

**Private and Confidential**

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**CFEP360  
Patient and Colleague Feedback  
Report**

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9 January 2018

Dear Dr Khan

Please find enclosed your report outlining your feedback from the CFEP patient and colleague multisource feedback survey, using the Interpersonal Skills Questionnaire (ISQ) incorporated in the Improving Practice Questionnaire (IPQ), and the Colleague Feedback Evaluation Tool (CFET). The results have been illustrated in tables with associated benchmarks where applicable. Please see the important notes regarding how the benchmarks were generated. Your self assessment data, if completed, has been included for reference. Supporting documents have been provided to help you in the interpretation and understanding of your results.

Your survey resulted in the return of 50 patient (ISQ) questionnaires and 12 colleague (CFET) questionnaires. Please note that in order to generate a full report with reliable and meaningful results, and associated benchmarks, a minimum of 28 returned patient questionnaires and 12 returned colleague questionnaires is required. If less than this number was returned then you will receive an abbreviated report for that element. In the eventuality that 5 or less patient or colleague questionnaires are returned no report will be issued for that survey component.

The report should provide you with a clear reflection of the feedback from your patients and colleagues. It is worth spending time to assimilate the detail to obtain the best understanding of your feedback.

At the outset of the survey process you nominated Dr Claire Renwick to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Dr Claire Renwick has been informed that your report has been sent to you, and as you requested has been sent a copy.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=214210>

Please contact the office on 01392 823766 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your results.

I hope the report provides you with a basis for reflection and useful feedback for future appraisal.

Yours sincerely

CFEP UK Reports Team

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# CFEP360 Report: Introduction

The CFEP patient and colleague questionnaires were designed to help you gain an insight into how your professional behaviour and practice are viewed by your patients and colleagues. The process will also enable you to compare how others perceive you as a doctor with your own personal assessment. Multisource feedback has been found to be a useful way to assess a doctor's performance and is valuable to support appraisal.

This report outlines the information that has been collected and analysed from a sample of your patients (if your current role includes direct consultations with patients) and a range of your colleagues. Full explanation on how to interpret this information can be found in the report and benchmarks are provided where applicable. We hope that this report will offer you clear guidance for your professional development.

## Supporting medical colleague (SMC)

It is important that support is available after receiving any multisource feedback. At the outset of the process, you nominated a supporting medical colleague (SMC), with whom you might wish to discuss the issues raised by the survey: to help pinpoint the positives and negatives, and to help you to work out future goals and a personal development plan. Your SMC has been notified that your report has been sent to you, although only you will have received a copy (unless you or your organisation specified otherwise).

## Benchmarks

Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed the surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.

Benchmarks are based on all doctors working within a specified clinical setting. Where there is sufficient data, additional practitioner and/or speciality specific benchmark data may be provided. Please note that all benchmark data is for guidance only – and relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

## Your feedback

From the report you will be able to clearly pinpoint areas where you did well and also those areas where you may feel that improvements may be needed. The frequency distribution table illustrates the spread of your ratings and can provide an at-a-glance picture of your colleagues' or patients' perception of any given area of performance and the scoring tables allow you to make comparisons with other participating doctors. The graphical overview provides a summary of all the quantitative data in the patient, colleague and self assessment sections of your report, however, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores or comments on which too much emphasis can be placed. The 'reflection guide and review record' may help with this, together with discussion with your SMC.

## Support for reflection

The 'reflection guide and review record' provides a few suggestions as to what to look at in your report and space to write a few notes prior to your meeting with your SMC/appraiser. This has been designed to make your report more relevant to appraisal and enable you to present it as part of your portfolio evidence if desired.

A 'guide to report interpretation' has been provided at the end of your report which explains the tables and charts in a clear step by step format, should this be required.

## Abbreviated reports

If insufficient questionnaires are returned for the patient and/or the colleague component of your multisource feedback survey to make the results meaningful, then an abbreviated report is produced. In these reports, the frequency and distribution of ratings are illustrated together with any comments made. Scores, benchmarks and supporting documentation are not provided to avoid over interpretation of this information.

## Use of data from your report

The data in your report will be held in accordance with the requirements of the Data Protection Act. Your anonymised data will be aggregated with data from all other participating doctors, and may be used in the generation of national performance benchmarks and contribute to scientific literature.

In most circumstances, the feedback report is entirely confidential and would not be shared with anyone else unless specifically requested by the named professional on the report or without their prior knowledge.

The main exceptions to this would be:

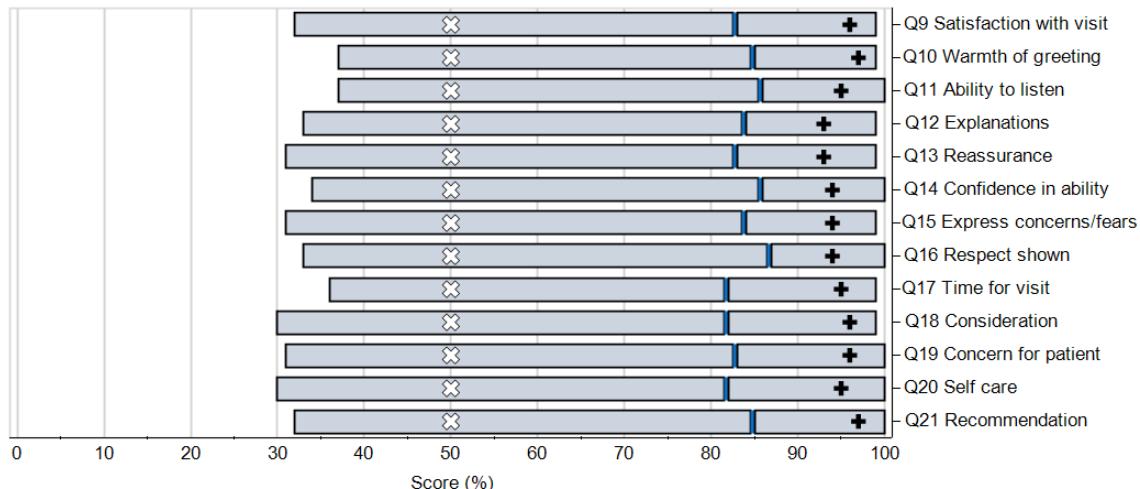
- Where a specific request has been made by the named professional that their supporting medical colleague (SMC) is to receive a copy of the report.
- Where there is a pre designated arrangement with the named professional's organisation/commissioner/appraisal system, or similar, for them to receive a copy of the report (of which the named professional should have been notified by the relevant body prior to survey).

