

Anna Moon 13 May 2014

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.

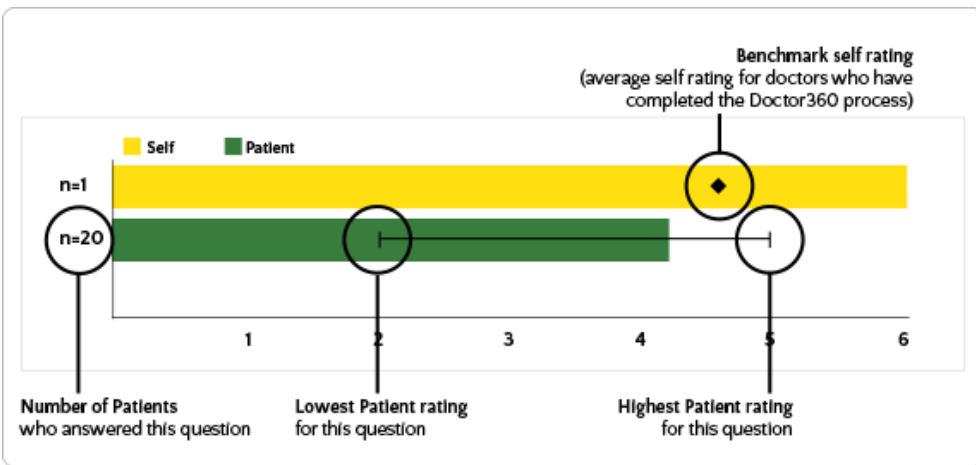
The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

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.

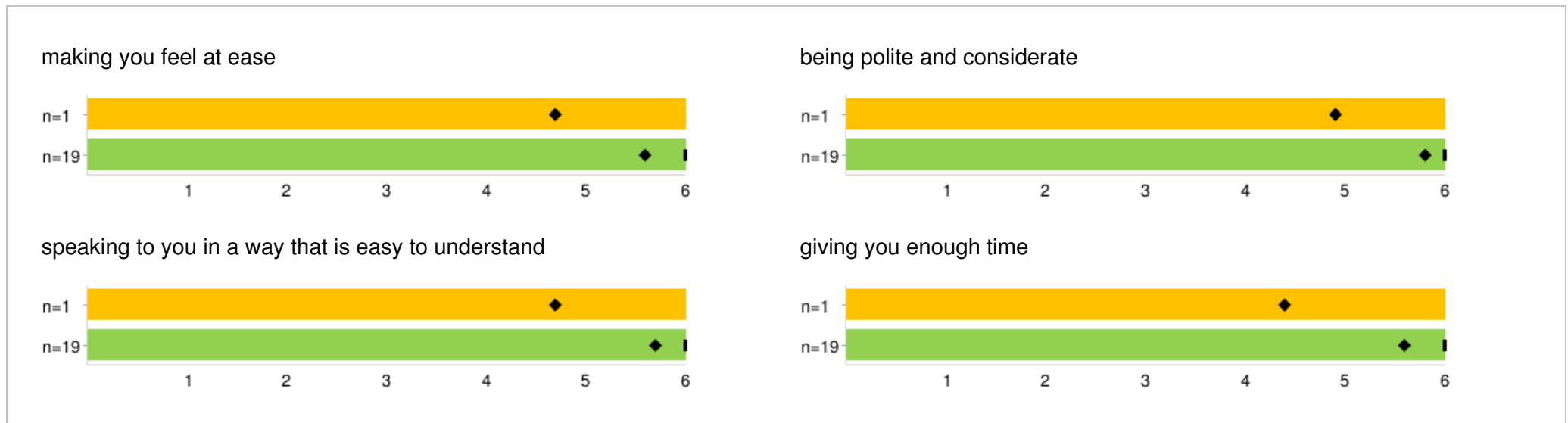


Patient feedback

Summary



How effective am I in...

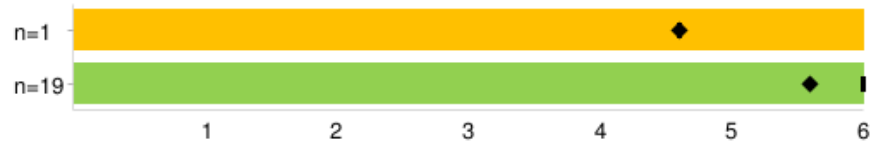


How effective am I in...

