

Premini Mahendra

# Patient Feedback Report

18 February 2021



EDGECUMBE doctor 

# Introduction

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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**

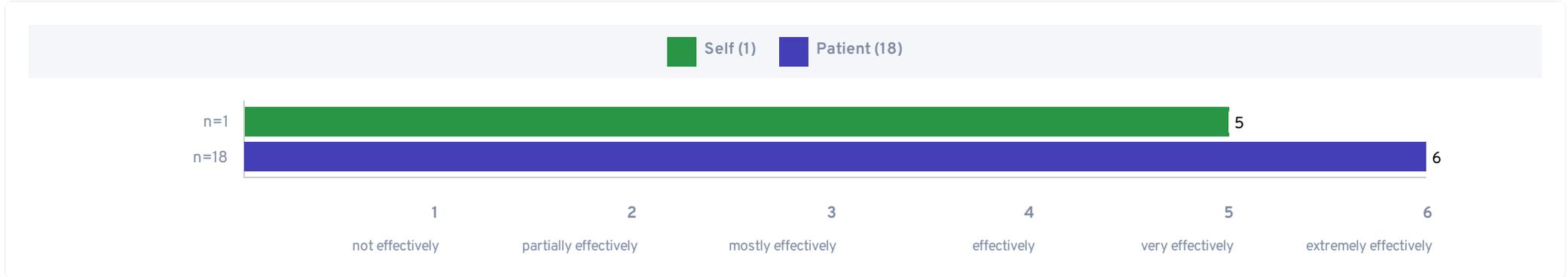
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

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

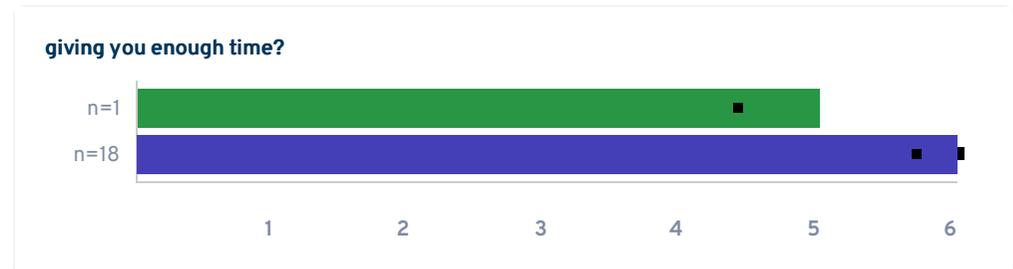
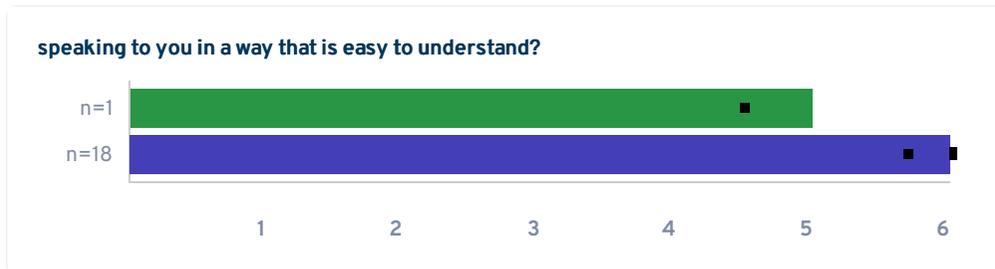
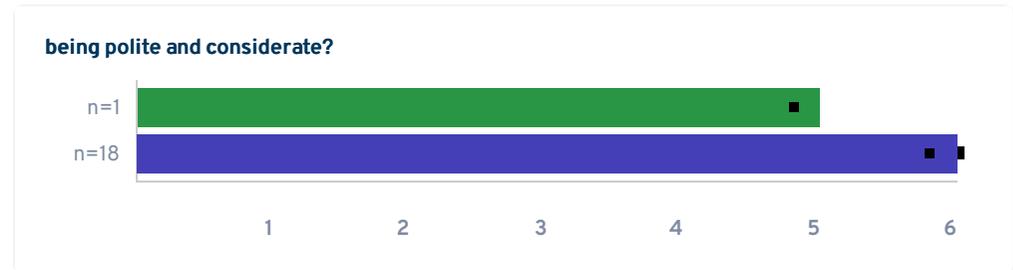
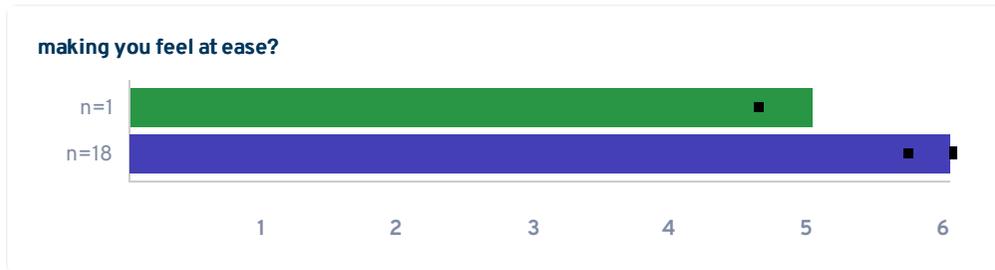
**4. RANGE:** The black line through each bar represents the range of ratings given by the rater category for that question.

