

David Cheung 11 September 2013

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

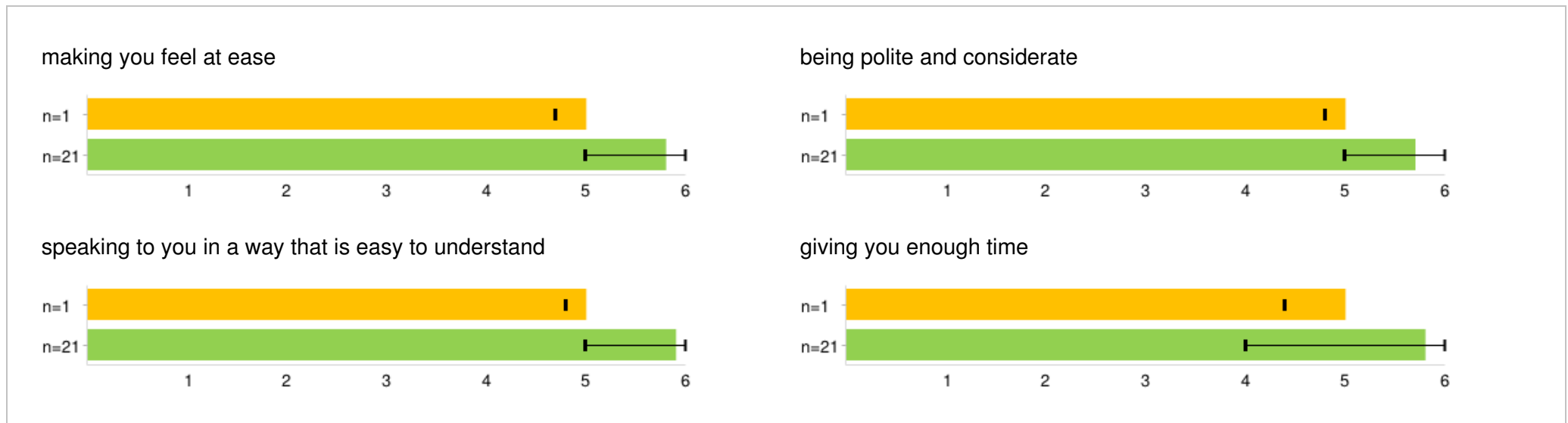
Below is an annotated example of the charts that appear in this report.

Patient feedback

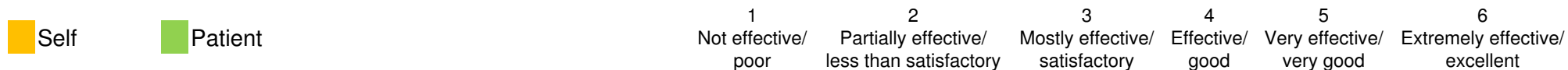
Summary



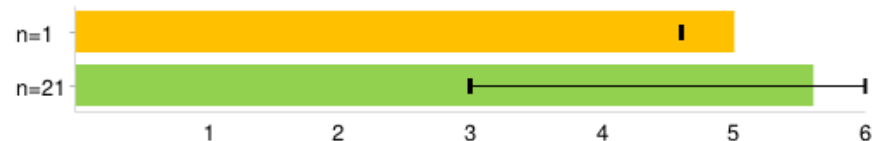
How effective am I in...



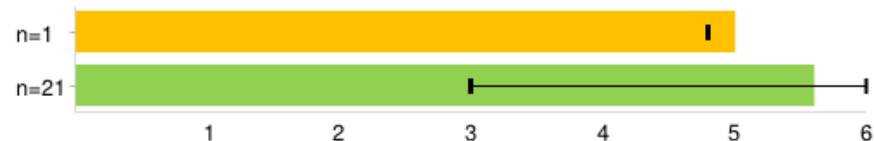
How effective am I in...



