

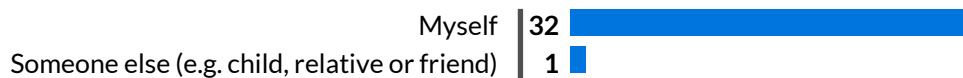
# Patient Feedback Summary

## Dr Xxxxxx Yyyyyy, October - November 2018

Responses: 34

The \* asterisk illustrates the self assessment rating. Any self assessment comments are in italics.

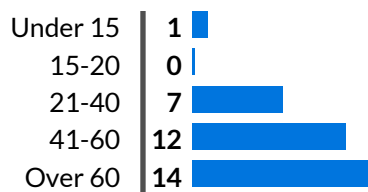
### Are you completing this form as



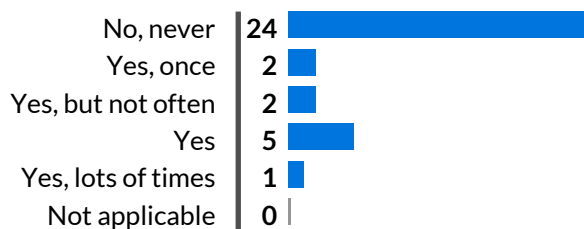
### Please can you tell us your gender



### Please can you tell us your age

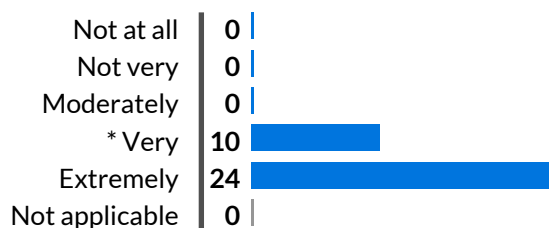


### Have you had contact with this doctor before?



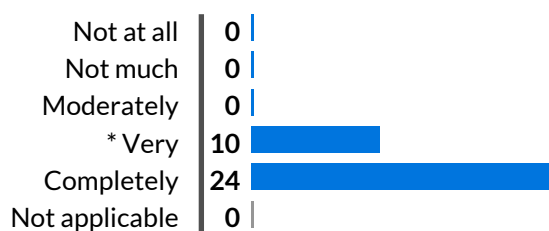
### How welcome and relaxed did the doctor make you feel?

Responses: 34 Score: 93% Peer average: 90%



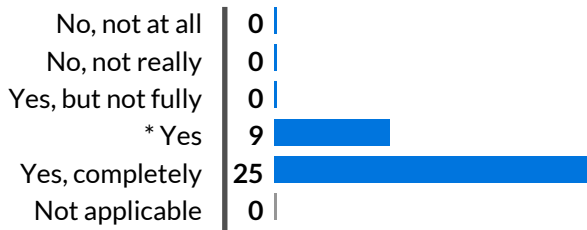
### How much did the doctor involve you in decisions during the consultation?

Responses: 34 Score: 93% Peer average: 90%



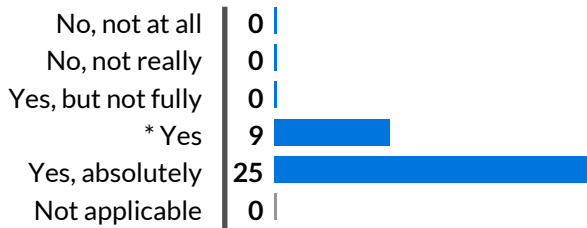
### Did you feel the doctor listened to you?

Responses: 34 **Score: 93%** Peer average: 94%



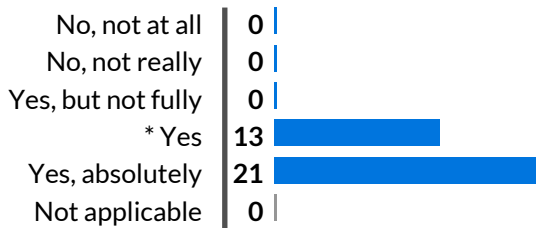
### Did you feel confident that the doctor's clinical knowledge was good?

Responses: 34 **Score: 93%** Peer average: 93%



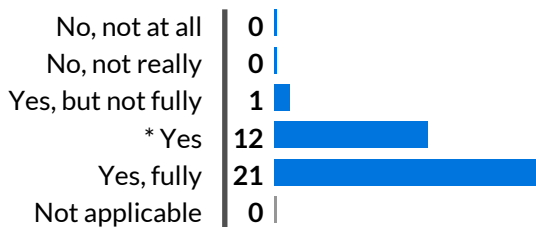
### Did you feel confident about the doctor's assessment?

Responses: 34 **Score: 90%** Peer average: 92%



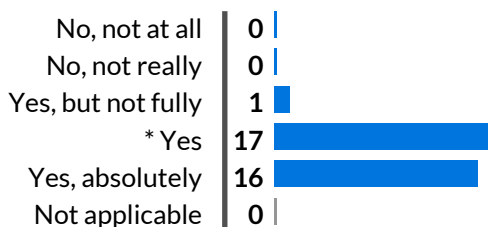
### Did you feel the doctor addressed all of your concerns?

Responses: 34 **Score: 90%** Peer average: 92%



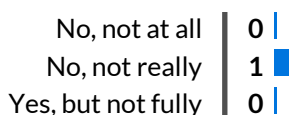
### Are you clear about what will happen next?

