

Private and Confidential

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**CFEP360
Patient and Colleague Feedback
Report**

Dr 6





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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 26 patient (ISQ) questionnaires and 17 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 F Maloney to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Dr F Maloney has been informed that your report has been sent to you.

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=155151>

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

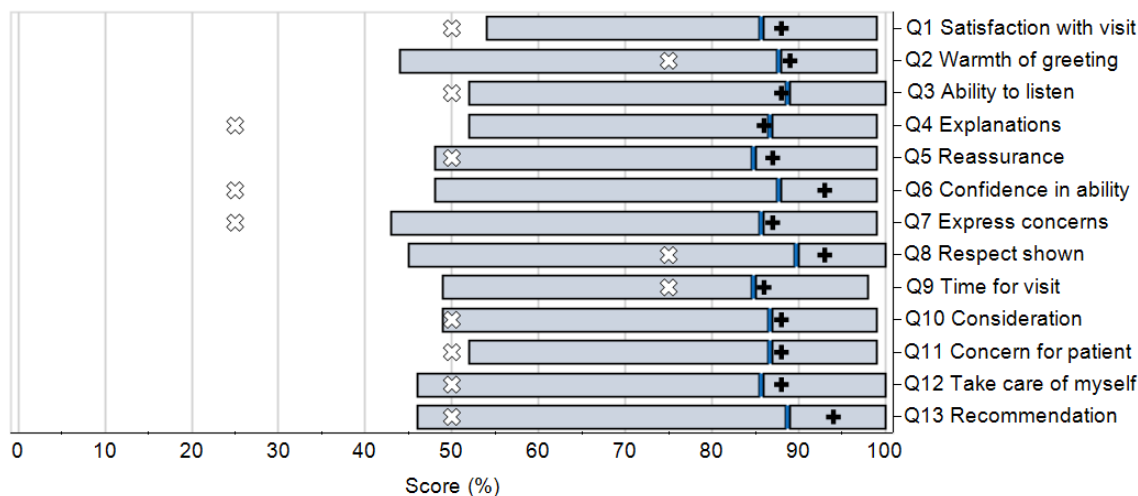
A handwritten signature in black ink, appearing to read 'Helen Powell'.

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.

