

Private and Confidential

Dr 4
Dr Lawton & Partners (Sidley Surgery)
44 Turkey Road
Bexhill-on-Sea
East Sussex
TN39 5HE

**CFEP360
Patient and Colleague Feedback
Report**

Dr 4





Dr 4
Dr Lawton & Partners (Sidley Surgery)
44 Turkey Road
Bexhill-on-Sea
East Sussex
TN39 5HE

1 Northleigh House
Thorverton Road
Matford Business Park
Exeter
EX2 8HF

t: 0845 5197493
f: 01392 824767

e: enquiries@cfepsurveys.co.uk
w: www.cfepsurveys.co.uk

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 29 patient (ISQ) questionnaires and 16 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=155147>

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

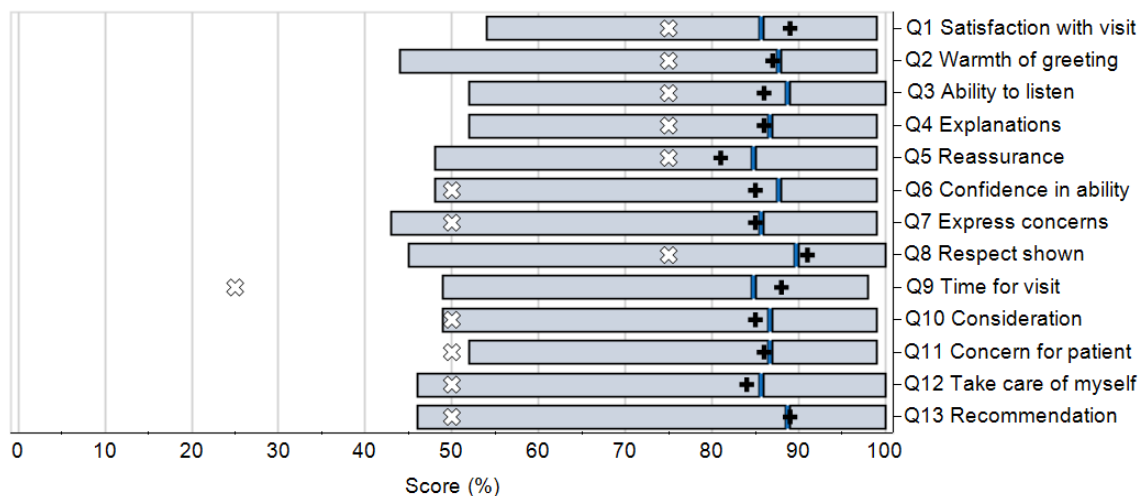
A handwritten signature in black ink, appearing to read 'Helen Powell'.

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.

