

**Private and Confidential**

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**CFEP360  
Patient and Colleague Feedback  
Report**

Dr 8





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3 September 2013

Dear Dr 8

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 27 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=155159>

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

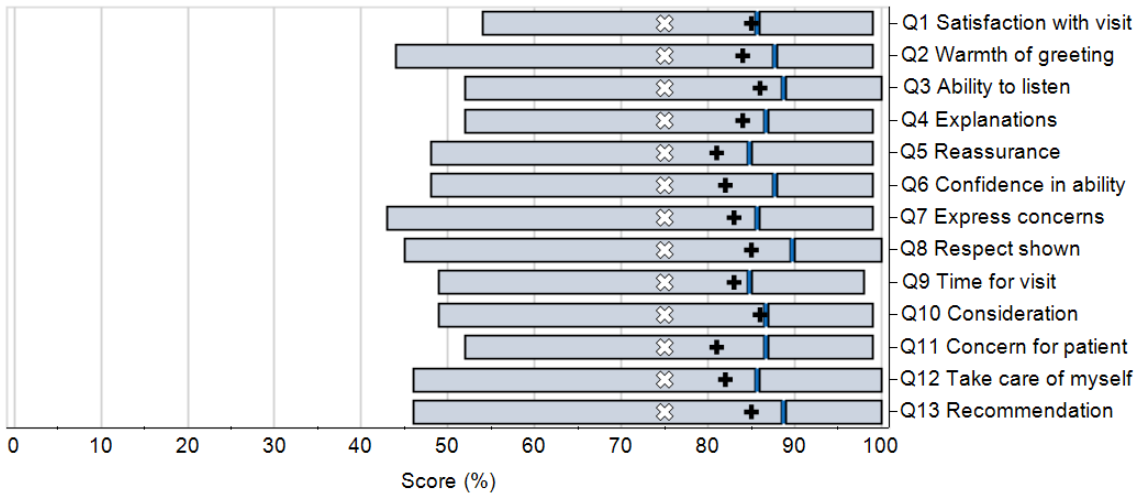
A handwritten signature in black ink, appearing to read 'Helen Powell'.

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.

