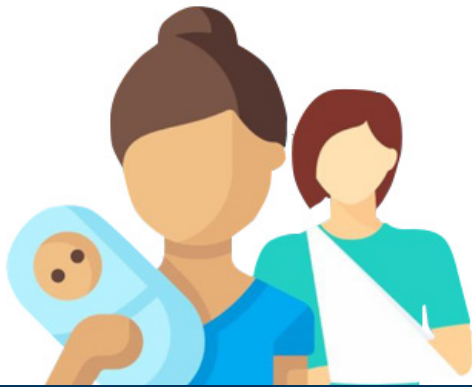


Kathleen Anne Ward

Patient Feedback Report

13 February 2023



Introduction

This report is based on the Doctor 360 questionnaires completed by yourself and your patients. It contains responses to open-ended and narrative questions. The feedback in this report will help you compare the standards of care you feel you deliver with how your patients perceive you.

We recommend that, as well as reading through this document with your appraiser, you download and save a copy of the Edgecumbe Doctor 360 Workbook from your online account in order to get the most from your report when interpreting the responses.

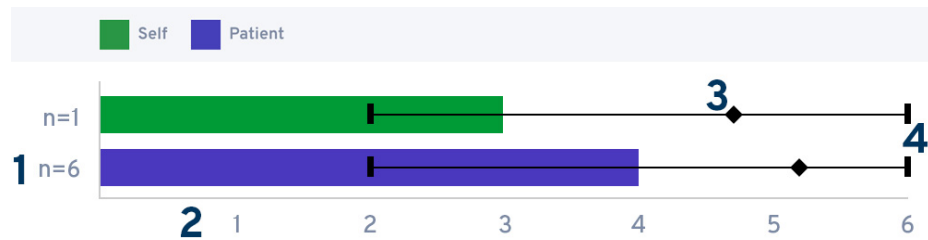
Please read the instructions on the following page for how to read your report.

How to review your report

Within your Patient Feedback Report you will find:

- A summary bar chart to illustrate your overall performance ratings
- A bar chart for each specific question. Each bar on the bar chart represents a rater category – self and patient, so that you can compare the two alongside each other.
- A ratings distribution table, which illustrates how many raters selected a specific rating in response to each question.
- A pie chart to illustrate the results of the ‘friends and family’ question.
- Your qualitative data in the form of all free text comments received from you and your patients.

Bar Charts Explained



1. NUMBER OF RATERS who responded to that question with a rating, rather than ‘can’t comment’

2. RATING SCALE

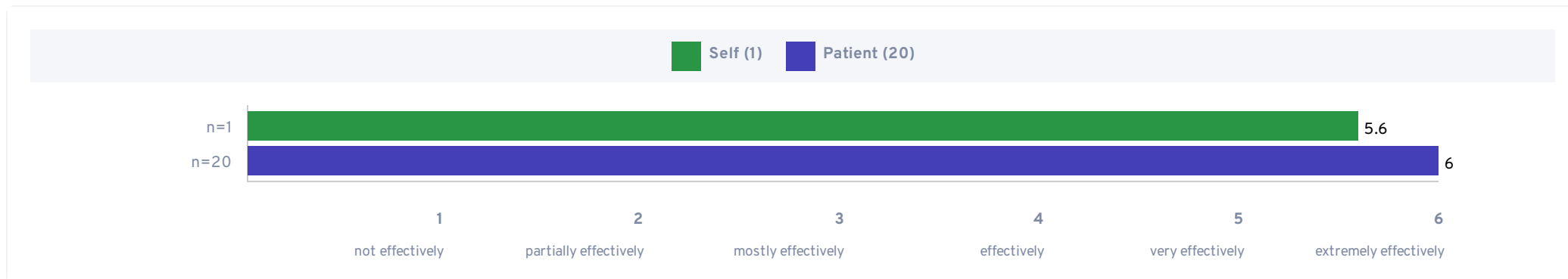
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