# Patient Questionnaire

## Summary



## How effective/good am I at...

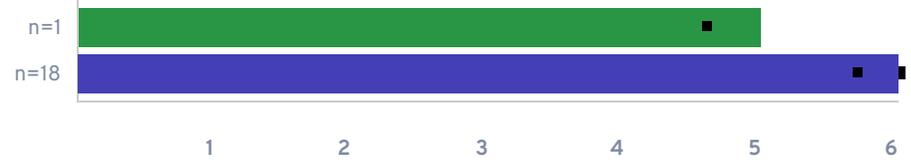


# Patient Questionnaire continued

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



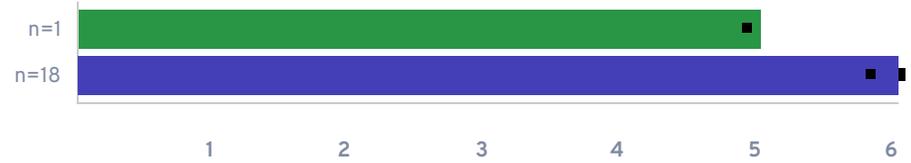
listening to you?



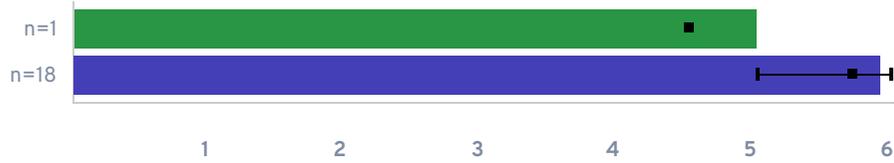
taking account of your medical history?



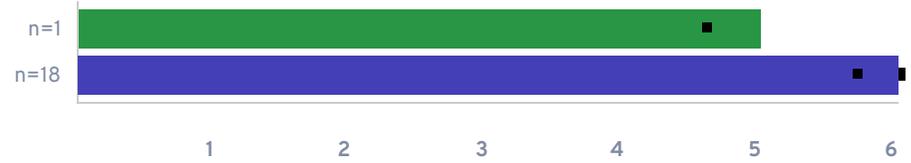
treating you with dignity?



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



making you confident in their ability to provide safe care?



# 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						18	
being polite and considerate?	Self					1		
	Patient						18	
speaking to you in a way that is easy to understand?	Self					1		
	Patient						18	
giving you enough time?	Self					1		
	Patient						18	
doing their best to find out what you might be worried about?	Self					1		
	Patient					2	16	
listening to you?	Self					1		
	Patient						17	1

