

**Private and Confidential**

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**CFEP360  
Patient and Colleague Feedback  
Report**

Dr 5





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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 32 patient (ISQ) questionnaires and 19 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 Justin Reid to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Dr Justin Reid 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=155143>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto: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

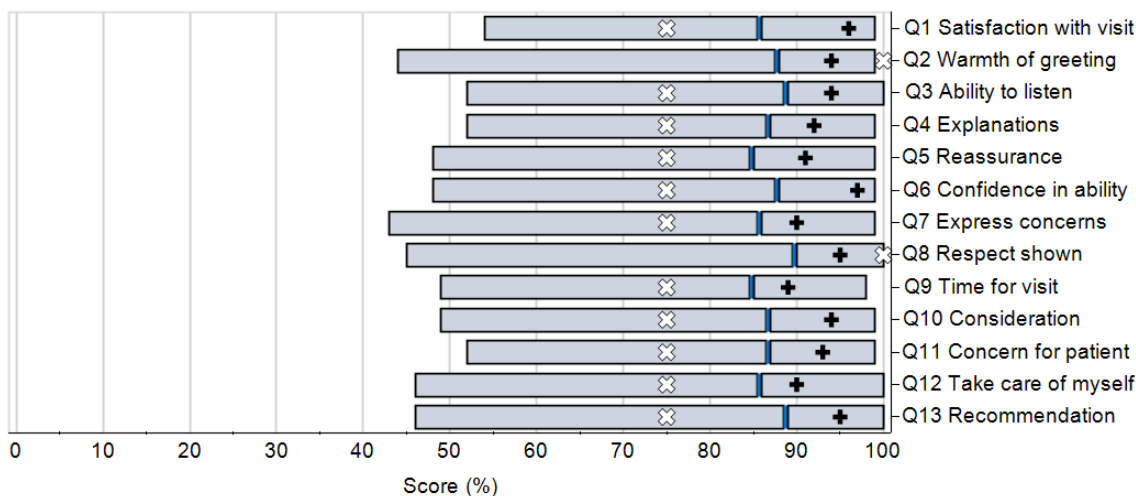
A handwritten signature in black ink, appearing to read 'Helen Powell'.

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.

