

Premini Mahendra

Patient Feedback Report

20 July 2026



EDGECUMBE doctor 360°

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.

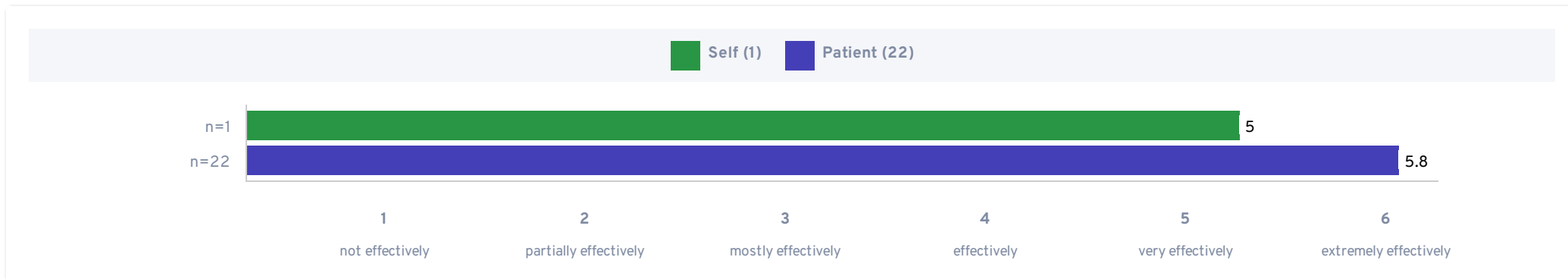
Bar Charts Explained



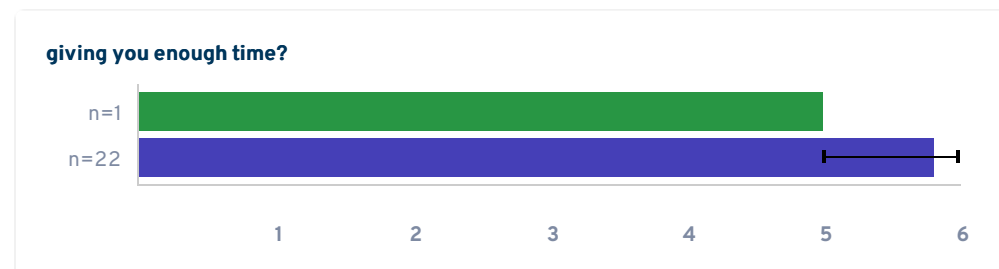
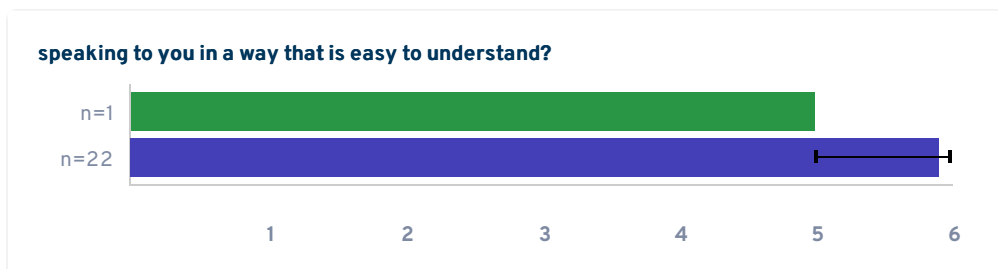
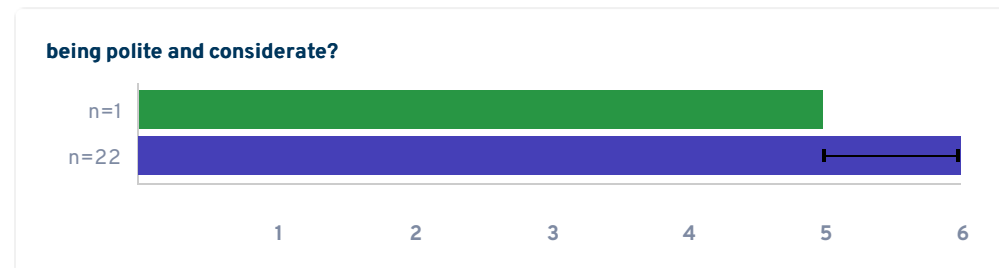
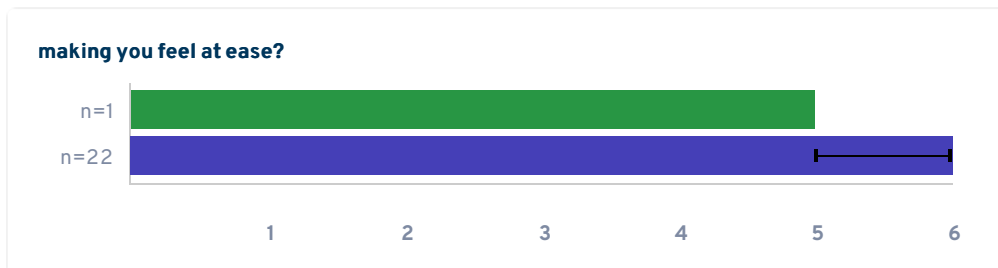
1. NUMBER OF RATERS who responded to that question with a rating, rather than ‘can’t comment’
2. RATING SCALE
 - 1 – not effectively
 - 2 – partially effectively
 - 3 – mostly effectively
 - 4 – effectively
 - 5 – very effectively
 - 6 – extremely effectively
3. BENCHMARK: The black diamond symbol represents the Haematology Patient Report Benchmark
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Patient Feedback Questionnaire

