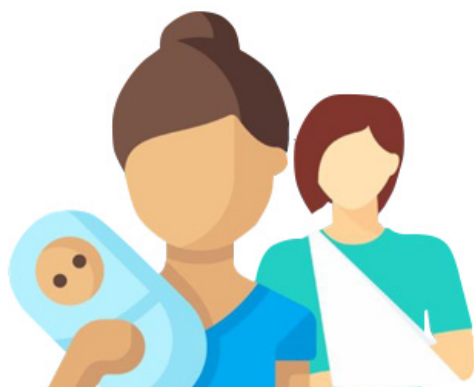


Anthony Nathan

Patient Feedback Report

07 August 2024



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.

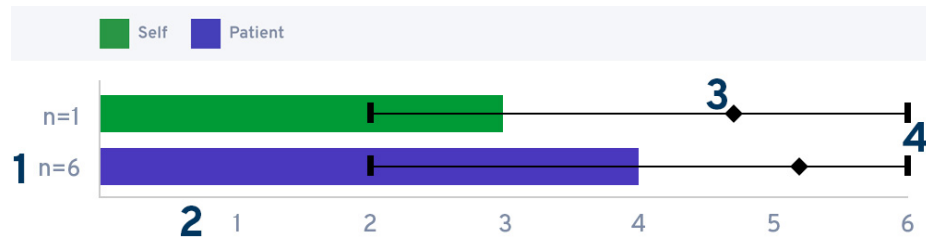
Please read the instructions on the following page for how to read your report.

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

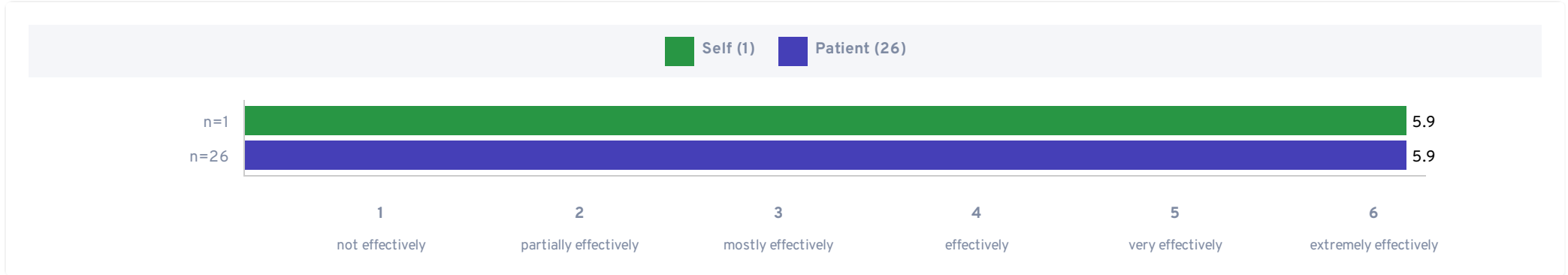
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