However, in addition to this, in the unlikely event where instances of potential professional misconduct or significantly low scores have been identified or where patient safety may be affected, the feedback will be referred to our Survey Director and the professional's overarching employer/contracting organisation may be contacted and results disclosed as appropriate (information to this extent is provided in the guidelines on our online portal, acceptance of which was acknowledged during the initial stages of the survey process).

# CFEP360 Report: Graphical overview of results

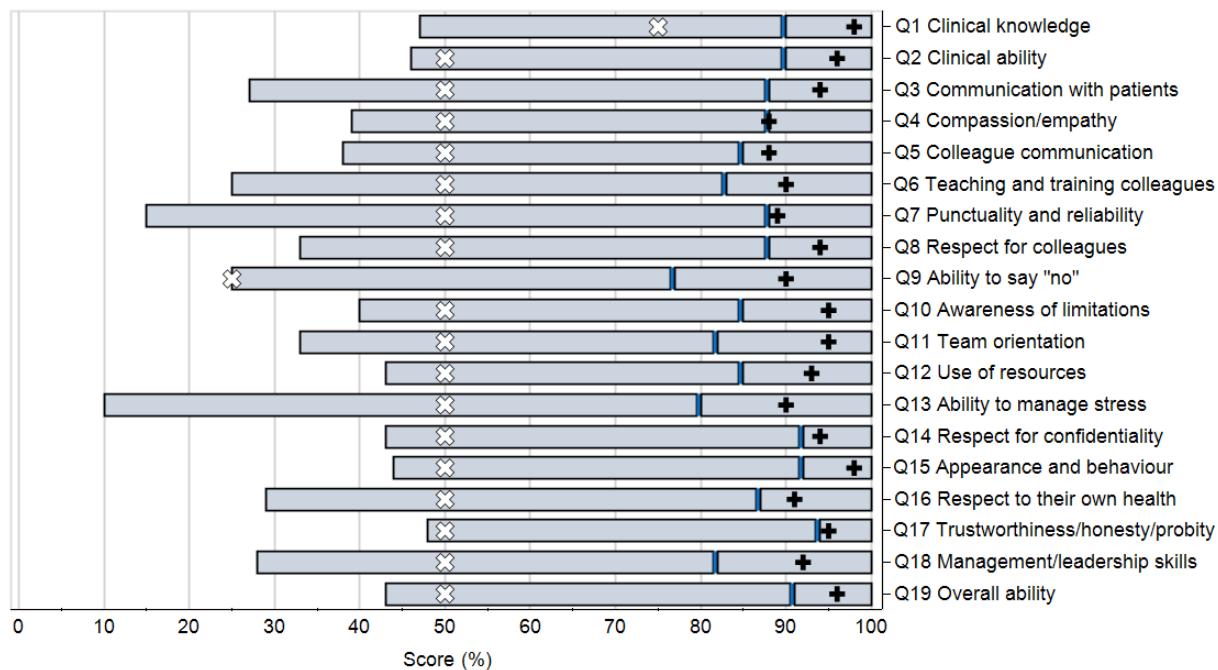
The two graphs below provide a graphical summary of the quantitative data in the patient, colleague and self assessment sections of your report. They illustrate your achieved patient and colleague feedback scores for each question within the questionnaires, together with your self assessment score (if completed). These overlay the range of scores incorporated in the benchmark data (please see important notes about the benchmark data on pages P2 and C2 of your report). This chart should enable you to be able to visually compare how others perceive you as a doctor with your own personal assessment, and also provide you with a sense of how you are performing in relation to other doctors who have completed the surveys.

## Patient feedback

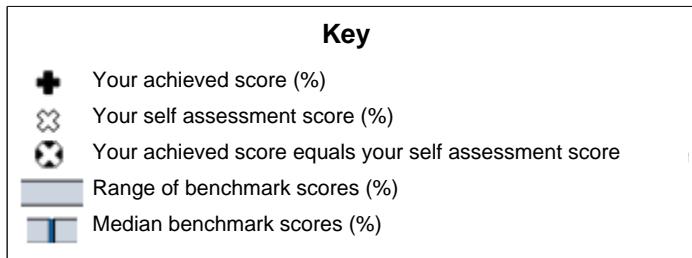


Benchmarks are based on data from 3,903 surveys completed by GPs between April 2010 and December 2013 with 28 or more returned questionnaires.

## Colleague feedback



Benchmarks are based on data from 4,336 surveys completed by GPs between April 2008 and December 2013 with 12 or more returned questionnaires. 11318



\*benchmark data not available

If achieved or self assessment score for any question is not illustrated please refer to relevant scoring tables in your report for clarification.

# Your patient feedback

December 2017\*

\*Date patient questionnaires were received by CFEP.

## Your patient feedback

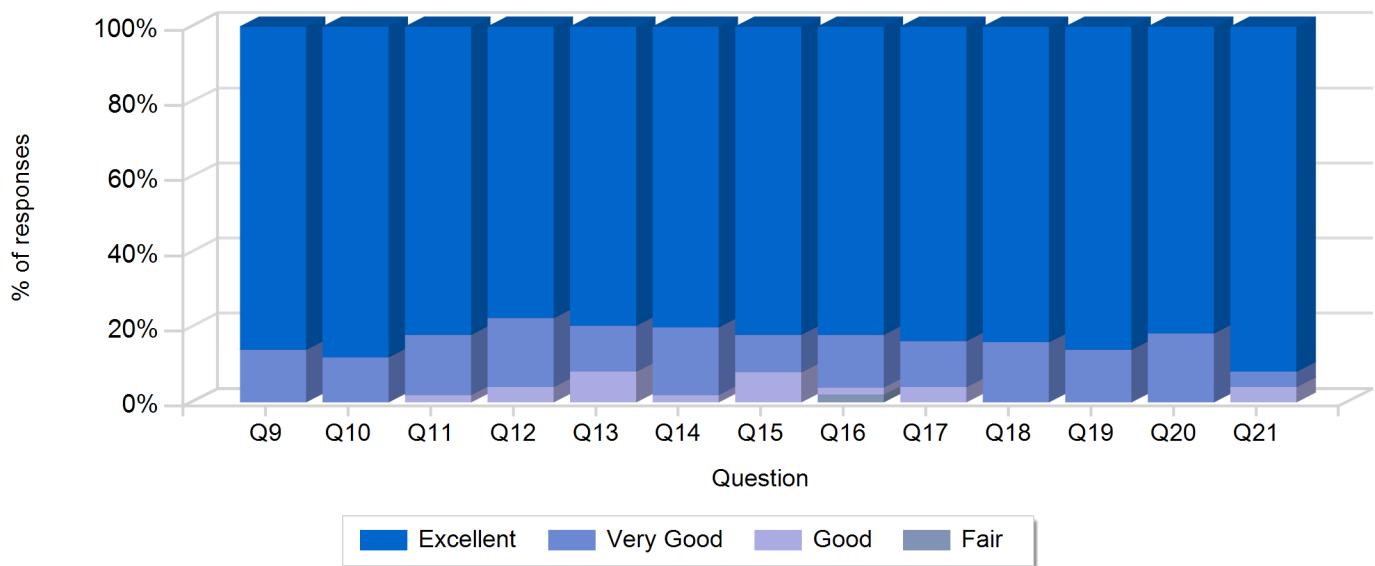
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q9 Satisfaction with visit	0	0	0	7	43	0
Q10 Warmth of greeting	0	0	0	6	44	0
Q11 Ability to listen	0	0	1	8	41	0
Q12 Explanations	0	0	2	9	38	1
Q13 Reassurance	0	0	4	6	39	1
Q14 Confidence in ability	0	0	1	9	40	0
Q15 Express concerns/fears	0	0	4	5	41	0
Q16 Respect shown	0	1	1	7	41	0
Q17 Time for visit	0	0	2	6	41	1
Q18 Consideration	0	0	0	8	42	0
Q19 Concern for patient	0	0	0	7	43	0
Q20 Self care	0	0	0	9	40	1
Q21 Recommendation	0	0	2	2	45	1