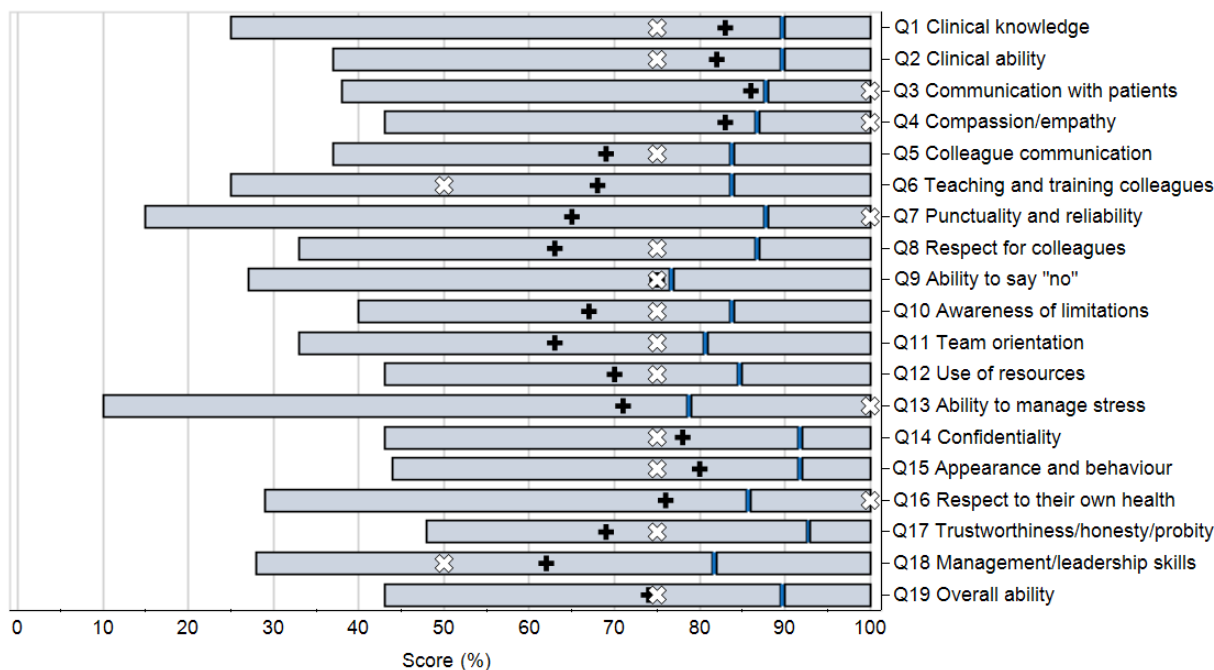
## Patient feedback



9769

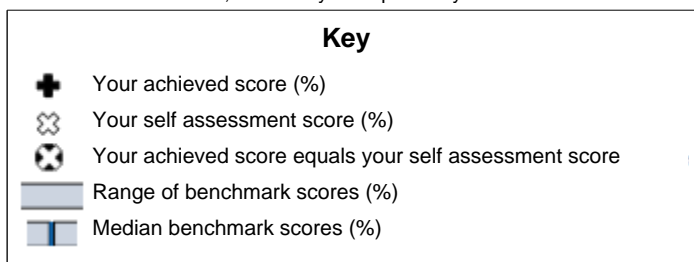
Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires.

