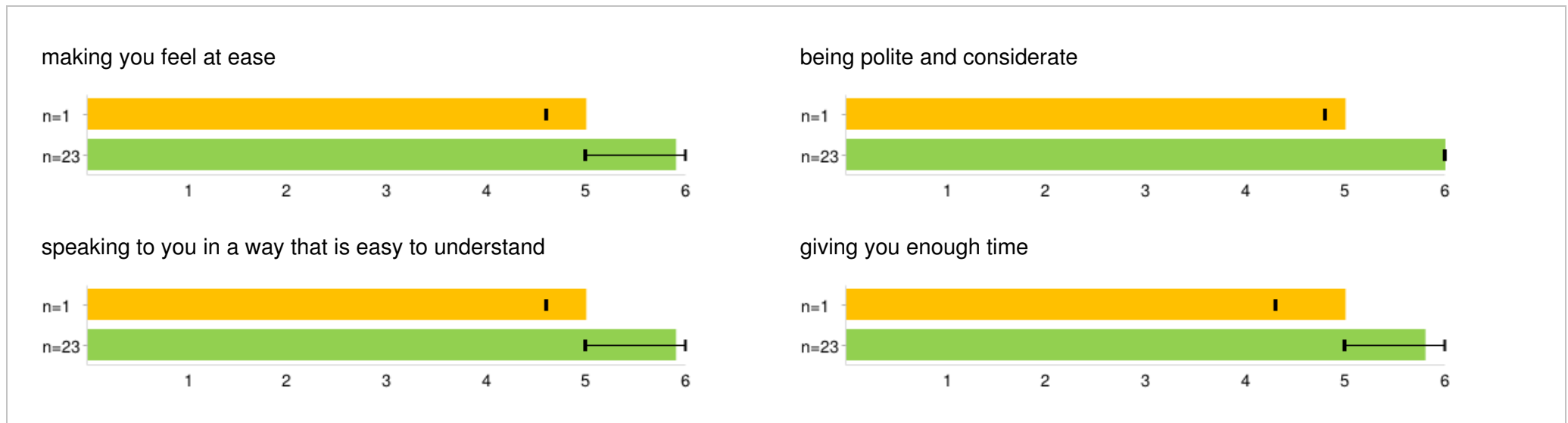


Patient feedback

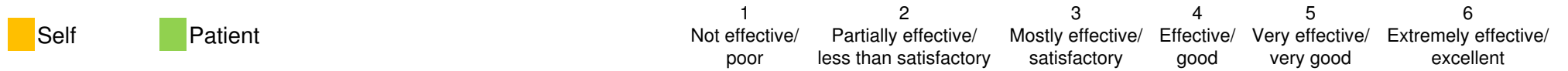
Summary



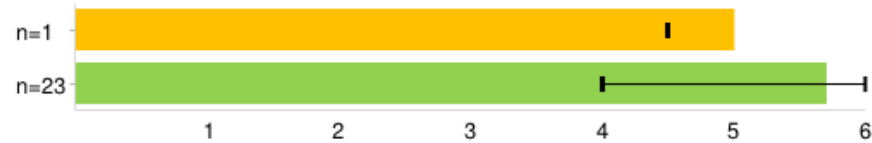
How effective am I in...



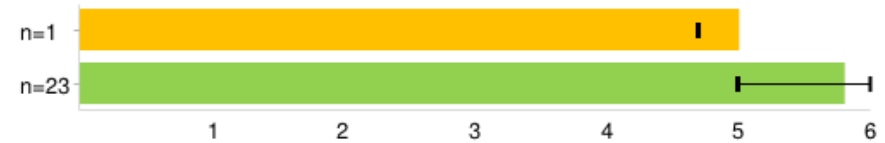
How effective am I in...



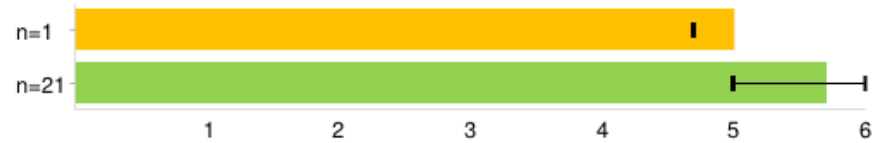
doing their best to find out what you might be worried about