3. BENCHMARK: The black diamond symbol represents the Cardiology Patient Report Benchmark

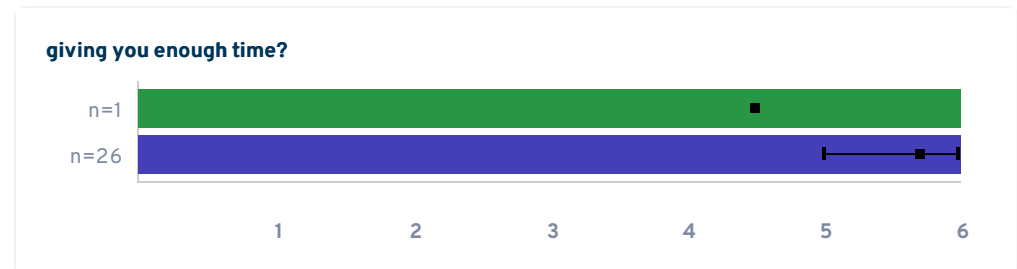
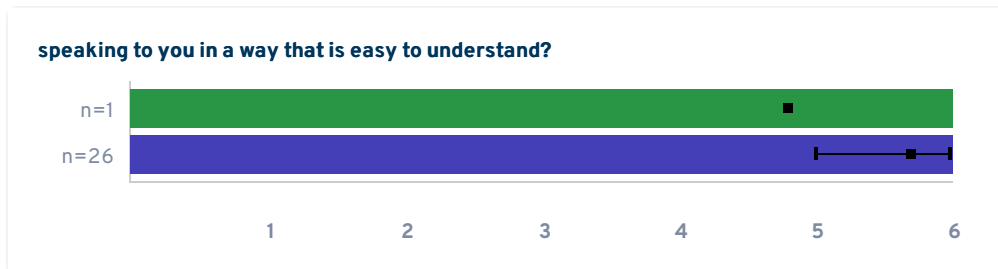
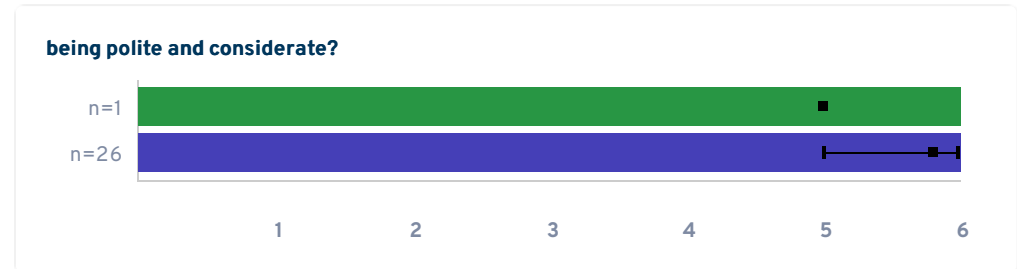
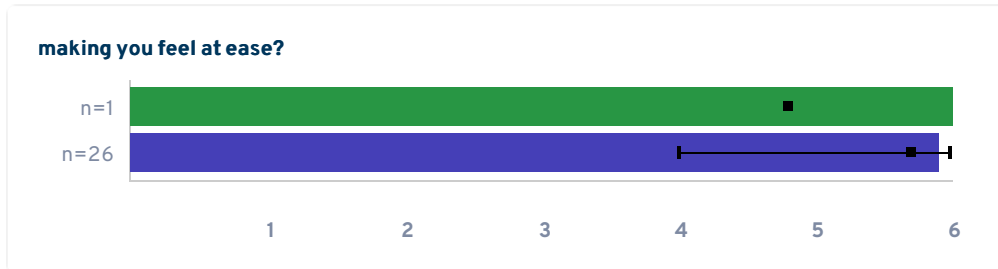
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Patient Feedback Questionnaire

