

**Lester Barr** 19 April 2017

# Patient Feedback Report

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**EDGECUMBE** DOCTOR 360°

## Introduction

This report is based on the Doctor 360° questionnaires completed by yourself and your patients.

For each question, your performance scores are broken down, comparing your own rating with that of your patients and our benchmark. The bar graphs also show the number of patients who rated each question and the range of ratings.

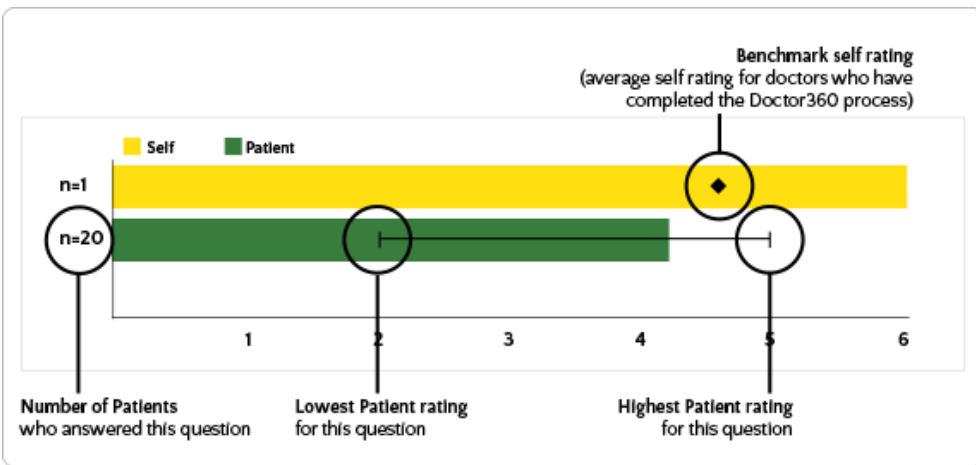
The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

## Understanding Your Report

Each question was rated using the following scale:

- 6 => Extremely effective/excellent
- 5 => Very effective/very good
- 4 => Effective/good
- 3 => Mostly effective/satisfactory
- 2 => Partially effective/less than satisfactory
- 1 => Not effective/poor
- C/C => Cannot Comment

On the next page is an annotated example of the charts that appear in this report.