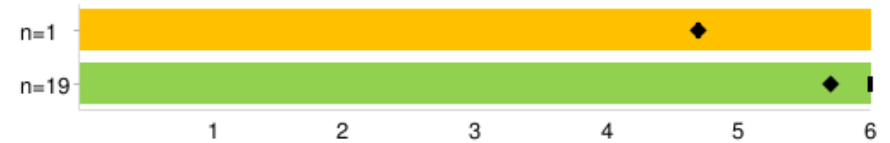
 Self  Patient

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

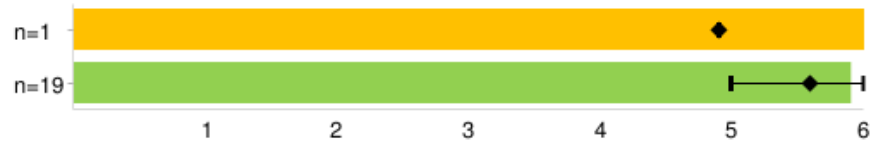
doing their best to find out what you might be worried about



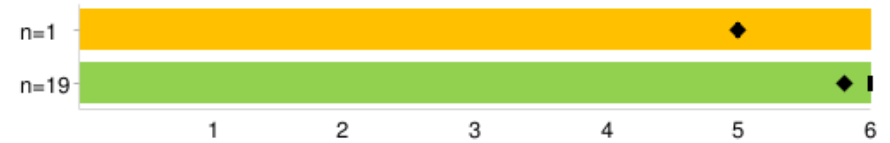
listening to you



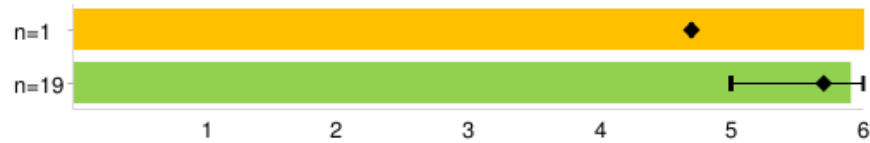
taking account of your medical history



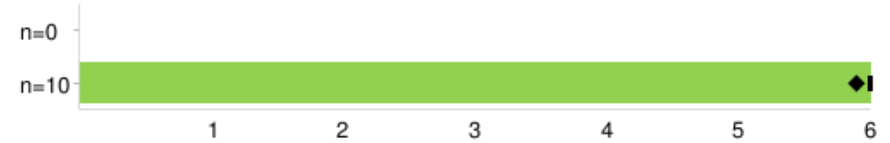
treating you with dignity



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



making you confident in my ability to provide safe care

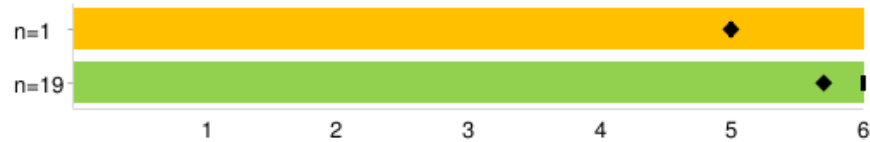


How effective am I in...

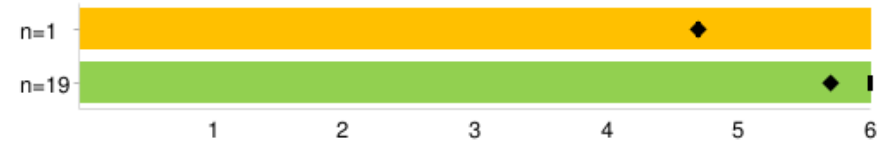
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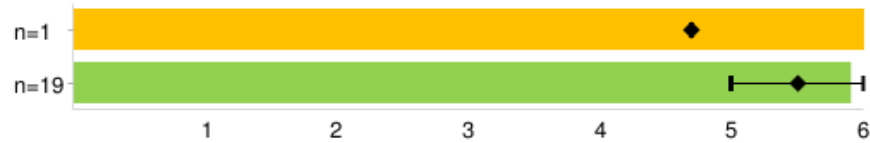
ensuring you get the advice/investigation or treatment needed



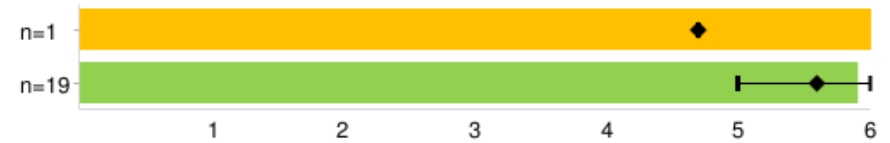
checking with you that you are happy with the planned treatments or tests