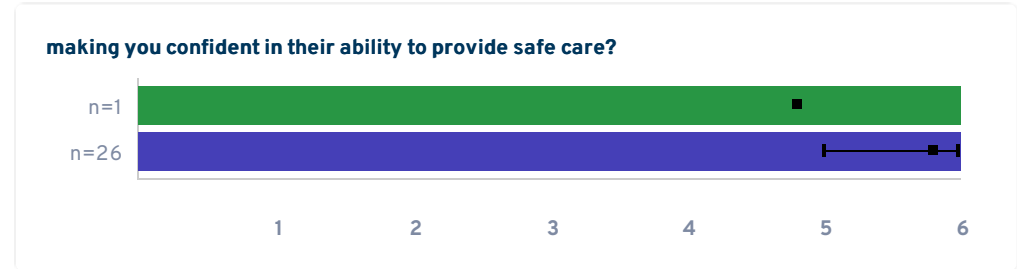
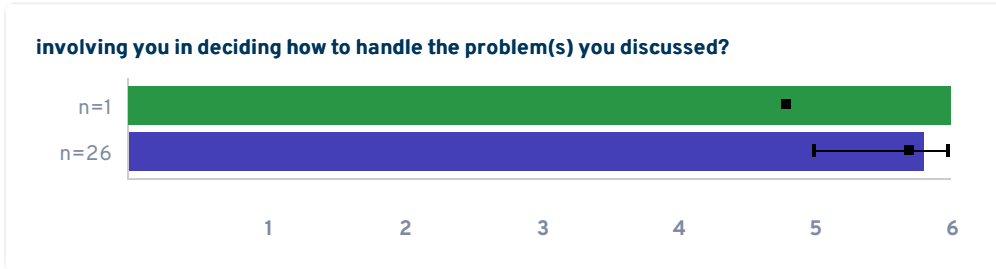
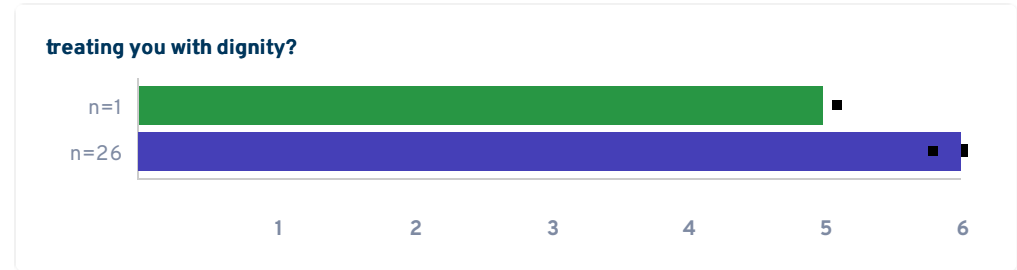
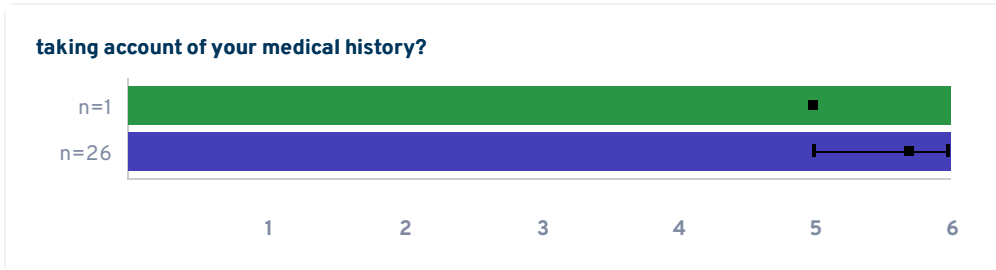
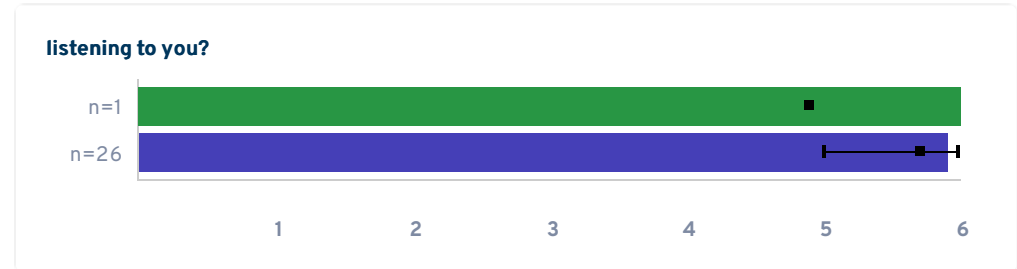
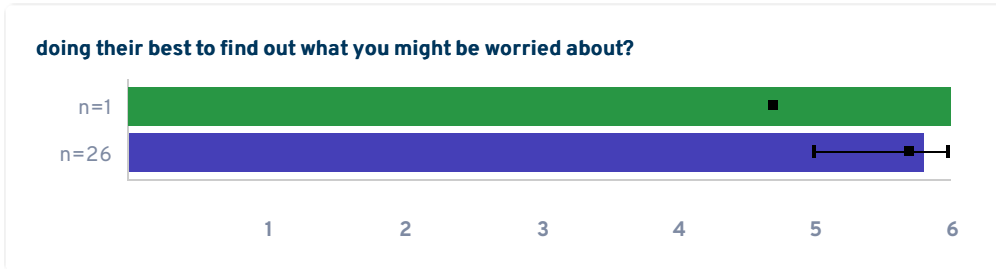
Summary