Summary



Using the scale above, how effective are you in...



Patient Feedback 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 Feedback 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?



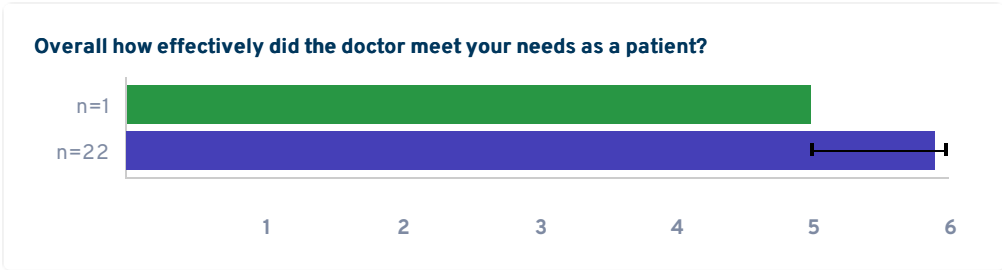
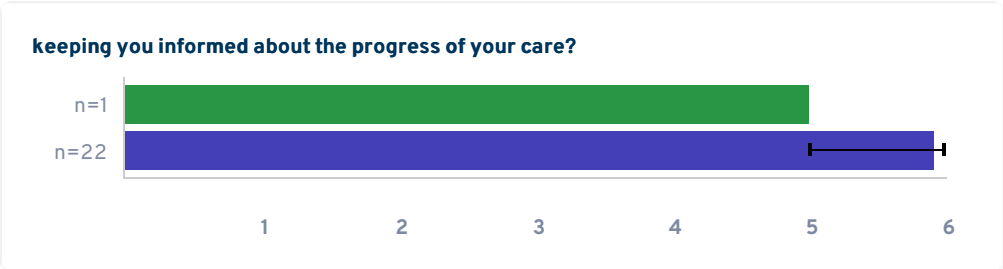
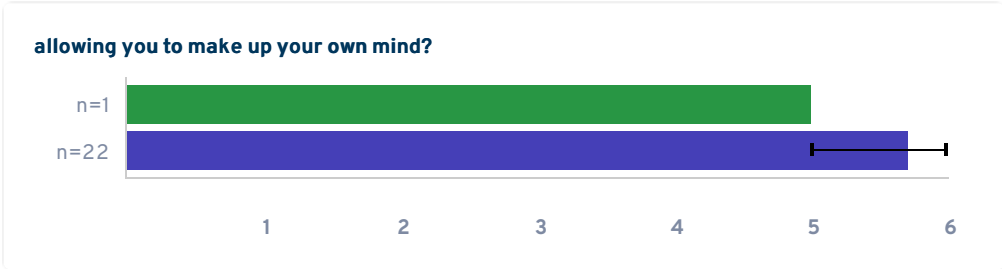
understanding your needs and worries?



explaining any risks to the treatment?