3. BENCHMARK: The black diamond symbol represents the Other Patient Report Benchmark (last revised 2021).

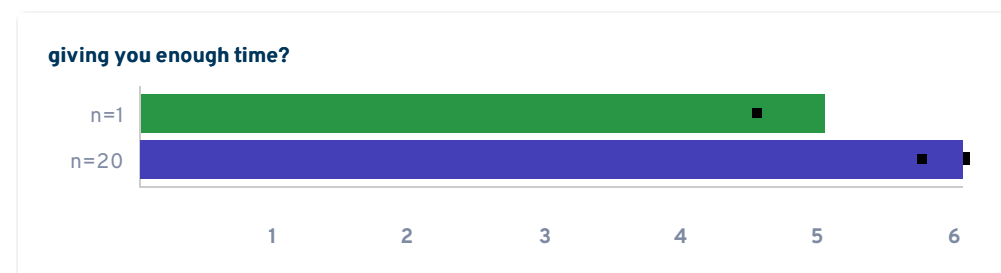
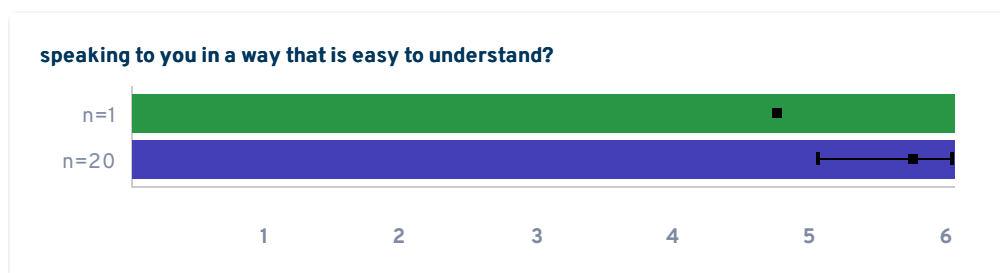
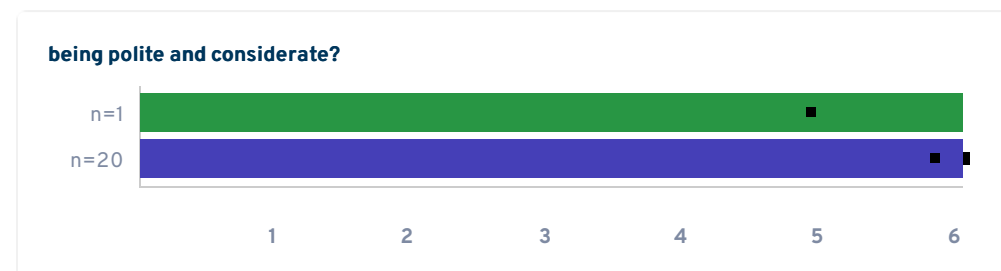
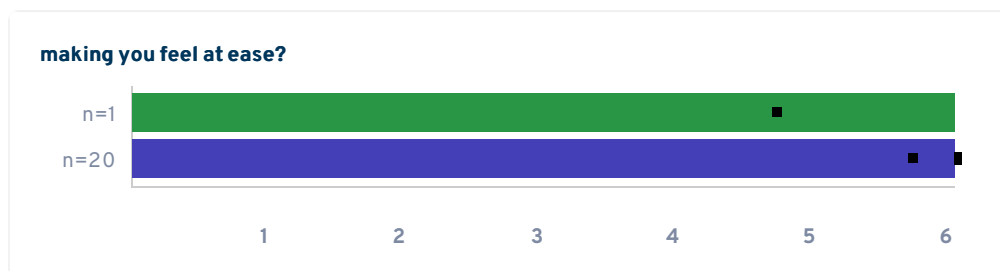
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Patient Questionnaire