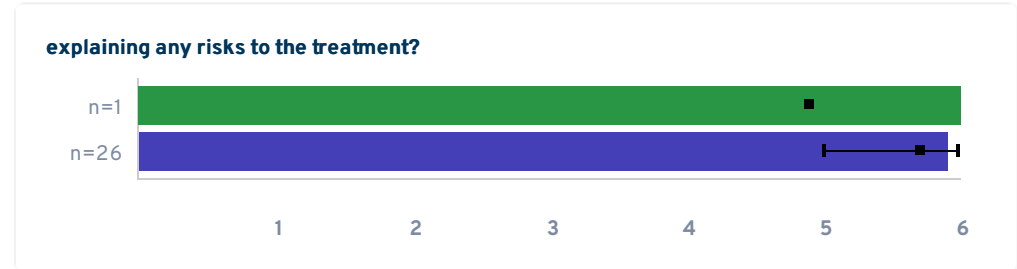
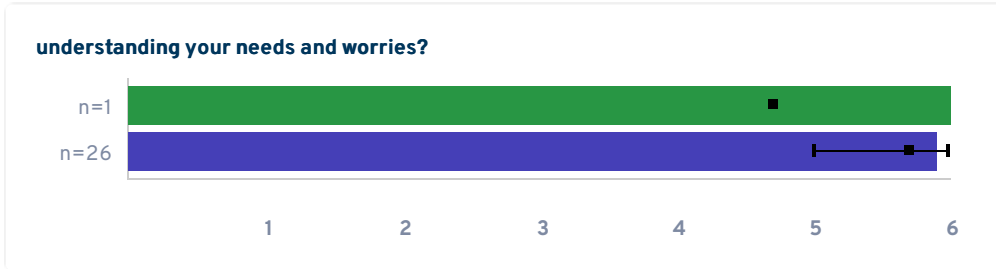
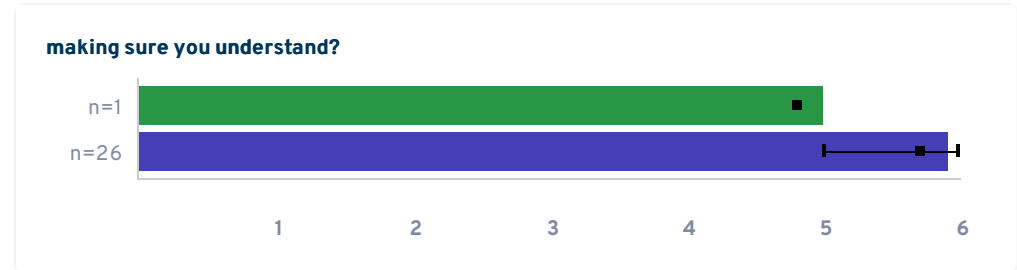
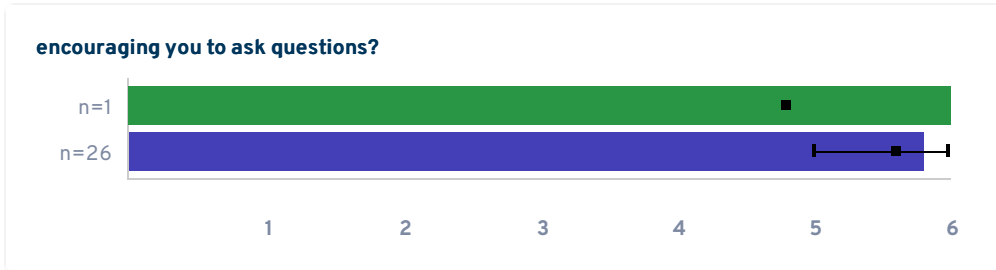
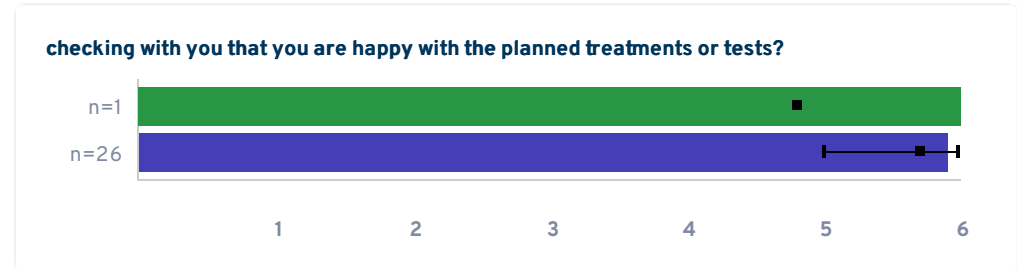
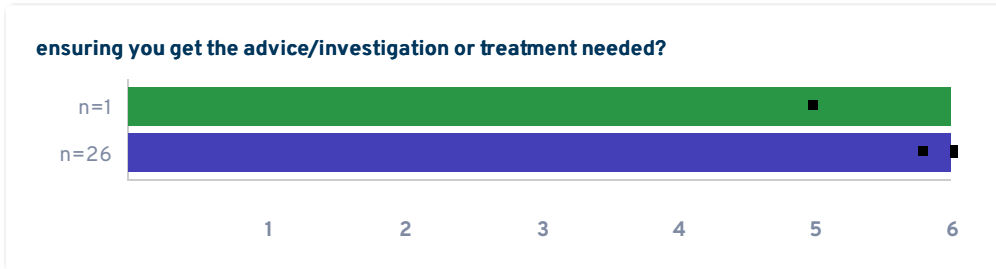
Using the scale above, how effective are you in...



