

Private and Confidential

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**CFEP360
Patient and Colleague Feedback
Report**

Dr 2





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3 September 2013

Dear Dr

Please find enclosed your report outlining your feedback from the CFEP patient and colleague multisource feedback survey, using the Interpersonal Skills Questionnaire (ISQ) and the Colleague Feedback Evaluation Tool (CFET). The results have been illustrated in tables with associated benchmarks where applicable. Please see the important notes regarding how the benchmarks were generated. Your self assessment data, if completed, has been included for reference. Supporting documents have been provided to help you in the interpretation and understanding of your results.

Your survey resulted in the return of 38 patient (ISQ) questionnaires and 20 colleague (CFET) questionnaires. Please note that in order to generate a full report with statistically reliable and meaningful results, and associated benchmarks, a minimum of 25 returned patient questionnaires and 12 returned colleague questionnaires is required. If less than this number was returned then you will receive an abbreviated report for that element. In the eventuality that 5 or less patient or colleague questionnaires are returned no report will be issued for that survey component.

The format of this highly comprehensive report has been updated, which we hope will provide you with a clearer picture of performance. It is worth spending time to assimilate the detail to obtain the best understanding of your feedback.

At the outset of the survey process you nominated Dr D Lawton to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Dr D Lawton has been informed that your report has been sent to you, and as you requested has been sent a copy.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=155135>

Please contact the office on 0845 5197493 or reports@cfepsurveys.co.uk if you require further information about your results.

I hope the report provides you with a basis for reflection and useful feedback for future appraisal.

Yours sincerely

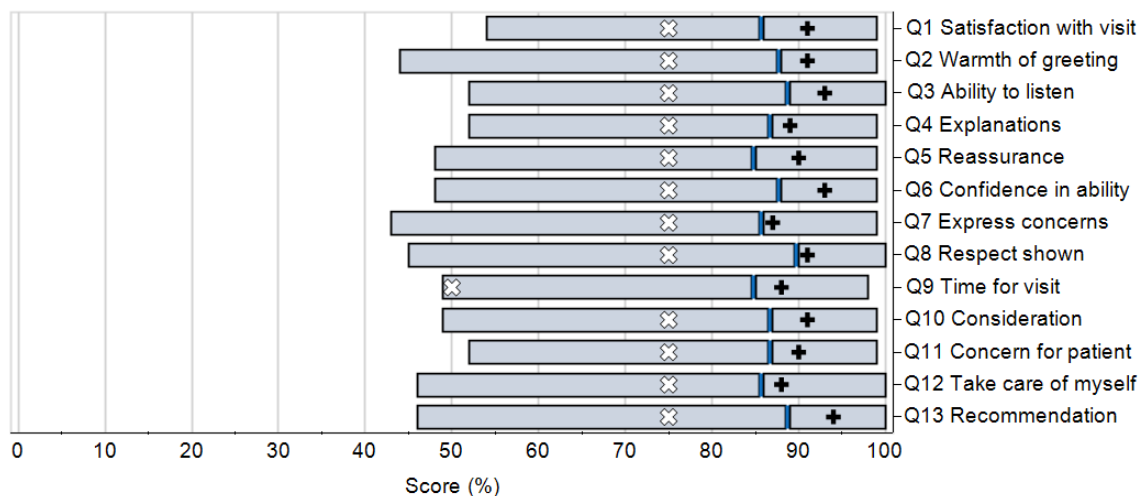
A handwritten signature in black ink, appearing to read 'Helen Powell'.

Helen Powell
Survey and Development Manager

CFEP360 Report: Graphical overview of results

The two graphs below provide a graphical summary of the quantitative data in the patient, colleague and self assessment sections of your report. They illustrate your achieved patient and colleague feedback scores for each question within the questionnaires, together with your self assessment score (if completed). These overlay the range of scores incorporated in the benchmark data (please see important notes about the benchmark data on pages P2 and C2 of your report). This chart should enable you to be able to visually compare how others perceive you as a doctor with your own personal assessment, and also provide you with a sense of how you are performing in relation to other doctors who have completed the surveys.