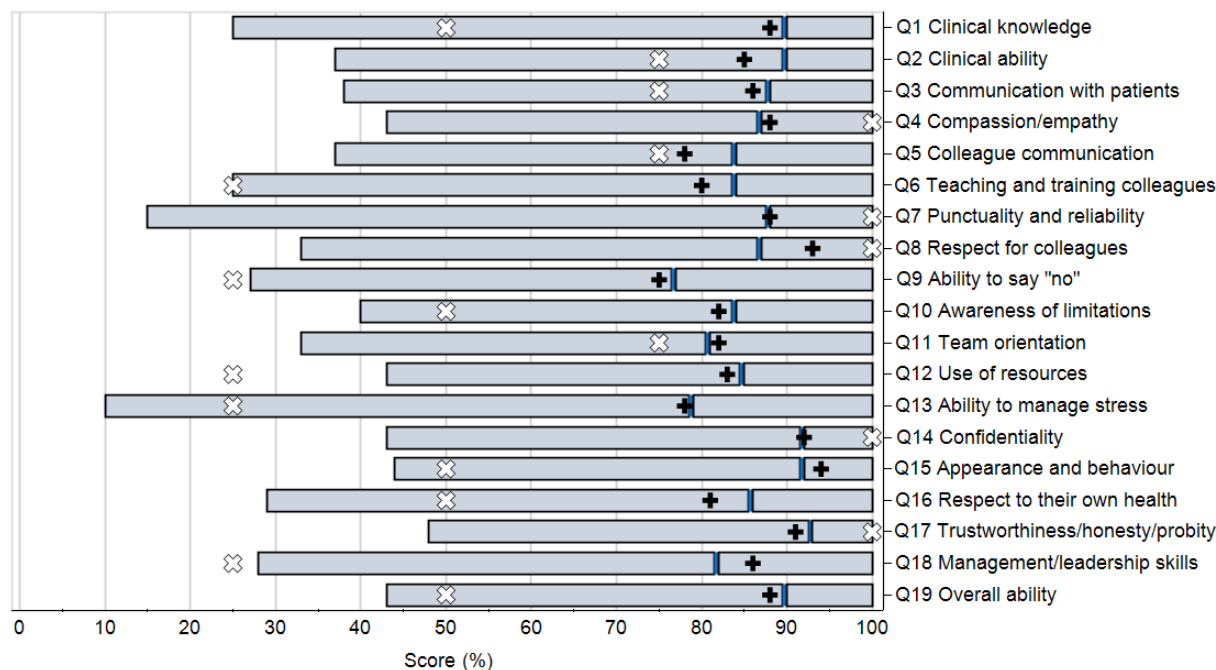
Patient feedback



9769

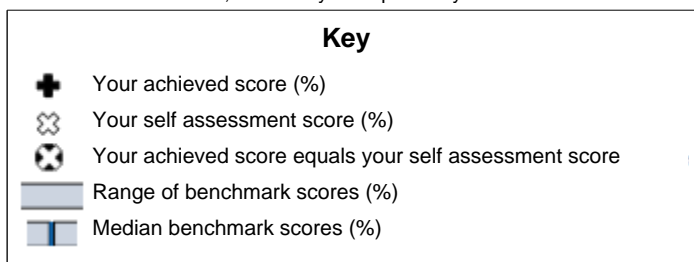
Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires.