Blank/spoilt responses are not included in your mean percentage score analysis.

Your self assessment rating

Graph 1.1: Percentage distribution and frequency of ratings



Please note blank/spoilt responses have not been incorporated in this graphical representation.

## Your patient feedback

Table 1.2: Your mean percentage scores and benchmarks

## Practitioner specific benchmarks: GP

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Satisfaction with visit	97	32	78	83	88	99
Q10 Warmth of greeting	97	37	80	85	89	99
Q11 Ability to listen	95	37	81	86	90	100
Q12 Explanations	93	33	79	84	88	99
Q13 Reassurance	93	31	78	83	87	99
Q14 Confidence in ability	95	34	81	86	90	100
Q15 Express concerns/fears	94	31	79	84	88	99
Q16 Respect shown	94	33	83	87	91	100
Q17 Time for visit	95	36	78	82	87	99
Q18 Consideration	96	30	78	82	87	99
Q19 Concern for patient	97	31	78	83	88	100
Q20 Self care	95	30	77	82	86	100
Q21 Recommendation	97	32	80	85	89	100

\*Benchmarks are based on data from 3,903 surveys completed by GPs between April 2010 and December 2013 with 28 or more returned questionnaires. Please note the reliability of your patient feedback will be reduced if less than 28 patient responses per question is achieved. In the event that there are less than 5 valid patient responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

11093

## Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

## Your patient feedback

Table 1.3: Your mean percentage scores and benchmarks

## Specialty specific benchmarks: GP Partner

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q9 Satisfaction with visit	97	32	79	84	88	99
Q10 Warmth of greeting	97	37	80	85	89	99
Q11 Ability to listen	95	37	81	86	90	100
Q12 Explanations	93	33	80	84	89	99
Q13 Reassurance	93	31	78	83	87	99
Q14 Confidence in ability	95	34	81	86	90	100
Q15 Express concerns/fears	94	31	79	84	88	99
Q16 Respect shown	94	33	83	88	91	99
Q17 Time for visit	95	36	78	83	87	98
Q18 Consideration	96	30	78	82	87	98
Q19 Concern for patient	97	31	78	83	88	99
Q20 Self care	95	30	77	82	86	97
Q21 Recommendation	97	32	80	85	90	100

\*Benchmarks are based on data from 2,926 surveys completed by GP Partners between April 2010 and December 2013 with 28 or more returned questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 28 patient responses per question is achieved. In the event that there are less than 5 valid patient responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectively.

11094

## Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

## Your patient demographics

Table 1.4: Your patient demographics and associated mean percentage scores

	Number of responses	Your mean score (%)	Benchmark data (%)				
			Min	Lower Quartile	Median	Upper Quartile	Max
<b>Age</b>							
Under 25	7	97	31	72	80	87	100
25 - 59	28	97	33	78	84	88	100
60+	14	92	38	81	86	90	99
Blank	1	--	-	-	-	-	-
<b>Gender</b>							
Female	19	95	35	79	84	88	99
Male	28	96	42	79	84	89	100
Blank	3	--	-	-	-	-	-
<b>Visit usual practitioner</b>							
Yes	42	95	47	81	86	90	99
No	5	95	24	74	81	86	100
Blank	3	--	-	-	-	-	-
<b>Years attending</b>							
Less than 5 years	15	97	31	76	83	89	100
5 - 10 years	12	96	34	77	83	89	100
More than 10 years	20	93	38	80	85	89	100
Blank	3	--	-	-	-	-	-

\*Benchmarks are based on data from 3,903 surveys completed by GPs between April 2010 and December 2013 with 28 or more returned questionnaires. Please note the reliability of your patient feedback will be reduced if less than 28 patient responses per category is achieved. In the event that there are less than 5 patient responses in any category, this score will not be illustrated.

See score explanation for percentage score calculation and quartile information.

-- score not provided

- benchmark data not available

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

11093

## Your patient feedback

Table 1.5: Your current and previous mean percentage scores

	Current Scores	April 2015	February 2014	March 2013
Q9 Satisfaction with visit	97	86	92	83
Q10 Warmth of greeting	97	88	93	83
Q11 Ability to listen	95	86	95	85
Q12 Explanations	93	84	96	85
Q13 Reassurance	93	88	95	85
Q14 Confidence in ability	95	89	95	87
Q15 Express concerns/fears	94	84	93	83
Q16 Respect shown	94	85	94	86
Q17 Time for visit	95	78	93	82
Q18 Consideration	96	82	94	79
Q19 Concern for patient	97	83	92	81
Q20 Self care	95	84	93	77
Q21 Recommendation	97	88	95	83

## Your patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

### Any comments about how the doctor/nurse could improve?

- No, nothing.
- This doctor was amazing.
- Look after themselves, works too hard.
- Very happy with the doctor.
- Excellent.
- I can't think of anything as this doctor has given excellent service for many years.
- This doctor treats me like an adult and respects my opinion.
- This doctor is a great doctor.
- Always very helpful.
- Fabulous!
- This doctor is always very attentive and really understands my medical problems.
- Nothing.
- Exceeds my expectations.
- Very thorough and efficient with their time.
- Very helpful. A star of the community.
- This doctor is very helpful and always goes the extra mile.
- They are exceptional compared to my previous GP.
- They were excellent.
- My doctor has helped me over the years with control over my diabetes.
- I am completely satisfied with this doctor.
- Great doctor.