## 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

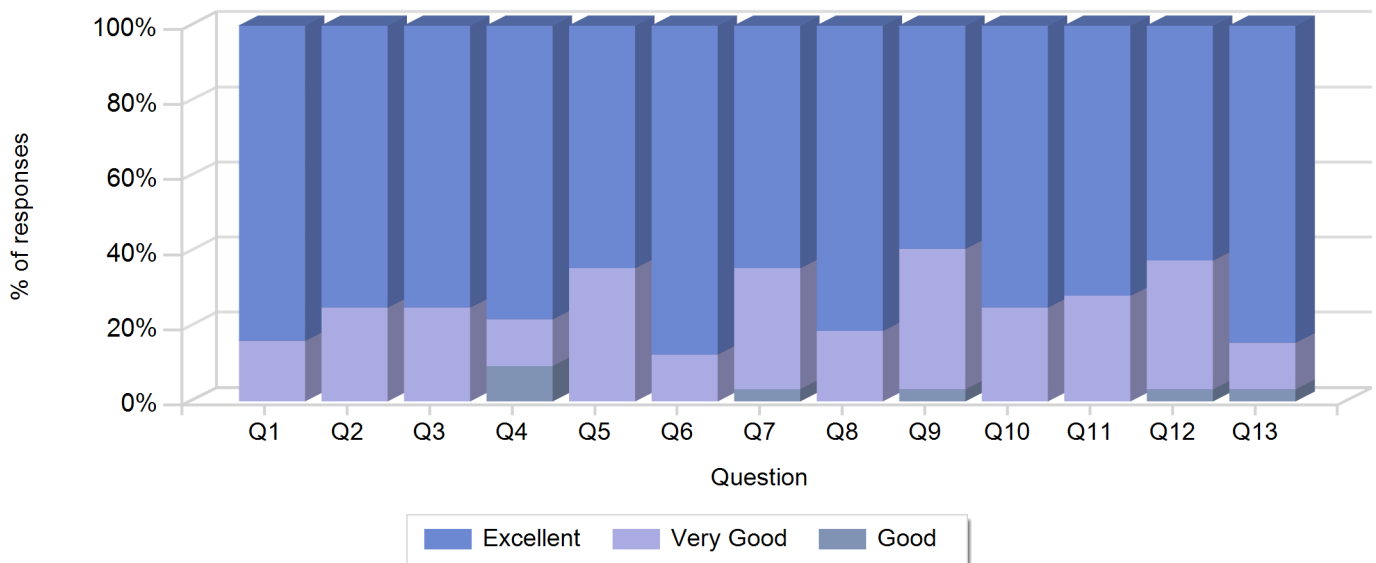
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Satisfaction with visit	0	0	0	5	26	1
Q2 Warmth of greeting	0	0	0	8	24	0
Q3 Ability to listen	0	0	0	8	24	0
Q4 Explanations	0	0	3	4	25	0
Q5 Reassurance	0	0	0	11	20	1
Q6 Confidence in ability	0	0	0	4	28	0
Q7 Express concerns	0	0	1	10	20	1
Q8 Respect shown	0	0	0	6	26	0
Q9 Time for visit	0	0	1	12	19	0
Q10 Consideration	0	0	0	8	24	0
Q11 Concern for patient	0	0	0	9	23	0
Q12 Take care of myself	0	0	1	11	20	0
Q13 Recommendation	0	0	1	4	27	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	96	54	81	86	90	99
Q2 Warmth of greeting	94	44	82	88	92	99
Q3 Ability to listen	94	52	84	89	92	100
Q4 Explanations	92	52	82	87	90	99
Q5 Reassurance	91	48	80	85	89	99
Q6 Confidence in ability	97	48	83	88	92	99
Q7 Express concerns	90	43	82	86	90	99
Q8 Respect shown	95	45	86	90	93	100
Q9 Time for visit	89	49	80	85	88	98
Q10 Consideration	94	49	82	87	91	99
Q11 Concern for patient	93	52	82	87	91	99
Q12 Take care of myself	90	46	81	86	89	100
Q13 Recommendation	95	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	96	55	82	88	91	98
Q2 Warmth of greeting	94	44	84	89	92	99
Q3 Ability to listen	94	52	85	90	93	100
Q4 Explanations	92	52	83	88	91	99
Q5 Reassurance	91	52	81	87	90	98
Q6 Confidence in ability	97	55	85	90	93	98
Q7 Express concerns	90	43	83	88	91	98
Q8 Respect shown	95	45	87	91	94	100
Q9 Time for visit	89	49	80	85	89	98
Q10 Consideration	94	49	83	88	92	99
Q11 Concern for patient	93	52	83	88	92	99
Q12 Take care of myself	90	46	82	86	90	100
Q13 Recommendation	95	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
<b>Age</b>							
Under 25	1	--	-	-	-	-	-
25 - 59	5	93	52	82	87	92	100
60+	23	95	37	84	89	92	100
Blank	3	--	-	-	-	-	-
<b>Gender</b>							
Female	18	93	46	82	87	91	99
Male	11	96	46	82	87	91	100
Blank	3	--	-	-	-	-	-
<b>Usual General Practitioner</b>							
Yes	27	94	30	85	89	93	100
Blank	5	90	44	78	84	90	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 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 respectively.

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:

- Not really about the doctor, but I get so frustrated with this surgery to book an appointment with my own doctor. It is fine if you book a routine appointment well in advance but to try and see your own doctor the same day or tomorrow is usually impossible - you end up seeing a doctor who doesn't know your history!
- None - am absolutely delighted with the care shown to myself and my family by Dr 5.
- He is excellent so no improvement needed.
- I can not think of any. I have always felt at ease with Dr 5 since he first came to the practice.
- Dr 5 is an excellent GP in all areas.
- No need for improvement - always excellent.
- My doctor is excellent.
- I can find no fault with Dr 5 at all and have always received excellent care.
- Dr 5 is an excellent doctor, and he always listens!

# Your colleague feedback

July 2013\*

\*Date last colleague response received by CFEP.

