

Anna Moon 1 March 2019

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.

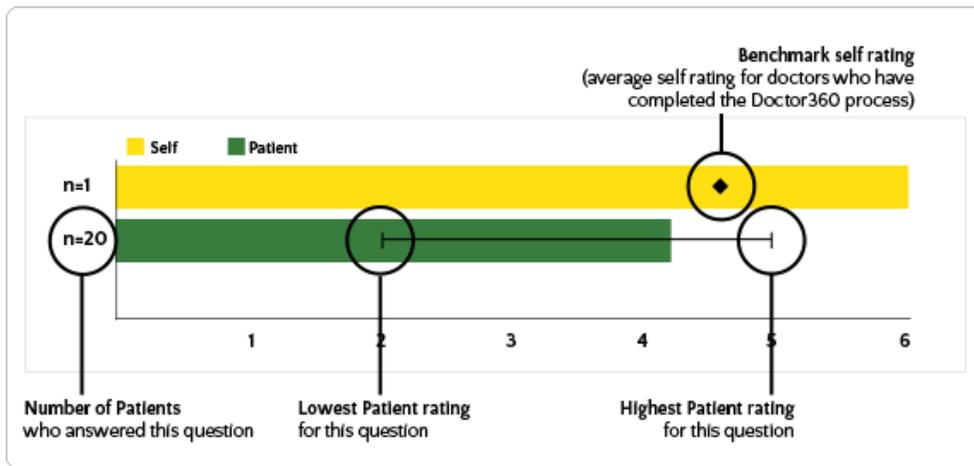
The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

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.



Benchmarks

Our benchmark scores are made up of responses provided by general practice doctors, hospital doctors and their colleagues who have all completed the Edgecumbe Doctor 360° since February 2009. We hold overall benchmarks (e.g. for all doctors / colleagues who have provided responses) and benchmarks for particular specialties (e.g. Anaesthetics, Cardiology).

The benchmark type indicated in this report is: SPECIALTY SPECIFIC

Your registered speciality category is: Surgery

Please be aware that the benchmark type on this report is fixed and cannot be changed.

Patient feedback

Summary



How effective am I in...

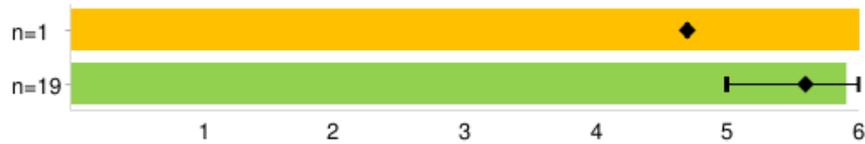


How effective am I in...

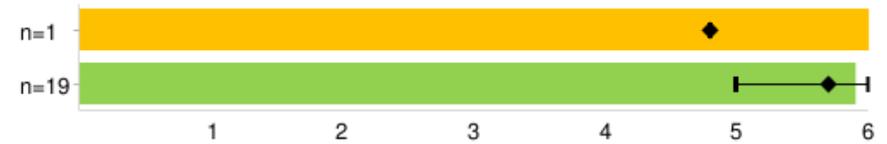
Self Patient

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

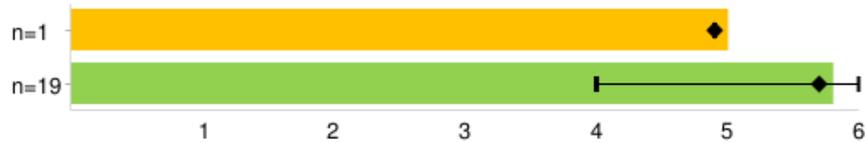
doing their best to find out what you might be worried about



