

Rafik Girgis 5 April 2017

Patient Feedback Report

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EDGE CUMBE 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.

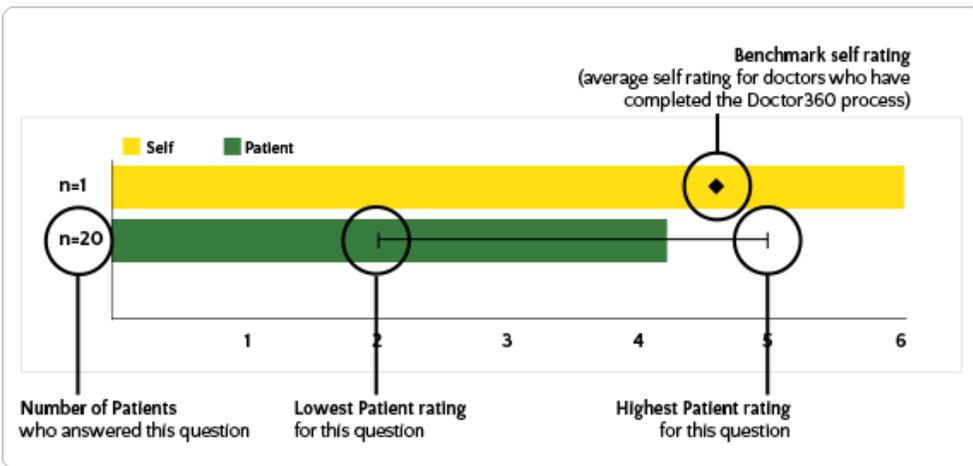
The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

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.

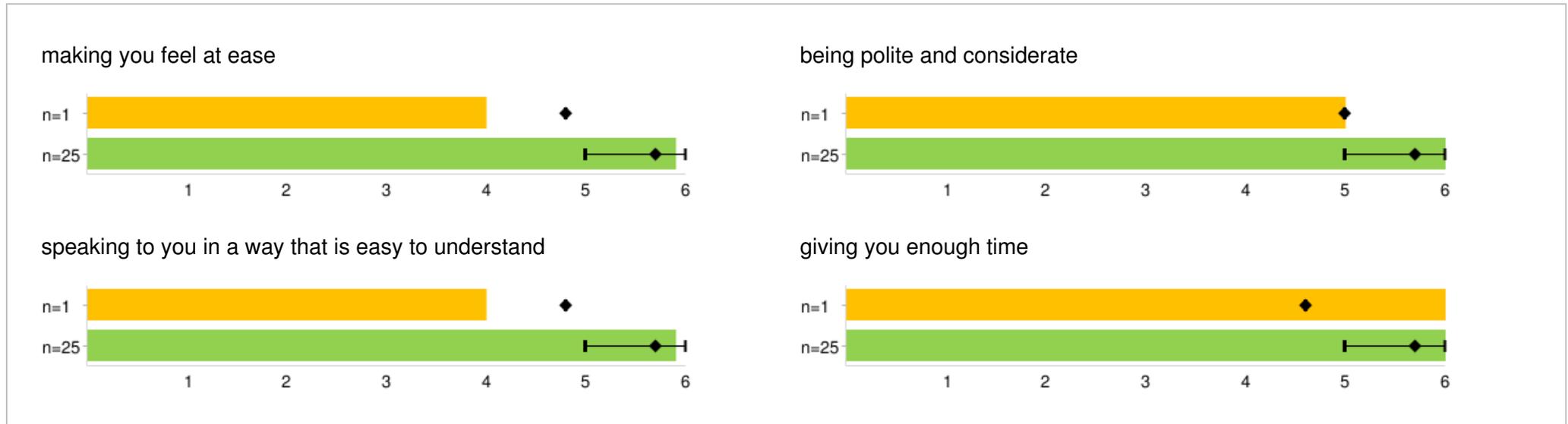


Patient feedback

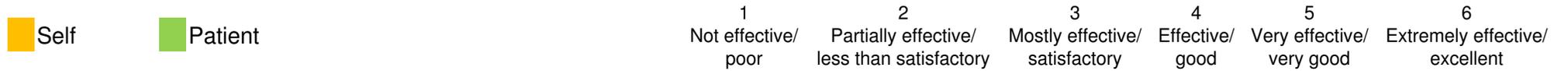
Summary



How effective am I in...



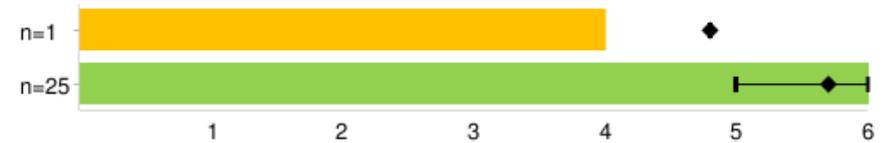
How effective am I in...



