

Azhar Iqbal 29 July 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.

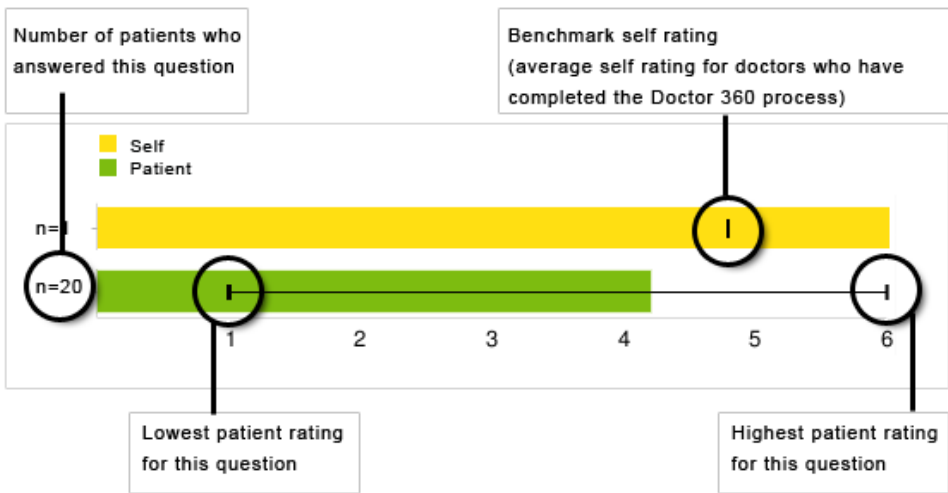
The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

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

On the next page is an annotated example of the charts that appear in this report.



Patient feedback

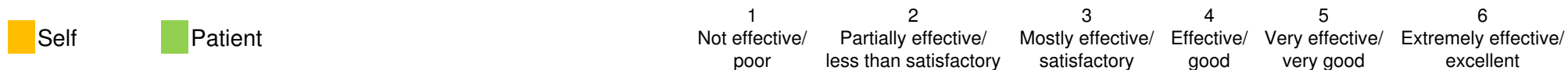
Summary



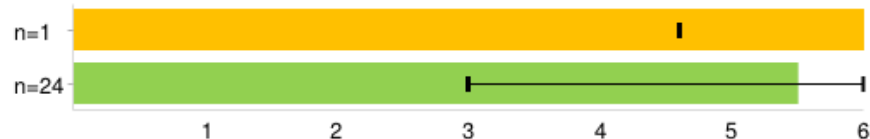
How effective am I in...



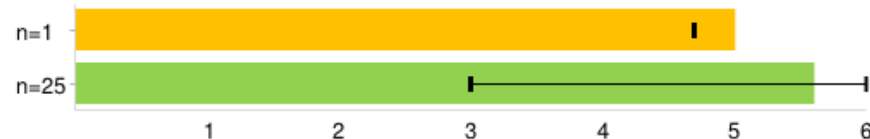
How effective am I in...



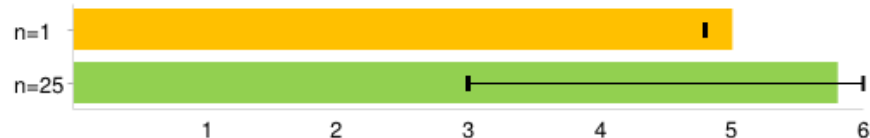
doing their best to find out what you might be worried about



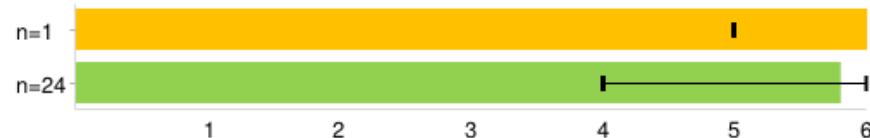
listening to you



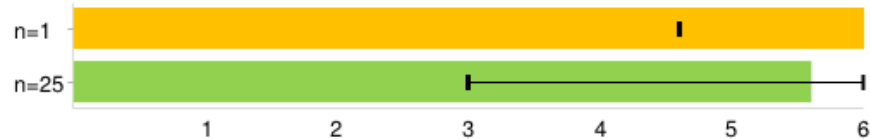
taking account of your medical history



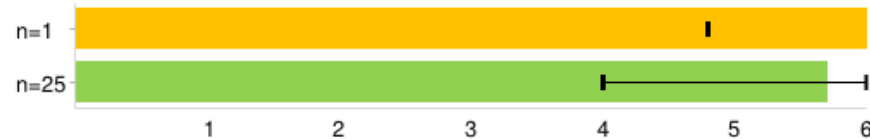
treating you with dignity



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



ensuring you get the advice/investigation or treatment needed

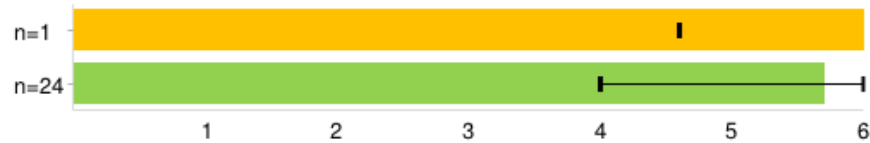


How effective am I in...