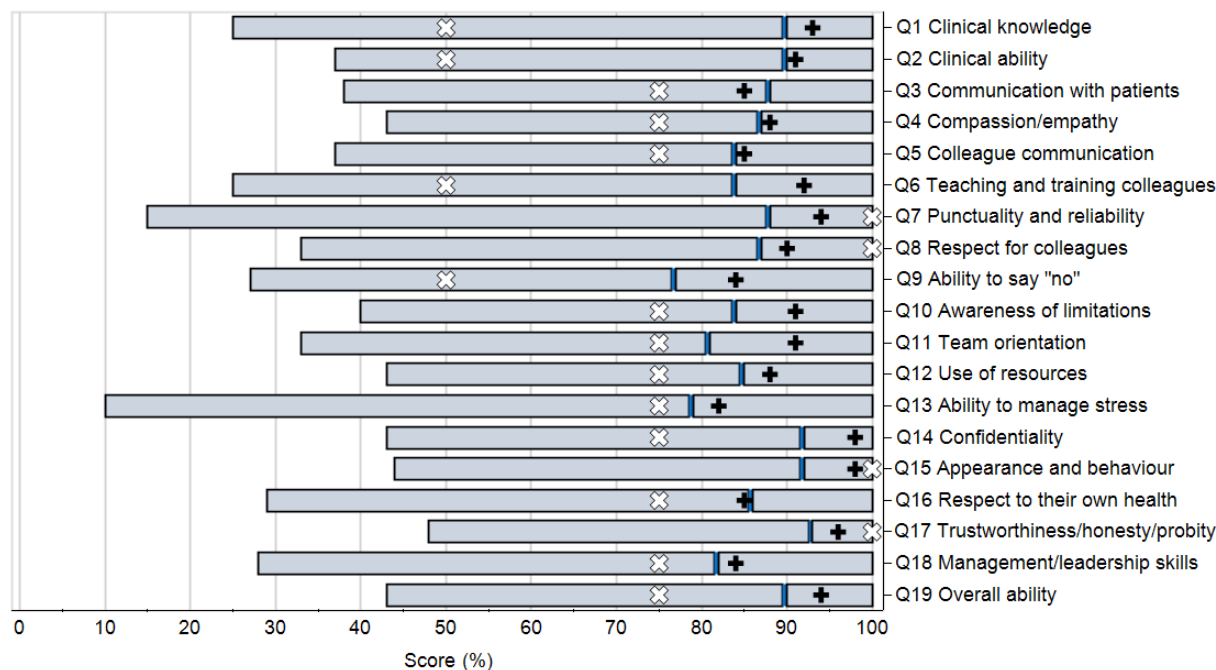
Patient feedback



9769

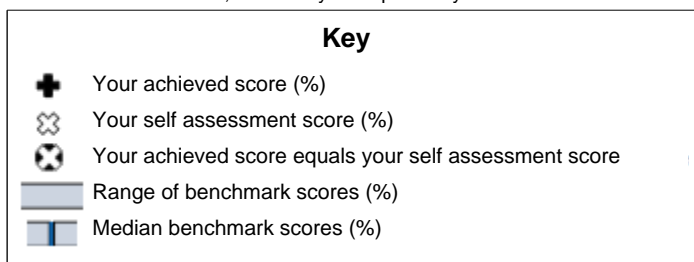
Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires.

Colleague feedback



9745

Benchmarks are based on data from 2,883 surveys completed by GPs between June 2005 and May 2013 with 12 or more returned questionnaires.



If achieved or self assessment score for any question is not illustrated please refer to relevant scoring tables in your report for clarification.

Your patient feedback

August 2013*

*Date patient questionnaires were received by CFEP.

