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Gary Ross 15 June 2018

Patient Feedback Report



EDGECUMBE 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

On the next page is an annotated example of the charts that appear in this report.

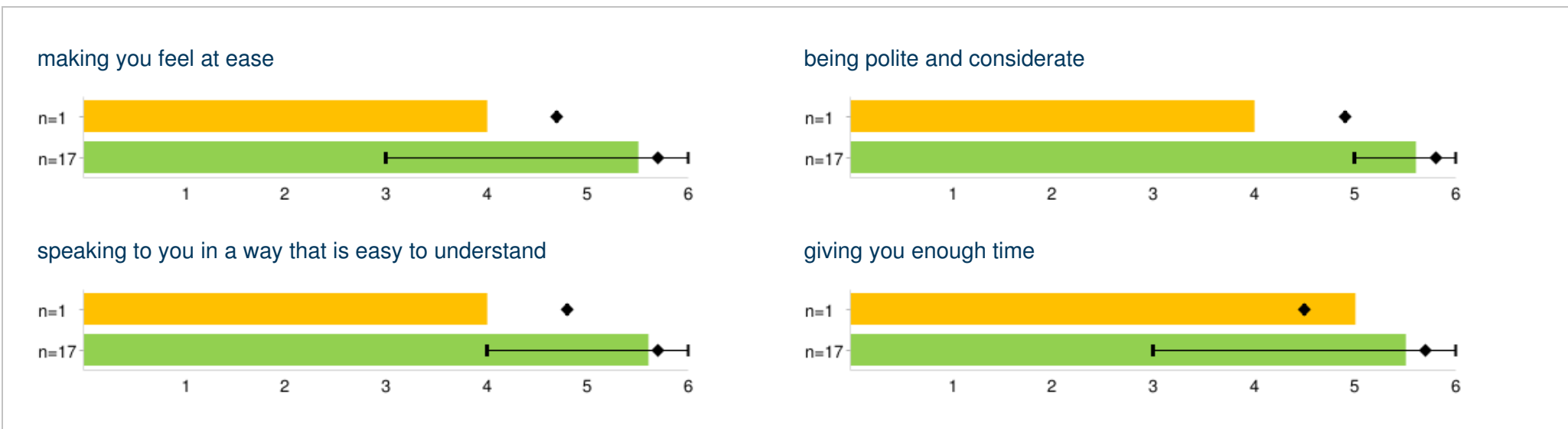


Patient feedback

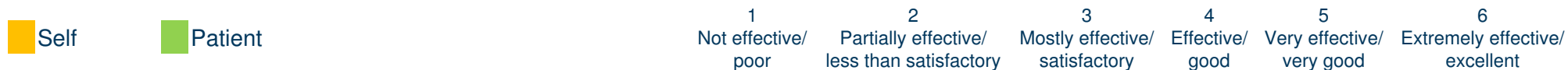
Summary



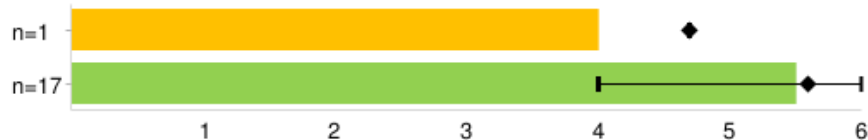
How effective am I in...



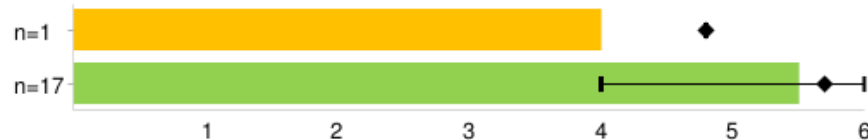
How effective am I in...