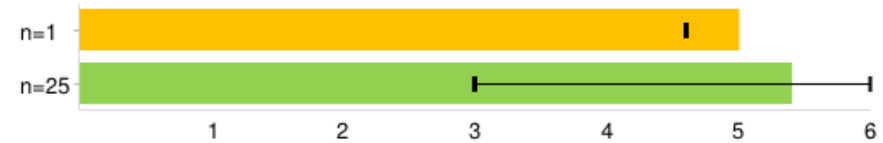
 Self  Patient

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

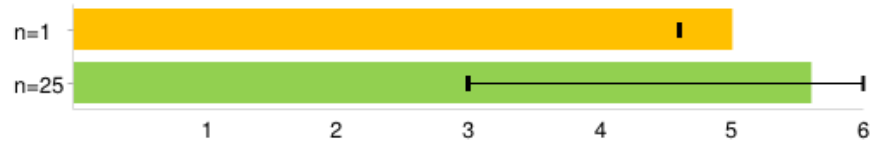
checking with you that you are happy with the planned treatments or tests



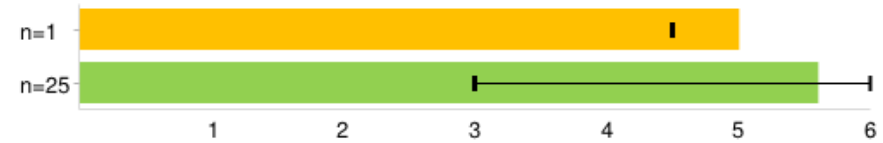
encouraging you to ask questions



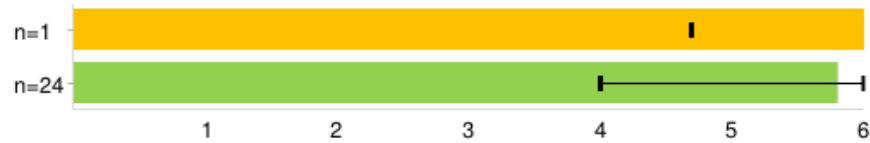
making sure you understand



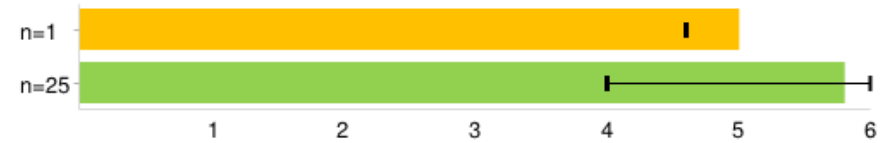
understanding your needs and worries



explaining any risks to the treatment



allowing you to make up your own mind

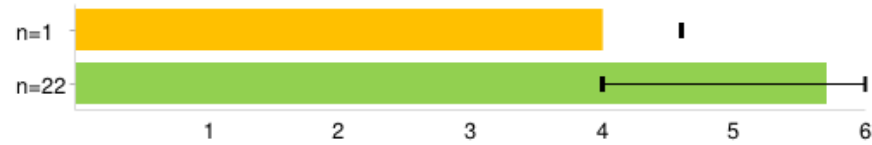


How effective am I in...

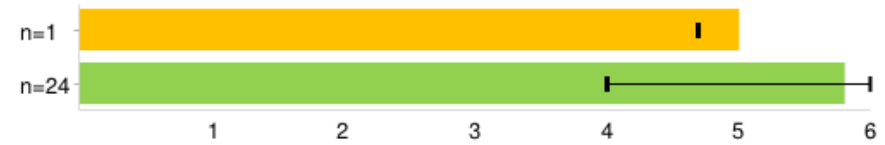
 Self  Patient

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



Self Comments

caring, considerate, sympathetic and respectful. Many a time I see complex patients but not enough time is available to me due to very busy OPD. with many patients for me to see only. I do enjoy wonderful support from breast care nurses and opd Staff and my secretarial staff

Patient Comments

I am very grateful for the care Dr Iqbal has given to me and I am delighted with the outcome of my surgery

I love Mr Iqbal he is very understanding about everything

Mr Iqbal was extremely patient as I was very nervous made me feel at ease

He was lovely thank you

The doctor handling of myself was exemplary how ever the waiting time was below fair which should be addressed by the pct.

Excellent

All dealings since 2008 have been exceptional outstanding treatment to a result I am happy with.

I feel he is a very busy doctor and would like to spend more time with him but his registrars.

Helpful doctor.

They are lovely

Very caring and considerate.

Very pleased with treatment

EDGECUMBE DOCTOR 360°

Somerset House, 18 Canynge Road, Clifton, Bristol, BS8 3JX

Tel: +44 (0)117 973 7635

Fax: +44 (0)117 973 7680

Email: support@edgcumbe.co.uk

Web: www.doctor360.co.uk