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

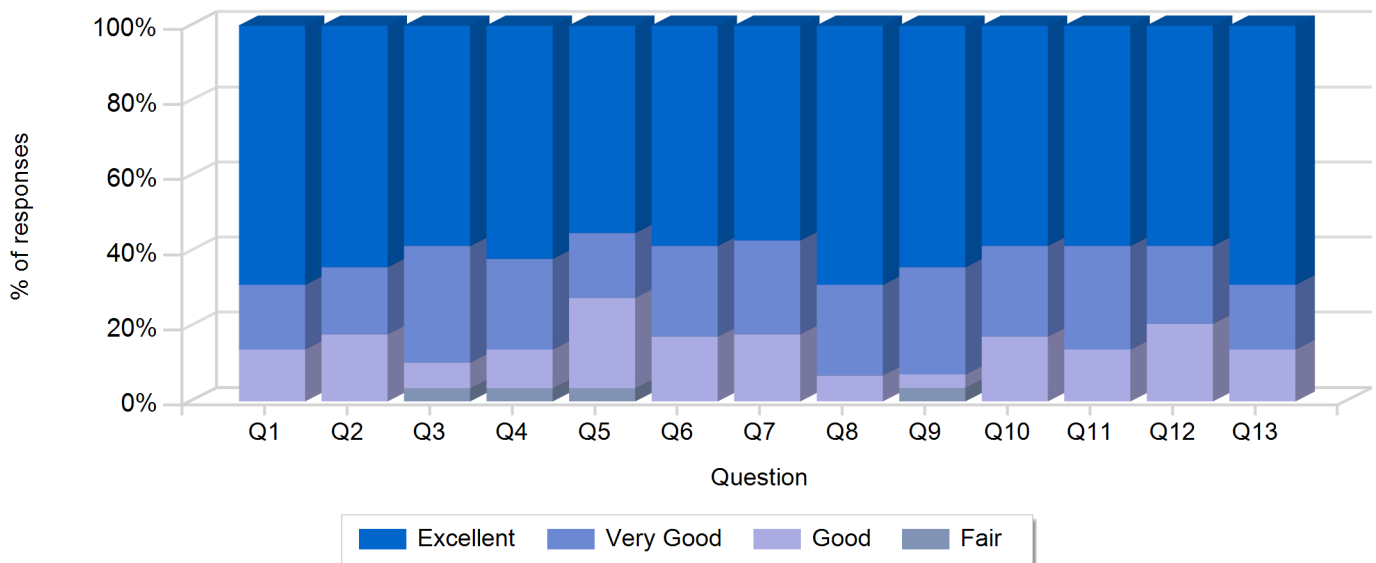
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Satisfaction with visit	0	0	4	5	20	0
Q2 Warmth of greeting	0	0	5	5	18	1
Q3 Ability to listen	0	1	2	9	17	0
Q4 Explanations	0	1	3	7	18	0
Q5 Reassurance	0	1	7	5	16	0
Q6 Confidence in ability	0	0	5	7	17	0
Q7 Express concerns	0	0	5	7	16	1
Q8 Respect shown	0	0	2	7	20	0
Q9 Time for visit	0	1	1	8	18	1
Q10 Consideration	0	0	5	7	17	0
Q11 Concern for patient	0	0	4	8	17	0
Q12 Take care of myself	0	0	6	6	17	0
Q13 Recommendation	0	0	4	5	20	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	89	54	81	86	90	99
Q2 Warmth of greeting	87	44	82	88	92	99
Q3 Ability to listen	86	52	84	89	92	100
Q4 Explanations	86	52	82	87	90	99
Q5 Reassurance	81	48	80	85	89	99
Q6 Confidence in ability	85	48	83	88	92	99
Q7 Express concerns	85	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	85	49	82	87	91	99
Q11 Concern for patient	86	52	82	87	91	99
Q12 Take care of myself	84	46	81	86	89	100
Q13 Recommendation	89	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	89	55	82	88	91	98
Q2 Warmth of greeting	87	44	84	89	92	99
Q3 Ability to listen	86	52	85	90	93	100
Q4 Explanations	86	52	83	88	91	99
Q5 Reassurance	81	52	81	87	90	98
Q6 Confidence in ability	85	55	85	90	93	98
Q7 Express concerns	85	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	85	49	83	88	92	99
Q11 Concern for patient	86	52	83	88	92	99
Q12 Take care of myself	84	46	82	86	90	100
Q13 Recommendation	89	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	83	52	82	87	92	100
60+	23	88	37	84	89	92	100
Blank	1	--	-	-	-	-	-
Gender							
Female	15	89	46	82	87	91	99
Male	13	85	46	82	87	91	100
Blank	1	--	-	-	-	-	-
Usual General Practitioner							
Yes	28	87	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:

- I have been a patient of Dr 4 for a number of years and always found him very good.
- I don't really have any suggestions as I have always found Dr 4 to be excellent and consider myself very lucky to have him as my doctor.
- I have no complaints regarding Dr 4, he is always professional, and he listens to what I have to say. I wouldn't change doctors for the world.
- I do not think there could be any improvement on the courtesy I was given, the diagnosing and the treatment given to my condition.
- I can't think of any!
- I could not have had a better service anywhere else than Dr 4 gave me (excellent).
- I don't think that there is anything that he needs to improve on.
- Having less pressure from government targets etc, plus continuing changes for the sake of it.
- Quite satisfied with present treatment.
- I don't think he needs to improve!
- Depending on the nature of the visit I feel that 10 minutes isn't always long enough time.
- Just stay as you are. You are always very good. Thank you.
- I find the doctor considerate and understand, and have always found the treatment quite satisfactory.
- Dr 4 is an excellent doctor. I've always found him willing to listen. He always makes sure I get treatment I need. I can't fault him in any way.
- More pre-bookable appointments; phoning early on the day is difficult to get through on the phone.

Your colleague feedback

July 2013*

*Date last colleague response received by CFEP.