## Your colleague feedback

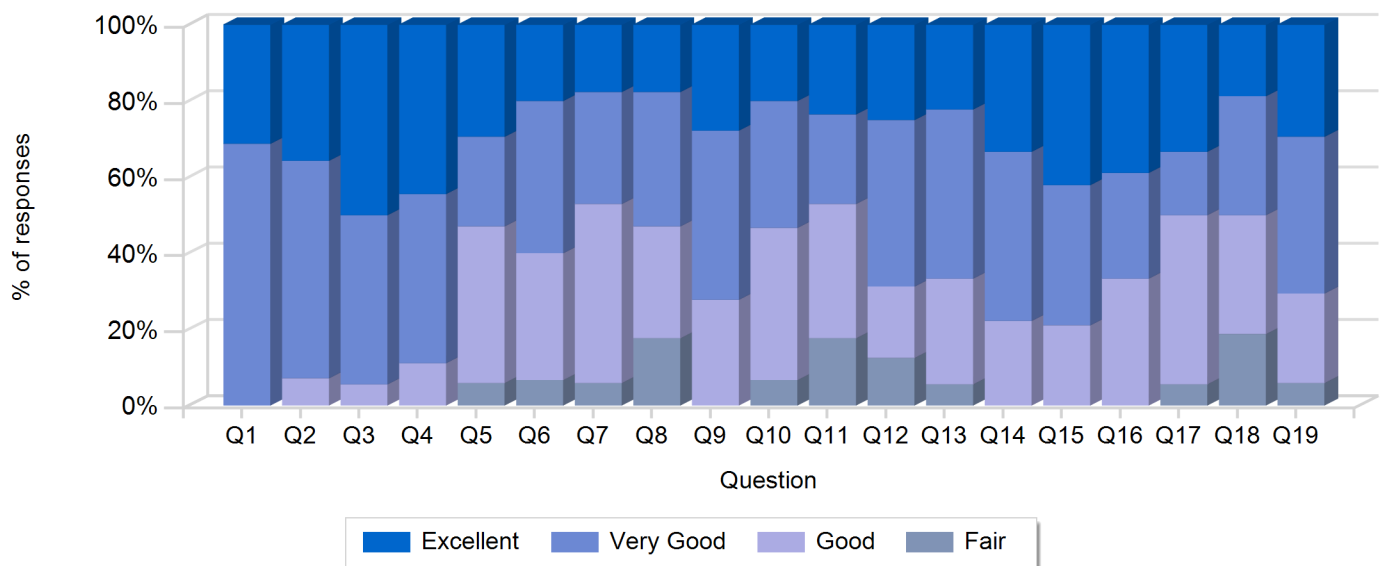
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	0	11	5	3	0
Q2 Clinical ability	0	0	1	8	5	5	0
Q3 Communication with patients	0	0	1	8	9	1	0
Q4 Compassion/empathy	0	0	2	8	8	1	0
Q5 Colleague communication	0	1	7	4	5	2	0
Q6 Teaching and training colleagues	0	1	5	6	3	4	0
Q7 Punctuality and reliability	0	1	8	5	3	2	0
Q8 Respect for colleagues	0	3	5	6	3	2	0
Q9 Ability to say "no"	0	0	5	8	5	1	0
Q10 Awareness of limitations	0	1	6	5	3	4	0
Q11 Team orientation	0	3	6	4	4	2	0
Q12 Use of resources	0	2	3	7	4	3	0
Q13 Ability to manage stress	0	1	5	8	4	1	0
Q14 Confidentiality	0	0	4	8	6	1	0
Q15 Appearance and behaviour	0	0	4	7	8	0	0
Q16 Respect to their own health	0	0	6	5	7	1	0
Q17 Trustworthiness/honesty/probity	0	1	8	3	6	1	0
Q18 Management/leadership skills	0	3	5	5	3	3	0
Q19 Overall ability	0	1	4	7	5	2	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	83	25	84	90	94	100
Q2 Clinical ability	82	37	84	90	94	100
Q3 Communication with patients	86	38	80	88	93	100
Q4 Compassion/empathy	83	43	79	87	93	100
Q5 Colleague communication	69	37	77	84	90	100
Q6 Teaching and training colleagues	68	25	77	84	90	100
Q7 Punctuality and reliability	65	15	79	88	94	100
Q8 Respect for colleagues	63	33	79	87	92	100
Q9 Ability to say "no"	75	27	71	77	83	100
Q10 Awareness of limitations	67	40	79	84	88	100
Q11 Team orientation	63	33	73	81	88	100
Q12 Use of resources	70	43	79	85	89	100
Q13 Ability to manage stress	71	10	71	79	85	100
Q14 Confidentiality	78	43	88	92	95	100
Q15 Appearance and behaviour	80	44	86	92	95	100
Q16 Respect to their own health	76	29	80	86	91	100
Q17 Trustworthiness/honesty/probity	69	48	89	93	96	100
Q18 Management/leadership skills	63	28	75	82	88	100
Q19 Overall ability	74	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	83	47	86	91	95	100
Q2 Clinical ability	82	46	86	91	95	100
Q3 Communication with patients	86	38	80	88	93	100
Q4 Compassion/empathy	83	44	79	87	93	100
Q5 Colleague communication	69	40	77	84	90	100
Q6 Teaching and training colleagues	68	25	77	85	91	100
Q7 Punctuality and reliability	65	15	80	89	94	100
Q8 Respect for colleagues	63	33	79	87	92	100
Q9 Ability to say "no"	75	33	71	77	83	100
Q10 Awareness of limitations	67	40	80	84	89	100
Q11 Team orientation	63	33	75	82	88	100
Q12 Use of resources	70	45	81	86	90	100
Q13 Ability to manage stress	71	10	71	80	86	100
Q14 Confidentiality	78	43	88	93	96	100
Q15 Appearance and behaviour	80	44	86	92	96	100
Q16 Respect to their own health	76	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	69	48	90	94	96	100
Q18 Management/leadership skills	63	35	75	83	90	100
Q19 Overall ability	74	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	68	45	79	84	89	99
Other	9	80	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.