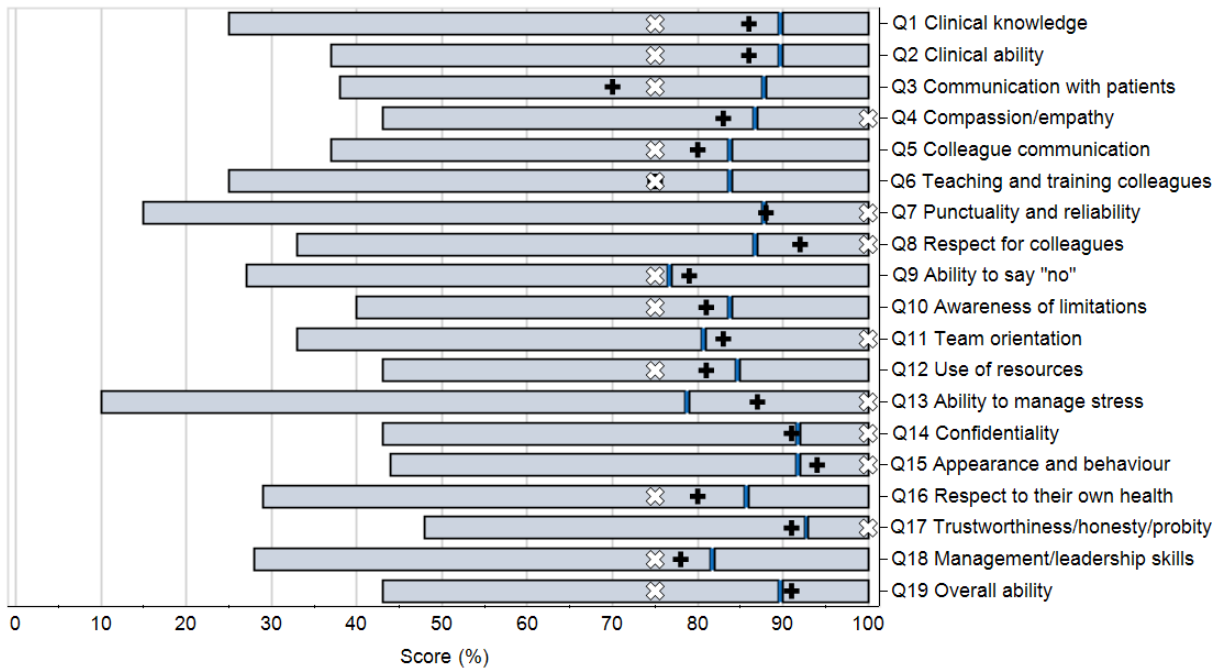
## Patient feedback



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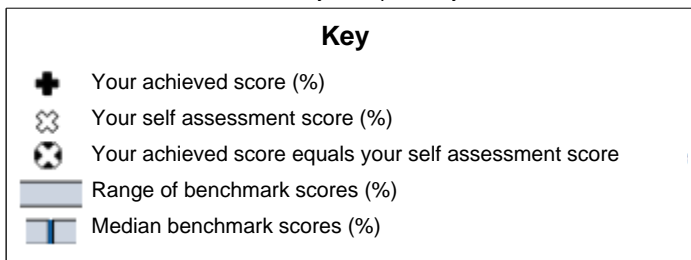
Benchmarks are based on data from 1,373 surveys completed by GPs between November 2003 and May 2013 with 28 or more returned questionnaires.

## Colleague feedback



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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