### Any comments about how this practice could improve its service?

- No very happy.
- Can't think of anything.
- Would prefer not to have steps to the practice.
- No need.
- Very happy with this practice.
- Language barrier never a problem at this practice.
- This practice has provided a very high class service over the years. I wish them well and hope they will continue with their dedicated service.
- Good doctor.
- Never needed to make a complaint.
- Very good.
- Very content already.
- Very happy with the practice.
- Always help me.
- Couldn't ask for more. Very happy.
- More appointments. Online booking service. Results of tests to be available on time.
- Great service, keep it up!
- Excellent surgery.
- All fab.

## Your patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

### Any comments about how this practice could improve its service?

- Always good.

# Your colleague feedback

December 2017\*

\*Date last colleague response received by CFEP.

## Your colleague feedback

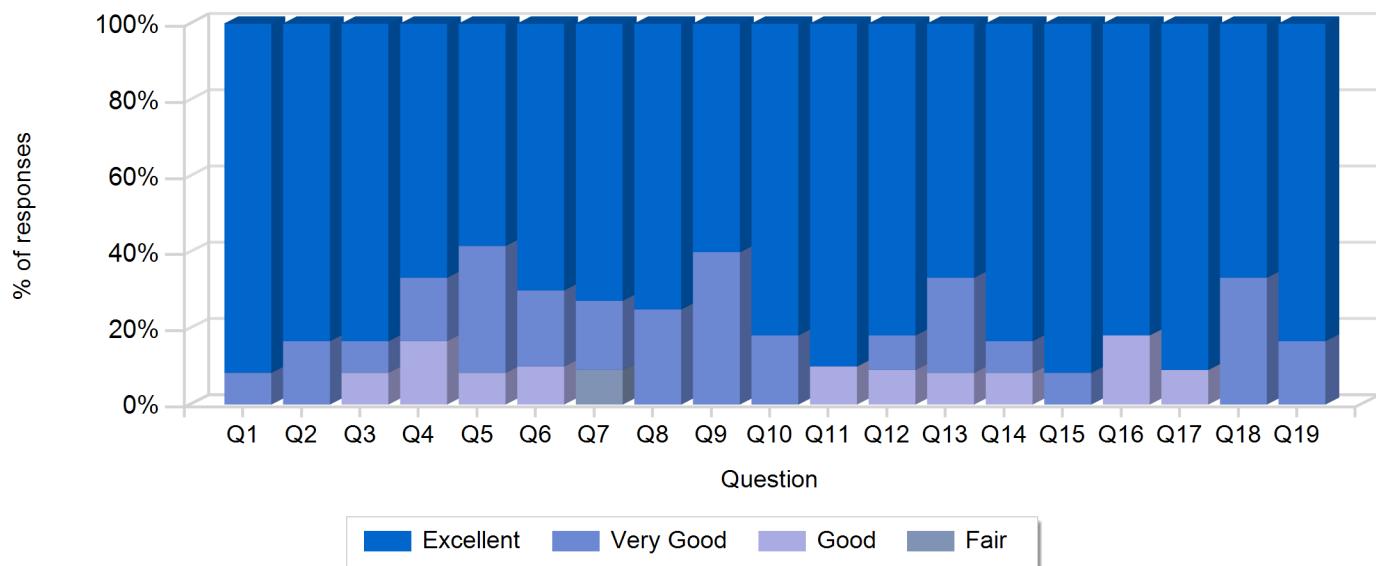
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	0	1	11	0	0
Q2 Clinical ability	0	0	0	2	10	0	0
Q3 Communication with patients	0	0	1	1	10	0	0
Q4 Compassion/empathy	0	0	2	2	8	0	0
Q5 Colleague communication	0	0	1	4	7	0	0
Q6 Teaching and training colleagues	0	0	1	2	7	2	0
Q7 Punctuality and reliability	0	1	0	2	8	1	0
Q8 Respect for colleagues	0	0	0	3	9	0	0
Q9 Ability to say "no"	0	0	0	4	6	2	0
Q10 Awareness of limitations	0	0	0	2	9	1	0
Q11 Team orientation	0	0	1	0	9	2	0
Q12 Use of resources	0	0	1	1	9	1	0
Q13 Ability to manage stress	0	0	1	3	8	0	0
Q14 Respect for confidentiality	0	0	1	1	10	0	0
Q15 Appearance and behaviour	0	0	0	1	11	0	0
Q16 Respect to their own health	0	0	2	0	9	1	0
Q17 Trustworthiness/honesty/probity	0	0	1	0	10	1	0
Q18 Management/leadership skills	0	0	0	4	8	0	0
Q19 Overall ability	0	0	0	2	10	0	0

Blank/spoilt and unable to comment responses are not included in your mean percentage score analysis.

Your self assessment rating

Graph 2.1: Percentage distribution and frequency of ratings



Please note blank/spoilt and unable to comment responses have not been incorporated in this graphical representation.

## Your colleague feedback

Table 2.2: Your mean percentage scores and benchmarks

Practitioner specific benchmarks: GP

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Clinical knowledge	98	47	85	90	94	100
Q2 Clinical ability	96	46	85	90	94	100
Q3 Communication with patients	94	27	81	88	94	100
Q4 Compassion/empathy	88	39	80	88	93	100
Q5 Colleague communication	88	38	77	85	90	100
Q6 Teaching and training colleagues	90	25	77	83	90	100
Q7 Punctuality and reliability	89	15	80	88	94	100
Q8 Respect for colleagues	94	33	81	88	93	100
Q9 Ability to say "no"	90	25	71	77	83	100
Q10 Awareness of limitations	95	40	79	85	89	100
Q11 Team orientation	95	33	75	82	88	100
Q12 Use of resources	93	43	80	85	90	100
Q13 Ability to manage stress	90	10	72	80	86	100
Q14 Respect for confidentiality	94	43	88	92	96	100
Q15 Appearance and behaviour	98	44	87	92	96	100
Q16 Respect to their own health	91	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	95	48	90	94	96	100
Q18 Management/leadership skills	92	28	75	82	88	100
Q19 Overall ability	96	43	86	91	95	100

\*Benchmarks are based on data from 4,336 surveys completed by GPs between April 2008 and December 2013 with 12 or more returned questionnaires. Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per question is achieved. In the event that there are less than 5 valid colleague responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

