

Premini Mahendra 8 March 2017

Patient Feedback Report

© Edgumbe Group 2017

EDGECUMBE DOCTOR 360°

Introduction

This report is based on the Doctor 360° questionnaires completed by yourself and your patients.

For each question, your performance scores are broken down, comparing your own rating with that of your patients and our benchmark. The bar graphs also show the number of patients who rated each question and the range of ratings.

The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

Understanding Your Report

Each question was rated using the following scale:

- 6 => Extremely effective/excellent
- 5 => Very effective/very good
- 4 => Effective/good
- 3 => Mostly effective/satisfactory
- 2 => Partially effective/less than satisfactory
- 1 => Not effective/poor
- C/C => Cannot Comment

On the next page is an annotated example of the charts that appear in this report.



Patient feedback

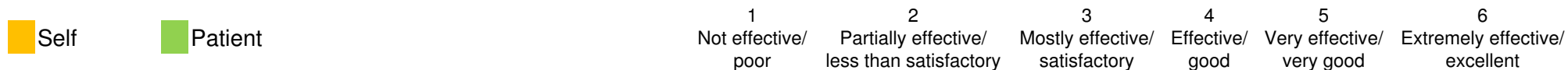
Summary



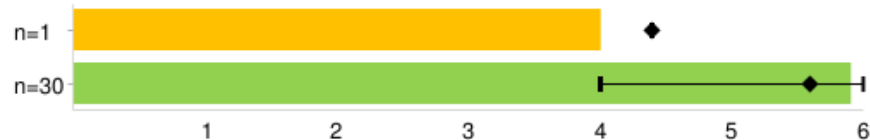
How effective am I in...



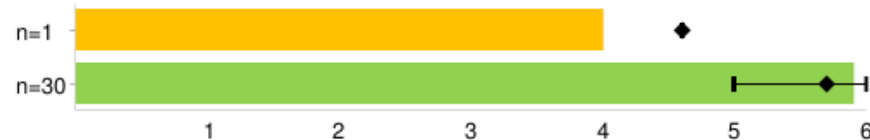
How effective am I in...



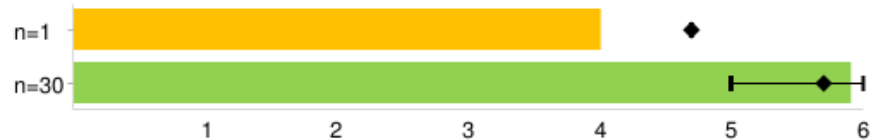
doing their best to find out what you might be worried about



