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Patient Feedback for Mr Rafik Girgis

GMC number: 5179248

Number of completed responses: 30

Report released to doctor: 8 February 2022

Private and Confidential

Introduction

Multi-source feedback report

The L2P multi-source feedback is based on the extensive research done by the GMC in preparation for Revalidation. The GMC colleague and patient questionnaires have been found to map well onto the competencies required for 'Good Medical Practice'.

For a full review and references of the work undertaken on behalf of the GMC and the findings of the research led by the Primary Care Research Group, Peninsula College of Medicine and Dentistry, Exeter, please see [GMC Multi-Source Feedback Questionnaires - Interpreting and handling multisource feedback results: Guidance for appraisers](#). This will give the background to the work underpinning the MSF process for you and your MSF facilitator and help you interpret and handle the MSF results (Chapter 5 onwards).

"It is important to remember that MSF results are intended to be formative in nature, rather than summative. For the purposes of revalidation, and within the formal appraisal process, the MSF results should be considered alongside the full range of other evidence that the doctor collects during each five-year revalidation cycle.

"In relation to self-assessment questionnaires, recent literature suggests that supported self-reflection on feedback evidence is a valuable element of self-directed professional development and that disagreement with negative feedback can affect the likelihood that doctors will act on such feedback."

Campbell, Wright 2012

GMC patient questionnaire (PQ)

The GMC patient questionnaire comprises 9 core items which assess the doctor's consultation skills and aspects of their probity. Other items collect information about the context in which the questionnaire has been completed and about the patient.

Understanding the data

The tables show you the percentage of respondents who expressed an opinion for a particular question. Some questions have an option to answer 'Does not apply' or 'Don't know' - these answers are not counted in the percentages.

Where questions are optional, the tables show you the percentage of respondents who answered that question, which may be fewer than the total number of respondents.

Patient feedback

Who are you filling in this questionnaire for?

Yourself	97%
Your child	0%
Your spouse or partner	0%
Another relative or friend	3%

Which of the following best describes the reason you saw the doctor today?

To ask for advice	0%
Because of an ongoing problem	10%
For treatment (including prescriptions)	16%
Because of a one-off problem	6%
For a routine check	55%
Other - please give details	13%

Other answers: show 4 other answers hide 4 other answers
For final check up.
Follow up appt following surgery.
Outpatient follow up after cataract op.
Follow up from recent cataract removal.

How important to your health and wellbeing was your reason for visiting the doctor today?

1 - not very important	3%
2	0%
3	3%
4	10%
5 - very important	83%

How good was your doctor today at each of the following?

	Poor	Less than satisfactory	Satisfactory	Good	Very good	Does not apply	Average
Being polite	0%	0%	0%	3%	97%	0%	4.97
Making you feel at ease	0%	0%	0%	3%	97%	0%	4.97
Listening to you	0%	0%	0%	3%	97%	0%	4.97
Assessing your medical condition	0%	0%	0%	7%	93%	0%	4.93
Explaining your condition and treatment	0%	0%	0%	3%	97%	0%	4.97
Involving you in decisions about your treatment	0%	0%	0%	3%	97%	0%	4.97
Providing or arranging treatment for you	0%	0%	0%	3%	93%	3%	4.97

Do you agree with the following?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply	Average
This doctor will keep information about me confidential	0%	0%	3%	17%	80%	0%	4.77
This doctor is honest and trustworthy	0%	0%	0%	17%	83%	0%	4.83

I am confident about this doctor's ability to provide care

Yes	100%
No	0%

I would be completely happy to see this doctor again

Yes	100%
No	0%

Was this visit with your usual doctor?

Yes	89%
No	11%

Please describe any ways the doctor could have improved your experience today.

Everything was excellent & I would recommend him to anyone.

I was completely happy with my experience.

No everything explained.

None.

Better time keeping.

Nothing, treatment superb.

Cannot think of anything.

Excellent care.

Cup of coffee?

None.

Everything was perfect.

Can't be improved.

Mr Girgis is excellent, knowledgeable & professional.

Please add any other comments you want to make about this doctor.

Clear, concise information given. Caring & understanding manner. Fully committed to giving best care & advice.

Very pleased & put me at my ease with his confidence.

Wonderful.

A lovely man who puts you completely at ease.

Very good treatment.

Exceptional, skilled, caring & polite warm & friendly.

He gives you confidence in the decision you are making.

Lovely man who put me totally at ease.

Very relaxing, approachable & empathetic demeanour.

Very pleased with treatment. Considerate & funny.

Through out the process! Felt confident that Mr Girgis was thorough.

Excellent.

Would recommend Doctor to friends.

Friendly, happy chap.

Friendly, understanding.

I'm very confident in his advice & ability.

Excellent service.

I would recommend Mr Girgis & have to all my family & friends.

Demographics

Your gender

Female	61%
Male	39%

Your age

Under 15	0%
15 to 20	0%
21 to 40	0%
41 to 60	25%
Over 60	75%

Your ethnic group/cultural background

British	90%
Irish	0%
Other White background	7%
White and Black Caribbean	0%
White and Black African	0%
White and Asian	0%
Other Mixed background	0%
Indian	3%
Pakistani	0%
Bangladeshi	0%
Other Asian background	0%
Caribbean	0%
African	0%
Other Black background	0%
Chinese	0%
Any other background	0%

Benchmarks and Self-Assessment

How good was your doctor today at each of the following?

	Patients	Self-Assessment	Benchmark
Being polite	4.97	4.00	4.88
Making you feel at ease	4.97	4.00	4.85
Listening to you	4.97	4.00	4.84
Assessing your medical condition	4.93	3.00	4.77
Explaining your condition and treatment	4.97	4.00	4.73
Involving you in decisions about your treatment	4.97	4.00	4.59
Providing or arranging treatment for you	4.97	4.00	4.53

Do you agree with the following?

	Patients	Self-Assessment	Benchmark
This doctor will keep information about me confidential	4.77	4.00	4.66
This doctor is honest and trustworthy	4.83	4.00	4.72

L2P National Patient Questionnaire Benchmark

The L2P national patient benchmark data is derived from a combination of anonymised patient MSF responses from all L2P clients and the GMC data from Wright C, Academic Medicine 2012 (www.ncbi.nlm.nih.gov/pubmed/23095930). The benchmarks are recalculated every month to use the latest figures.