Your patient feedback

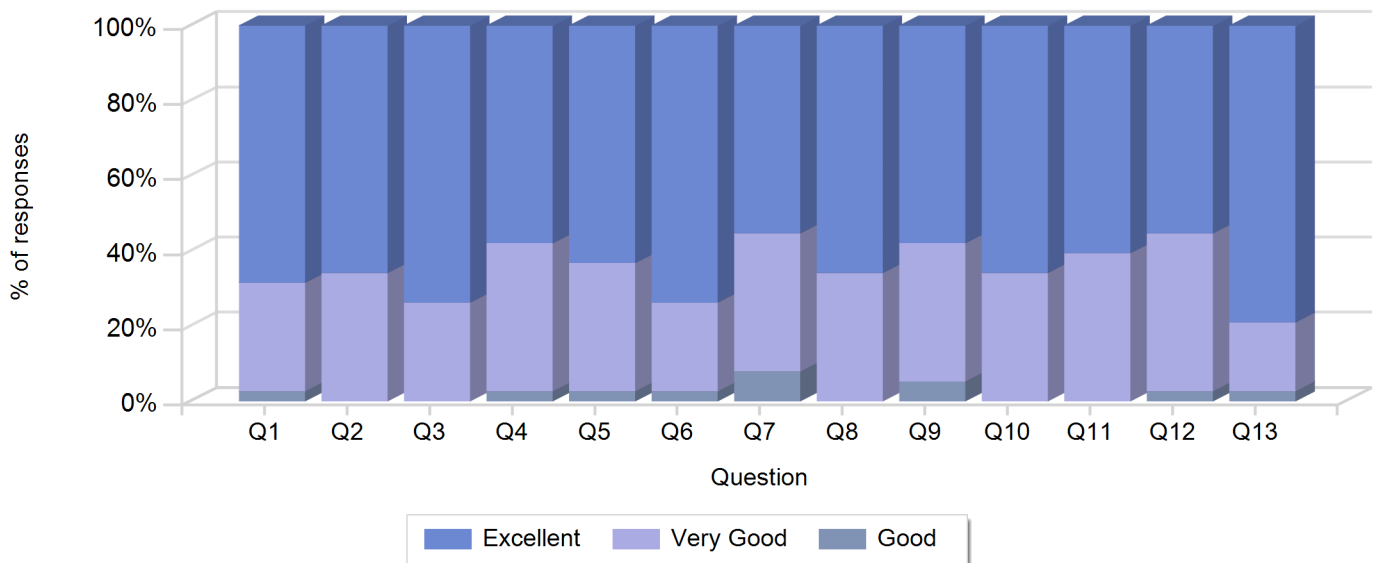
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Satisfaction with visit	0	0	1	11	26	0
Q2 Warmth of greeting	0	0	0	13	25	0
Q3 Ability to listen	0	0	0	10	28	0
Q4 Explanations	0	0	1	15	22	0
Q5 Reassurance	0	0	1	13	24	0
Q6 Confidence in ability	0	0	1	9	28	0
Q7 Express concerns	0	0	3	14	21	0
Q8 Respect shown	0	0	0	13	25	0
Q9 Time for visit	0	0	2	14	22	0
Q10 Consideration	0	0	0	13	25	0
Q11 Concern for patient	0	0	0	15	23	0
Q12 Take care of myself	0	0	1	16	21	0
Q13 Recommendation	0	0	1	7	30	0

Blank/spoilt responses are not included in your mean percentage score analysis.

Your self assessment rating

Graph 1.1: Percentage distribution and frequency of ratings



Please note blank/spoilt responses have not been incorporated in this graphical representation.

Your patient feedback

Table 1.2: Your mean percentage scores and benchmarks

Practitioner specific benchmarks: GP

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Satisfaction with visit	91	54	81	86	90	99
Q2 Warmth of greeting	91	44	82	88	92	99
Q3 Ability to listen	93	52	84	89	92	100
Q4 Explanations	89	52	82	87	90	99
Q5 Reassurance	90	48	80	85	89	99
Q6 Confidence in ability	93	48	83	88	92	99
Q7 Express concerns	87	43	82	86	90	99
Q8 Respect shown	91	45	86	90	93	100
Q9 Time for visit	88	49	80	85	88	98
Q10 Consideration	91	49	82	87	91	99
Q11 Concern for patient	90	52	82	87	91	99
Q12 Take care of myself	88	46	81	86	89	100
Q13 Recommendation	94	46	84	89	93	100

*Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires. Please note the reliability of your patient feedback will be reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

9769

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your patient feedback

Table 1.3: Your mean percentage scores and benchmarks

Specialty specific benchmarks: GP Partner

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Satisfaction with visit	91	55	82	88	91	98
Q2 Warmth of greeting	91	44	84	89	92	99
Q3 Ability to listen	93	52	85	90	93	100
Q4 Explanations	89	52	83	88	91	99
Q5 Reassurance	90	52	81	87	90	98
Q6 Confidence in ability	93	55	85	90	93	98
Q7 Express concerns	87	43	83	88	91	98
Q8 Respect shown	91	45	87	91	94	100
Q9 Time for visit	88	49	80	85	89	98
Q10 Consideration	91	49	83	88	92	99
Q11 Concern for patient	90	52	83	88	92	99
Q12 Take care of myself	88	46	82	86	90	100
Q13 Recommendation	94	55	85	90	94	100

*Benchmarks are based on data from 715 surveys completed by GP Partners between January 2004 and May 2013 with 28 or more returned questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