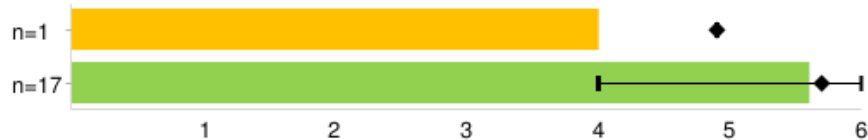
doing their best to find out what you might be worried about



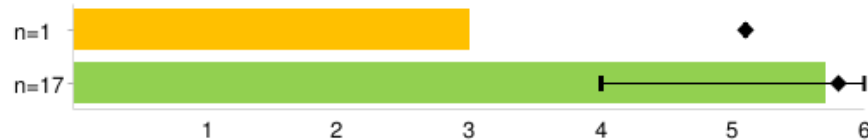
listening to you



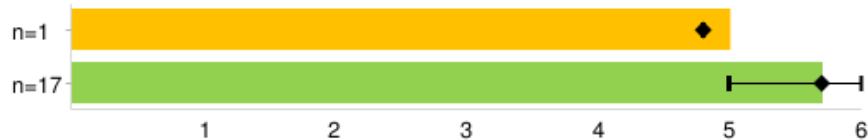
taking account of your medical history



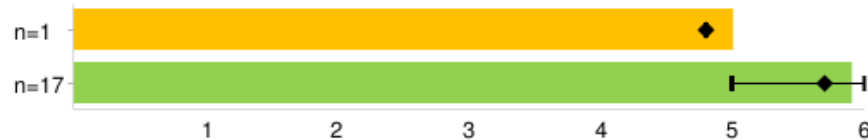
treating you with dignity



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



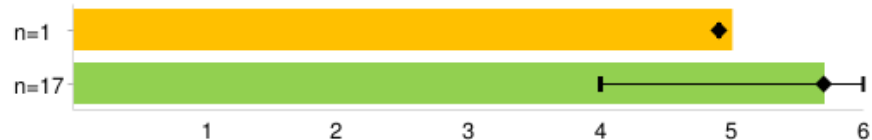
making you confident in my ability to provide safe care



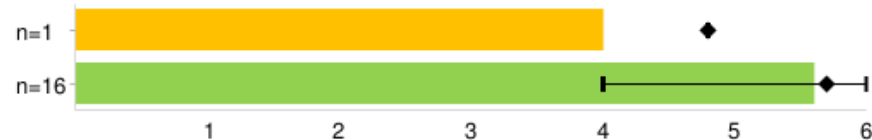
How effective am I in...



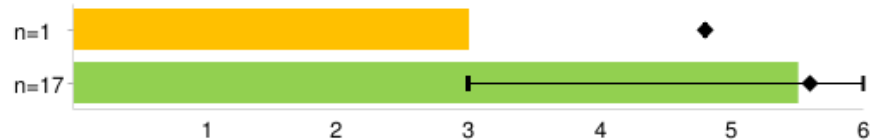
ensuring you get the advice/investigation or treatment needed



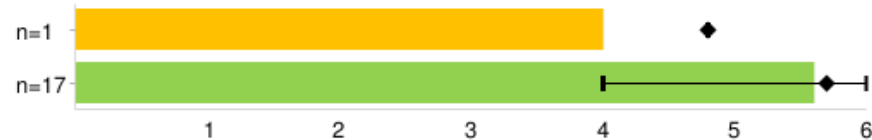
checking with you that you are happy with the planned treatments or tests



encouraging you to ask questions



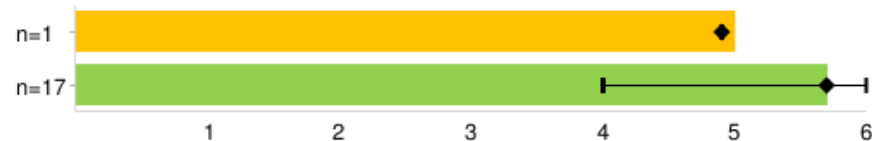
making sure you understand



understanding your needs and worries



explaining any risks to the treatment

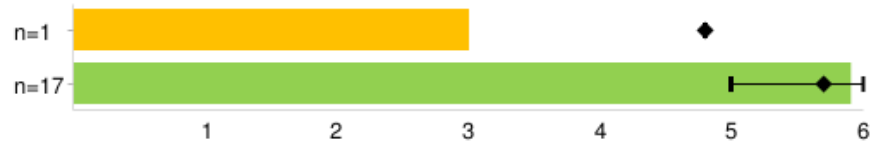


How effective am I in...