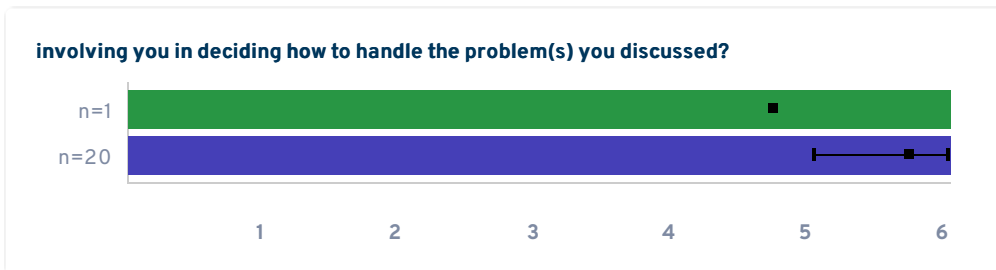
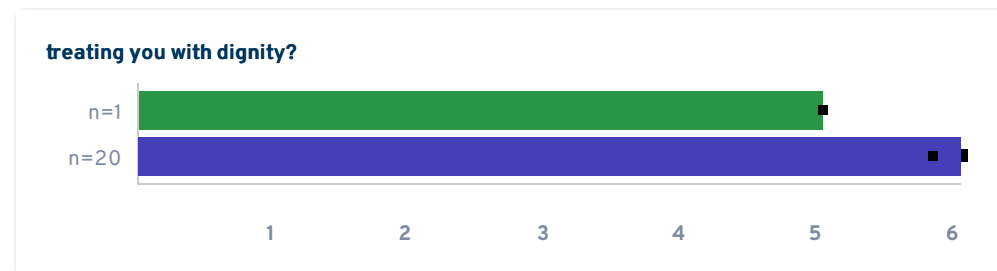
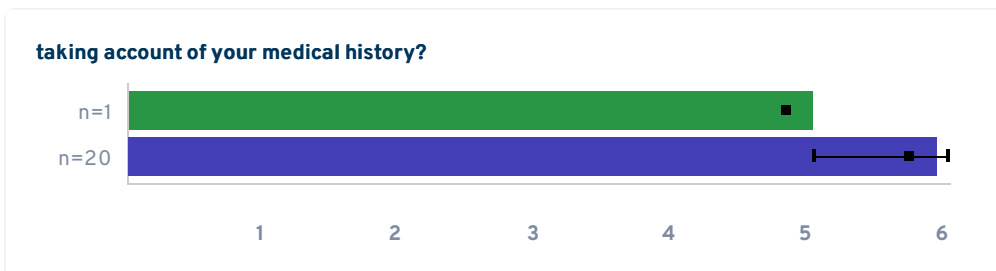
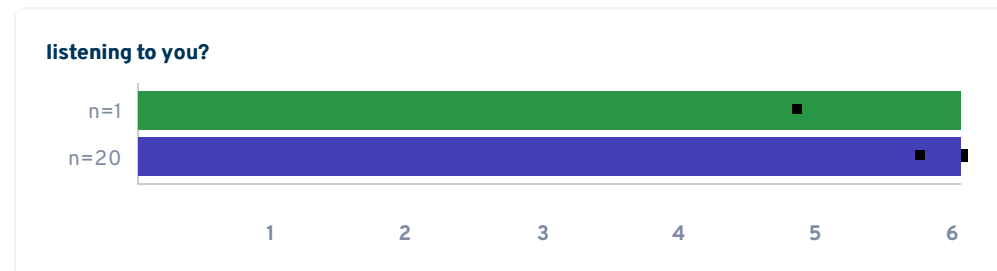
Summary



How effective/good am I at...



Patient Questionnaire continued



Patient Questionnaire continued

ensuring you get the advice/investigation or treatment needed?



checking with you that you are happy with the planned treatments or tests?



encouraging you to ask questions?



making sure you understand?



understanding your needs and worries?

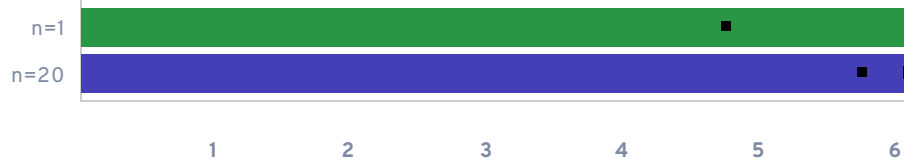


explaining any risks to the treatment?

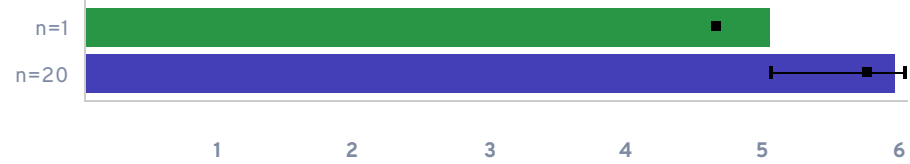


Patient Questionnaire continued

allowing you to make up your own mind?



keeping you informed about the progress of your care?



Overall how effectively did the doctor meet your needs as a patient?