Your colleague feedback

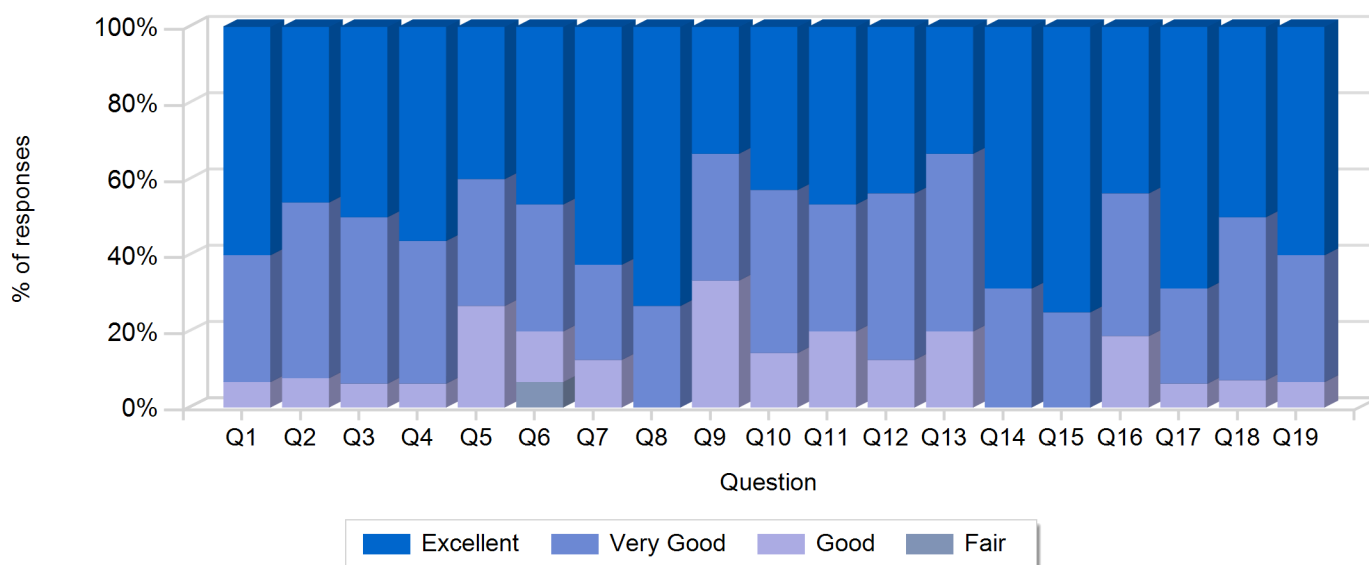
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	1	5	9	1	0
Q2 Clinical ability	0	0	1	6	6	3	0
Q3 Communication with patients	0	0	1	7	8	0	0
Q4 Compassion/empathy	0	0	1	6	9	0	0
Q5 Colleague communication	0	0	4	5	6	1	0
Q6 Teaching and training colleagues	0	1	2	5	7	1	0
Q7 Punctuality and reliability	0	0	2	4	10	0	0
Q8 Respect for colleagues	0	0	0	4	11	1	0
Q9 Ability to say "no"	0	0	5	5	5	1	0
Q10 Awareness of limitations	0	0	2	6	6	2	0
Q11 Team orientation	0	0	3	5	7	1	0
Q12 Use of resources	0	0	2	7	7	0	0
Q13 Ability to manage stress	0	0	3	7	5	1	0
Q14 Confidentiality	0	0	0	5	11	0	0
Q15 Appearance and behaviour	0	0	0	4	12	0	0
Q16 Respect to their own health	0	0	3	6	7	0	0
Q17 Trustworthiness/honesty/probity	0	0	1	4	11	0	0
Q18 Management/leadership skills	0	0	1	6	7	2	0
Q19 Overall ability	0	0	1	5	9	1	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	88	25	84	90	94	100
Q2 Clinical ability	85	37	84	90	94	100
Q3 Communication with patients	86	38	80	88	93	100
Q4 Compassion/empathy	88	43	79	87	93	100
Q5 Colleague communication	78	37	77	84	90	100
Q6 Teaching and training colleagues	80	25	77	84	90	100
Q7 Punctuality and reliability	88	15	79	88	94	100
Q8 Respect for colleagues	93	33	79	87	92	100
Q9 Ability to say "no"	75	27	71	77	83	100
Q10 Awareness of limitations	82	40	79	84	88	100
Q11 Team orientation	82	33	73	81	88	100
Q12 Use of resources	83	43	79	85	89	100
Q13 Ability to manage stress	78	10	71	79	85	100
Q14 Confidentiality	92	43	88	92	95	100
Q15 Appearance and behaviour	94	44	86	92	95	100
Q16 Respect to their own health	81	29	80	86	91	100
Q17 Trustworthiness/honesty/probity	91	48	89	93	96	100
Q18 Management/leadership skills	86	28	75	82	88	100
Q19 Overall ability	88	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	88	47	86	91	95	100
Q2 Clinical ability	85	46	86	91	95	100
Q3 Communication with patients	86	38	80	88	93	100
Q4 Compassion/empathy	88	44	79	87	93	100
Q5 Colleague communication	78	40	77	84	90	100
Q6 Teaching and training colleagues	80	25	77	85	91	100
Q7 Punctuality and reliability	88	15	80	89	94	100
Q8 Respect for colleagues	93	33	79	87	92	100
Q9 Ability to say "no"	75	33	71	77	83	100
Q10 Awareness of limitations	82	40	80	84	89	100
Q11 Team orientation	82	33	75	82	88	100
Q12 Use of resources	83	45	81	86	90	100
Q13 Ability to manage stress	78	10	71	80	86	100
Q14 Confidentiality	92	43	88	93	96	100
Q15 Appearance and behaviour	94	44	86	92	96	100
Q16 Respect to their own health	81	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	91	48	90	94	96	100
Q18 Management/leadership skills	86	35	75	83	90	100
Q19 Overall ability	88	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	7	81	45	79	84	89	99
Other	8	88	37	82	87	91	100
Blank	1	--	-	-	-	-	-