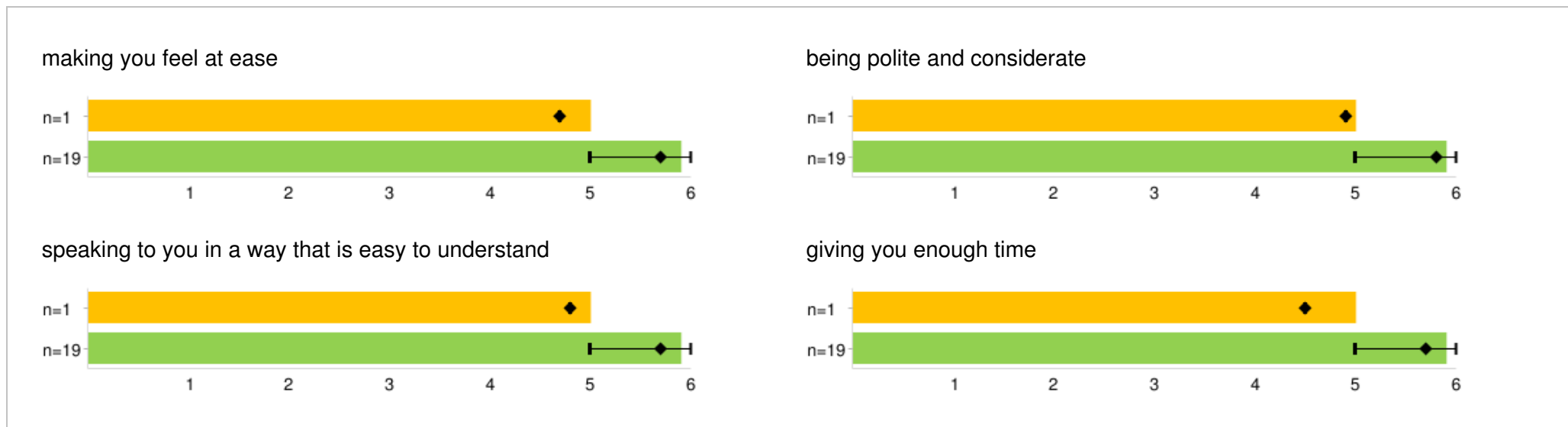


## Patient feedback

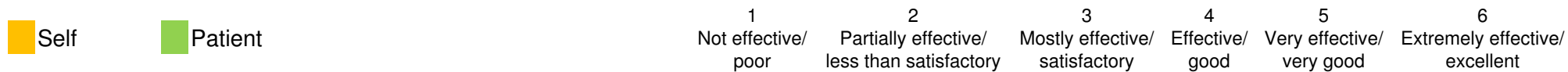
### Summary



### How effective am I in...



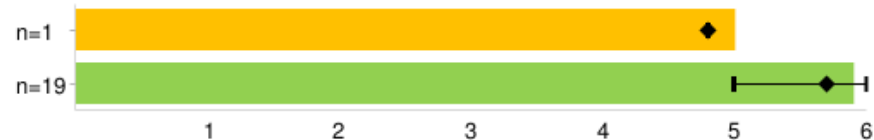
How effective am I in...



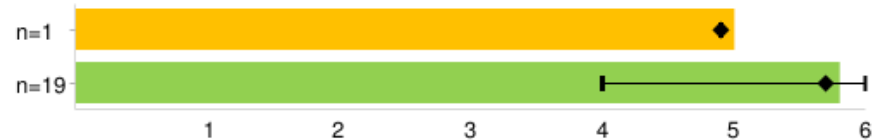
doing their best to find out what you might be worried about



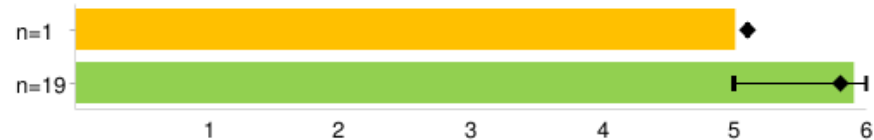
listening to you



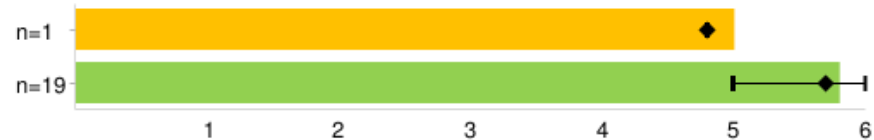
taking account of your medical history



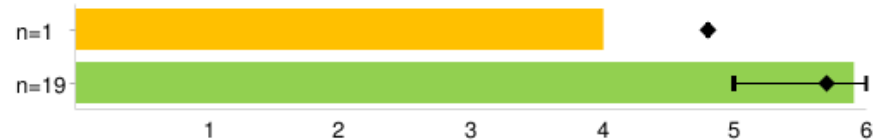
treating you with dignity



involving you in deciding how to handle the problem(s) you discussed



making you confident in my ability to provide safe care

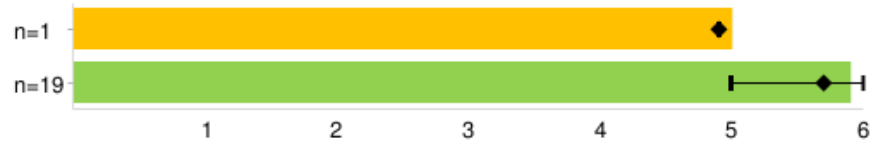


**How effective am I in...**

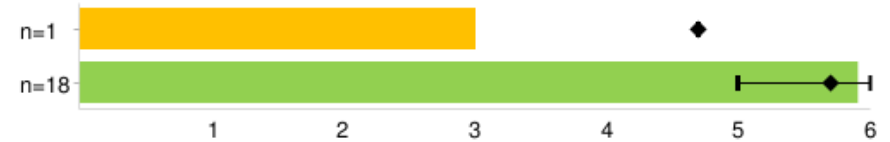
 Self     Patient

1 Not effective/poor    2 Partially effective/less than satisfactory    3 Mostly effective/satisfactory    4 Effective/good    5 Very effective/very good    6 Extremely effective/excellent