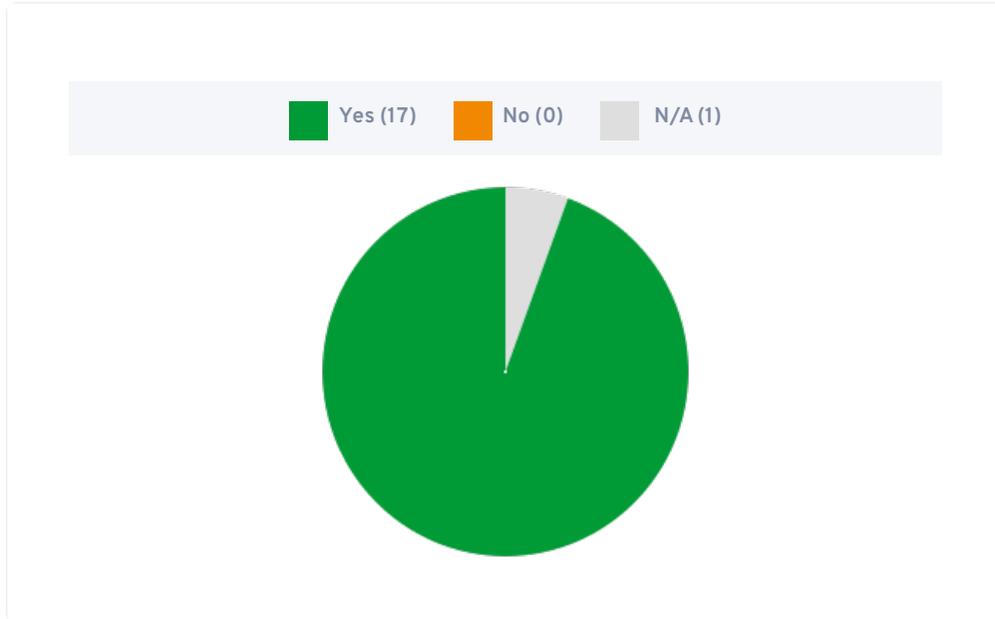
## Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self					1		
	Patient						17	1
treating you with dignity?	Self					1		
	Patient						17	1
involving you in deciding how to handle the problem(s) you discussed?	Self					1		
	Patient					1	16	1
making you confident in their ability to provide safe care?	Self					1		
	Patient						17	1
ensuring you get the advice/investigation or treatment needed?	Self					1		
	Patient						17	1
checking with you that you are happy with the planned treatments or tests?	Self					1		
	Patient					2	16	
encouraging you to ask questions?	Self					1		
	Patient					1	17	
making sure you understand?	Self					1		
	Patient					1	17	

## Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self					1		
	Patient					1	17	
explaining any risks to the treatment?	Self					1		
	Patient					1	17	
allowing you to make up your own mind?	Self					1		
	Patient					2	16	
keeping you informed about the progress of your care?	Self					1		
	Patient						18	
Overall how effectively did the doctor meet your needs as a patient?	Self					1		
	Patient						18	

## Would you recommend this doctor to your friends and family?



## Please comment on your relationships with your patients below:

### Self

I believe patients get an excellent service from me, since my last appraisal I have received no complaints and many letters/cards of thanks. They are seen in a timely fashion, management options explained, given copies of letters, have treatment initiated as quickly as possible and know how to contact me.

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

<b>Patient</b>	Dr Mahendra has been absolutely brilliant. She is very thorough, explains all treatment and management plan in a way that is easy to understand. She has excellent communication skills, answers all our questions and also involves us in decision making process. We are very grateful for her care.
<b>Patient</b>	Dr Mahendra is a kind and considerate doctor, who gives me every confidence in her management for my condition.
<b>Patient</b>	Dr Mahendra is an excellent consultant, who has not only ensured that I have received best treatment, but has always taken a person centred approach, which is critical when [illegible text] this disease. I can only commend Dr Mahendra for all aspects of my care.
<b>Patient</b>	Dr Mehendra is probably the most diligent consultant I have ever been under the care of. I'm an inpatient, who spends weeks at a time in hospital. Dr Mehendra visits me every day (including ward rounds) and gives me as much time as I need.
<b>Patient</b>	I am always extremely grateful for the outstanding care from Dr Mahendra.
<b>Patient</b>	I am completely happy with the care given by Dr Prem Mahendra.
<b>Patient</b>	I have always found her easy to talk to and have always felt she was [illegible text] in my best interests. If I have felt I would [illegible text] discuss [illegible text] further. She has always made [illegible text]. I feel I have always had her best treatment available.
<b>Patient</b>	Never worry, rely on Prem for advice and support. Great experience with them and [illegible text].
<b>Patient</b>	Prem has always listened to my concerns, always been their for me.

## Summary Comments continued

<b>Patient</b>	Prem listens to everything I say and is seen to take notice of it. She goes to great lengths for her patients. I couldn't wish for a more caring consultant.
<b>Patient</b>	Simply the best!
<b>Patient</b>	Very open and knowledgeable, made things easy to understand, was very friendly and helpful.



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