11318

## Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

## Your colleague feedback

Table 2.3: Your mean percentage scores and benchmarks

## Specialty specific benchmarks: GP Partner

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Clinical knowledge	98	47	86	91	95	100
Q2 Clinical ability	96	46	86	91	95	100
Q3 Communication with patients	94	38	81	88	94	100
Q4 Compassion/empathy	88	44	80	88	93	100
Q5 Colleague communication	88	40	77	84	90	100
Q6 Teaching and training colleagues	90	25	77	84	90	100
Q7 Punctuality and reliability	89	15	80	89	94	100
Q8 Respect for colleagues	94	33	80	88	93	100
Q9 Ability to say "no"	90	33	71	78	83	100
Q10 Awareness of limitations	95	40	80	85	89	100
Q11 Team orientation	95	33	75	83	88	100
Q12 Use of resources	93	45	81	86	90	100
Q13 Ability to manage stress	90	10	73	80	87	100
Q14 Respect for confidentiality	94	43	88	93	96	100
Q15 Appearance and behaviour	98	44	87	92	96	100
Q16 Respect to their own health	91	29	81	87	91	100
Q17 Trustworthiness/honesty/probity	95	48	90	94	97	100
Q18 Management/leadership skills	92	38	75	83	89	100
Q19 Overall ability	96	43	87	92	95	100

\*Benchmarks are based on data from 2,762 surveys completed by GP Partners between April 2008 and December 2013 with 12 or more returned questionnaires.

Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per question is achieved. In the event that there are less than 5 valid colleague responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

11320

## Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

## Your colleague demographics

Table 2.4: Your colleague demographics and associated mean percentage scores

Colleague type	Number of responses	Your mean score (%)	Benchmark data (%) <sup>*</sup>				
			Min	Lower Quartile	Median	Upper Quartile	Max
Doctor	5	96	45	79	85	89	99
Other healthcare professional	4	90	50	84	89	93	100
Non-clinical colleague	3	92	50	83	89	93	99

\* Benchmarks are based on data from 4,336 surveys completed by GPs between April 2008 and December 2013 with 12 or more returned questionnaires.

11318

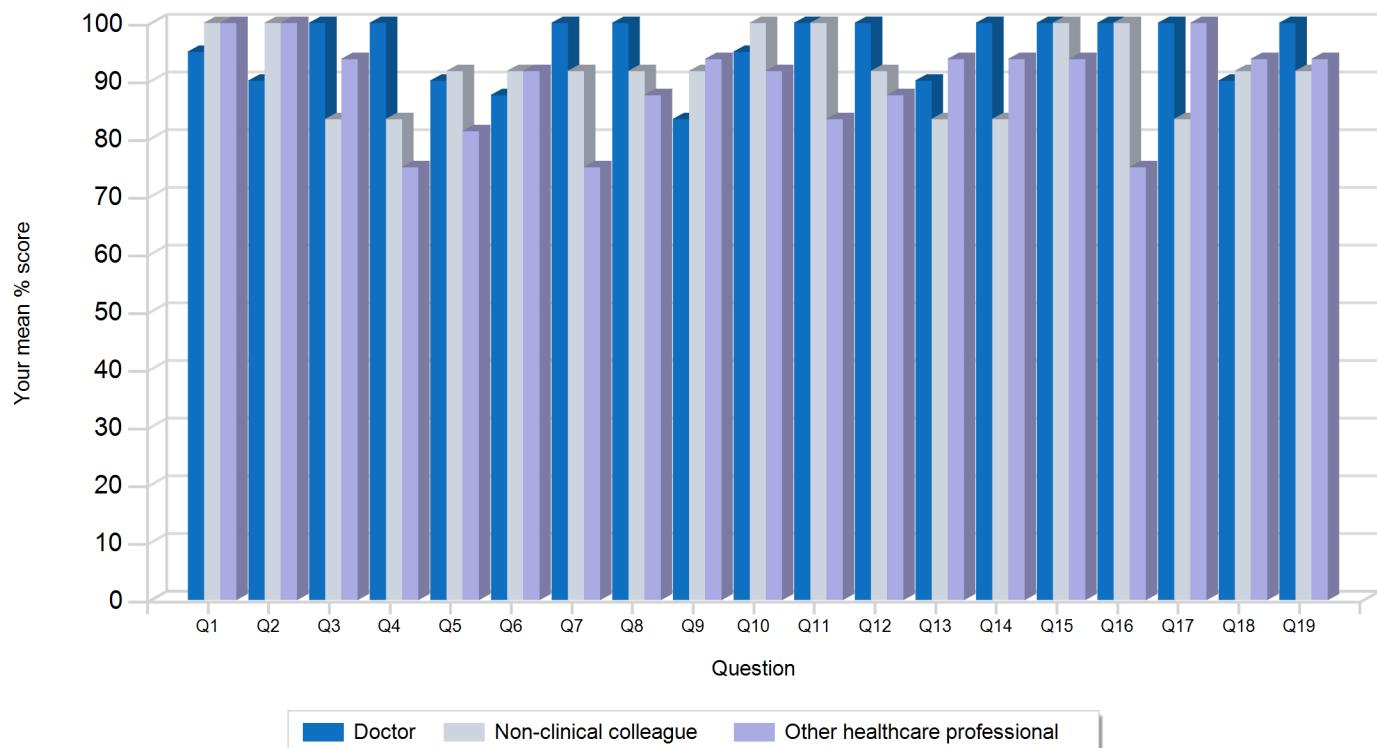
Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category is achieved.

In the event that there are less than 3 colleague responses in any colleague category, scores will not be illustrated.

See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

Graph 2.2 Mean percentage scores for each question by colleague type



Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category and/or question is achieved. In the event that there are less than 3 responses from any colleague type for a given question, the corresponding bars for that question in the chart above will not be displayed.

## Your colleague feedback

Table 2.5: Your current and previous mean percentage scores

	Current Scores	February 2014
Q1 Clinical knowledge	98	95
Q2 Clinical ability	96	93
Q3 Communication with patients	94	92
Q4 Compassion/empathy	88	93
Q5 Colleague communication	88	82
Q6 Teaching and training colleagues	90	83
Q7 Punctuality and reliability	89	88
Q8 Respect for colleagues	94	88
Q9 Ability to say "no"	90	84
Q10 Awareness of limitations	95	93
Q11 Team orientation	95	89
Q12 Use of resources	93	87
Q13 Ability to manage stress	90	82
Q14 Respect for confidentiality	94	93
Q15 Appearance and behaviour	98	96
Q16 Respect to their own health	91	93
Q17 Trustworthiness/honesty/probity	95	92
Q18 Management/leadership skills	92	92
Q19 Overall ability	96	93

## Your colleague comments

From the free text component of the questionnaire.

