

# **Patient Feedback Report**

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## **Independent Survey Analysis**

**Dr Jonathan DrMSF**

**Employing the GMC Patient Questionnaire**

***Published: 13/11/2022***

**Hiding: Does not apply**

## Survey Overview

### Description

GMC patient questionnaire

### Instructions

Licensed doctors are expected to seek feedback from colleagues and patients and review and act upon that feedback where appropriate.

The purpose of this exercise is to provide doctors with information about their work through the eyes of those they work with and treat, and is intended to help inform their further development.

Please do not write your name on this questionnaire.

Please base your answers only on the consultation you had today.

Please mark the box like this  with a ball point pen. If you change your mind just cross out your old response and make your new choice.

### Respondent Metrics

Respondents: 25

## Survey Results

The following is a tabular depiction of the responses to each survey question.

### Patient questionnaire feedback for Dr

Dr Jonathan DrMSF

#### 1. Are you filling in this questionnaire for:

48.0%	12	Yourself
40.0%	10	Your child
12.0%	3	Your spouse or partner

#### 2. Which of the following best describes the reason you saw the doctor today? (Please tick all that apply)

56.0%	14	Because of a one off problem
28.0%	7	Because of an ongoing problem
8.0%	2	For treatment
4.0%	1	For a routine check
4.0%	1	Other: Emergency admission

#### 3. On a scale of 1 to 5, how important to your health and wellbeing was your reason for visiting the doctor today?

44.0%	11	5 Very important
36.0%	9	4
20.0%	5	3

**4. How good was your doctor today at each of the following? (Please tick one box in each line)**

**a) Being polite**

96.0%	24	Very good
4.0%	1	Good

**b) Making you feel at ease**

88.0%	22	Very good
12.0%	3	Good

**c) Listening to you**

92.0%	23	Very good
8.0%	2	Good

**d) Assessing your medical condition**

84.0%	21	Very good
16.0%	4	Good

**e) Explaining your condition and treatment**

96.0%	24	Very good
4.0%	1	Good

**f) Involving you in decisions about your treatment**

88.0%	22	Very good
12.0%	3	Good

**g) Providing or arranging treatment for you**

88.0%	22	Very good
12.0%	3	Good

**5. Please decide how strongly you agree with the following statements by ticking one box in each line.**

**a) This doctor will keep information about me confidential**

88.0%	22	Strongly agree
12.0%	3	Agree

**b) This doctor is honest and trustworthy**

92.0%	23	Strongly agree
8.0%	2	Agree

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

100.0%	25	Yes
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**7. I would be completely happy to see this doctor again**

100.0%	25	Yes
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**8. Was this visit with your usual doctor?**

76.0%	19	Yes
24.0%	6	No

**9. Please add any other comments you want to make about this doctor. Please note: no patients will be identified when this information is given to the doctor.**

The doctor put me at ease.

The doctor was great with my daughter.

They changed my medicine and sorted out my problems, arranging for further treatment, and following up on how it all went.

Thank you.

This was great, the doctor was fantastic, as were all the staff.

## Demographics

### Instructions Provided To Respondents

The next questions will provide the doctor with some basic information about who took part in the survey. If you are filling this in on behalf of a child or a patient with a disability, please provide details about the patient.

#### 10. Gender

80.0%	20	Female
20.0%	5	Male

#### 11. Age

40.0%	10	40-60
28.0%	7	21-40
12.0%	3	60 or over
12.0%	3	Under 15
8.0%	2	15-20

#### 12. Ethnic group

72.0%	18	White British
12.0%	3	Indian
8.0%	2	White and Black African
4.0%	1	Any other white background
4.0%	1	Any other

## Aggregated scores and baseline data

### Notes on scoring for patient questionnaire

The following table includes scores and percentages derived from the evaluation data and from the self-assessment questionnaire. Non-responses (don't know, blank) were not used in the calculations.

Your mean 'score' is an average of the rating scale values for that category, e.g. if two ratings of Very good (5) and a rating of Good (4) were received, the average score would be calculated as  $(5+5+4)/3 = 4.67$ .

Your mean 'rating' is derived directly from your mean 'score' by rounding to the nearest integer. e.g. a score of 4.6 will give a rating of 'Very good (5)', whilst a score of 3.4 gives a rating of 'Satisfactory (3)'.

Mean 'percentage' represents the proportion of the maximum possible score you received for that category. A mean percentage of 100% would be achieved when all respondents rated a category as 'Very good'.

Every category response is given a percentage weight [Poor (0%), Less than satisfactory (25%), Satisfactory (50%), Good (75%), Very Good (100%)].

Having converted the category responses into percentages, the mean is calculated and reported, e.g. if two ratings of 'Very good' (100%) and a rating of 'Good' (75%) were received, the average score would be  $(100+100+75)/3 = 91.67\%$ .

### Notes on benchmark data

***Percentages for comparison to the GMC benchmarking data can be found in the last column of the table on the next page.***

A separate booklet contains the GMC benchmarking data as collected by the GMC and Prof. John Campbell. Benchmarks provide a sense of how you are performing in relation to other doctors who have completed the GMC surveys.

The GMC view is that baseline data and benchmarking are not an essential part of the treatment of the data generated from patient and colleague questionnaires. Even in the longer term, the GMC do not see benchmarking as essential. It is included here for information and should be used with caution.

What is important is that the findings from the feedback are aggregated, reported and reflected upon. These values should form the basis for a discussion about your professional skills and development. Please look at our template for reflection whilst considering your results.



## Aggregated Results: Patient Questionnaire

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

	Aggregated scores			
	Self-assessment	Score	Rating	Percentage
Being Polite	Very Good	4.96	Very good	99.0
Making you feel at ease	Very Good	4.88	Very good	97.0
Listening to you	Very Good	4.92	Very good	98.0
Assessing your medical condition	Very Good	4.84	Very good	96.0
Explaining your condition and treatment	Very Good	4.96	Very good	99.0
Involving you in treatment decisions	Very Good	4.88	Very good	97.0
Providing or arranging treatment for you	Very Good	4.88	Very good	97.0
Keep information about me confidential	Strongly Agree	4.88	Strongly agree	97.0
Doctor is honest and trustworthy	Strongly Agree	4.92	Strongly agree	98.0

### Rating scales

Poor (1); Less than satisfactory (2); Satisfactory (3); Good (4); Very good (5)

Strongly disagree (1); Disagree (2); Neutral (3); Agree (4); Strongly Agree (5)

*The final column of the table contains percentages for comparison with the GMC benchmarking data (provided in a separate file).*