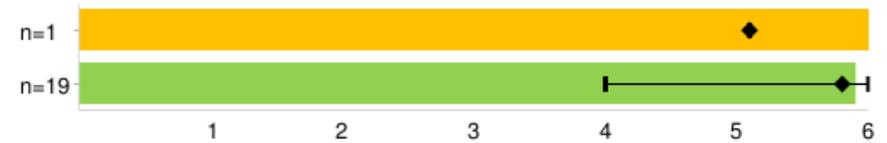
listening to you



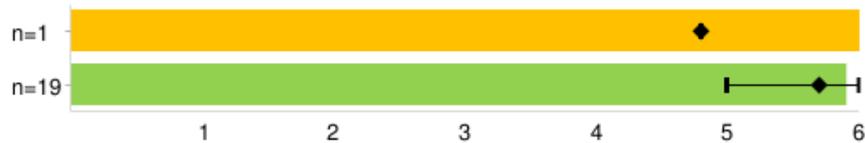
taking account of your medical history



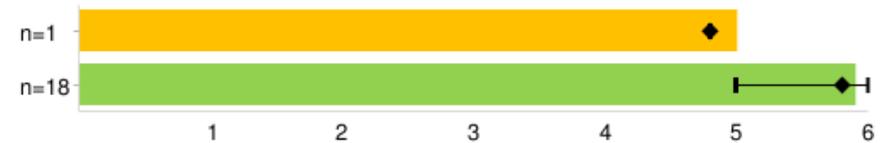
treating you with dignity



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



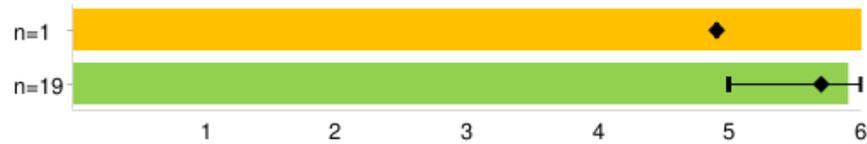
making you confident in my ability to provide safe care



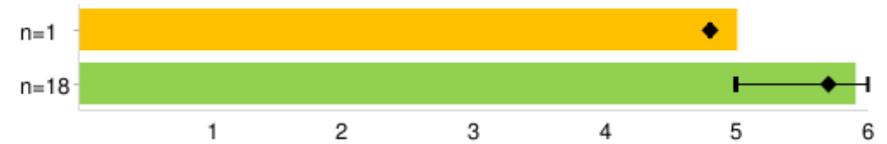
How effective am I in...



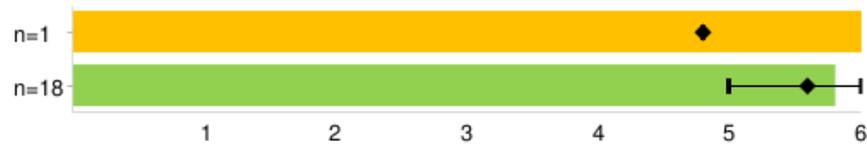
ensuring you get the advice/investigation or treatment needed



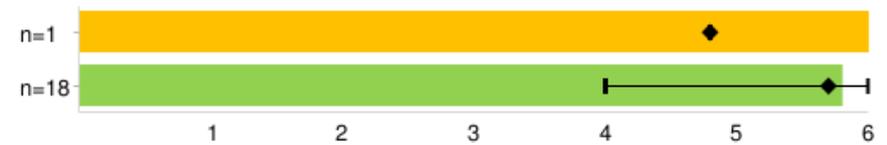
checking with you that you are happy with the planned treatments or tests



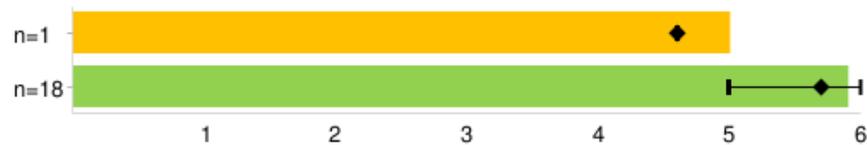
encouraging you to ask questions



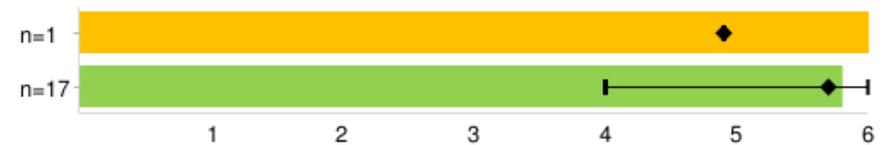
making sure you understand



understanding your needs and worries



explaining any risks to the treatment

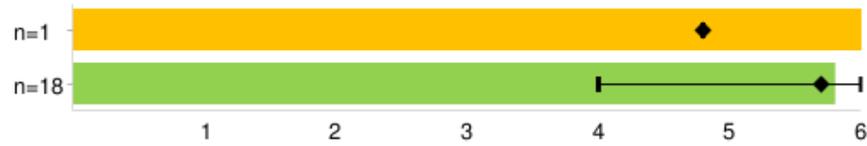


How effective am I in...