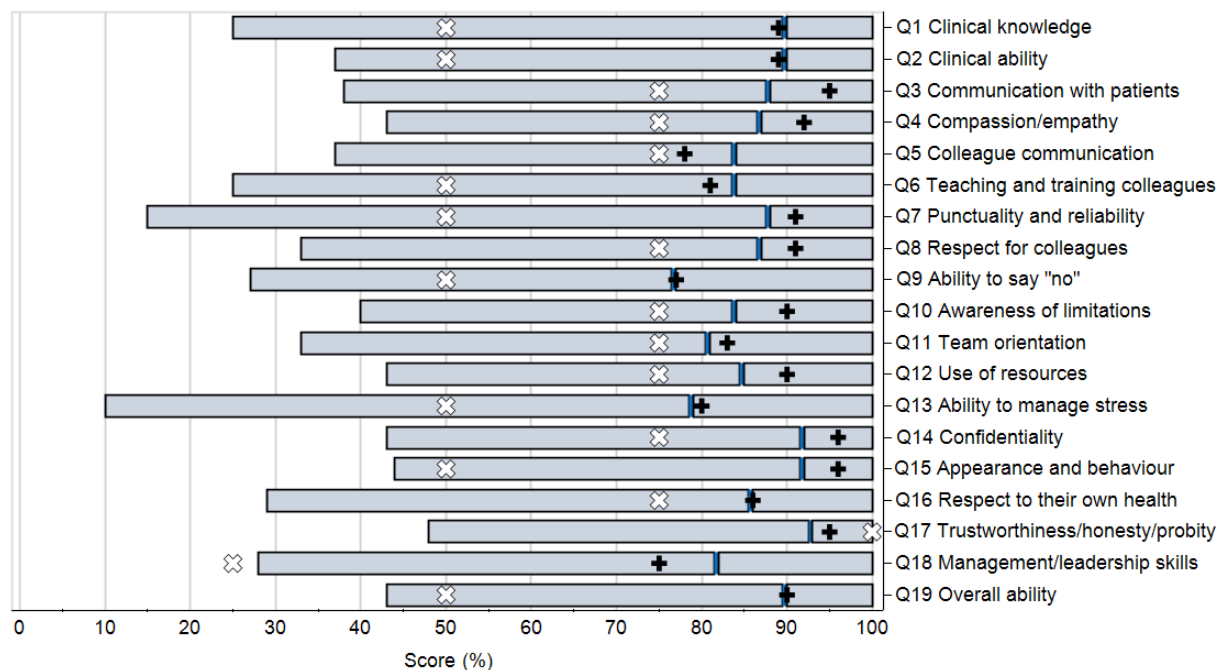
Patient feedback



9769

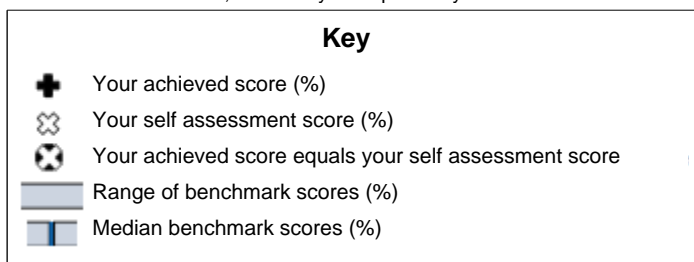
Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires.

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

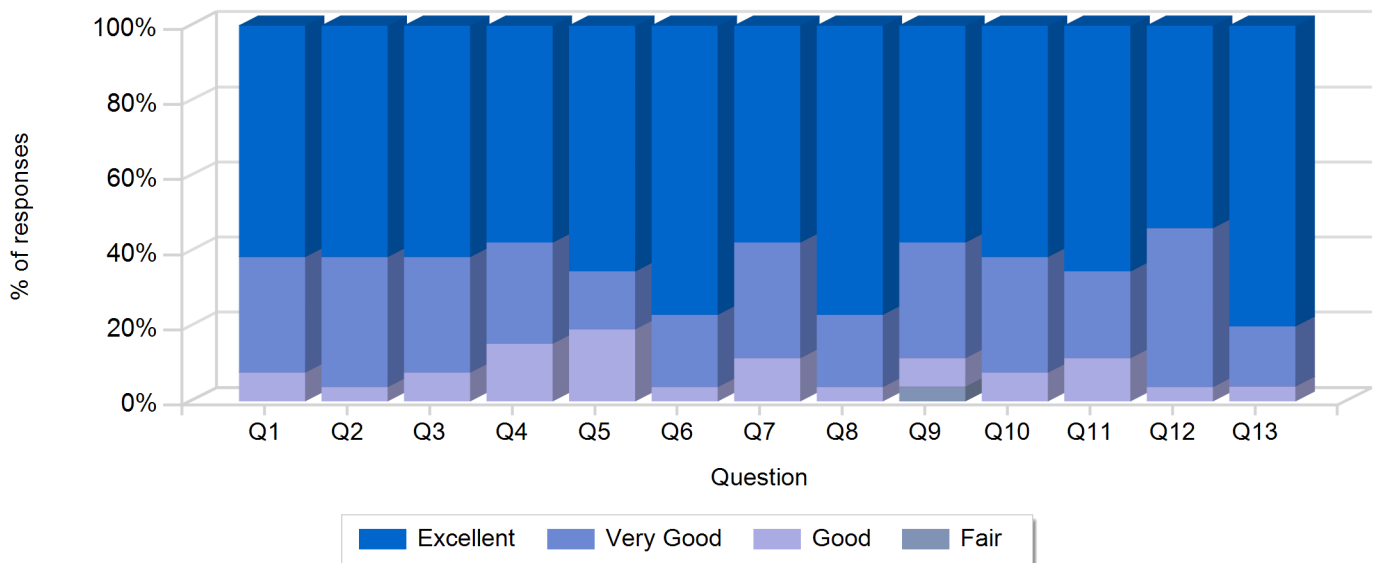
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Satisfaction with visit	0	0	2	8	16	0
Q2 Warmth of greeting	0	0	1	9	16	0
Q3 Ability to listen	0	0	2	8	16	0
Q4 Explanations	0	0	4	7	15	0
Q5 Reassurance	0	0	5	4	17	0
Q6 Confidence in ability	0	0	1	5	20	0
Q7 Express concerns	0	0	3	8	15	0
Q8 Respect shown	0	0	1	5	20	0
Q9 Time for visit	0	1	2	8	15	0
Q10 Consideration	0	0	2	8	16	0
Q11 Concern for patient	0	0	3	6	17	0
Q12 Take care of myself	0	0	1	11	14	0
Q13 Recommendation	0	0	1	4	20	1