9771

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your patient demographics

Table 1.4: Your patient demographics and associated mean percentage scores


	Number of responses	Your mean score (%)	Benchmark data (%)*				
			Min	Lower Quartile	Median	Upper Quartile	Max
Age							
25 - 59	5	86	52	82	87	92	100
60+	32	91	37	84	89	92	100
Blank	1	--	-	-	-	-	-
Gender							
Female	22	91	46	82	87	91	99
Male	15	90	46	82	87	91	100
Blank	1	--	-	-	-	-	-
Usual General Practitioner							
Yes	37	90	30	85	89	93	100
Blank	1	--	-	-	-	-	-

*Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires. Please note the reliability of your patient feedback will be reduced if less than 25 patient responses per category is achieved. In the event that there are less than 5 patient responses in any category, this score will not be illustrated.

See score explanation for percentage score calculation and quartile information.

-- score not provided

- benchmark data not available

 Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

9769

Your patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

The doctor would appreciate any suggestions as to how he/she could improve:

- Most considerate, kind, helpful, explains treatment. Asks how I feel and listens, very respectful. A gentleman, I am a very lucky person to have this kind man as my doctor. Thank you.
- I have always found Dr 2 really listens to what I have to say, he's calm, reassuring and has a wonderful sense of humour.
- He listens and he cares and has time for you and has my full confidence.
- I've always found everyone at this surgery very helpful and efficient doctors, nurses and receptionists. Thank you.
- Sorry, no suggestions as I was, as always completely satisfied.
- Dr 2 is fantastic to all of us and always will be.
- In the years I have lived in the area all in this surgery have been helpful and the doctor attending me very good.
- He has been my doctor for many years and is an excellent doctor I trust completely.
- He is first rate but is quite busy.
- No. Stay just as you are.
- I think Dr 2 does a good job with appointments on or near time and have every confidence in him, I fail to see how he can improve on this service any more 'but I suppose you can always improve'.
- First class at his job, no improvement needed.
- Just keep going the way you are.

Your colleague feedback

July 2013*

*Date last colleague response received by CFEP.

Your colleague feedback

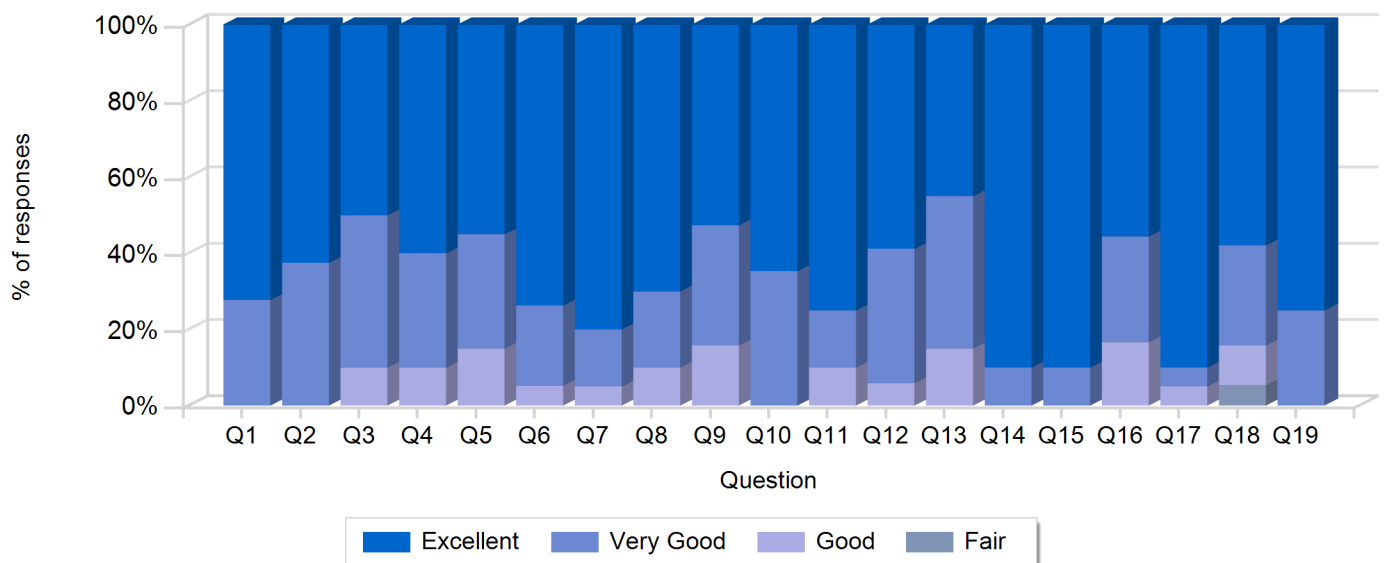
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	0	5	13	2	0
Q2 Clinical ability	0	0	0	6	10	4	0
Q3 Communication with patients	0	0	2	8	10	0	0
Q4 Compassion/empathy	0	0	2	6	12	0	0
Q5 Colleague communication	0	0	3	6	11	0	0
Q6 Teaching and training colleagues	0	0	1	4	14	1	0
Q7 Punctuality and reliability	0	0	1	3	16	0	0
Q8 Respect for colleagues	0	0	2	4	14	0	0
Q9 Ability to say "no"	0	0	3	6	10	1	0
Q10 Awareness of limitations	0	0	0	6	11	3	0
Q11 Team orientation	0	0	2	3	15	0	0
Q12 Use of resources	0	0	1	6	10	3	0
Q13 Ability to manage stress	0	0	3	8	9	0	0
Q14 Confidentiality	0	0	0	2	18	0	0
Q15 Appearance and behaviour	0	0	0	2	18	0	0
Q16 Respect to their own health	0	0	3	5	10	2	0
Q17 Trustworthiness/honesty/probity	0	0	1	1	18	0	0
Q18 Management/leadership skills	0	1	2	5	11	1	0
Q19 Overall ability	0	0	0	5	15	0	0