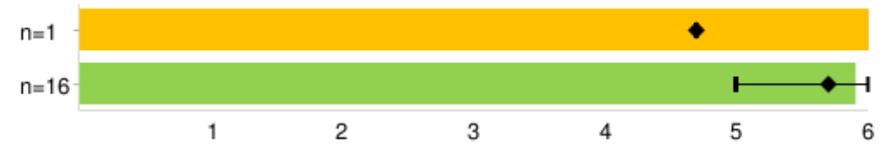
Self Patient

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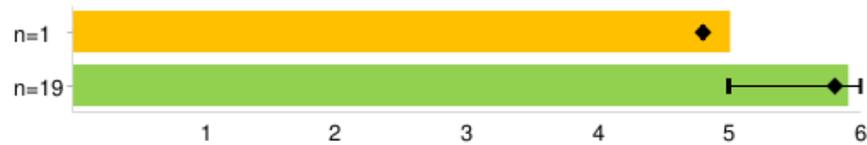
allowing you to make up your own mind



keeping you informed about the progress of your care

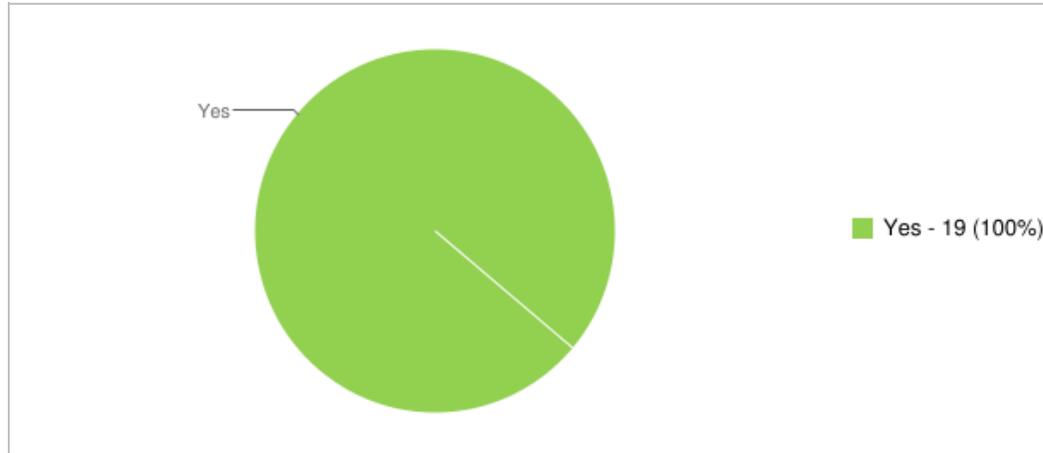


Overall how effectively did the doctor meet your needs as a patient



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 get number of Thank you cards and notes from my patients every year which are included in my appraisal. I also get number of positive verbal comments from my patients. I always try my best to listen and to understand my patients and treat them as unique individual

Patient Comments

Always extremely polite and understanding of the problems. Shows complete empathy in all areas, including how you are feeling.

Excellent service and care as I've brought my new born to every single appointment.

Fantastic, professional care and attention. Thank you.

I could not fault any part of this treatment or process - from start to finish, everyone has treated me with upmost courtesy and respect. Thank you.

I cannot praise Ms Moon enough for all the care she takes and her professional expertise. She puts you at ease and makes you feel important and cared for.

I've had a very good experience with Ms Moon and have always felt looked after and understood.

Very happy with the care so far.

Very pleasant and warm experience. Thank you!

Perfect.

Ms Moon has given me several appointments to see her to discuss a carpal tunnel procedure on my right hand, and has shown concern about continued scar tissue on my left.

EDGECUMBE DOCTOR 360°

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