

Summary of Patient Feedback

Prof Ross K



Personal Information

Q1. Questionnaire completed by



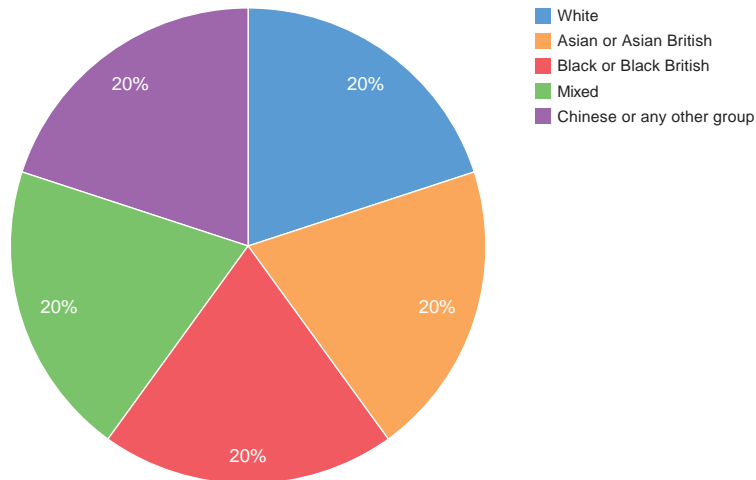
Q2. Patient Gender



Q3. Patient Age Group

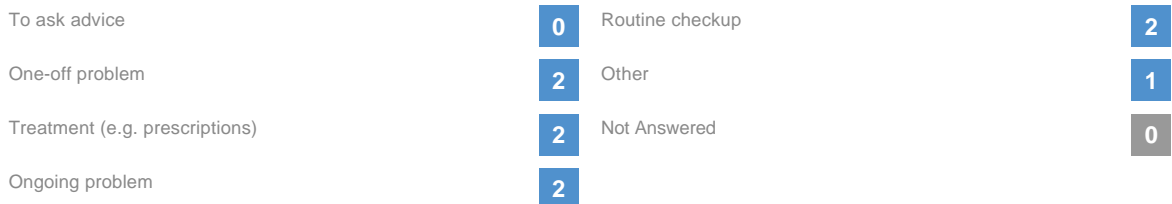


Q4. Ethnicity



About their visit

Q5. Reason for patient visit



Q6. How important the patient believed their visit was



Q7. How the patient rated your abilities

0 A score highlighted in green indicates how you rated yourself for each ability within your self-assessment.

	Poor	Less Than Satisfactory	Satisfactory	Good	Very Good	Don't Know	Not Answered
Being polite	0	0	1	3	1	0	0
Making them feel at ease	0	0	1	2	2	0	0
Listening to them	0	0	0	3	2	0	0
Assessing their condition	0	0	0	3	2	0	0
Explaining their condition & treatment	0	0	0	4	1	0	0
Decisions about treatment	0	0	1	1	3	0	0
Providing treatment	0	0	0	2	3	0	0

Q8. How strongly the patient agreed or disagreed with the following statements

0 A score highlighted in green indicates how you rated yourself for each ability within your self-assessment.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know
Patient confidentiality	0	0	0	1	4	0
Doctor honest & trustworthy	0	0	0	3	2	0

Q9. Are patients confident in your ability to provide care

Yes **5** No **0** Not Answered **0**

Q10. Are patients happy to see you again

Yes **4** No **1** Not Answered **0**

Q11. You are the patients' usual doctor

Yes **4** No **1** Not Answered **0**

Q12. Comments

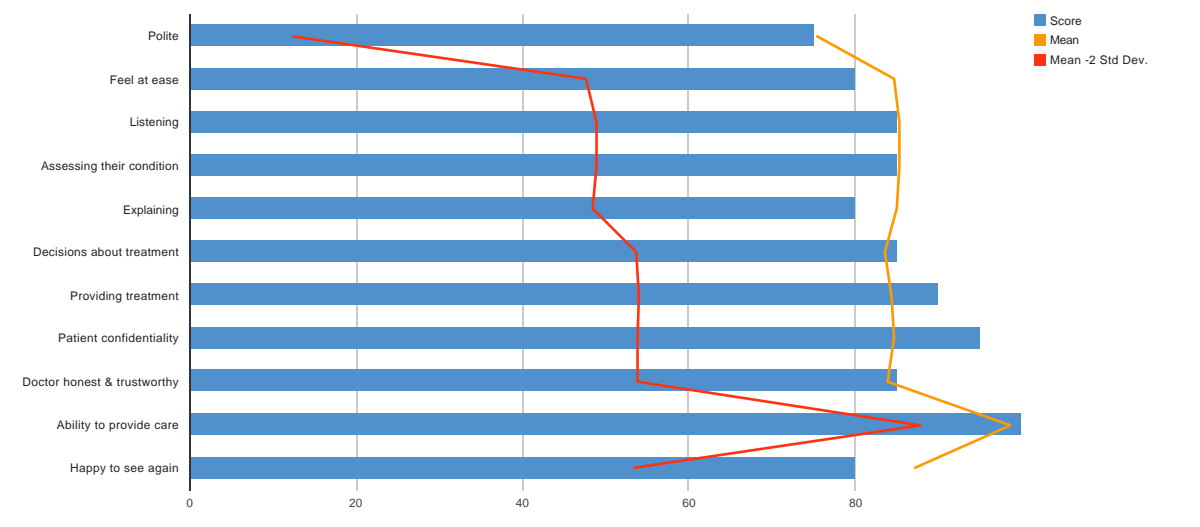
"cool"

Results Against National Benchmark

This benchmark is a comparison of your scores against results collected nationally

This sample was taken on 14/06/2013 and is based on 14 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	75	15	50	75.4	87.5	100	100	31.4
Making them feel at ease	80	50	73.8	84.6	92.5	100	100	18.6
Listening to them	85	50	75	85.4	92.5	100	100	18.2
Assessing their condition	85	50	75	85.4	92.5	100	100	18.2
Explaining their condition & treatment	80	50	75	85	92.5	100	100	18.3
Decisions about treatment	85	50	75	83.6	80	100	100	15.0
Providing treatment	90	50	75	84.3	82.5	100	100	15.2
Patient confidentiality	95	50	75	84.6	82.5	100	100	15.4
Doctor honest & trustworthy	85	50	75	83.9	80	100	100	15.1
Are you confident about this doctor's ability to provide care	100	80	100	98.6	100	100	100	5.4
Are you completely happy to see this doctor again	80	60	75	87.1	100	100	100	16.8



Results Against Speciality Benchmark

This benchmark is a comparison of your scores against Clinicians with the speciality - Emergency Medicine

This sample was taken on 14/06/2013 and is based on 7 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	75	50	75	82.1	75	100	100	18.9
Making them feel at ease	80	50	75	82.9	80	100	100	18.7
Listening to them	85	50	75	83.6	85	100	100	18.6
Assessing their condition	85	50	75	83.6	85	100	100	18.6
Explaining their condition & treatment	80	50	75	82.9	80	100	100	18.7
Decisions about treatment	85	50	75	80	75	100	100	17.3
Providing treatment	90	50	75	80.7	75	100	100	17.7
Patient confidentiality	95	50	75	81.4	75	100	100	18.2
Doctor honest & trustworthy	85	50	75	80	75	100	100	17.3
Are you confident about this doctor's ability to provide care	100	100	100	100	100	100	100	0
Are you completely happy to see this doctor again	80	60	80	88.6	100	100	100	15.7