Blank/spoilt and unable to comment responses are not included in your mean percentage score analysis.

Your self assessment rating

Graph 2.1: Percentage distribution and frequency of ratings



Please note blank/spoilt and unable to comment responses have not been incorporated in this graphical representation.

Your colleague feedback

Table 2.2: Your mean percentage scores and benchmarks

Practitioner specific benchmarks: GP

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Clinical knowledge	93	25	84	90	94	100
Q2 Clinical ability	91	37	84	90	94	100
Q3 Communication with patients	85	38	80	88	93	100
Q4 Compassion/empathy	88	43	79	87	93	100
Q5 Colleague communication	85	37	77	84	90	100
Q6 Teaching and training colleagues	92	25	77	84	90	100
Q7 Punctuality and reliability	94	15	79	88	94	100
Q8 Respect for colleagues	90	33	79	87	92	100
Q9 Ability to say "no"	84	27	71	77	83	100
Q10 Awareness of limitations	91	40	79	84	88	100
Q11 Team orientation	91	33	73	81	88	100
Q12 Use of resources	88	43	79	85	89	100
Q13 Ability to manage stress	83	10	71	79	85	100
Q14 Confidentiality	98	43	88	92	95	100
Q15 Appearance and behaviour	98	44	86	92	95	100
Q16 Respect to their own health	85	29	80	86	91	100
Q17 Trustworthiness/honesty/probity	96	48	89	93	96	100
Q18 Management/leadership skills	84	28	75	82	88	100
Q19 Overall ability	94	43	85	90	95	100

*Benchmarks are based on data from 2,883 surveys completed by GPs between June 2005 and May 2013 with 12 or more returned questionnaires. Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per question is achieved. In the event that there are less than 5 colleague responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

9745

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your colleague feedback

Table 2.3: Your mean percentage scores and benchmarks

Specialty specific benchmarks: GP Partner

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Clinical knowledge	93	47	86	91	95	100
Q2 Clinical ability	91	46	86	91	95	100
Q3 Communication with patients	85	38	80	88	93	100
Q4 Compassion/empathy	88	44	79	87	93	100
Q5 Colleague communication	85	40	77	84	90	100
Q6 Teaching and training colleagues	92	25	77	85	91	100
Q7 Punctuality and reliability	94	15	80	89	94	100
Q8 Respect for colleagues	90	33	79	87	92	100
Q9 Ability to say "no"	84	33	71	77	83	100
Q10 Awareness of limitations	91	40	80	84	89	100
Q11 Team orientation	91	33	75	82	88	100
Q12 Use of resources	88	45	81	86	90	100
Q13 Ability to manage stress	83	10	71	80	86	100
Q14 Confidentiality	98	43	88	93	96	100
Q15 Appearance and behaviour	98	44	86	92	96	100
Q16 Respect to their own health	85	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	96	48	90	94	96	100
Q18 Management/leadership skills	84	35	75	83	90	100
Q19 Overall ability	94	43	87	92	95	100

*Benchmarks are based on data from 1,774 surveys completed by GP Partners between October 2005 and May 2013 with 12 or more returned questionnaires.

Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per question is achieved. In the event that there are less than 5 colleague responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

9746

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your colleague demographics

Table 2.4: Your colleague demographics and associated mean percentage scores

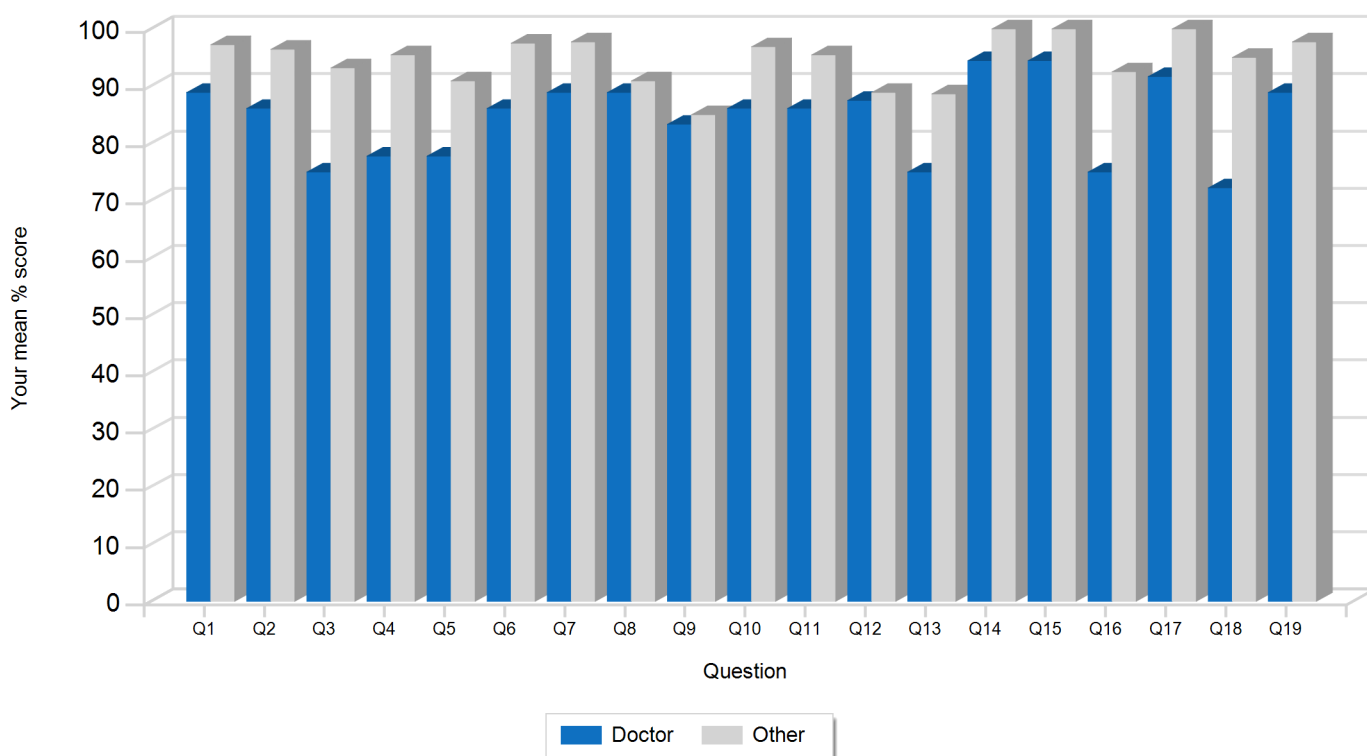
Colleague type	Number of responses	Your mean score (%)	Benchmark data (%)*				
			Min	Lower Quartile	Median	Upper Quartile	Max
Doctor	9	84	45	79	84	89	99
Other	11	95	37	82	87	91	100

*Benchmarks are based on data from 2,883 surveys completed by GPs between June 2005 and May 2013 with 12 or more returned questionnaires.
 Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category is achieved. In the event that there are less than 3 colleague responses in either colleague category, scores will not be illustrated. See score explanation for percentage score calculation and quartile information.

9745

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectively.