Patient Feedback Questionnaire continued



Patient Feedback Questionnaire

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
making you feel at ease?	Self					1		
	Patient					1	21	
being polite and considerate?	Self					1		
	Patient					1	21	
speaking to you in a way that is easy to understand?	Self					1		
	Patient					2	20	
giving you enough time?	Self					1		
	Patient					4	18	
doing their best to find out what you might be worried about?	Self					1		
	Patient				1	4	17	
listening to you?	Self					1		
	Patient				1	2	19	

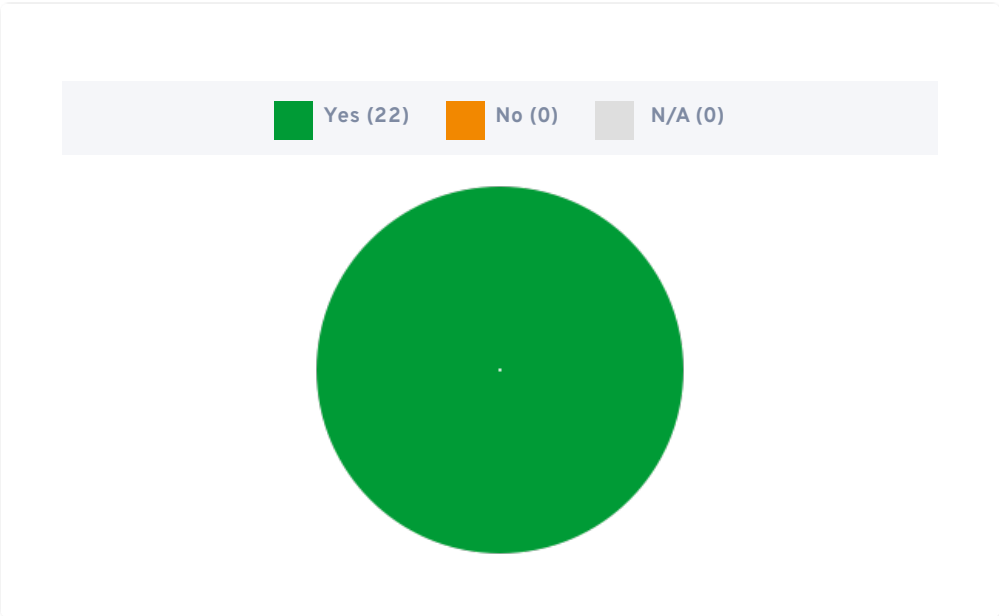
Patient Feedback Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self					1		
	Patient				1	3	18	
treating you with dignity?	Self					1		
	Patient					2	20	
involving you in deciding how to handle the problem(s) you discussed?	Self					1		
	Patient					3	19	
making you confident in their ability to provide safe care?	Self					1		
	Patient					1	21	
ensuring you get the advice/investigation or treatment needed?	Self					1		
	Patient					2	20	
checking with you that you are happy with the planned treatments or tests?	Self					1		
	Patient					4	18	
encouraging you to ask questions?	Self					1		
	Patient					4	18	
making sure you understand?	Self					1		
	Patient				2	3	17	

Patient Feedback Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self					1		
	Patient				1	2	19	
explaining any risks to the treatment?	Self					1		
	Patient					4	18	
allowing you to make up your own mind?	Self					1		
	Patient					6	16	
keeping you informed about the progress of your care?	Self					1		
	Patient					3	19	
Overall how effectively did the doctor meet your needs as a patient?	Self					1		
	Patient					2	20	

Would you recommend this doctor to your friends and family?



1: Please comment on your relationships with patients below:

Using the scale above, how effective are you in...

Self	In the main I feel I have a very good relationship with patients.
Patient	Always understanding, kind and helpful.
Patient	Dr Mahendra and her team have made me feel very confident in the treatment I am receiving from them. I have every confidence that my condition is receiving the best care and treatment.
Patient	Dr Mahendra has always given me special care and treatment.
Patient	Dr Mahendra has always shown the utmost care and understanding throughout all my treatments, visits and any other contact that I have had with her. She is extremely professional, knowledgeable and always puts me at ease. I feel very lucky to have her over seeing my journey
Patient	Dr Mahendra has taken really good care of me
Patient	Dr Mahendra is an exceptional doctor. She always wants the very best for her patients.
Patient	Dr Mahendra is one of the best doctor I have ever dealt with. Always has time and understanding for my medical conditions. (The best).