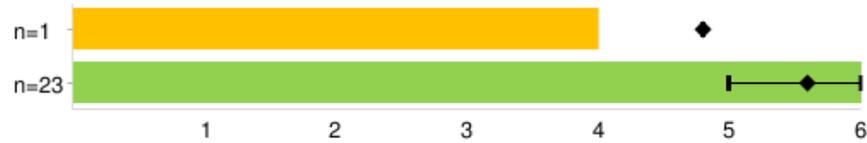
doing their best to find out what you might be worried about



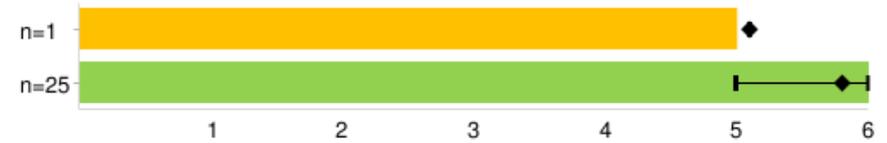
listening to you



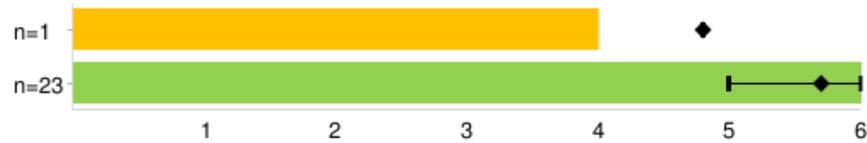
taking account of your medical history



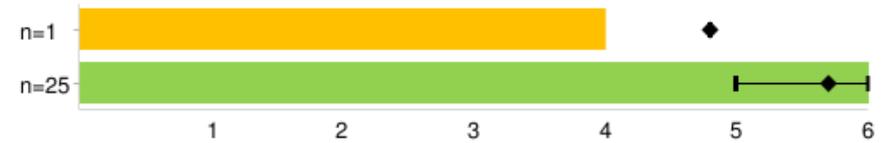
treating you with dignity



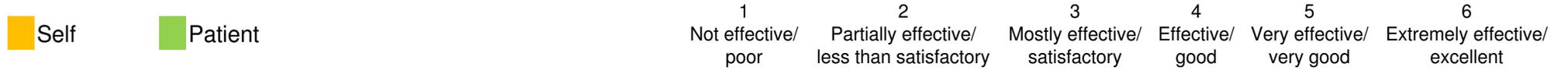
involving you in deciding how to handle the problem(s) you discussed



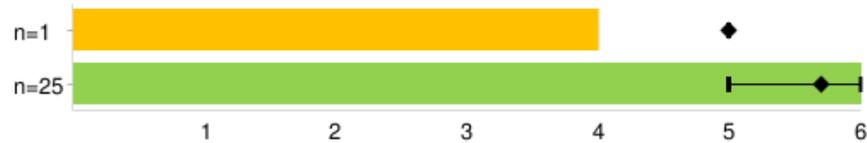
making you confident in my ability to provide safe care



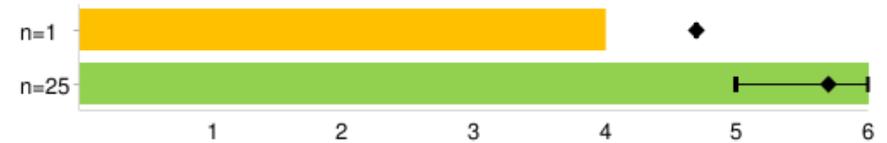
How effective am I in...



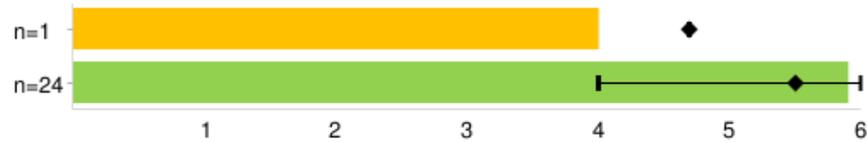
ensuring you get the advice/investigation or treatment needed



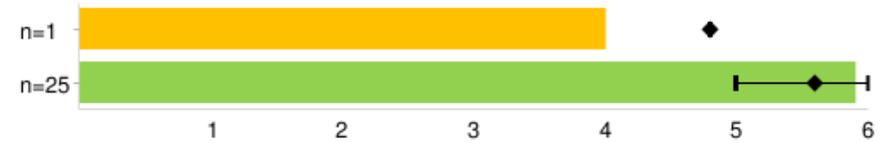
checking with you that you are happy with the planned treatments or tests