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

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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.

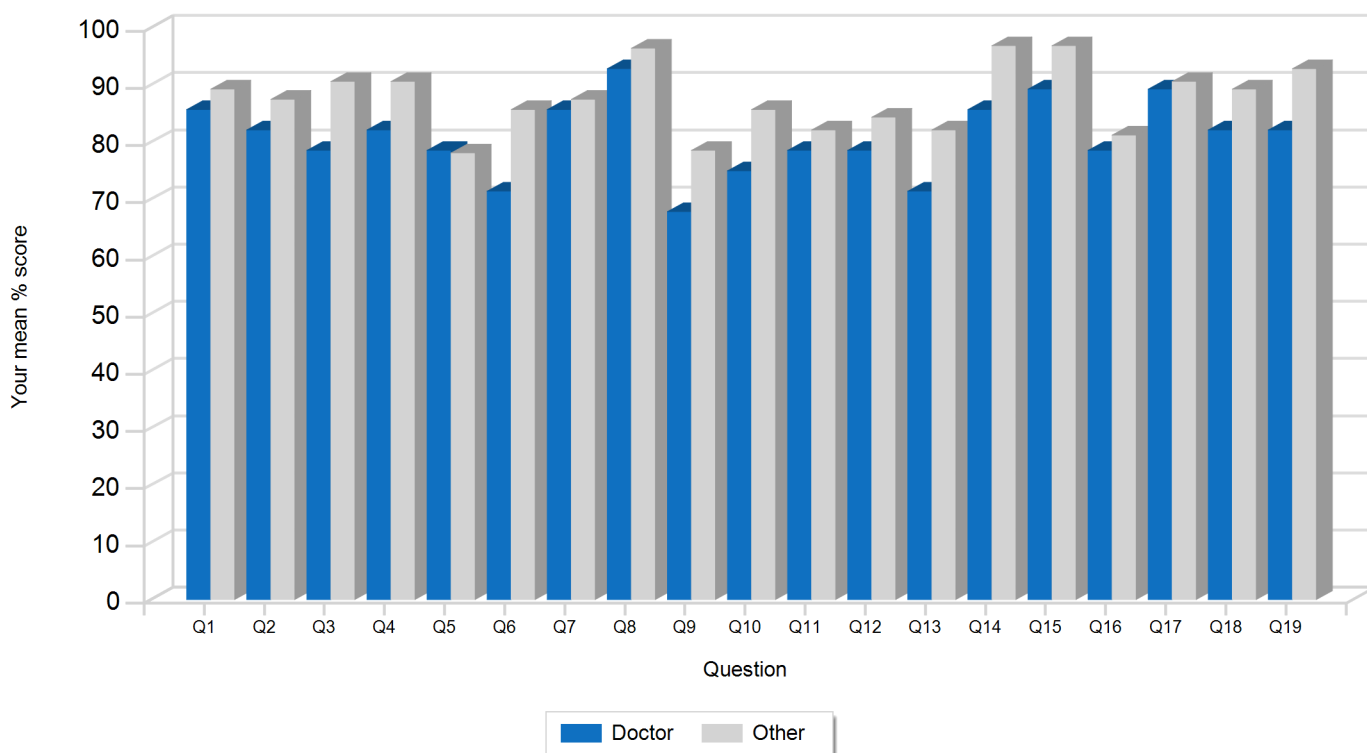
See score explanation for percentage score calculation and quartile information.