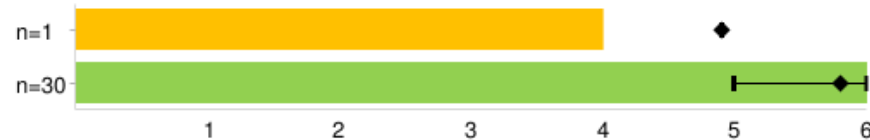
listening to you



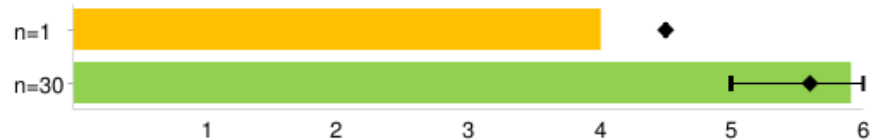
taking account of your medical history



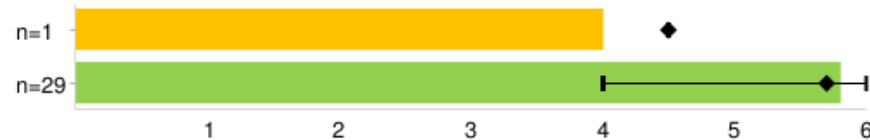
treating you with dignity



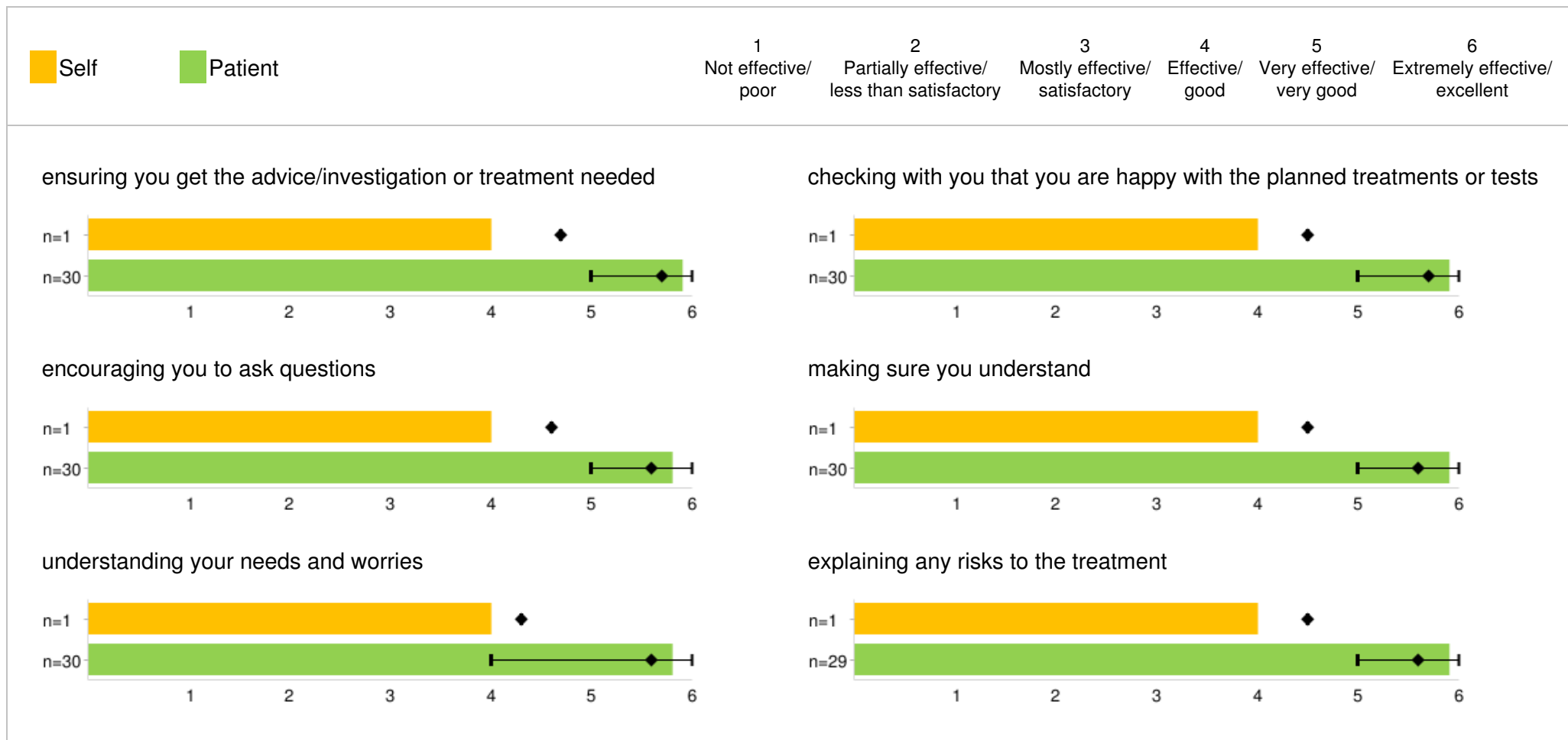
involving you in deciding how to handle the problem(s) you discussed



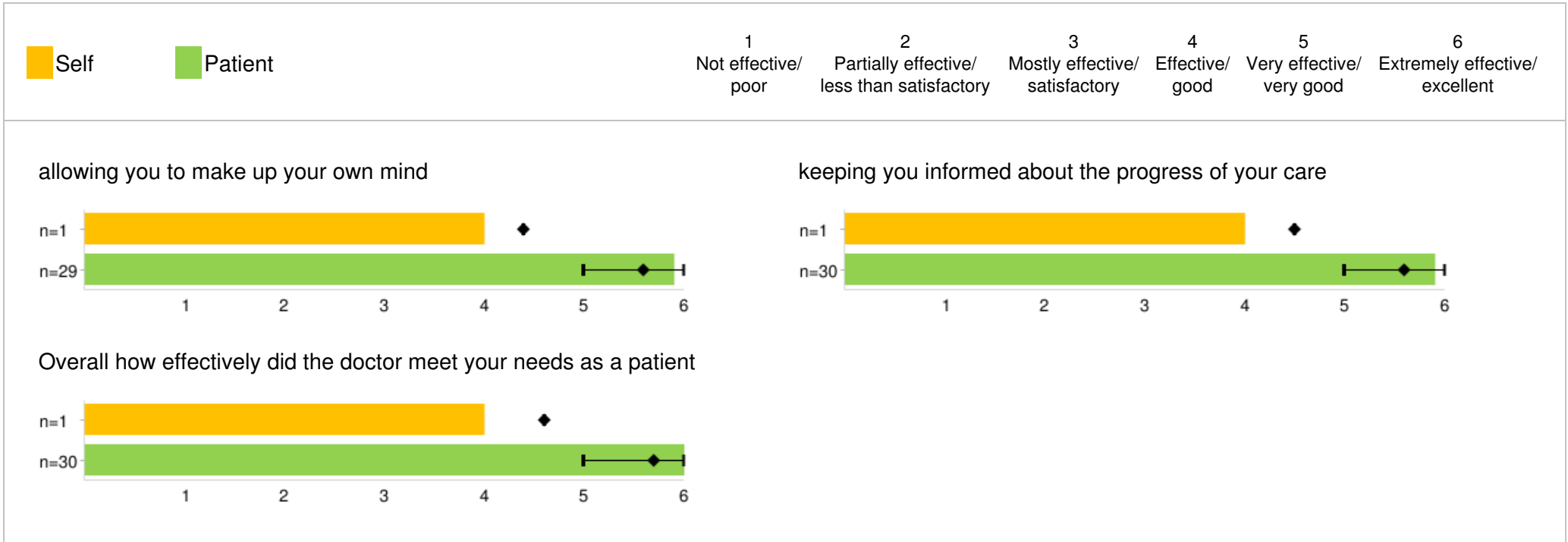
making you confident in my ability to provide safe care