Patient	Dr Prem Mahendra is THE BEST haematologist in the whole of the UK and in my opinion, the whole universe!! She has genuinely saved my life. She leaves no stone unturned when it comes to investigating any symptoms I'm experiencing. She listens with genuine care, is incredibly attentive, and always makes me feel heard. As someone with dyspraxia, I really appreciate how she explains everything in a simple, easy-to-understand way without ever making me feel rushed or overwhelmed. She is exceptionally thorough and never rushes consultations. She takes the time to answer every question that both my husband and I have, no matter how big or small. I have recommended her to family and friends because I truly believe everyone deserves a consultant like Dr Mahendra. She uses the latest evidence and provides truly personalised care. She recognises that every patient is an individual, not just “another patient”, and she consistently goes above and beyond for everyone she looks after. Not only is she incredibly knowledgeable and highly skilled, but she also has a wonderful sense of humour that makes consultations feel so much less daunting. She has the rare ability to combine clinical excellence with genuine compassion, kindness and empathy. Dr Mahendra is an outstanding consultant and a true credit to her profession. I will be forever grateful for everything she has done for me, and I cannot thank her enough. She is simply exemplary
Patient	Dr Premini Mahendra has looked after me since my cancer diagnosis in 2010. A brilliant consultant as indicated by the scores above.

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Summary Comments continued

Patient	I have been lucky enough to have Prem Mahendra as my haematologist for many years and am extremely grateful that she continues to see me at every appointment. She has always been kind, helpful and considerate and I trust her judgment implicitly! I have been involved in my treatment and allowed to make adjustments when necessary and because of her interventions have been able to live with Essential Thrombocythemia for 41 years and hopefully will see her again in 6 months.
Patient	I have complete confidence in Prem, I am fortunate to have had fantastic treatment.
Patient	I was very glad my sister found this consultant for me. She has always had my best interest at heart. I feel involved in all decisions, she finds papers for me to read and is also happy to answer questions from my non medical children. I would recommend this doctor to anyone who needed her.
Patient	If Dr Mahendra didn't act fast I probably wouldn't be where I am today. Thank you to all the team at Haematology for taking care of me throughout my treatment. Excellent service.

Patient	It's no exaggeration to say that with her knowledge, expertise and wonderful care, Prem really has saved my life. She has a wonderful team on the Highbury Unit who strive to give her patients the very best care. Top marks all round. I met Prem just 2 years ago needing immediate treatment for CLL. From day one she put me at ease and I quickly became comfortable in the knowledge that I was absolutely in the best hands. I have complete confidence in her and trust her advice implicitly. It's important to note that she also works her magic by easing the worries of family members too. My husband visibly relaxed after her clear explanations of what I was to be going through. After 12 months treatment we now meet quarterly to review test results and to monitor my ongoing recovery. It's not all "medical" talk though. It's true that I don't know her outside those hospital walls but with her easy manner she actually feels like a good friend. I chat to other patients and I've yet to meet anyone who thinks differently. I'm so very lucky to have her looking after me. Don't ever let her contemplate retirement!
Patient	On receiving my diagnosis, I was devastated. Prem talked me through everything in detail and helped me to alleviate any worries I had/have. She has inspired me with confidence at every stage of my treatment.
Patient	Patient over 20 years and always found Dr mahendra very professional, approachable, and dedicated to helping her patients and colleagues.
Patient	Prem has been a fantastic consultant throughout the course of my treatment, from the initial consultation, through months of treatment and post surgery after care, we have valued and appreciated all of her support. Prem has consistently demonstrated compassion and care, through this very difficult time and has always made me feel comfortable and welcome to seek additional advice when needed. Thank you very much

Summary Comments continued

Patient	Prem is an exceptional doctor who immediately put me at ease, despite me being a very nervous patient. I had complete trust in her expertise and never felt the need to second-guess my treatment. When I became unwell, she made herself available to support me, showing genuine dedication and compassion. I have spoke to other patients and her commitment to patient care is outstanding, it feels as though it is more than just a job to her.....she genuinely cares. I am so grateful for her care, thankyou.
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Patient	Prem is very personable with a very effective communication style giving time for questions and explaining complex issues very effectively. I would recommend Prem very highly.
Patient	Wonderful!



Edgecumbe Consulting Group Ltd, Whitefriars, Lewins Mead, Bristol BS1 2NT

Tel: +44 (0)117 332 8277

Email: support@edgecumbe.co.uk

Web: www.doctor360.co.uk

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