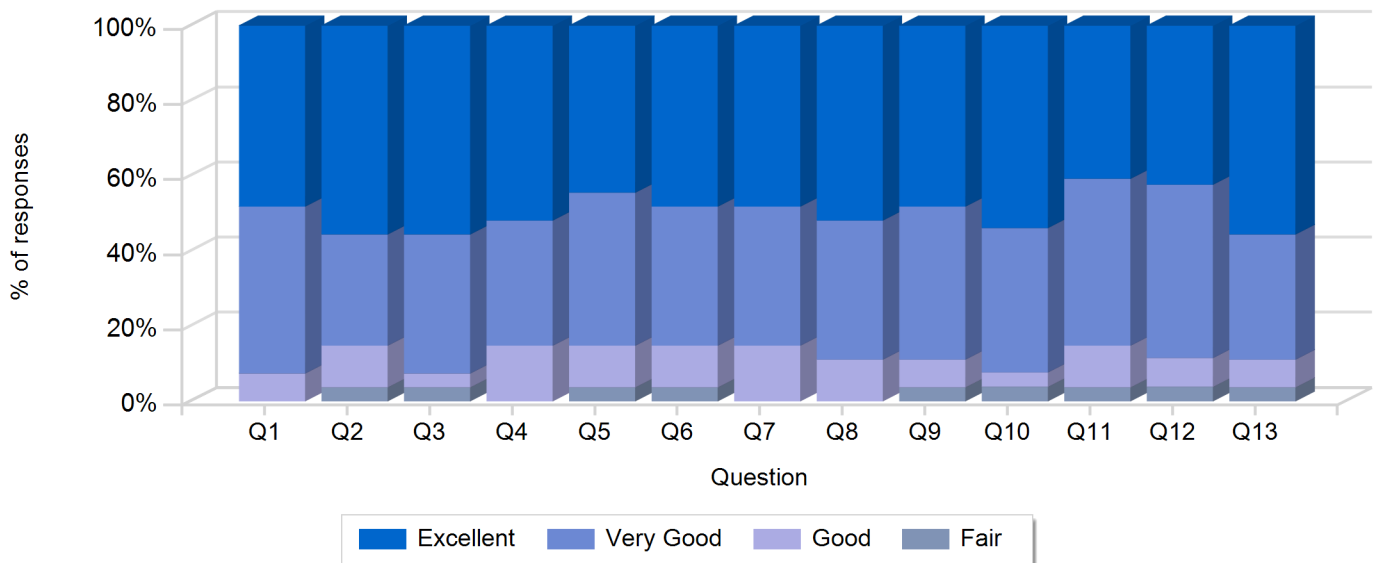
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Satisfaction with visit	0	0	2	12	13	0
Q2 Warmth of greeting	0	1	3	8	15	0
Q3 Ability to listen	0	1	1	10	15	0
Q4 Explanations	0	0	4	9	14	0
Q5 Reassurance	0	1	3	11	12	0
Q6 Confidence in ability	0	1	3	10	13	0
Q7 Express concerns	0	0	4	10	13	0
Q8 Respect shown	0	0	3	10	14	0
Q9 Time for visit	0	1	2	11	13	0
Q10 Consideration	0	1	1	10	14	1
Q11 Concern for patient	0	1	3	12	11	0
Q12 Take care of myself	0	1	2	12	11	1
Q13 Recommendation	0	1	2	9	15	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	85	54	81	86	90	99
Q2 Warmth of greeting	84	44	82	88	92	99
Q3 Ability to listen	86	52	84	89	92	100
Q4 Explanations	84	52	82	87	90	99
Q5 Reassurance	81	48	80	85	89	99
Q6 Confidence in ability	82	48	83	88	92	99
Q7 Express concerns	83	43	82	86	90	99
Q8 Respect shown	85	45	86	90	93	100
Q9 Time for visit	83	49	80	85	88	98
Q10 Consideration	86	49	82	87	91	99
Q11 Concern for patient	81	52	82	87	91	99
Q12 Take care of myself	82	46	81	86	89	100
Q13 Recommendation	85	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	85	55	82	88	91	98
Q2 Warmth of greeting	84	44	84	89	92	99
Q3 Ability to listen	86	52	85	90	93	100
Q4 Explanations	84	52	83	88	91	99
Q5 Reassurance	81	52	81	87	90	98
Q6 Confidence in ability	82	55	85	90	93	98
Q7 Express concerns	83	43	83	88	91	98
Q8 Respect shown	85	45	87	91	94	100
Q9 Time for visit	83	49	80	85	89	98
Q10 Consideration	86	49	83	88	92	99
Q11 Concern for patient	81	52	83	88	92	99
Q12 Take care of myself	82	46	82	86	90	100
Q13 Recommendation	85	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	2	--	-	-	-	-	-
25 - 59	7	79	52	82	87	92	100
60+	18	85	37	84	89	92	100
<b>Gender</b>							
Female	15	85	46	82	87	91	99
Male	12	82	46	82	87	91	100
<b>Usual General Practitioner</b>							
Yes	20	82	30	85	89	93	100
No	5	85	49	79	84	89	100
Blank	2	--	-	-	-	-	-

\*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 feedback

Table 1.5: Your current and previous mean percentage scores

	Current Scores	September 2006
Q1 Satisfaction with visit	85	78
Q2 Warmth of greeting	84	81
Q3 Ability to listen	86	83
Q4 Explanations	84	83
Q5 Reassurance	81	76
Q6 Confidence in ability	82	78
Q7 Express concerns	83	81
Q8 Respect shown	85	88
Q9 Time for visit	83	85
Q10 Consideration	86	82
Q11 Concern for patient	81	80
Q12 Take care of myself	82	†
Q13 Recommendation	85	83

Please note that the scoring scale used to calculate the mean percentage scores was updated in October 2009. In the above table any previous scores displayed will have been calculated using the new scale to be directly comparable with your current scores.

† This question was not included in the questionnaire at the time the survey was completed.

## 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:

- Dr 8 is professional and always explains information in detail. His approach to treatment has always been in my best interest. Best GP I have had.
- Dr 8 has been superb in all my and my family's dealings with him. His advice is always measured and well considered.
- Not applicable.
- I don't always understand all he says because of his accent. He's a very nice doctor.
- To keep up the excellent work.
- Talk to me more - explain what he is typing.
- He is a very good doctor.
- I can't see any room for improvement.
- Keep it up.
- There is no opportunity to improve on his outstanding support and skills in his profession. He is a credit to the practice and it's just a shame not all doctors are the same.
- Not applicable.