All comments are included in their entirety.

### Other strengths of this doctor?

- Very experienced clinician. Bilingual Recently passed MRCGP which many GPs at this stage of their career would find very daunting. Applying prodigious energy to the challenge of type 2 diabetes in practice with improved outcomes already.
- The GP has many positive attributes in terms of his current role. Dr Khan is a dedicated and strong member of the team providing excellent care for his patients at surgery. He has had a plethora of excellent feedback from patients for his high standard of care and astute knowledge of clinical matters. Both patients and colleagues have positive feedback for Dr Khan. He has much specialist interest which has been excellent for patients. In addition Dr Khan is an excellent teacher/mentor and provides weekly training session to staff.
- Always helps us with seeing extra patients when we get so busy, also when we are busy he comes out and help with telephones, etc.
- Always prompt to answer any queries regarding patients and alternative medication. Remains up to date with current guidelines and knowledge and implements changes quickly. Manages to maintain a professional yet friendly working attitude.
- Excellent doesn't need to improve.
- Empathy with patients and always willing to go the 'extra mile' to ensure patients access timely healthcare from the most appropriate speciality. Takes time to listen.
- Shows a very committed approach to continuous professional development. A very reflective practitioner who is constantly comparing his practice with emerging evidence of Best Practice by engaging in peer discussion and through a mix of external and personal study.
- Dr Khan can be contacted easily via reception or by telephone and he always responds quickly. He is excellent as a listener and as a clinician makes one feel at ease during consultations. If there is a need, he shows no hesitation in discussing with his colleagues who are also exceptionally professional and knowledgeable. One would find it easy to discuss the treatment with Dr Khan and he would always show great interest in explaining the details. He is well respected by his team as well as his patients and a lot of this goes to his bedside manner and ability to handle a situation. His communication skills are excellent and in a community with multi lingual population he has done very well. Dr Khan's patients are encouraged to make the most of the internet facilities for communication and for booking appointments. He provides excellent immunisation facilities and to my best knowledge the uptake is very good. Overall he is an excellent role model for providing primary care to a busy practise.

### How could this doctor become more effective?

- Management skills untapped locally through no fault of his own.
- He does so much work I don't think he could do anymore than he does come in weekends to do work and clinical reporting, etc.
- Phone in prescriptions could be written up and issued back to the pharmacy more efficiently.
- Consider expanding use of technologies for primary care investigations. Encourage use of treatment/management advice access for secondary care.
- Any possible improvements to the practise premises and the infra-structure should help Dr Khan to improve the overall services.

# Self assessment

November 2017

## Comparison of self assessed scores with patient scores

Table 3.1: Comparison of self assessment and patient scores

Patient question	Your assessment (as on original questionnaire)	Your assessment (equivalent percentage score)*	Patient assessment (overall mean percentage score)*
Q1 Satisfaction with this visit	Good	50	97
Q2 Warmth of greeting	Good	50	97
Q3 Ability to listen	Good	50	95
Q4 Explanations	Good	50	93
Q5 Reassurance	Good	50	93
Q6 Confidence in ability	Good	50	95
Q7 Express concerns	Good	50	94
Q8 Respect shown	Good	50	94
Q9 Time for visit	Good	50	95
Q10 Consideration	Good	50	96
Q11 Concern for patient	Good	50	97
Q12 Take care of myself	Good	50	95
Q13 Recommendation	Good	50	97

\*See score explanation for percentage score calculation

## Comparison of self assessed scores with colleague scores

Table 3.2: Comparison of self assessment and colleague scores

Colleague question	Your assessment (as on original questionnaire)	Your assessment (equivalent percentage score)*	Colleague assessment (overall mean percentage score)*
Q1 Clinical knowledge	Very Good	75	98
Q2 Clinical ability	Good	50	96
Q3 Communication with patients	Good	50	94
Q4 Compassion/empathy	Good	50	88
Q5 Colleague communication	Good	50	88
Q6 Teaching and training colleagues	Good	50	90
Q7 Punctuality and reliability	Good	50	89
Q8 Respect for colleagues	Good	50	94
Q9 Ability to say "no"	Fair	25	90
Q10 Awareness of limitations	Good	50	95
Q11 Team orientation	Good	50	95
Q12 Use of resources	Good	50	93
Q13 Ability to manage stress	Good	50	90
Q14 Respect for confidentiality	Good	50	94
Q15 Appearance and behaviour	Good	50	98
Q16 Respect to their own health	Good	50	91
Q17 Trustworthiness/honesty/probity	Good	50	95
Q18 Management/leadership skills	Good	50	92
Q19 Overall ability	Good	50	96

\*See score explanation for percentage score calculation

– no self assessment score provided

## Your personal comments

### Your other strengths?

- Hard working.
- Respect for colleagues.
- Hardly ever say no.
- Not confrontational.

### How could you become more effective?

- Effective use of time.

## Supporting documents

## Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%. Non-rated responses (blank/spoilt or unable to comment) are not used in the score calculations. (A blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or the questionnaire was defaced).

Example from your Q9 Satisfaction with visit

Total number of patient responses = 50

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	0	0	7	43	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of patient responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (0 \times 25) + (0 \times 50) + (7 \times 75) + (43 \times 100)}{(50 - 0)}$$

Your mean percentage score for Q9 = 97%

## Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents 1/4 of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of doctors, and as such may be artificially high.

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q9 Satisfaction with visit	97	32	78	83	88	99

11093

\*Benchmarks are based on data from 3,903 surveys completed by GPs between April 2010 and December 2013 with 28 or more returned questionnaires.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

## Reflection guide and review record

Listed below are a few suggestions as to what to look for in your report and what actions, if any, you may think worthwhile to take as a result of your patient and colleague feedback.

*NB We advise use of this template only where 'full' (not 'abbreviated') patient and/or colleague feedback report components have been outlined, where there is sufficient feedback for scores and benchmarks to be provided.*

Please look at Tables 1.1 and 1.2 (patient feedback) and Tables 2.1 and 2.2 (colleague feedback). It is important to look at the spread of the ratings and not just scores achieved. One or two higher or lower ratings for any one question may affect your scores considerably.