Patient Questionnaire

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
making you feel at ease?	Self						1	
	Patient						20	
being polite and considerate?	Self						1	
	Patient						20	
speaking to you in a way that is easy to understand?	Self						1	
	Patient					1	19	
giving you enough time?	Self					1		
	Patient						19	1
doing their best to find out what you might be worried about?	Self						1	
	Patient						20	
listening to you?	Self						1	
	Patient						20	

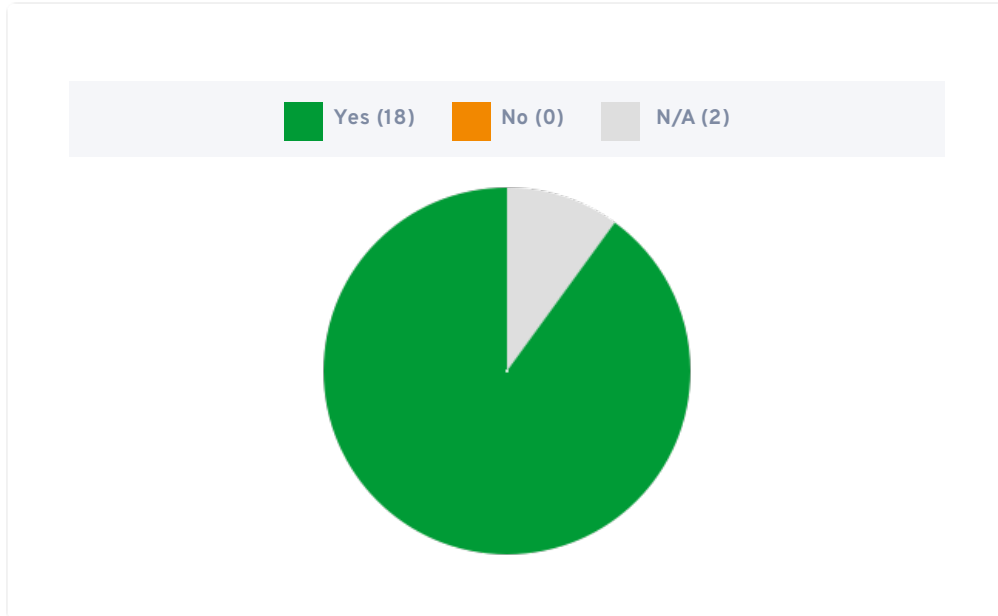
Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self					1		
	Patient					2	17	1
treating you with dignity?	Self					1		
	Patient						20	
involving you in deciding how to handle the problem(s) you discussed?	Self						1	
	Patient					1	19	
making you confident in their ability to provide safe care?	Self					1		
	Patient						20	
ensuring you get the advice/investigation or treatment needed?	Self						1	
	Patient						20	
checking with you that you are happy with the planned treatments or tests?	Self						1	
	Patient						20	
encouraging you to ask questions?	Self						1	
	Patient					3	17	
making sure you understand?	Self					1		
	Patient						20	

Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self						1	
	Patient						20	
explaining any risks to the treatment?	Self						1	
	Patient						20	
allowing you to make up your own mind?	Self						1	
	Patient						20	
keeping you informed about the progress of your care?	Self					1		
	Patient					1	18	1
Overall how effectively did the doctor meet your needs as a patient?	Self					1		
	Patient						20	

Would you recommend this doctor to your friends and family?



Please comment on your relationships with your patients below:

Self

I enjoy talking with, and helping people with their skin problems. It's a 2-way process for a doctor to understand a patient's needs and to provide meaningful advice. Time is always an issue in any consultation. I try to get people involved as much as possible in treatment decisions, but sometimes either they do not wish to take a decision or they need guiding as regards their decision. Being empathetic does not mean doing everything that a patient wants you to do as regards tests, treatments and outcome. I often only see a patient once for a particular problem, but I will see them again for another problem perhaps 10 years later to be given feedback!

Please write any other comments you'd like to make about the doctor here.

Patient	Doesn't encourage treatments if it is felt unnecessary.
Patient	Dr Ward was excellent. She exceeded my expectations and I would be very happy to go back to her again or recommend to friends and family.
Patient	Excellent care.
Patient	I am entirely satisfied and would give a higher score if permitted.
Patient	I was treated by Dr Ward seven years ago and literally she saved my skin. Currently I need more treatment and I have trusted her again. She is so knowledgeable, kind and a superb professional. She is the best in her field and I am forever grateful.
Patient	Just a shame that appointment was 30 mins later than should have been.
Patient	Made more knowledgeable about the treatment I have received when compared to previous experiences elsewhere.
Patient	No regrets using Dr Ward, she's brilliant.
Patient	One of the best medical professionals I have ever been treated by.

Summary Comments continued

Patient	She is very professional at all times and very kind.
Patient	To me Dr Ward is an excellent doctor, both in sorting out my problems and also, an extremely caring person.
Patient	Wonderful care, would highly recommend.
Patient	Wonderful, approachable and honest. I have a high level of confidence and trust.



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