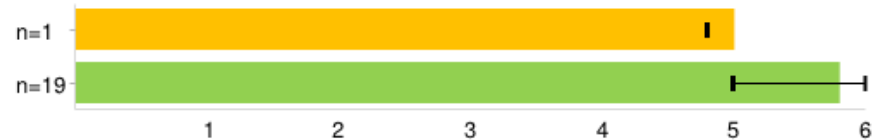
doing their best to find out what you might be worried about



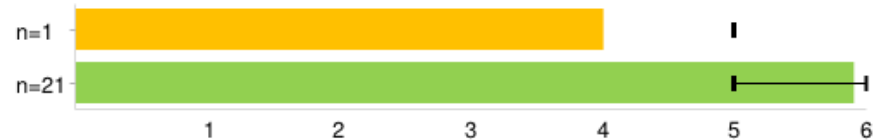
listening to you



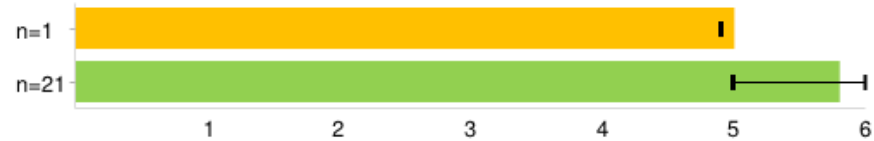
taking account of your medical history



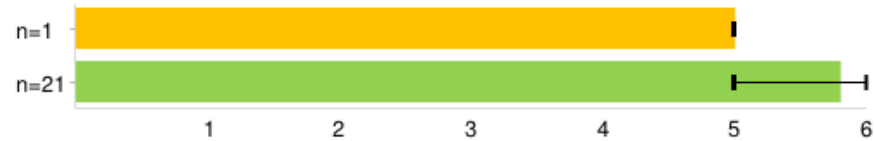
treating you with dignity



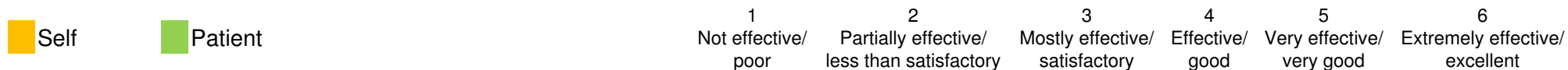
involving you in deciding how to handle the problem(s) you discussed



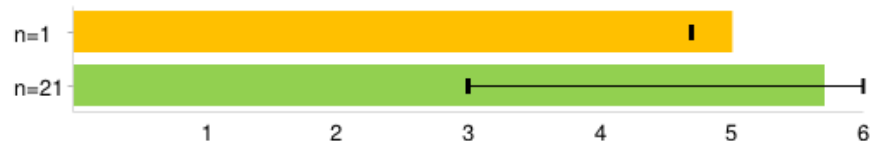
ensuring you get the advice/investigation or treatment needed



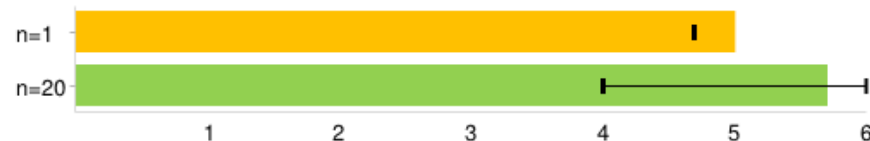
How effective am I in...



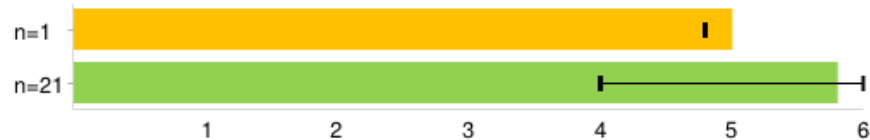
checking with you that you are happy with the planned treatments or tests