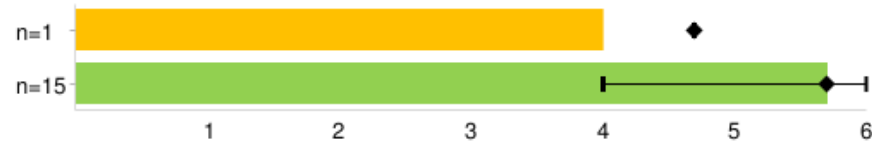
Self Patient

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

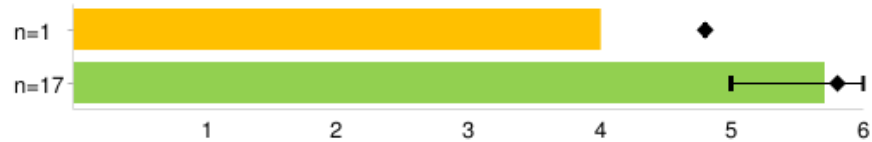
allowing you to make up your own mind



keeping you informed about the progress of your care

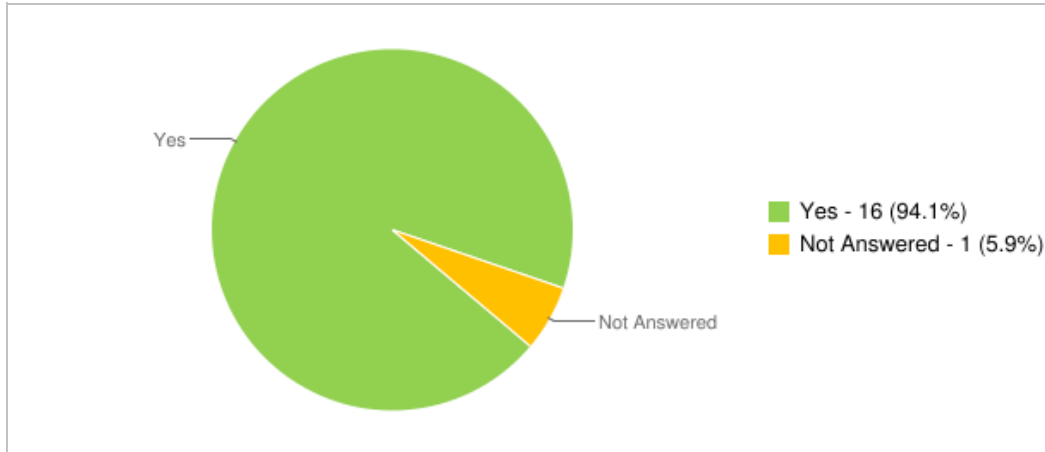


Overall how effectively did the doctor meet your needs as a patient



Patient Recommendations

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



Self Comments

Patient Comments

Mr Ross was very professional, pleasant and personable. Excellent doctor!

Accent can be a little tough to understand as he talks low and fast.

He made me feel really comfortable and at ease. I couldn't be happier.

Mr Ross was straight talking and very realistic about the results I could expect and I found his manner reassuring.

Very thorough and realistic about outcomes of surgery. Mr Ross exceeded my expectations by achieving the shape I wanted.

Mr Ross is very efficient and clearly focused on outcomes and getting excellent results for his patients. Some may find his manner brusque - I didn't, but he is not [illegible text] to [illegible text] or chat in his consultations. I can imagine that some patients, would want more of that - For me, this approach is spot on.

Professional and considerate, taking time to explain procedures and possible outcomes. Excellent manner.

I gave maximum scores because everything was explained clearly, precisely and with professionalism.

EDGECUMBE DOCTOR 360°

Whitefriars Business Centre,
2nd Floor, Whitefriars, Lewins Mead, Bristol, BS1 2NT
Tel: +44 (0)117 332 8255
Email: support@edghecumbe.co.uk
Web: www.doctor360.co.uk