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	88	54	81	86	90	99
Q2 Warmth of greeting	89	44	82	88	92	99
Q3 Ability to listen	88	52	84	89	92	100
Q4 Explanations	86	52	82	87	90	99
Q5 Reassurance	87	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	93	45	86	90	93	100
Q9 Time for visit	86	49	80	85	88	98
Q10 Consideration	88	49	82	87	91	99
Q11 Concern for patient	88	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	88	55	82	88	91	98
Q2 Warmth of greeting	89	44	84	89	92	99
Q3 Ability to listen	88	52	85	90	93	100
Q4 Explanations	86	52	83	88	91	99
Q5 Reassurance	87	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	93	45	87	91	94	100
Q9 Time for visit	86	49	80	85	89	98
Q10 Consideration	88	49	83	88	92	99
Q11 Concern for patient	88	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							
Under 25	1	--	-	-	-	-	-
25 - 59	6	92	52	82	87	92	100
60+	18	88	37	84	89	92	100
Blank	1	--	-	-	-	-	-
Gender							
Female	18	89	46	82	87	91	99
Male	8	90	46	82	87	91	100
Usual General Practitioner							
Yes	26	89	30	85	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 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.

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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 possible.
- I believe my doctor doesn't need to improve in any way. has natural caring way to put any patient at ease.
- Fantastic already, consultation took longer than scheduled time, as problem reasonably complex. Total satisfaction, as usual.
- Please would it be possible to give a person more than 5 minutes because sometimes people have personal thing to discuss with the doctor.
- Very progressive and feel provides and works towards preventative medicine and care - just continue as usual.
- made me feel like a person and not just a number.

Your colleague feedback

July 2013*

*Date last colleague response received by CFEP.

