

Private and Confidential
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GMC
Patient & Colleague Feedback
Report

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Dear Dr Papanikolaou

Please find enclosed your report outlining your feedback from the recent GMC questionnaire multisource feedback survey. 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 37 patient questionnaires and 16 colleague questionnaires. Please note that in order to generate a full report with statistically reliable and meaningful results a minimum of 34 returned patient questionnaires and 15 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.

At the outset of the survey process you nominated Dr George Gounnaris to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Dr Gounnaris 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=186793>

Please contact the office on 01392 823766 or 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

Patient Feedback

Your patient demographics

Your patient feedback is based on responses from 37 patients with the following characteristics:

Table 1.1:

Gender

Male	34	92%
Not reported	3	8%

Age

21-40	20	54%
41-60	12	32%
Not reported	5	14%

Number and percentage of responses by question (percentage of responses may not add up to 100% due to rounding). 'Not reported' includes respondents who (a) did not answer this question; or (b) did answer but formed part of a category in which there were less than 3 respondents (and thereby are not displayed in order to protect personal anonymity).

Evaluation question ratings and scores

Table 1.2: Distribution and frequency of ratings (Q4 - Q8)

	Poor	Less than satisfactory	Satisfactory	Good	Very good	Does not apply	Blank /spoilt
Q4a Being polite	0	0	2	17	17	0	1
Q4b Making you feel at ease	0	0	1	18	18	0	0
Q4c Listening to you	0	0	0	18	19	0	0
Q4d Assessing your medical condition	0	0	1	15	13	7	1
Q4e Explaining your condition and treatment	0	0	1	18	14	4	0
Q4f Involving you in decisions about your treatment	0	0	1	15	18	2	1
Q4g Providing or arranging treatment for you	0	0	2	14	17	4	0

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply	Blank/spoilt
Q5a Confidentiality of information	0	0	7	21	8	0	1
Q5b Doctor is honest and trustworthy	0	0	8	20	9	0	0

	Yes	No	Blank
Q6 I am confident about this doctor's ability to provide care	37	0	0
Q7 I would be completely happy to see this doctor again	37	0	0

Blank, spoilt and 'does not apply' responses are not included in the score calculation as presented in table 1.3

Evaluation question ratings and scores

Table 1.3: Mean percentage scores and benchmarks (Q4,Q5)

	Your mean score (%)	Benchmark data (%) *				
		Min	Lower quartile	Median	Upper quartile	Max
Q4a Being polite	85	78	97	98	99	100
Q4b Making you feel at ease	86	72	95	97	99	100
Q4c Listening to you	88	72	95	97	99	100
Q4d Assessing your medical condition	85	72	94	97	98	100
Q4e Explaining your condition and treatment	85	70	94	96	98	100
Q4f Involving you in decisions	88	70	94	96	98	100
Q4g Providing or arranging treatment for you	86	73	95	97	98	100
Q5a Confidentiality of information	76	73	89	92	94	100
Q5b Doctor is honest and trustworthy	76	74	91	93	96	100

*Benchmarks are based on data from 1,567 surveys completed by doctors between September 2008 and September 2013 with 34 or more returned questionnaires.

- if less than 5 responses for the question, scores are not provided. Please note the reliability of your patient feedback will be reduced if less than 34 patient responses for any question is achieved.

See score explanation for percentage score calculation and quartile information

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 the GMC 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.

Patient comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please add any other comments you want to make about this doctor

- Explained everything very well.
- I'm really happy so far.
- Very polite.
- Seemed genuine in his advice.
- Very professional.

Comparison of self assessed scores with patient and colleague scores

Table 3.1:

Scores provided on a 1 - 5 scale where 1=Poor, 2=Less than satisfactory, 3=Satisfactory, 4=Good and 5=Very good (as on the original survey questionnaires)

Patient questions	Your assessment	Patient assessment *
Q3a Being polite to patients	5	4.4
Q3b Making patients feel at ease in your presence	5	4.5
Q3c Listening to patients	5	4.5
Q3d Assessing patients' medical conditions	5	4.4
Q3e Explaining patients' conditions and treatment	5	4.4
Q3f Involving patients in decisions about treatment	5	4.5
Q3g Providing or arranging treatment for patients	5	4.5

Colleague questions	Your assessment	Colleague assessment *
Q1a Clinical knowledge	4	4.8
Q1b Diagnosis	4	4.8
Q1c Clinical decision making	4	4.8
Q1d Treatment (including practical procedures)	4	4.9
Q1e Prescribing	4	4.6
Q1f Medical record keeping	4	4.8
Q1g Recognising and working within limitations	5	4.7
Q1h Keeping knowledge and skills up to date	4	4.8
Q1i Reviewing and reflecting on own performance	4	4.7
Q1j Teaching (students, trainees, others)	5	4.8
Q1k Supervising colleagues	5	4.7
Q1l Commitments to care and wellbeing of patients	5	4.8
Q1m Communication with patients and relatives	5	4.9
Q1n Working effectively with colleagues	5	4.8
Q1o Effective time management	5	4.6
Q4a I respect patient confidentiality	5	4.9
Q4b I am honest and trustworthy	5	4.9
Q4c My performance is not impaired by ill health	5	4.8

– no self assessment response provided

* The Colleague/Patient assessment data represents the average score for the item, using all valid data provided by your patients / colleagues. Please note that your raw scores were transformed using the approach outlined in the section 'Supporting Documents' to obtain the mean percentage score referred to earlier in the report.