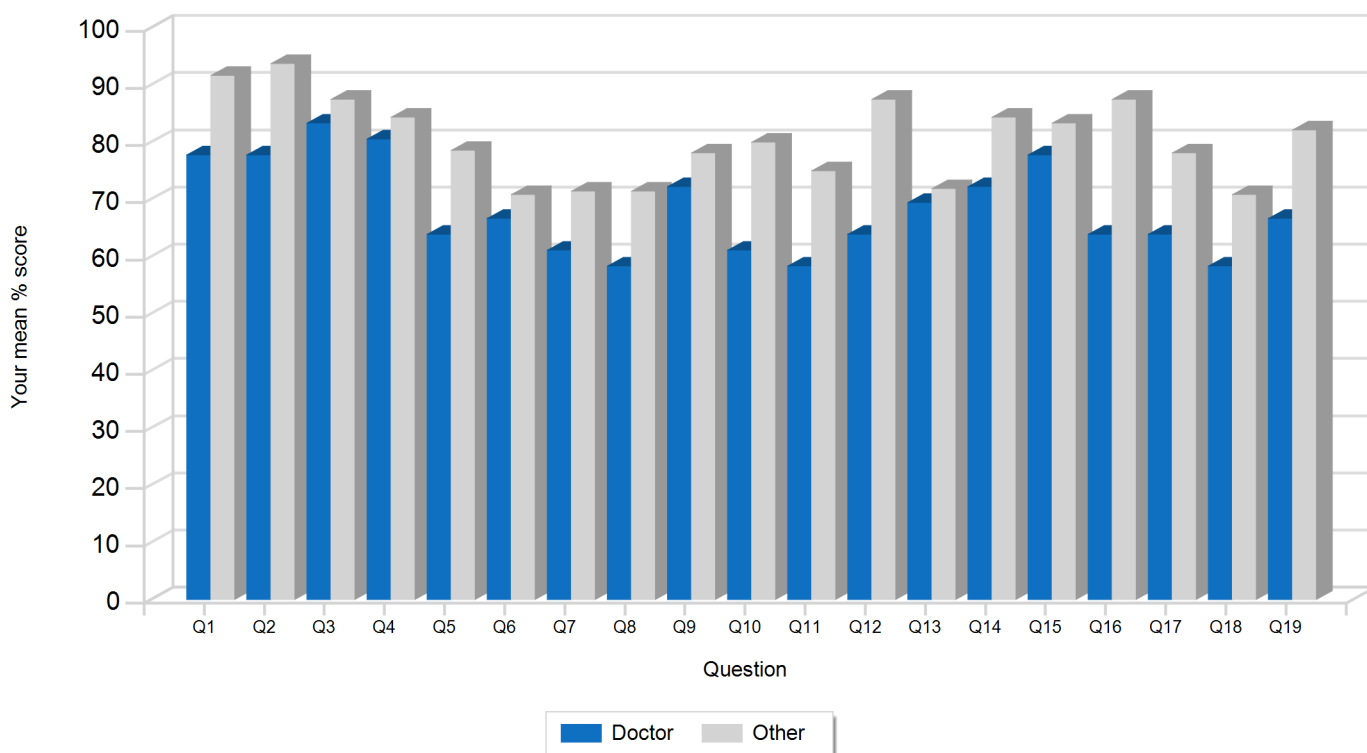
See score explanation for percentage score calculation and quartile information.