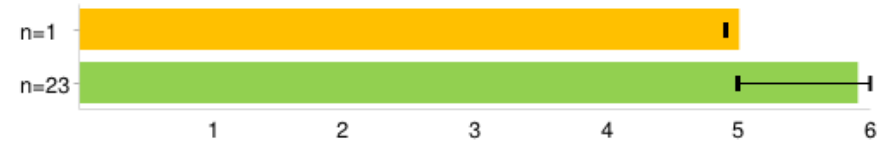
listening to you



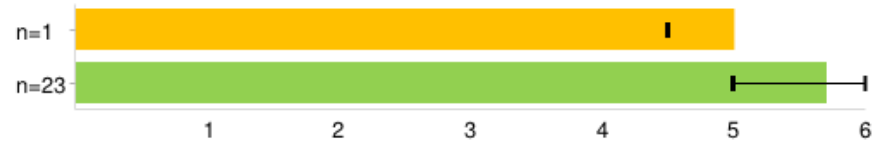
taking account of your medical history



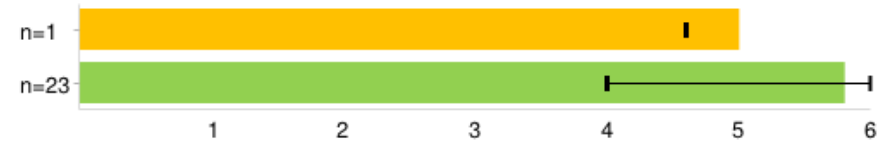
treating you with dignity



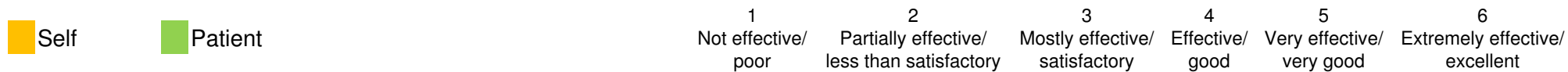
involving you in deciding how to handle the problem(s) you discussed



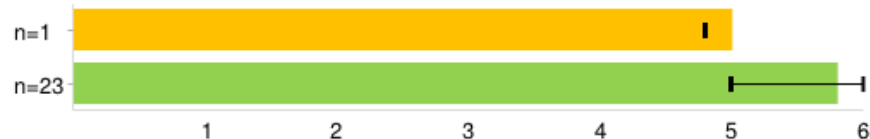
making you confident in my ability to provide safe care



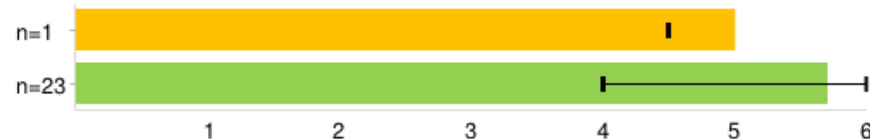
How effective am I in...



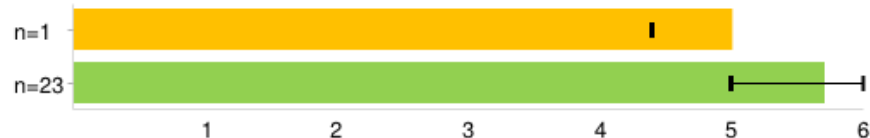
ensuring you get the advice/investigation or treatment needed



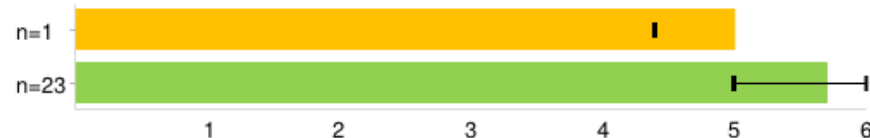
checking with you that you are happy with the planned treatments or tests



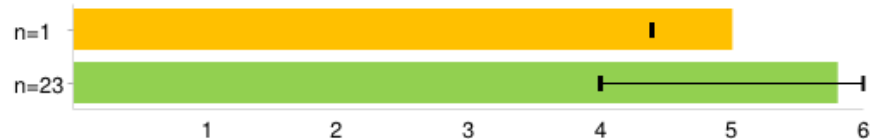
encouraging you to ask questions



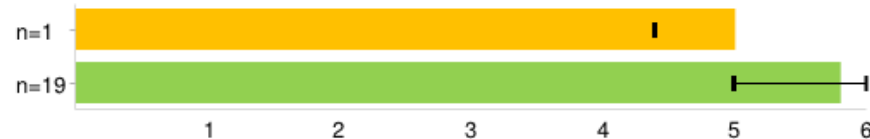
making sure you understand



understanding your needs and worries



explaining any risks to the treatment

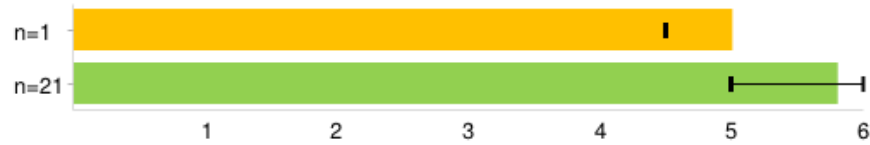


How effective am I in...