Your colleague feedback

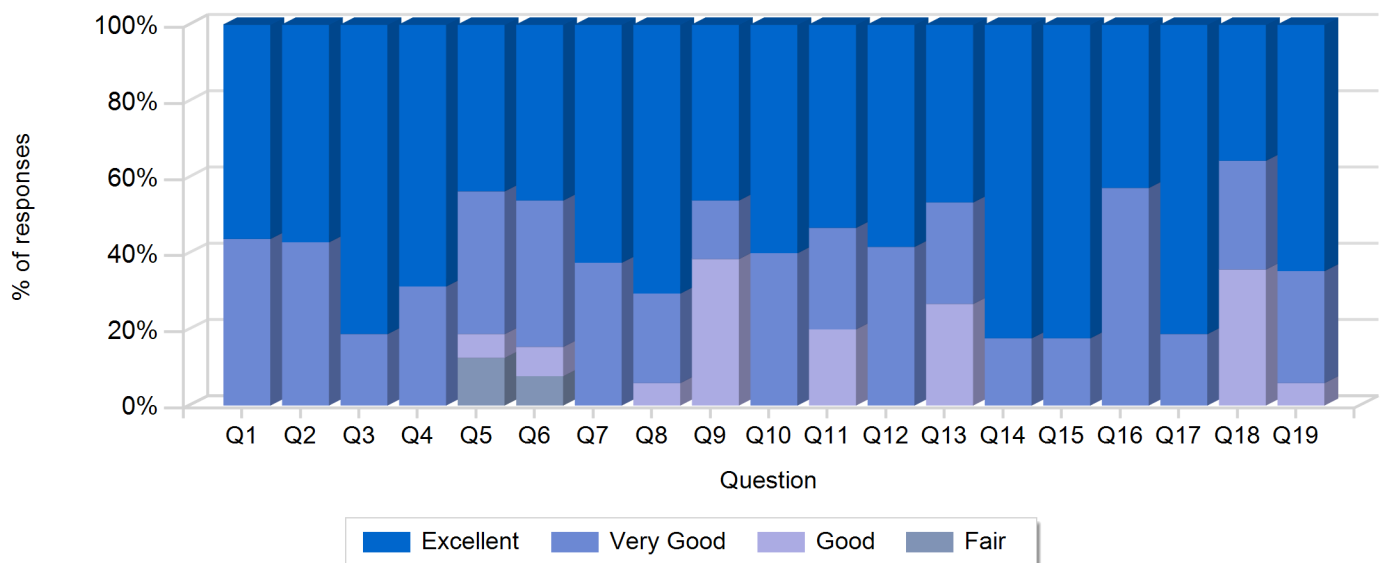
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	0	7	9	1	0
Q2 Clinical ability	0	0	0	6	8	3	0
Q3 Communication with patients	0	0	0	3	13	1	0
Q4 Compassion/empathy	0	0	0	5	11	1	0
Q5 Colleague communication	0	2	1	6	7	1	0
Q6 Teaching and training colleagues	0	1	1	5	6	4	0
Q7 Punctuality and reliability	0	0	0	6	10	1	0
Q8 Respect for colleagues	0	0	1	4	12	0	0
Q9 Ability to say "no"	0	0	5	2	6	4	0
Q10 Awareness of limitations	0	0	0	6	9	2	0
Q11 Team orientation	0	0	3	4	8	2	0
Q12 Use of resources	0	0	0	5	7	5	0
Q13 Ability to manage stress	0	0	4	4	7	2	0
Q14 Confidentiality	0	0	0	3	14	0	0
Q15 Appearance and behaviour	0	0	0	3	14	0	0
Q16 Respect to their own health	0	0	0	8	6	3	0
Q17 Trustworthiness/honesty/probity	0	0	0	3	13	1	0
Q18 Management/leadership skills	0	0	5	4	5	3	0
Q19 Overall ability	0	0	1	5	11	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	89	25	84	90	94	100
Q2 Clinical ability	89	37	84	90	94	100
Q3 Communication with patients	95	38	80	88	93	100
Q4 Compassion/empathy	92	43	79	87	93	100
Q5 Colleague communication	78	37	77	84	90	100
Q6 Teaching and training colleagues	81	25	77	84	90	100
Q7 Punctuality and reliability	91	15	79	88	94	100
Q8 Respect for colleagues	91	33	79	87	92	100
Q9 Ability to say "no"	77	27	71	77	83	100
Q10 Awareness of limitations	90	40	79	84	88	100
Q11 Team orientation	83	33	73	81	88	100
Q12 Use of resources	90	43	79	85	89	100
Q13 Ability to manage stress	80	10	71	79	85	100
Q14 Confidentiality	96	43	88	92	95	100
Q15 Appearance and behaviour	96	44	86	92	95	100
Q16 Respect to their own health	86	29	80	86	91	100
Q17 Trustworthiness/honesty/probity	95	48	89	93	96	100
Q18 Management/leadership skills	75	28	75	82	88	100
Q19 Overall ability	90	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	89	47	86	91	95	100
Q2 Clinical ability	89	46	86	91	95	100
Q3 Communication with patients	95	38	80	88	93	100
Q4 Compassion/empathy	92	44	79	87	93	100
Q5 Colleague communication	78	40	77	84	90	100
Q6 Teaching and training colleagues	81	25	77	85	91	100
Q7 Punctuality and reliability	91	15	80	89	94	100
Q8 Respect for colleagues	91	33	79	87	92	100
Q9 Ability to say "no"	77	33	71	77	83	100
Q10 Awareness of limitations	90	40	80	84	89	100
Q11 Team orientation	83	33	75	82	88	100
Q12 Use of resources	90	45	81	86	90	100
Q13 Ability to manage stress	80	10	71	80	86	100
Q14 Confidentiality	96	43	88	93	96	100
Q15 Appearance and behaviour	96	44	86	92	96	100
Q16 Respect to their own health	86	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	95	48	90	94	96	100
Q18 Management/leadership skills	75	35	75	83	90	100
Q19 Overall ability	90	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	84	45	79	84	89	99
Other	10	91	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.