-- 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?

- Seems well liked by patients, seems to be thorough and is always approachable and supportive.
- Works very hard and treats staff well, always happy to help a colleague and has a positive buzz.
- Shares important learning points from his diabetes GP training updates.
- Is always up to date with current practice, has enthusiasm for cutting edge medicine.
- Friendly with every member of the team.
- Is a committed, hardworking GP for his patients for which he goes the extra mile.

### How could this doctor become more effective?

- He seems to be less part of the team over recent months, perhaps for understandable reasons. It would be nice to see him becoming more involved again in decision making.
- Temper his enthusiasms within the constraints of time and work pressures and his physical energies to his age!
- Could try to carry the team along.
- To be aware of the needs of the practice, e.g. attending meetings as his input is both valued and respected and essential if we are go to survive as an effective unit in the future.

# 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	96
Q2 Warmth of greeting	Excellent	100	94
Q3 Ability to listen	Very Good	75	94
Q4 Explanations	Very Good	75	92
Q5 Reassurance	Very Good	75	91
Q6 Confidence in ability	Very Good	75	97
Q7 Express concerns	Very Good	75	90
Q8 Respect shown	Excellent	100	95
Q9 Time for visit	Very Good	75	89
Q10 Consideration	Very Good	75	94
Q11 Concern for patient	Very Good	75	93
Q12 Take care of myself	Very Good	75	90
Q13 Recommendation	Very Good	75	95

\*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	Very Good	75	83
Q2 Clinical ability	Very Good	75	82
Q3 Communication with patients	Excellent	100	86
Q4 Compassion/empathy	Excellent	100	83
Q5 Colleague communication	Very Good	75	69
Q6 Teaching and training colleagues	Good	50	68
Q7 Punctuality and reliability	Excellent	100	65
Q8 Respect for colleagues	Very Good	75	63
Q9 Ability to say "no"	Very Good	75	75
Q10 Awareness of limitations	Very Good	75	67
Q11 Team orientation	Very Good	75	63
Q12 Use of resources	Very Good	75	70
Q13 Ability to manage stress	Excellent	100	71
Q14 Confidentiality	Very Good	75	78
Q15 Appearance and behaviour	Very Good	75	80
Q16 Respect to their own health	Excellent	100	76
Q17 Trustworthiness/honesty/probity	Very Good	75	69
Q18 Management/leadership skills	Good	50	63
Q19 Overall ability	Very Good	75	74

\*See score explanation for percentage score calculation

– no self assessment score provided

### Your personal comments

#### Your other strengths?

- Reliable team member and team player.  
Good solid approach to work and strong work ethic.  
Able to deal with stresses well.  
Adaptable to the different demands of the day.  
Caring and compassionate.  
Able to relax and recharge outside work with exercise.  
Good relationship with patients allowing consultations to be more productive.

#### How could you become more effective?

- To delegate some of my work to other team members in the multidisciplinary team and to try and not do all of it myself.  
To try and be more involved in supporting younger partners when they join the practice.