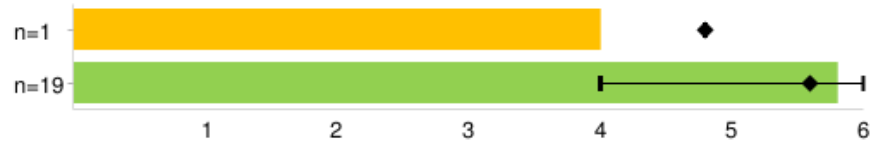
ensuring you get the advice/investigation or treatment needed



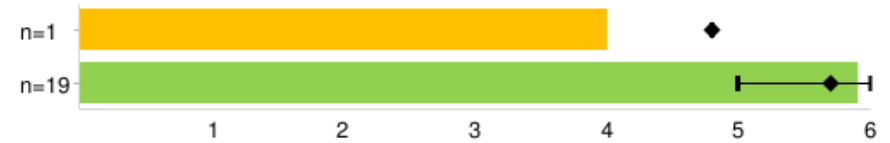
checking with you that you are happy with the planned treatments or tests



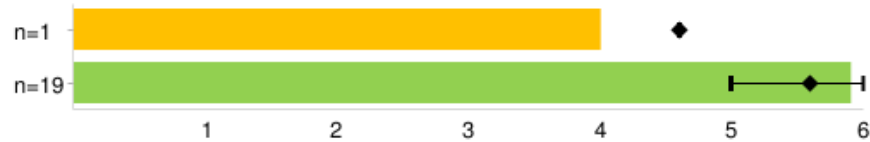
encouraging you to ask questions



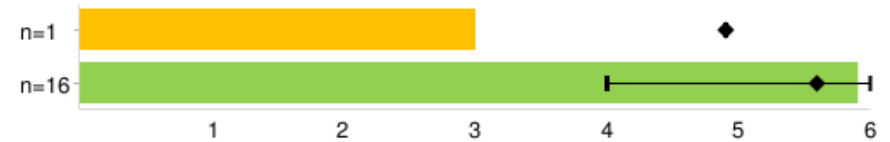
making sure you understand



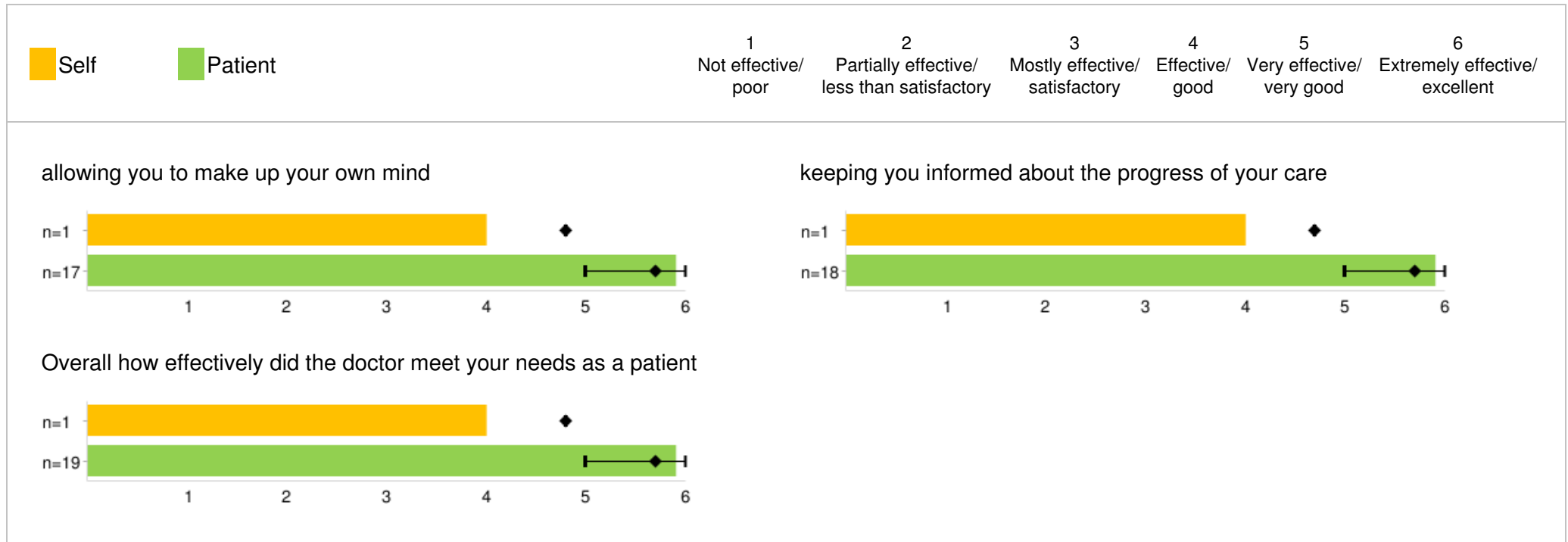
understanding your needs and worries



explaining any risks to the treatment

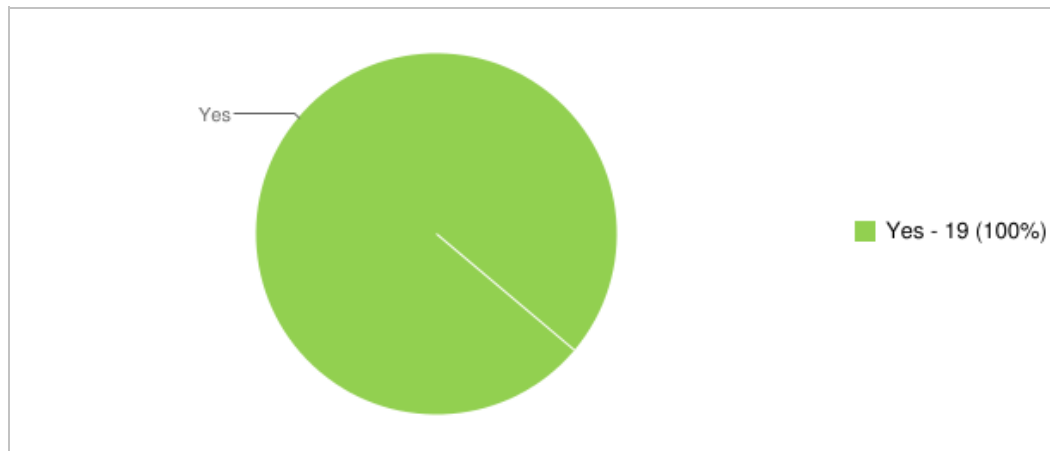


**How effective am I in...**



## Patient Recommendations

Each patient was asked "would you recommend the doctor to family or friends?"  
The following chart summarises the responses received.



## Self Comments

I always strive to listen, and to involve patients in shared decision making.

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## Patient Comments

Mr Barr is a perfect combination of all the qualities and expertise you would wish for during a difficult time in your life. Simply excellent!

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Professional consultation and feel reassured that my case will be treated to exceptional standards.

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I found Mr Barr and [name] very friendly and helpful, they both had the answers to any of the questions I wanted answering or if I was unsure of anything.

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Dr Barr and his supporting nurse both made me feel at ease and reassured at a difficult time and provided excellent medical care. Thank you.

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Mr Barr has been exceptional at a time when life took a wholly unexpected course. His kindness, sensitivity and ultimate professionalism has proven to be my lifeboat. A wonderful human being.

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An excellent service, quickly put me at ease through a concerning period.

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Have recommended to colleague.

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Mr Lester Barr and [name] were very helpful and compassionate and took their time and care with me. I would recommend all my family and friends to see Mr Barr!!!

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I find Dr Barr a highly knowledgeable, efficient and caring doctor. I take his recommendations and suggestions regarding my care/treatment without hesitation.

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Dr Barr and [name] have been excellent, reassuring and helpful at every stage! Brilliant, professional people.

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Very professional and caring.

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**EDGECUMBE DOCTOR 360°**

Whitefriars Business Centre,  
2nd Floor, Whitefriars, Lewins Mead, Bristol, BS1 2NT  
Tel: +44 (0)117 332 8255  
Email: [support@edgcumbe.co.uk](mailto:support@edgcumbe.co.uk)  
Web: [www.doctor360.co.uk](http://www.doctor360.co.uk)