Patient Feedback Questionnaire continued

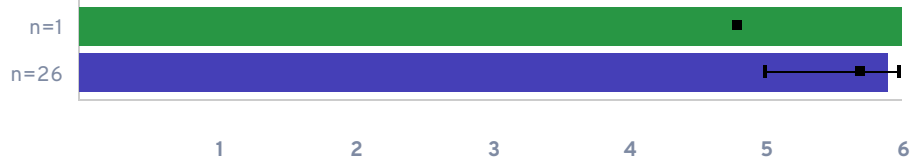


Patient Feedback Questionnaire continued

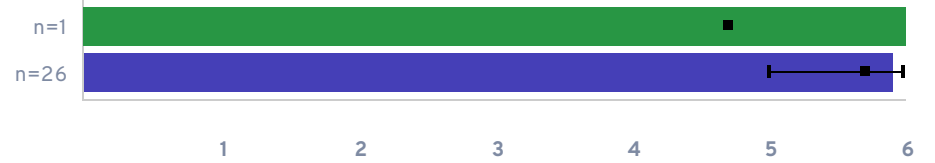


Patient Feedback Questionnaire continued

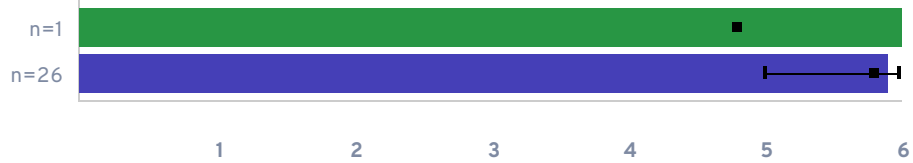
allowing you to make up your own mind?



keeping you informed about the progress of your care?



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



Patient Feedback Questionnaire

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
making you feel at ease?	Self						1	
	Patient				1		25	
being polite and considerate?	Self						1	
	Patient					1	25	
speaking to you in a way that is easy to understand?	Self						1	
	Patient					1	25	
giving you enough time?	Self						1	
	Patient					1	25	
doing their best to find out what you might be worried about?	Self						1	
	Patient					4	22	
listening to you?	Self						1	
	Patient					3	23	

