

Good Medical Practice Surveys

Patient Feedback Report

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Patient Information

Gender

Male	17
Female	19

Age

Under 15	4
15 to 20	13
21 to 40	9
40 to 60	4
60 and over	6

Patient Feedback

Table 1: Gives the number of patients who gave a given rating, for each question asked

	Poor	Less than satisfactory	Satisfactory	Good	Very good	Does not apply
Being polite	0	0	3	8	25	0
Making you feel at ease	0	0	6	12	18	0
Listening to patients	0	0	6	15	15	0
Assessing patients' medical conditions	0	0	7	13	16	0
Explaining patients' conditions and treatment	0	0	6	10	19	1
Involving patients in decisions about treatment	0	0	7	14	15	0
Providing or arranging treatment for patients	0	0	7	15	13	1

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Does not apply
Please decide how strongly you agree or disagree that this doctor will keep information about you confidential	0	0	4	14	18	0
Please decide how strongly you agree or disagree that this doctor is honest and trustworthy	0	0	7	9	20	0

Patient Feedback Continued

	Yes	No
I am confident about this doctor's ability to provide care	36	0
I would be completely happy to see this doctor again	36	0

Patient Evaluation

Table 2: Gives the percentage scores, mean scores plus median scores with ranges. Details on the mean score calculation and on how the percentage score was calculated can be found on the Additional Documents page.

	Percentage score	Your mean score	Median	Min	Max
Being polite	90.3%	4.6	5	3	5
Making you feel at ease	83.3%	4.3	4	3	5
Listening to patients	81.2%	4.2	4	3	5
Assessing patients' medical conditions	81.2%	4.2	4	3	5
Explaining patients' conditions and treatment	84.3%	4.4	5	3	5
Involving patients' in decisions about treatment	80.6%	4.2	4	3	5
Providing or arranging treatment for patients	79.3%	4.2	4	3	5
Confidentiality of information	84.7%	4.4	4	3	5
Doctor is honest and trustworthy	84.0%	4.4	5	3	5

Self Assessment

Table 3: Shows a Comparison of self-assessment scores with the means of patient feedback scores. Details on the mean score calculation can be found on the Additional Documents page.

	Self Assessed	Patient
Being polite	4	4.6
Making you feel at ease	3	4.3
Listening to patients	3	4.2
Assessing patients' medical conditions	3	4.2
Explaining patients' conditions and treatment	4	4.4
Involving patients in decisions about treatment	4	4.2
Providing or arranging treatment for patients	4	4.2
Confidentiality of information	4	4.4
Doctor is honest and trustworthy	5	4.4

Additional Documents

For "Patient feedback" the answers have been given the following scores. It is from these scores that the "your mean score", "median", "min" and "max" figures are calculated.

Poor	Less than satisfactory	Satisfactory	Good	Very good
1	2	3	4	5

Strongly disagree	Disagree	Neutral	Agree	Strongly agree
1	2	3	4	5

The percentage score within the "patient evaluation" section uses the formula below. The best possible score would be 100%:

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Less than satisfactory ratings} \times 25) + (\text{number of Satisfactory ratings} \times 50) + (\text{number of Good ratings} \times 75) + (\text{number of Very good ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of 'non-rated' responses})}$$

(Total number of patient responses - number of 'non-rated' responses)

Patient Comments (Random order)

If there was only one questionnaire completed in a particular language, the associated written comments will not appear here, so as to protect the identity of that individual responder. If there is only one written comment here in any one particular language, it means at least two questionnaires were completed in that language, but only one of those respondents left a written comment.

Dr Anderson Brown has treated me with great care

She always takes the time to listen to my concerns

Great Doctor. I hope I see her in clinic again next time

I think Dr Anderson Brown is very kind and caring

The clinic was very busy today, but she still gave me enough time and listened to what I had to say.

She is a very good doctor. Very impressive.

She is very polite and respectful. She introduced herself when I walked in and shook my hand. I like that.

She took the time to discuss what I wanted in terms of treatment. She gave me a choice.

She took the time to examine me properly. She did not rush and this was reassuring.

A little rushed today

I think she has cured my problem. I am so grateful

This was my first time with this doctor. I would like to see her again please!

She explained everything to me in way that I could understand.

I would like to thank Dr Anderson Brown for the care she has provided my father. Without her, he would have suffered a lot.

Very polite and she always puts me at ease when I see her.

She listens very carefully and does her best to explain everything that is wrong with me.

Dr Anderson Brown has looked after me for many years and I have full confidence in her.

Both of my young children like to see her. Her manner with them is excellent.

She always takes the time to listen to my mother, even though my mother has had a stroke and finds it difficult to express herself.

Fantastic care. Waiting time was a little long today, but the wait was worth it!

Mon Anglais est pas tres bon, mais le Dr Anderson Brown a pris le temps de me ecouter patiemment.

Reflection

Patient Feedback

What were the optimal results of your patient feedback and how do you intend to maintain this level of performance?

What were the suboptimal results of your patient feedback and how do you intend to improve on these areas of your practice?