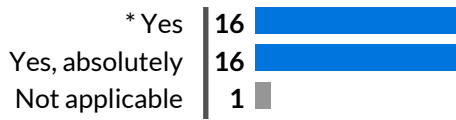
Responses: 34 **Score: 86%** Peer average: 90%



### Do you know what to do if your condition gets worse?

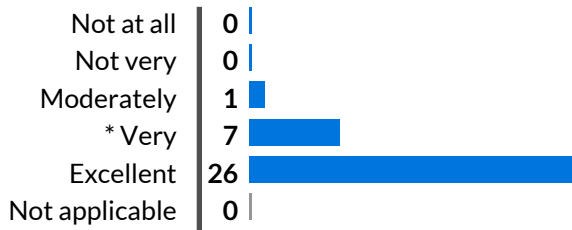
Responses: 34 **Score: 86%** Peer average: 82%





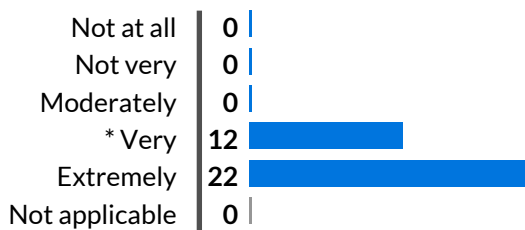
### How good did you feel the doctor was at caring for you?

Responses: 34 Score: 93% Peer average: 93%



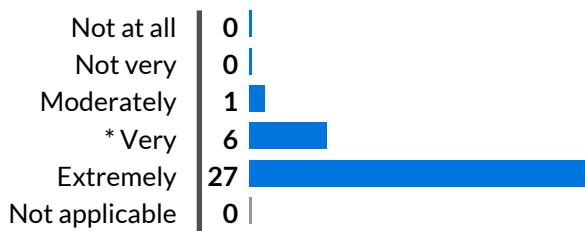
### How easy did you find it to understand what this doctor was telling you?

Responses: 34 Score: 91% Peer average: 92%



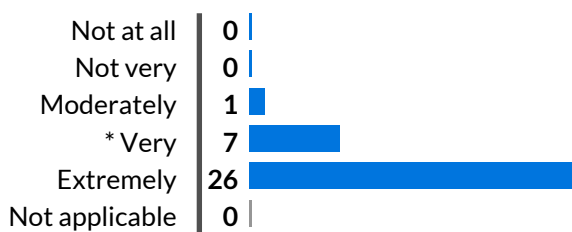
### How confident are you that this doctor will keep information about you confidential?

Responses: 34 Score: 94% Peer average: 93%

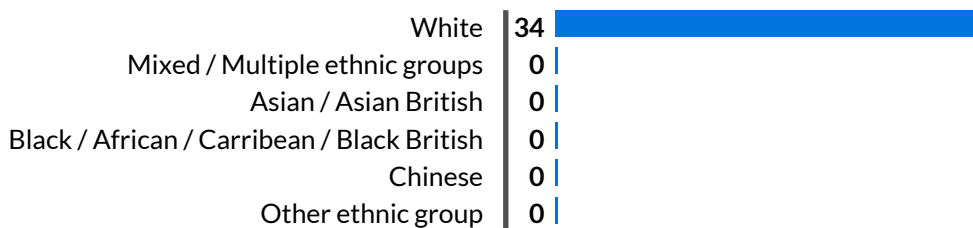


### How confident are you that this doctor is honest and trustworthy?

Responses: 34 Score: 93% Peer average: 94%



### If you are happy to, please can you tell us your ethnicity?



### Any other general comments

- He was very professional and friendly and helped to explain things really well after fully examining a cyst on my arm. I am very

*grateful for him help and how she put my mind at ease and explained how we could proceed if my problem got a lot worse.*

- *Made me feel as relaxed as possible.*
- *He was very thorough which I was pleased with, most doctors send me away with problems being viral but he didn't and I was very happy I saw him*
- *Sorted out what I had been attending the hospital and surgery for two years in just one session.*
- *The Dr was very thorough and professional*
- *Best doctor I've seen at surgery in a long time.*
- *Very good doctor*

*Made me feel very relaxed and was very caring about my numerous problems today.*

*I thank you so much*

- *I couldn't have asked for a better Doctor. Thank you*
- *Felt very at ease from the start to the end of consultation. Would want to request as my doctor due to his excellent knowledge and manner.*
- *Very caring and approachable and didn't feel rushed would like to see Dr each time and not random doctors that have never seen me and speak on the telephone.*
- *Excellent consultation, Doctor was very professional and confident and I felt very at ease. He explained everything in an easy to understand way and even took the trouble to write down her treatment regime for me to take away to refer back to. Filled me with confidence.*
- *Fantastic patient care! :)*
- *None*
- *Very thorough, put my daughter at ease. Thank you*
- *Never impressed with the surgery. However today the receptionist was the worst one yet.*
- *While I have previously had a bad experience with this doctor today they did a good job.*
- *This doctor does not fill me with confidence. I did not feel reassured and felt rushed out of the room.*

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## About the scoring system

The average is to be used as a guide only and depends on many factors.

If your survey scores do not match those of the peer scores it does not mean that your survey is below average. Scores can easily be skewed by one or two patients marking differently to the rest. Non-clinical staff appear more likely to give an answer as average if they don't really feel able to assess - for example in clinical practice.