### In which areas did you perform well?

Patient feedback	Colleague feedback

### Are there any areas which you feel may benefit from further development?

Patient feedback	Colleague feedback

## 2. Please look at your patient and colleague comments

### Which comments are you most happy with?

Patient feedback	Colleague feedback

### Which comments are you least happy with?

Patient feedback	Colleague feedback

### Are there any recurrent themes in the patient and/or colleague comments? Do they tie up with achieved scores?


## Reflection guide and review record

### 3. Please look at the self assessment section (Tables 3.1 and 3.2)

Do your self assessment ratings tie up with achieved scores? Are there specific areas where they deviate more than others?

Patient feedback

Colleague feedback

Are you perceived by patients and/or colleagues as you would have expected?

### 4. Planning for the future - having reflected on all the feedback

What do you feel are your areas of greatest strength? What concrete things can you do to build on these? Do you need any resources for this?

What do you feel are your areas of least strength? What concrete things can you do to develop these? Do you need any resources for this?

### 5. Can you identify any goals from this reflection? (It may be helpful to categorise both positive and negative issues raised into 'keep doing', 'start/do more', 'stop/do less' and 'consider' categories)

1.

2.

3.

4.

## Guide to report interpretation

This document may be useful in guiding you through the tables and information contained within the report to enable you to fully contemplate your feedback. For clarity, it has been subdivided according to the layout of the report. The patient and colleague feedback sections follow a similar format, but have been outlined individually for clarity.

Please note if you have received an abbreviated report for either the patient or the colleague component of your multisource survey, the associated section of this document will not be applicable.

## Graphical overview

This provides an **overview of all your achieved patient and colleague scores together with your self assessment scores**. The range and median of the patient and colleague benchmark data have been incorporated. From this chart you will be able to compare how others perceive you as a doctor with your own personal assessment and also allow you to compare your achieved scores with other doctors who have completed the survey. Please see the footers of tables 1.2 and 2.2 to explain the provenance and limitations of the benchmark data.

You may find it easier to interpret this information after having considered each component of your report separately as detailed below.

## Patient feedback

The **frequency distribution table** (table 1.1) shows the number of patient ratings from poor to excellent (valid responses) and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with the subject area defined in each question. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in the following scoring tables.

Superimposed in grey on the frequency distribution table is your self assessed rating for each question. This allows you to see where your personal rating lies within all your patient ratings.

Graph 1.1 provides a visual representation of the distribution of all your ratings for each question. Blank/spoilt responses are not illustrated.

The **mean percentage score and benchmark table/s** illustrate your mean percentage scores for each question calculated from the data in table 1.1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage. A more detailed explanation of this calculation can be found on the 'Details of score calculation' page.

It has been established by our statisticians that the reliability of your patient feedback for any one question will be reduced if less than 28 valid patient responses is achieved (this number can be determined from table 1.1). In the event that there are less than 5 valid patient responses, the corresponding score for the question will not be illustrated.

Your mean percentage scores for each question have been displayed together with associated benchmark data to indicate how your score falls within the benchmark data. The median value has been shaded in grey. The median divides the benchmark dataset in half – so it effectively represents the 'middle' achieved mean percentage score achieved by all doctors in the dataset: the lowest half of scores fall below this value and the highest half of scores fall above this value. The highest 25% of doctors' scores fall above the upper quartile value; the lowest 25% of doctors' scores fall below the lower quartile value. The provenance and any limitations of the benchmark data is provided in the footer below the table.

A further mean percentage score and benchmark table, broken down according to each patient 'demographic' group detailed on the questionnaire, has been included. This table also provides the number of patients responding in each group.

If you have carried out this survey previously, a table is provided to compare your current scores for each question together with scores from up to 3 previous surveys.

**Patient comments** usually reflect scores achieved. However, comments can pinpoint other more specific issues identified by the patient related to their consultation or treatment. Any recurrent themes in the comments should be noted. In order to ensure patient anonymity, and to encourage honest response, any personal identifiers have been removed.

## Colleague feedback

The **frequency distribution table** (table 2.1) shows the number of colleague ratings from poor to excellent (valid responses) and the number of 'blank/spoilt' responses for every question (a blank response is where a colleague did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of colleagues surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction colleagues have with the subject area defined in each question. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in the following scoring tables.

Superimposed in grey on the frequency distribution table is your self assessed rating for each question. This allows you to see where your personal rating lies within all your colleague ratings.

Graph 2.1 provides a visual representation of the distribution of all your ratings for each question. Blank/spoilt responses are not illustrated.

The **mean percentage score and benchmark table/s** illustrate your mean percentage scores for each question calculated from the data in table 2.1. Each score is the mean (average) score calculated from valid colleague ratings (i.e. not the blank/spoilt responses) expressed as a percentage.

A more detailed explanation of this calculation can be found on the 'Details of score calculation' page. It has been established by our statisticians that the reliability of your colleague feedback for any one question will be reduced if less than 12 valid colleague responses is achieved (this number can be determined from table 2.1). In the event that there are less than 5 valid colleague responses, the corresponding score for the question will not be illustrated.

Your mean percentage scores for each question have been displayed together with associated benchmark data to indicate how your score falls within the benchmark data. The median value has been shaded in grey. The median divides the benchmark dataset in half – so it effectively represents the 'middle' achieved mean percentage score achieved by all doctors in the dataset: the lowest half of scores fall below this value and the highest half of scores fall above this value. The highest 25% of doctors' scores fall above the upper quartile value; the lowest 25% of doctors' scores fall below the lower quartile value. The provenance and any limitations of the benchmark data is provided in the footer below the table.

A further mean percentage score and benchmark table, broken down according to the professional status of your colleague i.e. doctor, other healthcare professional or non-clinical colleague, has been provided in order for you to assess if there is any difference in scoring between professions. This table also provides the number of colleagues responding in each group.

If you have carried out this survey previously, a table is provided to compare your current scores for each question together with scores from up to 3 previous surveys.

**Colleague comments** usually reflect scores achieved. However, comments can pinpoint other more specific issues identified by colleagues in relation to professional behaviours. Any recurrent themes in the comments should be noted. Please note: colleague comments are included in their entirety (colleagues have been informed of this on the questionnaire itself).

## Self assessment

Tables 3.1 and 3.2 allow you to compare your own self assessed scores with achieved scores for both the patient and colleague components. Rating descriptor options which you selected on completion of the survey are equated to mean percentage score values to aid interpretation.

If you provided written comment, these will be displayed in this section.