Graph 2.2 Mean percentage scores for each question by colleague type



Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category and/or question is achieved. In the event that there are less than 3 responses from either colleague type for a given question, the corresponding bars for that question in the chart above will not be displayed.

Your colleague comments

From the free text component of the questionnaire.

All comments are included in their entirety.

Other strengths of this doctor?

- Very helpful and patient in sharing expertise especially with regard to ICT skills.
- Seems to me to work hard within his own list and special interest of IT, always willing to assist with both computer and patient conundrums.
- As an experienced GP partner Dr 2 has been very approachable and supportive whilst I completed my registrar training and has continued to do so now while I am salaried doctor.
- Excellent at helping the rest of us learn short cuts in the way we use the computer system.
- A good mentor who is always willing to help colleagues been a great instrumental in the team's ability with IT skills.
- He just appears to get on with the job and never really complains when he is asked to do something extra. Mostly pleasant to staff and colleagues. Respected by staff.
- A quiet and reassuring personality. Somebody I can turn to with any queries in the work place.
- Excellent IT trainer.
- Has great IT skills.
- Dr 2 works closely with myself on IT issues within the practice and is always extremely patient and obliging with tasks needed to be done. Explains things very well.
- Willing to go the extra mile to help colleagues and peers when needed.
- With a wealth of front line experience in general practice the sharing of advice and knowledge with GP colleagues thus provisions a platform of continuous improvement and efficiency. An articulate and creative team player.
- Invaluable source of knowledge and good humour.
- Highly intelligent.

How could this doctor become more effective?

- Perhaps be more proactive in sharing his ICT knowledge as it is always gratefully received.
- Could consider delegating some of his visits.
- Not sure that he could become more effective.
- Exercising Pareto's Principle, the 80/20 Rule, should serve as a daily reminder to focus 80 percent of time and energy on the 20 percent of work that is really important. Don't just "work smart", work smart on the right things.
- I have no idea.

Self assessment

May 2013

Comparison of self assessed scores with patient scores

Table 3.1: Comparison of self assessment and patient scores

Patient question	Your assessment (as on original questionnaire)	Your assessment (equivalent percentage score)*	Patient assessment (overall mean percentage score)*
Q1 Satisfaction with this visit	Very Good	75	91
Q2 Warmth of greeting	Very Good	75	91
Q3 Ability to listen	Very Good	75	93
Q4 Explanations	Very Good	75	89
Q5 Reassurance	Very Good	75	90
Q6 Confidence in ability	Very Good	75	93
Q7 Express concerns	Very Good	75	87
Q8 Respect shown	Very Good	75	91
Q9 Time for visit	Good	50	88
Q10 Consideration	Very Good	75	91
Q11 Concern for patient	Very Good	75	90
Q12 Take care of myself	Very Good	75	88
Q13 Recommendation	Very Good	75	94

*See score explanation for percentage score calculation

Comparison of self assessed scores with colleague scores

Table 3.2: Comparison of self assessment and colleague scores

Colleague question	Your assessment (as on original questionnaire)	Your assessment (equivalent percentage score)*	Colleague assessment (overall mean percentage score)*
Q1 Clinical knowledge	Good	50	93
Q2 Clinical ability	Good	50	91
Q3 Communication with patients	Very Good	75	85
Q4 Compassion/empathy	Very Good	75	88
Q5 Colleague communication	Very Good	75	85
Q6 Teaching and training colleagues	Good	50	92
Q7 Punctuality and reliability	Excellent	100	94
Q8 Respect for colleagues	Excellent	100	90
Q9 Ability to say "no"	Good	50	84
Q10 Awareness of limitations	Very Good	75	91
Q11 Team orientation	Very Good	75	91
Q12 Use of resources	Very Good	75	88
Q13 Ability to manage stress	Very Good	75	83
Q14 Confidentiality	Very Good	75	98
Q15 Appearance and behaviour	Excellent	100	98
Q16 Respect to their own health	Very Good	75	85
Q17 Trustworthiness/honesty/probity	Excellent	100	96
Q18 Management/leadership skills	Very Good	75	84
Q19 Overall ability	Very Good	75	94

*See score explanation for percentage score calculation

– no self assessment score provided

Your personal comments

Your other strengths?

- I am well organised and try to bring that to my role in IT by providing templates and protocols and organising other the practice to deal with the ever escalating demands for data capture.

How could you become more effective?

- If I had more time and less demands, if the working environment wasn't sabotaged by the constantly changing requirements of the politically driven health agenda.