# Your colleague feedback

July 2013\*

\*Date last colleague response received by CFEP.

## Your colleague feedback

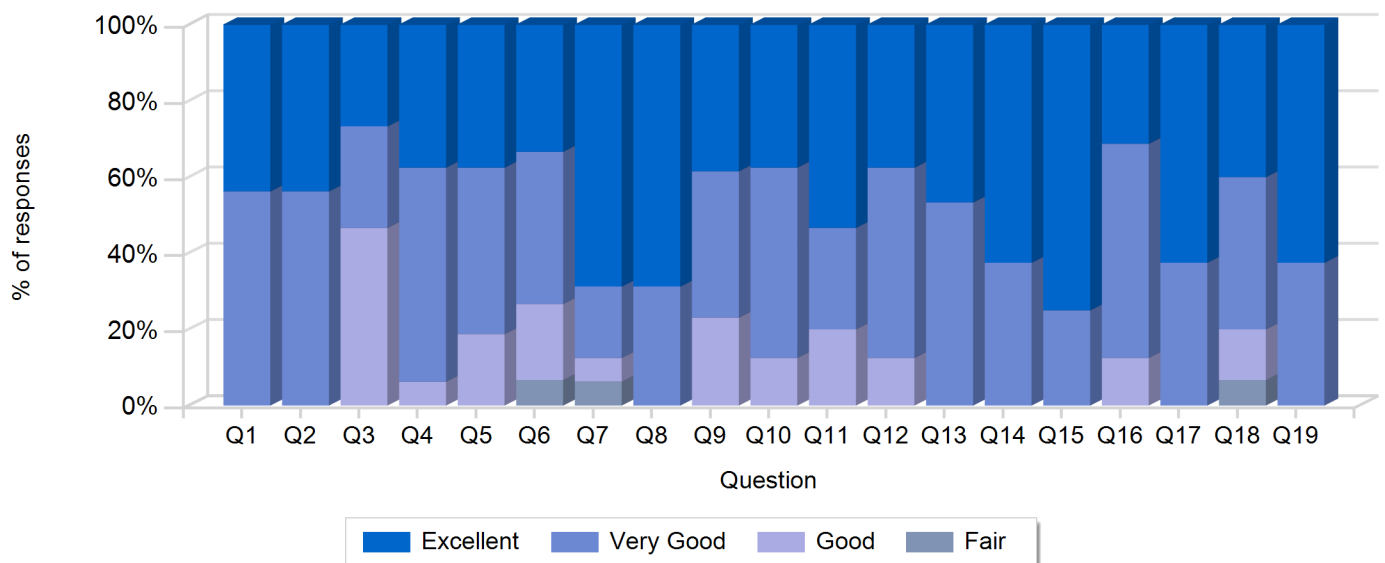
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	0	9	7	0	0
Q2 Clinical ability	0	0	0	9	7	0	0
Q3 Communication with patients	0	0	7	4	4	1	0
Q4 Compassion/empathy	0	0	1	9	6	0	0
Q5 Colleague communication	0	0	3	7	6	0	0
Q6 Teaching and training colleagues	0	1	3	6	5	1	0
Q7 Punctuality and reliability	0	1	1	3	11	0	0
Q8 Respect for colleagues	0	0	0	5	11	0	0
Q9 Ability to say "no"	0	0	3	5	5	3	0
Q10 Awareness of limitations	0	0	2	8	6	0	0
Q11 Team orientation	0	0	3	4	8	1	0
Q12 Use of resources	0	0	2	8	6	0	0
Q13 Ability to manage stress	0	0	0	8	7	1	0
Q14 Confidentiality	0	0	0	6	10	0	0
Q15 Appearance and behaviour	0	0	0	4	12	0	0
Q16 Respect to their own health	0	0	2	9	5	0	0
Q17 Trustworthiness/honesty/probity	0	0	0	6	10	0	0
Q18 Management/leadership skills	0	1	2	6	6	1	0
Q19 Overall ability	0	0	0	6	10	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	86	25	84	90	94	100
Q2 Clinical ability	86	37	84	90	94	100
Q3 Communication with patients	70	38	80	88	93	100
Q4 Compassion/empathy	83	43	79	87	93	100
Q5 Colleague communication	80	37	77	84	90	100
Q6 Teaching and training colleagues	75	25	77	84	90	100
Q7 Punctuality and reliability	88	15	79	88	94	100
Q8 Respect for colleagues	92	33	79	87	92	100
Q9 Ability to say "no"	79	27	71	77	83	100
Q10 Awareness of limitations	81	40	79	84	88	100
Q11 Team orientation	83	33	73	81	88	100
Q12 Use of resources	81	43	79	85	89	100
Q13 Ability to manage stress	87	10	71	79	85	100
Q14 Confidentiality	91	43	88	92	95	100
Q15 Appearance and behaviour	94	44	86	92	95	100
Q16 Respect to their own health	80	29	80	86	91	100
Q17 Trustworthiness/honesty/probity	91	48	89	93	96	100
Q18 Management/leadership skills	78	28	75	82	88	100
Q19 Overall ability	91	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	86	47	86	91	95	100
Q2 Clinical ability	86	46	86	91	95	100
Q3 Communication with patients	70	38	80	88	93	100
Q4 Compassion/empathy	83	44	79	87	93	100
Q5 Colleague communication	80	40	77	84	90	100
Q6 Teaching and training colleagues	75	25	77	85	91	100
Q7 Punctuality and reliability	88	15	80	89	94	100
Q8 Respect for colleagues	92	33	79	87	92	100
Q9 Ability to say "no"	79	33	71	77	83	100
Q10 Awareness of limitations	81	40	80	84	89	100
Q11 Team orientation	83	33	75	82	88	100
Q12 Use of resources	81	45	81	86	90	100
Q13 Ability to manage stress	87	10	71	80	86	100
Q14 Confidentiality	91	43	88	93	96	100
Q15 Appearance and behaviour	94	44	86	92	96	100
Q16 Respect to their own health	80	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	91	48	90	94	96	100
Q18 Management/leadership skills	78	35	75	83	90	100
Q19 Overall ability	91	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

