

Patient Questionnaire Feedback Report



For:

GMC no.

Date Collection started:	01/07/2015
Date Collection ended:	31/10/2015

Total number of questionnaires returned:	32
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Data Summary

1. Who are you filling out the questionnaire for:

Yourself	31	Your child	1	Your spouse or partner	0	Another relative or friend	0	Other	0	Not filled in	0
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Note: When completed on behalf of someone else, the patient's point of view was asked to be considered.

2. Are you an inpatient?

Yes	7	21.88%
No	21	65.63%
Not filled in	4	12.50%

3. How good was your doctor today at each of the following?

		Poor	Fair	Good	Very Good	Excellent	Does not apply	Not filled in
1	Making you feel at ease... (being friendly and warm towards you, treating you with respect, not cold or abrupt)	1	0	1	2	27	0	1
2	Letting you tell your "story"... (giving you time to fully describe your illness in your own words; not interrupting or diverting you)	0	1	1	3	26	0	1
3	Really listening	0	1	2	2	26	0	1
4	Being interested in you as a whole person	0	1	2	2	26	0	1
5	Fully understanding your concerns	1	0	2	1	27	0	1
6	Showing care and compassion	1	0	2	2	26	0	1
7	Being Positive	0	1	1	2	27	0	1
8	Explaining things clearly	0	1	1	1	28	0	1
9	Helping you take control	0	1	2	3	25	0	1
10	Making a plan of action with you	0	1	1	1	28	0	1

4. Were you seen by your usual doctor? (not applicable to inpatients)

Yes	No	N/A	Not filled in
15	2	2	13

5. If you were seen by usual doctor, how long have you been seeing this doctor (months)?

Min	Max	Average
2	72	37

6. Additional comments made by patients:

<i>Clinics tend to run late, however this is due in my opinion to Dr Smith taking time to help and understand her patients. Longer appointment slots could reduce waiting room stress.</i>
<i>Very friendly. Made me feel at ease. Talking to Doctor Smith was very easy and I felt that she was there to help with any problems (Fantastic Service!!).</i>
<i>I find Dr Smith to be very satisfactory.</i>
<i>Very understanding and totally clear about all available options.</i>
<i>Fantastic and understanding, plus caring about your concerns.</i>
<i>Great doctor!</i>
<i>Absolutely brilliant doctor.</i>
<i>Very kind and considerate.</i>
<i>Seen pre-surgery, then once after surgery.</i>
<i>Extremely pleasant, kind and considerate. She listened to all I had to say.</i>
<i>Would just like to say a BIG thank you to Doctor Smith for everything. I couldn't have asked for a better doctor. Patients name supplied.</i>
<i>Great doctor!! A+++</i>
<i>Dr Smith was very helpful and patient with me. I feel more at ease that a doctor has now listened to my concerns. Thanks.</i>
<i>So understanding. Felt completely confident with the care.</i>
<i>I had been very worried but Dr Smith explained everything very well and I felt much more relaxed.</i>
<i>Dr Smith is a specialist in a class of her own. I have never met a medical professional before who was so kind, understanding and dedicated !!!</i>
<i>Excellent staff !!</i>

7. Are you:

Male	0
Female	31
Not filled in	1

8. Age:

Under 15	0	15-20	2	21-40	10	40-60	13	60 or over	6	Not filled in	1
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9. Ethnic group:

White								Other comment	
British	30	Irish	0			Any other white	0		0
Mixed									
White and Black Caribbean	0	White and black African	0	White and Asian	0	Any other mixed	0		0
Asian or Asian British									
Indian	0	Pakistani	1	Bangladeshi	0	Any other Asian	0		0
Black or Black British									
Caribbean	0	African	0			Any other Black	0		0
Chinese or other ethnic group									
Chinese	0					Any other	0		0