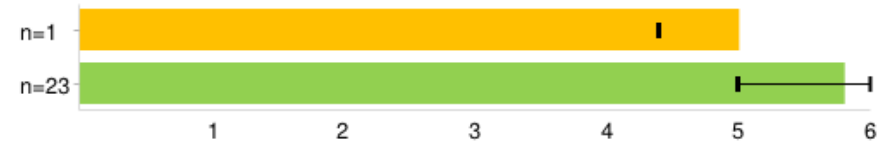
 Self  Patient

1 Not effective/poor 2 Partially effective/less than satisfactory 3 Mostly effective/satisfactory 4 Effective/good 5 Very effective/very good 6 Extremely effective/excellent

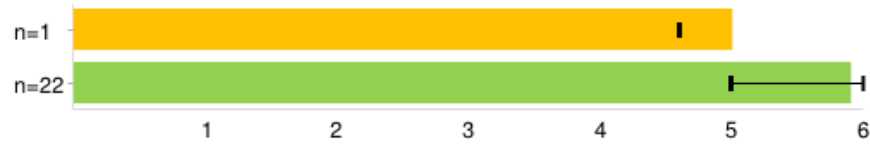
allowing you to make up your own mind



keeping you informed about the progress of your care

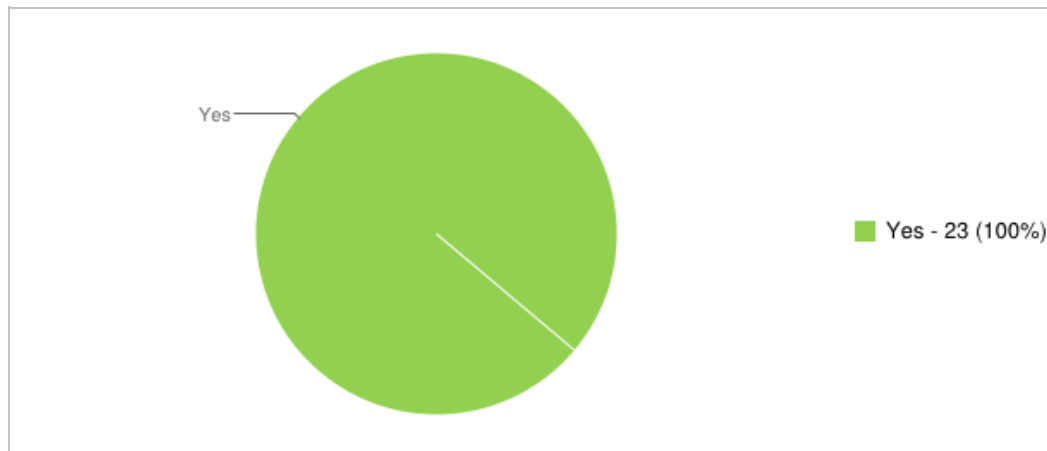


Overall how effectively did the doctor meet your needs as a patient



Patient Recommendations

Each patient was asked "would you recommend the doctor to family or friends?"
The following chart summarises the responses received.



Self Comments

I have a caring relationship with my patients. I regularly get good feedback from my patients. This is evidenced by the appreciation shared by my patients through the several cards I have attached to my formal appraisal documents since being appointed in 2010.

Patient Comments

Very pleased put at ease friendly would recommend

Brilliant doctor very understanding many thanks

Excellent

Overall a very good coordinated approval to my diabetes and after care through a foot amputation time keeping for appointments has been good

It was a pleasure to be here thank you

Very well mannered and very polite and professional

Very good service by Diabetic clinic cannot praise all departments of QE hospital keep up the good work

Very thoughtful considerate listened help sort out my foot problem I have seen this doctor over a period of time he is a consummate professional excellent doctor and clinical practice

The doctor made me feel very safe and secure and I totally enjoyed the visit to hospital today

Very good doctor polite and very professional

Very polite and helpful and look after patient very nice

The doctor is friendly and extremely informative to my needs 100%

Very professional and quick

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