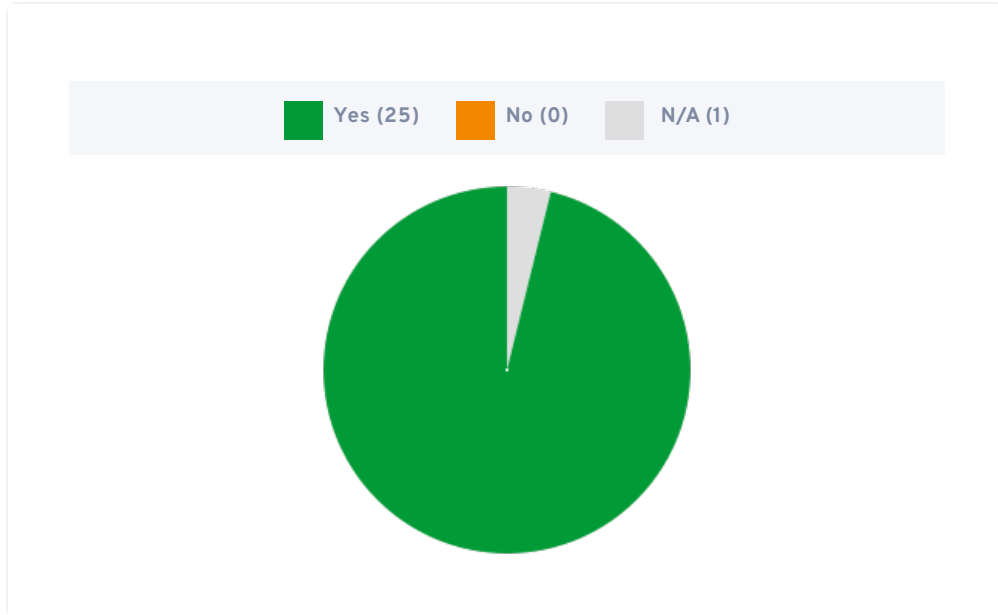
Patient Feedback Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self						1	
	Patient					1	25	
treating you with dignity?	Self					1		
	Patient						25	1
involving you in deciding how to handle the problem(s) you discussed?	Self						1	
	Patient					6	20	
making you confident in their ability to provide safe care?	Self						1	
	Patient					1	25	
ensuring you get the advice/investigation or treatment needed?	Self						1	
	Patient						24	2
checking with you that you are happy with the planned treatments or tests?	Self						1	
	Patient					3	22	1
encouraging you to ask questions?	Self						1	
	Patient					4	22	
making sure you understand?	Self					1		
	Patient					3	23	

Patient Feedback Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self						1	
	Patient					3	22	1
explaining any risks to the treatment?	Self						1	
	Patient					3	21	2
allowing you to make up your own mind?	Self						1	
	Patient					2	23	1
keeping you informed about the progress of your care?	Self						1	
	Patient					2	24	
Overall how effectively did the doctor meet your needs as a patient?	Self						1	
	Patient					2	24	

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	I feel I have a great relationship with my patients and continue working at the age of 71 as I find my practice so enjoyable and fulfilling and he patients seem to appreciate my care and I feel loyalty to them. Gave up invasive practice at age 65 but still feel that I contribute very safe, modern care to my outpatients now. I have extended appointment times to allow all patients to feel comfortable and not rushed. I have appreciated that it is impossible to please everyone all of the time and that there are some patients who are never satisfied and migrate from one cardiologist to another at frequent intervals and do not get upset about that!
Patient	17 years of care.
Patient	Always a pleasure to see and listen to Dr Nathan.
Patient	Always considerate and helpful.
Patient	Dr Nathan gives [illegible text] reassurance about my condition and progress. Always looks at any ways he can 'tweak' things to make me feel better. An amazing doctor.
Patient	Dr Nathan has looked after my heart condition with care and attention over many years.
Patient	Dr Nathan is an amazing doctor who is always understanding, thorough and diligent.
Patient	Excellent and very professional service.
Patient	Excellent service.
Patient	Fantastic service. Problem sorted with ease.

Summary Comments continued

Patient	Has always been considerate and helpful over 20 years.
Patient	Have had consultations for almost 20 years and have always come away fully informed of any problems.
Patient	I am enormously grateful for the many years Dr Nathan has cared for me so well.
Patient	Very satisfied.



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