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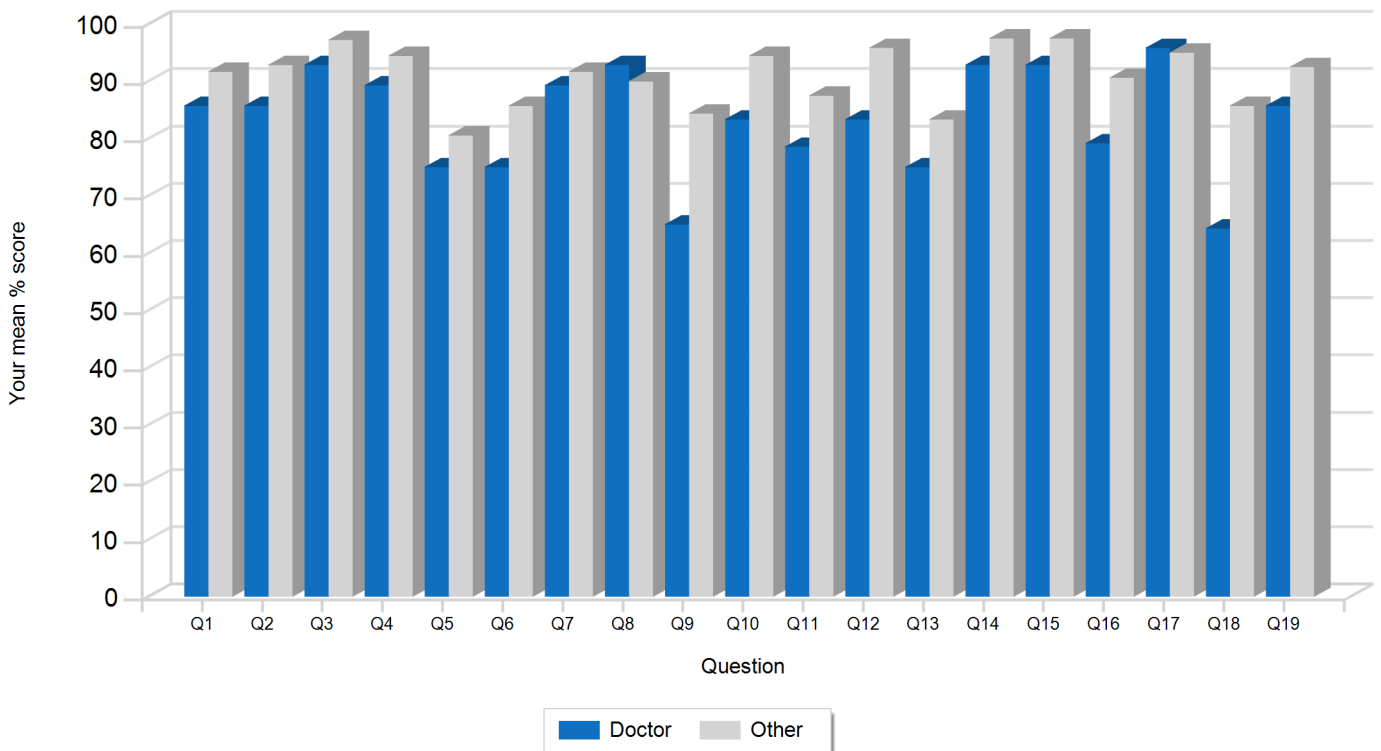
Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category is achieved.

