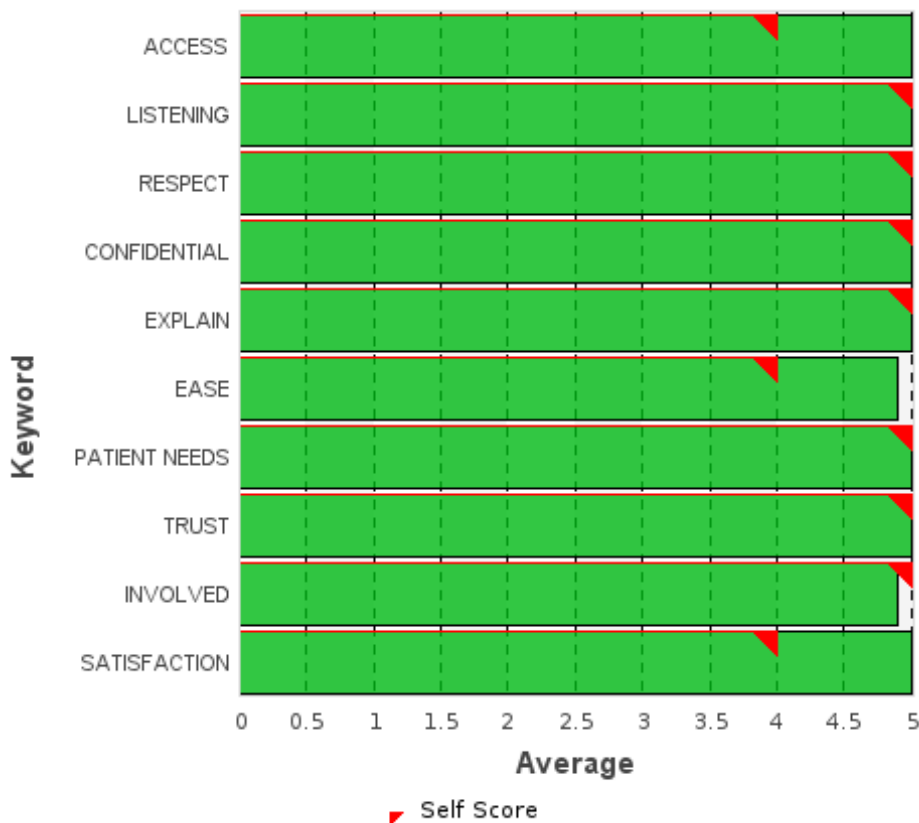


Patient/User Feedback - 03/05/2017

Your Result

Name	Mr Dominic Dodd
Role Appraised	Patient / Service User
Pack Prepared Date	03/05/2017
Report Date	Tuesday 26 September 2017
Number of Replies	22
Number of Patients / Service Users Selected	31
Self Appraisal Completed	Yes



The following are the average scores of the responses from your contacts who have so far responded. The scores are based around the following:

5 = **All of the time**, 4 = **Most of the time**, 3 = **Sometimes/unsure**,
2 = **Not enough**, 1 = **Not at all**

Average scores at 3 or below are highlighted as areas for possible further development.

Once you have received as many responses as you believe you will get (normally around 3 weeks and do not expect 100% response rate - note: you cannot identify who has or has not responded) you can use the Print button to print this report for future use / discussion / filing.

Keyword: Access

Question 1: Did I or my colleagues provide appropriate treatment for you when you required it? Average: 5

Suggestion: Appears satisfactory currently.

Comment: Much quicker than expected in fact really pleased.

Keyword: Listening

Question 2: Did I listen carefully to you? Average: 5

Suggestion: Appears satisfactory currently.

Keyword: Respect

Question 3: Did I treat you politely with respect and dignity? Average: 5

Suggestion: Appears satisfactory currently.

Comment: Excellent bedside manner.

Keyword: Confidential

Question 4: Did I keep your personal information confidential? Average: 5

Suggestion: Appears satisfactory currently.

Keyword: Explain

Question 5: Did I explain your condition & treatment to you? Average: 5

Suggestion: Appears satisfactory currently.

Keyword: Ease

Question 6: Did you feel enough at ease to raise all the concerns you might have? Average: 4.9

Suggestion: Appears satisfactory currently.

Comment: Very open and friendly, easy to talk to.

Comment: Not much time for discussion.

Keyword: Patient needs

Question 7: Did I assess your condition, treatment & personal needs? Average: 5

Suggestion: Appears satisfactory currently.

Keyword: Trust

Question 8: Do you have trust and confidence in what I have said and done for you? Average: 5

Suggestion: Appears satisfactory currently.

Comment: Big improvement - but only just had 2nd treatment.

Keyword: Involved

Question 9:Were you involved in deciding what was in your care plan including your treatment? **Average: 4.9**

Suggestion: Appears satisfactory currently.

Comment: I feel like a full and proper explanation and the best course of action was given.

Keyword: Satisfaction

Question 10:Overall, were you satisfied with the service you received from me? **Average: 5**

Suggestion: Appears satisfactory currently.

Comment: Excellent service provided by Mr Dodd. Thank you.

Comment: I was very satisfied with my car thank you.

Comment: The care I received from Dr Dodd and his team plus the staff of the HDU could not have been any better.

Comment: I found Dr Dodds a very nice doctor.

Comment: Aftercare need some attention.

Comment: Many thanks to all involved in the operation and after care.

Comment: Yes, you were really approachable and I felt at ease the whole time. It was an added bonus.

Comment: Excellent overall service. Could not have been better.

Comment: The treatment is not guaranteed but hopefully will work.Should have a follow up appointment in about 3 months after treatment.