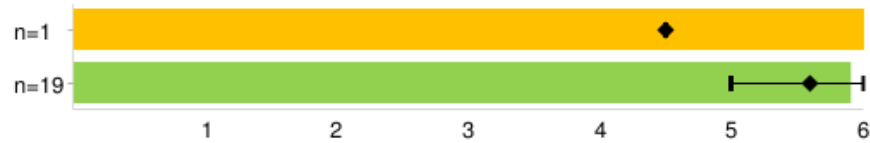
encouraging you to ask questions



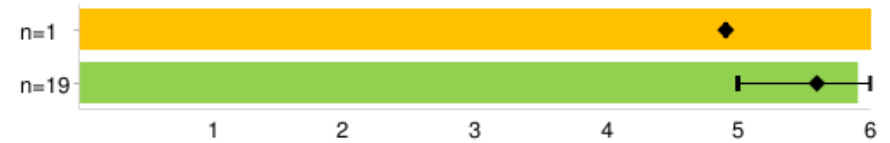
making sure you understand



understanding your needs and worries



explaining any risks to the treatment

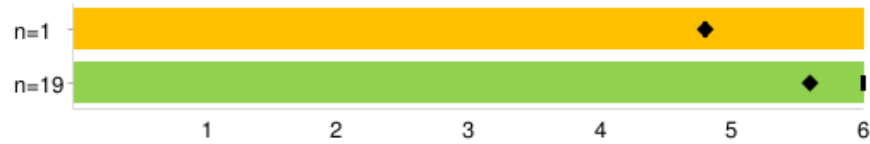


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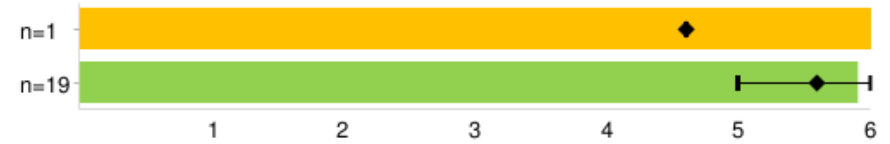
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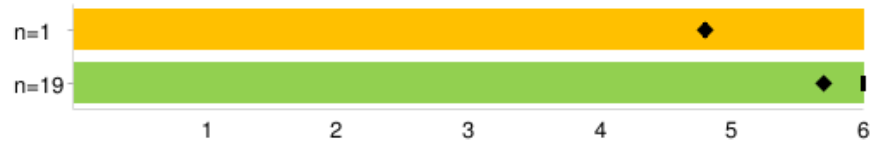
allowing you to make up your own mind



keeping you informed about the progress of your care

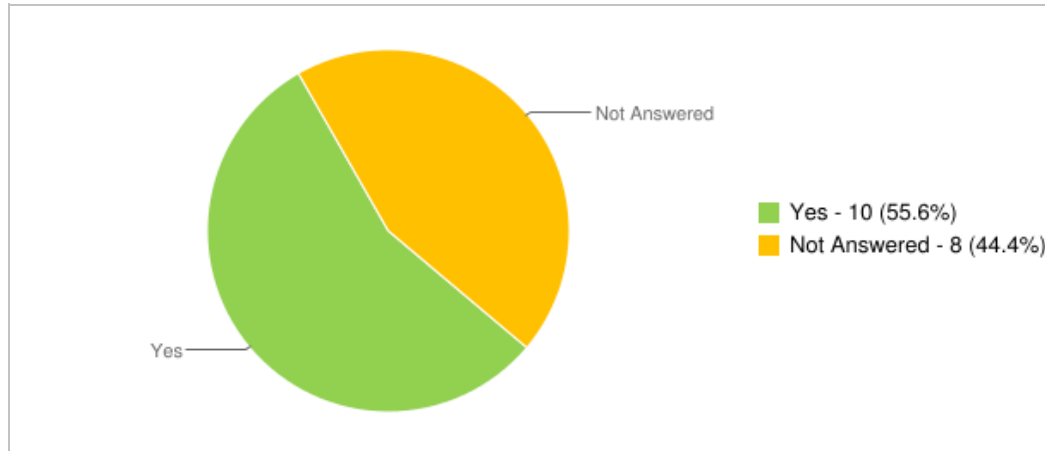


Overall how effectively did the doctor meet your needs as a patient



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

Cannot fault the care and treatment received by Miss Moon and members of the team first class care and treatment from start to finish

Miss Moon was very understanding and helpful concerning my treatment.

Brilliant surgeon

Dr Moon is very considerate and caring and explains exactly what she is planning

The whole experience has been wonderful they have certainly looked after me and I appreciate all that's been done

The doctor was pleasant and informative

Thank you all

Wonderful treatment and very efficient about all parts of treatment given

Miss Moon is so good at what she does and is considerate and always listens she is both professional and makes you feel at ease especially as I am so apprehensive about any surgery

Brilliant

Dr Moon was excellent throughout thank you

It has been a pleasure to be treated by Miss Moon I have enjoyed meeting Miss Moon and have felt confident in her ability throughout brilliant outcome

Thank you for your time

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