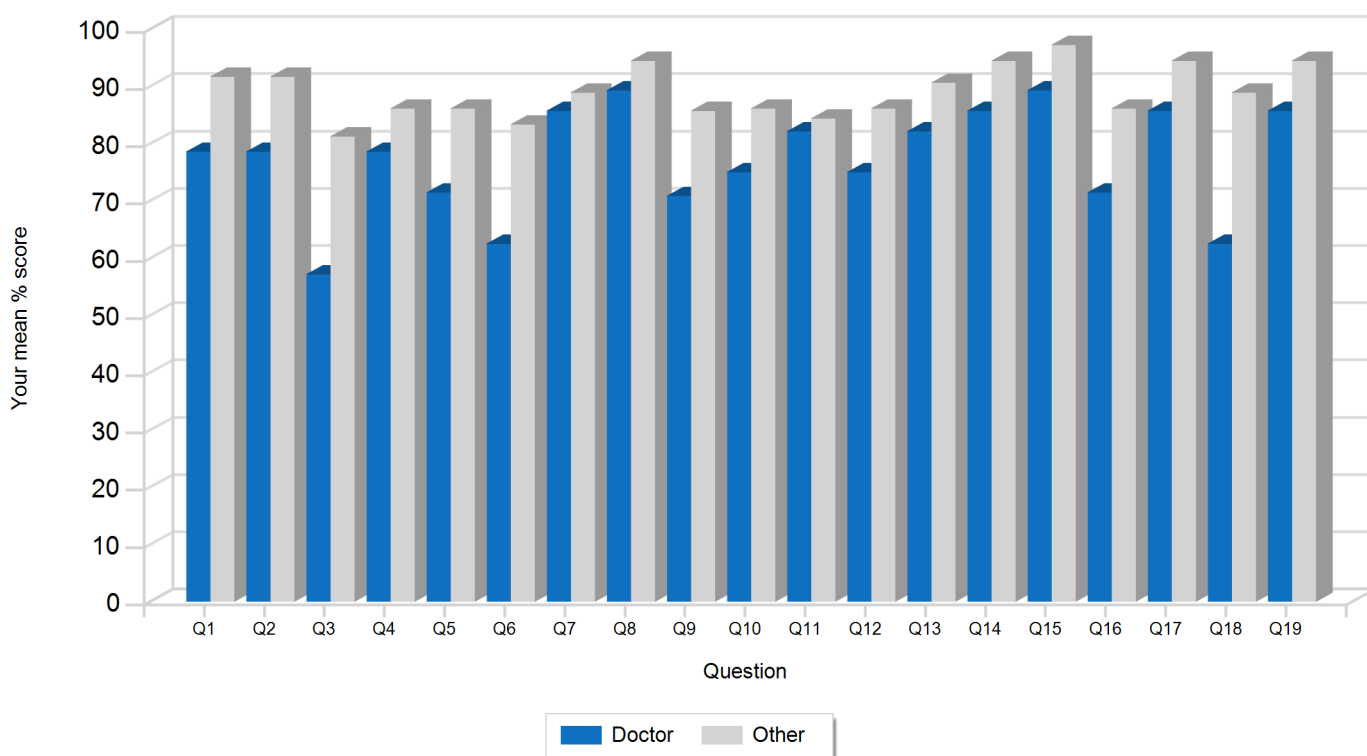
Colleague type	Number of responses	Your mean score (%)	Benchmark data (%)*				
			Min	Lower Quartile	Median	Upper Quartile	Max
Doctor	7	78	45	79	84	89	99
Other	9	89	37	82	87	91	100