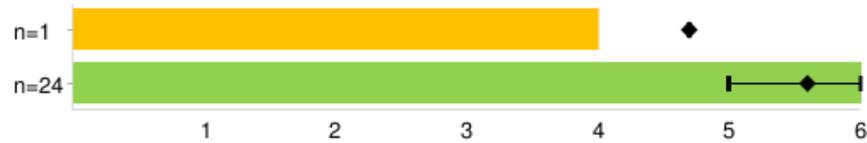
encouraging you to ask questions



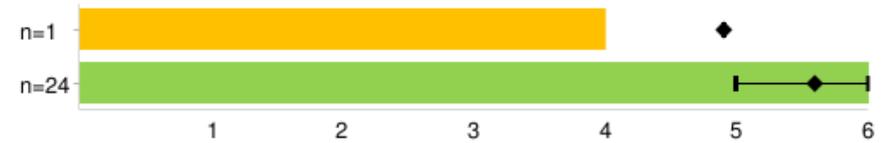
making sure you understand



understanding your needs and worries



explaining any risks to the treatment

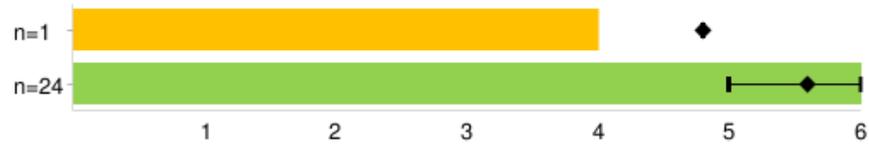


How effective am I in...

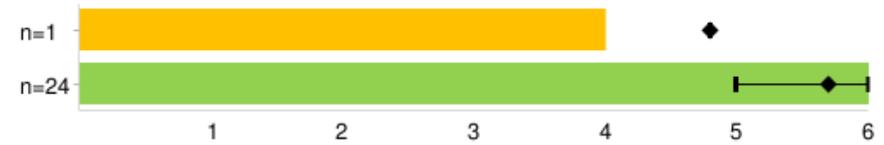
 Self  Patient

1 2 3 4 5 6
 Not effective/
poor Partially effective/
less than satisfactory Mostly effective/
satisfactory Effective/
good Very effective/
very good Extremely effective/
excellent

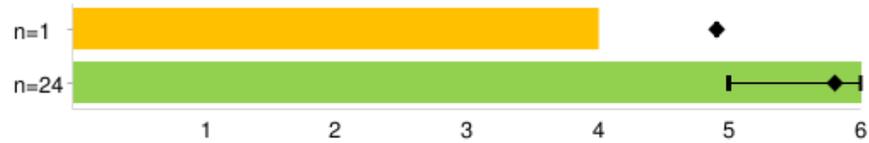
allowing you to make up your own mind



keeping you informed about the progress of your care

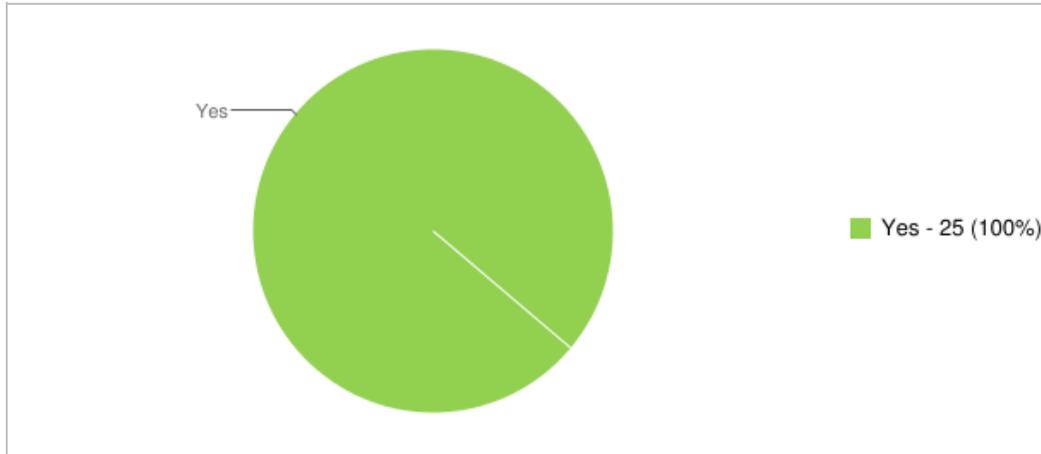


Overall how effectively did the doctor meet your needs as a patient



Patient Recommendations

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



Self Comments

I have had a lot of positive feedback from my patients.

Patient Comments

Very friendly, pleasant Doctor, excellent experience. Thank you.

From my first meeting with Mr Girgis, I was confident that the treatment I would receive would be the best possible. I am very happy with the outcome of the surgery and am looking forward to a brighter future! Thank you!

Competent treatment, gave excellent result. So glad I came here!

Excellent service.

A+

Thank you.

I was very happy throughout my treatment. Mr Girgis put me at ease on my first visit and I am pleased with the results.

Mr Girgis has been extremely professional with my treatment.

Made to feel relaxed and confident.

Received excellent treatment from start to finish. Thank you.

I understand the concept of using the range, however the treatment and understanding is simply excellent and should be reflected in the rating. Sincere thanks.

Extremely happy with the care I had during both procedures.

As you can see, I thought Mr Girgis was excellent on every level!

I was very pleased with the Doctor, who made me feel at ease, when I had the surgery carried out.

Excellent care and would recommend 100%.

We would wholeheartedly recommend Dr Girgis - it feels as if he has worked miracles!

Excellent. Would recommend every time.

Received excellent care and treatment from start to finish. Thank you.

I found Mr Girgis very friendly and did an excellent job. Can't find a fault in anything. All staff very helpful.

Excellent care. Thank you.

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