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.

 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?

- appears competent and thorough in all respects.
- Highly respected by patients, always helpful and supportive.
- It is clear that the care given to patients is absolutely holistic. This is evident in the extremely complimentary comments they volunteer about the doctor and the obvious warmth they feel for the doctor.
- Very caring and always has time for patients and colleagues.
- Dr 6 is always approachable and able to answer questions, although is always busy but gives you time to sort out any queries and never makes you feel you are a nuisance. When messages are left is very good at giving you feedback so as a nurse this makes me feel a valued member of her team. It is a pleasure working with Dr 6 .
- I have been working with Dr 6 for the past six months within a new assessment service for dementia. has been supportive throughout to myself as a nurse. has shared their knowledge and skills and always has included me in consultations as an equal and valued the nursing perspective. has been compassionate and sensitive in giving their diagnosis to patients and I have learnt a great deal by observing their communication skills.

How could this doctor become more effective?

- N/A.
- Sometimes the notes can be difficult to interpret.
- Be clearer with message sent to the admin team for things to be done, unrecognised abbreviations, sometimes difficult to understand, have to send back for clarification.
- The patients and staff value Dr 6 so we would like them to continue in the manner they work, but selfishly would like them to work more hours.

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	Good	50	88
Q2 Warmth of greeting	Very Good	75	89
Q3 Ability to listen	Good	50	88
Q4 Explanations	Fair	25	86
Q5 Reassurance	Good	50	87
Q6 Confidence in ability	Fair	25	93
Q7 Express concerns	Fair	25	87
Q8 Respect shown	Very Good	75	93
Q9 Time for visit	Very Good	75	86
Q10 Consideration	Good	50	88
Q11 Concern for patient	Good	50	88
Q12 Take care of myself	Good	50	88
Q13 Recommendation	Good	50	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	89
Q2 Clinical ability	Good	50	89
Q3 Communication with patients	Very Good	75	95
Q4 Compassion/empathy	Very Good	75	92
Q5 Colleague communication	Very Good	75	78
Q6 Teaching and training colleagues	Good	50	81
Q7 Punctuality and reliability	Good	50	91
Q8 Respect for colleagues	Very Good	75	91
Q9 Ability to say "no"	Good	50	77
Q10 Awareness of limitations	Very Good	75	90
Q11 Team orientation	Very Good	75	83
Q12 Use of resources	Very Good	75	90
Q13 Ability to manage stress	Good	50	80
Q14 Confidentiality	Very Good	75	96
Q15 Appearance and behaviour	Good	50	96
Q16 Respect to their own health	Very Good	75	86
Q17 Trustworthiness/honesty/probity	Excellent	100	95
Q18 Management/leadership skills	Fair	25	75
Q19 Overall ability	Good	50	90

*See score explanation for percentage score calculation

– no self assessment score provided

Your personal comments

Your other strengths?

- No personal comment provided.

How could you become more effective?

- Best efforts severely restrained by extreme pressure of workload. I do my best as the situation allows - more hands on deck freeing up time would help.