How effective am I in...

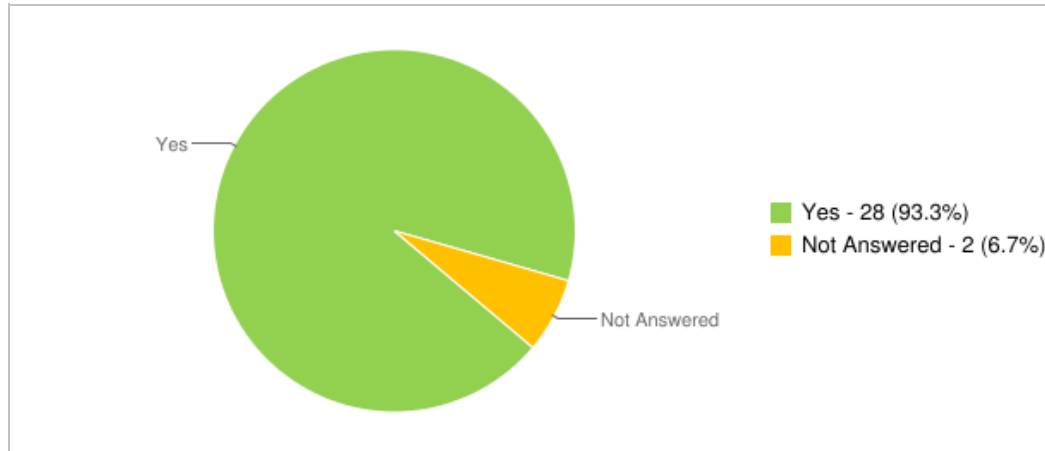


How effective am I in...



Patient Recommendations

Each patient was asked "would you recommend the doctor to family or friends?"
The following chart summarises the responses received.



Self Comments

Patient Comments

I now feel much more confident with my treatment and ability to fully recover.

The Doctor together with her team have provided excellent all round care.

Prem Mahendra is an exceptional Physician and wonderful person, throughout my whole experience of [illegible text] I have always felt that I was in extremely capable hands and was always confident in my care.

I am being treated by a team of first class Nursing staff, in particular Dr Mahendra who is marvellous!

I will never be thankful that Dr Mahendra has been my Consultant throughout my illness and during and after my stem cell transplant.

As the patient I believe in the importance of ensuring that all areas of concern both clinically and personally are properly discussed and understood as much as able, which ensures that both the Doctor and patient can make informed decision. I would add on a personal note that I consider myself very fortunate to have Prem Mahendra and the Oncology team at the [illegible text] hospital looking after me.

Exceptional and has made a difference in this journey.

Brilliant.

I feel very lucky to have Dr Mahendra as my Consultant, her knowledge and kindness to her patients is on another level.

Grateful for the medical care I receive through Dr Mahendra.

Excellent care. Thank you.

Dr Mahendra has always been most helpful and caring.

I've known this amazing lady since I was about 13. I trust her and thank her for all she does. Keep going Dr Premini, shall we retire the same time?

I would trust Dr Mahendra 100% with my treatment. She is experienced, knowledgeable and very compassionate. She is the best role model for other Doctors. She is the epitome of good medical care.

Very good care and treatment.

Dr Mahendra has looked after me lot over 14 years and I could not have wished for better care in all of that time. I would most certainly recommend Dr Mahendra to anyone with a blood disorder.

Very calm, caring and patient, inspires confidence.

Care and treatment has always been excellent and cannot be improved.

I have no complaints. I am very pleased to be under her care.

EDGECUMBE DOCTOR 360°

Whitefriars Business Centre,
2nd Floor, Whitefriars, Lewins Mead, Bristol, BS1 2NT
Tel: +44 (0)117 332 8255
Email: support@edgcumbe.co.uk
Web: www.doctor360.co.uk