\*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.

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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?

- Clear communication needed as some patients seem to think he is unclear.
- Appears to work hard and diligently.
- A very highly regarded team player; always helpful and accommodating.
- He is a warm and supportive member of the team.

### How could this doctor become more effective?

- Take rest periods and not overwork too much.
- I don't see much of him!
- I worry about the strains of commuting for him.



# 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	85
Q2 Warmth of greeting	Very Good	75	84
Q3 Ability to listen	Very Good	75	86
Q4 Explanations	Very Good	75	84
Q5 Reassurance	Very Good	75	81
Q6 Confidence in ability	Very Good	75	82
Q7 Express concerns	Very Good	75	83
Q8 Respect shown	Very Good	75	85
Q9 Time for visit	Very Good	75	83
Q10 Consideration	Very Good	75	86
Q11 Concern for patient	Very Good	75	81
Q12 Take care of myself	Very Good	75	82
Q13 Recommendation	Very Good	75	85

\*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	86
Q2 Clinical ability	Very Good	75	86
Q3 Communication with patients	Very Good	75	70
Q4 Compassion/empathy	Excellent	100	83
Q5 Colleague communication	Very Good	75	80
Q6 Teaching and training colleagues	Very Good	75	75
Q7 Punctuality and reliability	Excellent	100	88
Q8 Respect for colleagues	Excellent	100	92
Q9 Ability to say "no"	Very Good	75	79
Q10 Awareness of limitations	Very Good	75	81
Q11 Team orientation	Excellent	100	83
Q12 Use of resources	Very Good	75	81
Q13 Ability to manage stress	Excellent	100	87
Q14 Confidentiality	Excellent	100	91
Q15 Appearance and behaviour	Excellent	100	94
Q16 Respect to their own health	Very Good	75	80
Q17 Trustworthiness/honesty/probity	Excellent	100	91
Q18 Management/leadership skills	Very Good	75	78
Q19 Overall ability	Very Good	75	91

\*See score explanation for percentage score calculation

– no self assessment score provided

### Your personal comments

#### Your other strengths?

- Active listening.  
Tried at all times to encourage patient to be involved in decision making in relation to the management of their condition.  
A good team player and ability to get along well with people.

#### How could you become more effective?

- Better personal time management techniques.