# Improving Practice Questionnaire



Org ID	Survey ID
Practitioner ID	

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

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

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

Poor Fair Good Very good Excellent

1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>				
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>				
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>				
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>				
5 Chances of seeing a doctor/nurse of <u>your choice</u>	<input type="checkbox"/>				
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>				
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>				
8 Length of time waiting in the practice	<input type="checkbox"/>				

### About the doctor/nurse (whom you have just seen)

Poor Fair Good Very good Excellent

9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>				
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>				
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>				
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>				
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>				
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>				
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>				
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>				
17 The amount of time given to me for this visit was	<input type="checkbox"/>				

Please turn over ↗

**About the doctor/nurse (continued....)**

Poor Fair Good Very good Excellent

18 This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>				
19 The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>				
20 The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>				
21 The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>				

**About the staff**

Poor Fair Good Very good Excellent

22 The manner in which you were treated by the reception staff	<input type="checkbox"/>				
23 Respect shown for your privacy and confidentiality	<input type="checkbox"/>				
24 Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>				

**Finally**

Poor Fair Good Very good Excellent

25 The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>				
26 The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>				
27 The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>				
28 The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>				

Any comments about how this practice could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years?	Are you:	Was this visit with your usual clinician?	How many years have you been attending this practice?
<input type="checkbox"/> Under 25 <input type="checkbox"/> 25-59 <input type="checkbox"/> 60+	<input type="checkbox"/> Female <input type="checkbox"/> Male	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Less than 5 years <input type="checkbox"/> 5-10 years <input type="checkbox"/> More than 10 years

**Thank you for your time and assistance**

# Colleague Feedback Evaluation Tool



Org ID
Survey ID
Colleague ID

Doctor's name:

You can help this doctor with their appraisal and revalidation

Your colleague would welcome your honest feedback

- All feedback will be collated and presented to your colleague
- Individual ratings will remain totally anonymous
- Any comments will be fed back in their entirety

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

Please rate your colleague according to the following areas:		Poor	Fair	Good	Very Good	Excellent	Unable to comment
<b>1 Clinical knowledge</b>		<input type="checkbox"/>					
<i>i poor - does not keep knowledge up to date; misinformed excellent - evidence aware; regularly updates knowledge</i>							
<b>2 Clinical ability</b>		<input type="checkbox"/>					
<i>i poor - examination technique deficient; does not recognise serious illness quickly excellent - careful examination and investigation; can detect serious illness quickly</i>							
<b>3 Communication with patients</b>		<input type="checkbox"/>					
<i>i poor - doesn't listen well, poor explanations, fails to keep patient informed excellent - listens well, good explanations, keeps patients informed</i>							
<b>4 Compassion/empathy</b>		<input type="checkbox"/>					
<i>i poor - fails to recognise or explore patients' fears and/or concerns excellent - actively seeks patients' fears and concerns, recognises and responds to them</i>							
<b>5 Communication with colleagues</b>		<input type="checkbox"/>					
<i>i poor - fails to record all consultations, records illegible, fails to talk to colleagues excellent - clear and concise records, intelligible and detailed treatment plan; seeks to meet and talk to colleagues</i>							
<b>6 Teaching and training colleagues</b>		<input type="checkbox"/>					
<i>i poor - fails to share their knowledge or help others to learn excellent - seeks to share their knowledge effectively and assist others in learning</i>							
<b>7 Punctuality and reliability</b>		<input type="checkbox"/>					
<i>i poor - fails to start on time, unpredictable, clinics/surgeries often run late, leaves early excellent - starts on time, reliable, sensitivity to running surgeries/clinics to schedule</i>							
<b>8 Respect for colleagues</b>		<input type="checkbox"/>					
<i>i poor - selfish, arrogant and insensitive to colleagues' needs or work pressures excellent - sensitive to others' needs, actively seeks to offer colleagues help if needed</i>							
<b>9 Ability to say "no"</b>		<input type="checkbox"/>					
<i>i poor - always says "yes" without respect to self or others, fails to set limits excellent - aware of need to shape appropriate demand by patients and colleagues</i>							
<b>10 Awareness of limitations</b>		<input type="checkbox"/>					
<i>i poor - arrogant and egotistical, takes on responsibility beyond competence, takes unwise risks excellent - aware of competence limits, takes risks wisely, seeks help from others when needed</i>							
<b>11 Team orientation</b>		<input type="checkbox"/>					
<i>i poor - delegates excessively or not enough, selfish and uncompromising, demeans colleagues excellent - delegates appropriately, seeks to reach compromise, encourages colleagues</i>							

	Poor	Fair	Good	Very Good	Excellent	Unable to comment
12 Use of resources	<input type="checkbox"/>					
i poor - withholds necessary treatments or profligates without sensitivity to budgetary constraints, unwilling to compare their behaviour with others excellent - uses resources wisely and prudently, prepared to justify their actions, actively seeks peer review and comparisons						
13 Ability to manage stress	<input type="checkbox"/>					
i poor - overtly displays emotions (e.g. anger, tears, sulks), vulnerable to depression, takes problems out on themselves or others excellent - displays emotions appropriately, aware of vulnerabilities and seeks help when needed						
14 Respect for confidentiality with patients and colleagues	<input type="checkbox"/>					
i poor - gossips, handles confidential data carelessly excellent - sensitive to confidentiality issues, respects confidences entrusted by colleagues unless a risk to others						
15 Appearance and behaviour	<input type="checkbox"/>					
i poor - personal hygiene or appearance deficient, behaviour in or out of work likely to bring professional reputation into disrepute excellent - well presented, behaviour in keeping with professional status in and out of work						
16 Respect to their own health	<input type="checkbox"/>					
i poor - ignores own physical or psychological health, fails to achieve work-life balance, fails to seek help for illnesses, self diagnoses and medicates - abuses drink or drugs excellent - actively seeks to maintain healthy mind and body, good work-life balance, seeks medical help promptly when needed - sober						
17 Trustworthiness/honesty/probity	<input type="checkbox"/>					
i poor - dishonest, fraudulent or fails to speak honestly, lies and deceives excellent - honest and trusted, displays probity and declares conflicting interests						
18 Management/leadership skills	<input type="checkbox"/>					
i poor - fails to take any responsibility or overtly dominates, fails to manage or supervise others e.g. Junior doctors excellent - takes responsibility within skills and limitations, takes fair share of management roles, supervises and manages others						
19 Overall ability as a doctor	<input type="checkbox"/>					
i Compared with a peer						

! Your colleague would welcome any comments on the following (please note these will be included in their report in their entirety. Please comment about changeable behaviour and not personality traits, and in a manner in which you would like to receive a comment yourself).

Other strengths of this doctor?

How could this doctor become more effective?

Are you a:  Doctor       Other healthcare professional  
 Non-clinical colleague

Are you:  Female  
 Male

Thank you for your time and assistance



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