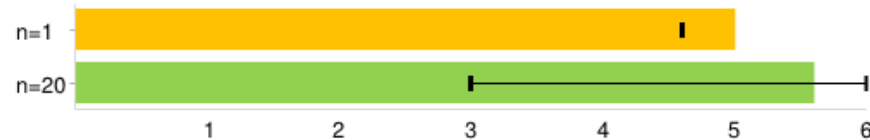
encouraging you to ask questions



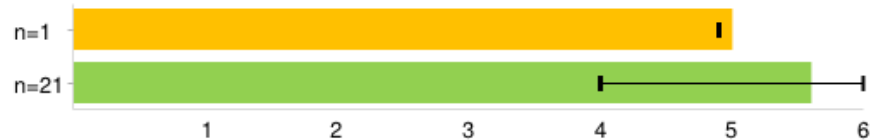
making sure you understand



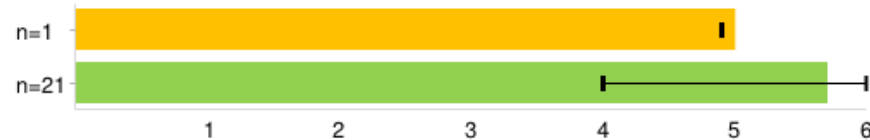
understanding your needs and worries



explaining any risks to the treatment



allowing you to make up your own mind

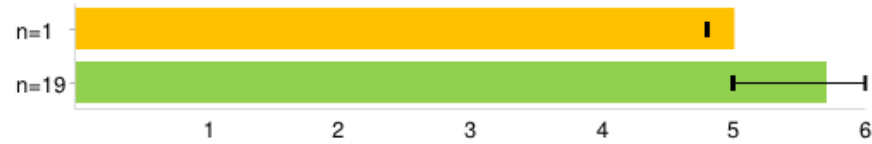


How effective am I in...

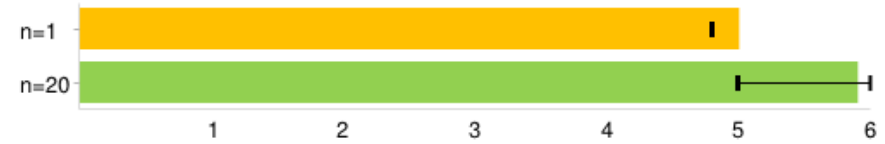
 Self  Patient

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

keeping you informed about the progress of your care

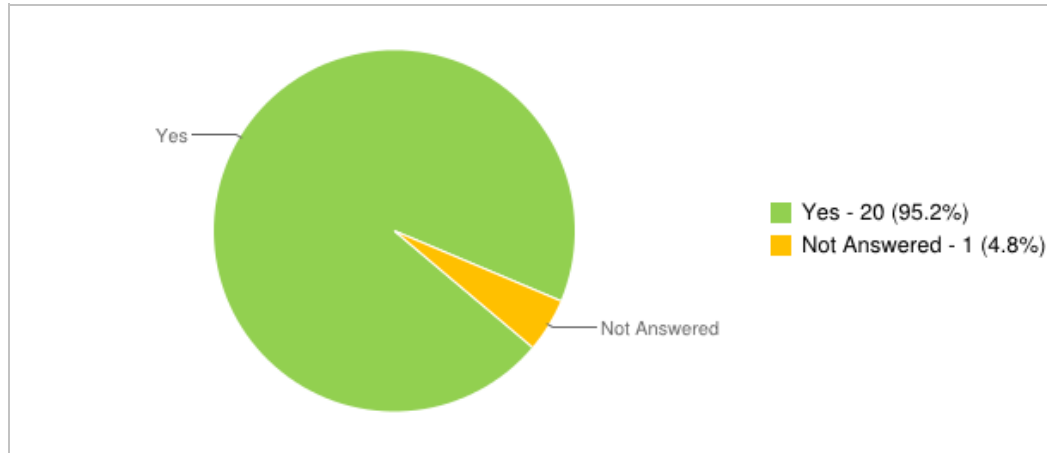


Overall how effectively did the doctor meet your needs as a patient



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

Felt totally at ease doctor is friendly and informative

Found the service to be excellent

I cannot thank Mr Cheung enough for re shaping my life

No complaints at all

Excellent surgeon been a pleasure going through the experience with him as the surgeon

Confident, friendly and efficient doctor

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