-- 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.

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?

- Is always prepared to listen even when busy.
- Kind and caring, considerate to colleagues, seems to strive to do his best.
- Also has the role of Staff Liaison Partner which he takes seriously and handles professionally.
- Always approachable and keen to help colleagues. An excellent mentor.
- Very patient centric, always willing to go the extra mile.
- He is well organised.
- He is a kind and compassionate doctor an excellent member of the team.

How could this doctor become more effective?

- By continuing effort to improve on any identified area of deficiency.
- He needs to look at his work life balance to enable him to find ways to de-stress.

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	89
Q2 Warmth of greeting	Very Good	75	87
Q3 Ability to listen	Very Good	75	86
Q4 Explanations	Very Good	75	86
Q5 Reassurance	Very Good	75	81
Q6 Confidence in ability	Good	50	85
Q7 Express concerns	Good	50	85
Q8 Respect shown	Very Good	75	91
Q9 Time for visit	Fair	25	88
Q10 Consideration	Good	50	85
Q11 Concern for patient	Good	50	86
Q12 Take care of myself	Good	50	84
Q13 Recommendation	Good	50	89

*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	88
Q2 Clinical ability	Very Good	75	85
Q3 Communication with patients	Very Good	75	86
Q4 Compassion/empathy	Excellent	100	88
Q5 Colleague communication	Very Good	75	78
Q6 Teaching and training colleagues	Fair	25	80
Q7 Punctuality and reliability	Excellent	100	88
Q8 Respect for colleagues	Excellent	100	93
Q9 Ability to say "no"	Fair	25	75
Q10 Awareness of limitations	Good	50	82
Q11 Team orientation	Very Good	75	82
Q12 Use of resources	Fair	25	83
Q13 Ability to manage stress	Fair	25	78
Q14 Confidentiality	Excellent	100	92
Q15 Appearance and behaviour	Good	50	94
Q16 Respect to their own health	Good	50	81
Q17 Trustworthiness/honesty/probity	Excellent	100	91
Q18 Management/leadership skills	Fair	25	86
Q19 Overall ability	Good	50	88

*See score explanation for percentage score calculation

– no self assessment score provided

Your personal comments

Your other strengths?

- Patient centred, holistic approach grounded in good communication and caring approach. Always striving to improve services to patients through acquisition new clinical skills and technical improvement.

How could you become more effective?

- If I could take longer over tasks I might be able to improve overall performance but we are a busy practice and run 10 minute appointments and personal lists. Increased reflection and training would improve my performance.