

## Summary of Patient Feedback

Dr Latif Hussain

30

Required

43

Received

### Personal Information

#### Q1. Questionnaire completed by

Patient **34** Spouse or Partner **1** Parent or Guardian **7** Relative or Friend **0** Not Answered **1**

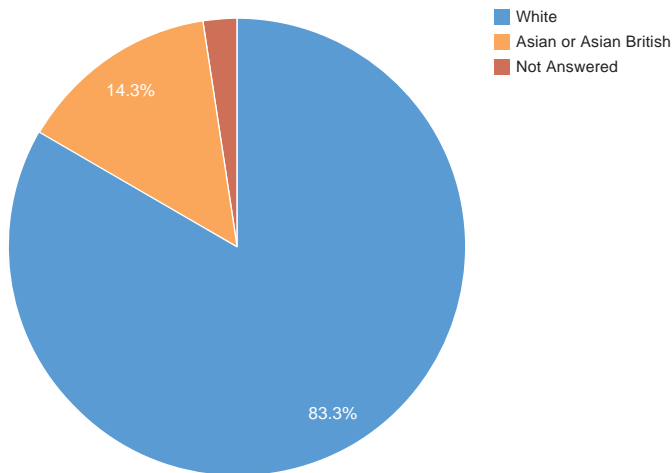
#### Q2. Patient Gender

Male **19** Female **22** Not Answered **2**

#### Q3. Patient Age Group

Under 15 **8** 15-20 **2** 21-40 **6** 41-60 **16** Over 60 **8** Not Answered **3**

#### Q4. Ethnicity

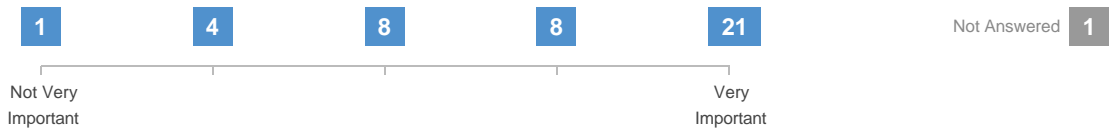


### About their visit

#### Q5. Reason for patient visit

To ask advice	<b>5</b>	Routine checkup	<b>1</b>
One-off problem	<b>9</b>	Other	<b>1</b>
Treatment (e.g. prescriptions)	<b>11</b>	Not Answered	<b>2</b>
Ongoing problem	<b>17</b>		

**Q6. How important the patient believed their visit was**



**Q7. How the patient rated your abilities**

0 A score highlighted in green indicates how you rated yourself for each ability within your self-assessment.

	Poor	Less Than Satisfactory	Satisfactory	Good	Very Good	Don't Know	Not Answered
Being polite	0	0	2	1	40	0	0
Making them feel at ease	0	0	2	2	39	0	0
Listening to them	0	0	1	2	40	0	0
Assessing their condition	0	0	1	3	38	1	0
Explaining their condition & treatment	0	0	3	2	36	2	0
Decisions about treatment	0	0	0	2	37	2	2
Providing treatment	0	0	0	2	39	0	2

**Q8. How strongly the patient agreed or disagreed with the following statements**

0 A score highlighted in green indicates how you rated yourself for each ability within your self-assessment.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know
Patient confidentiality	0	0	0	5	38	0
Doctor honest & trustworthy	0	0	0	5	38	0

**Q9. Are patients confident in your ability to provide care**

Yes **42** No **1** Not Answered **0**

**Q10. Are patients happy to see you again**

Yes **43** No **0** Not Answered **0**

**Q11. You are the patients' usual doctor**

Yes **43** No **0** Not Answered **0**

## Q12. Comments

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*"Feel safe and secure with doctor, he explains in plain and easy terms so I can understand."*

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*"Very good doctor"*

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*"Has always been very, very good for me and my family."*

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*"Dr Hussain is always great. I have attended for years with no issues."*

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*"very helpful"*

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*"we have recently moved to Dr Hussain's surgery as a family and we think he is a really good doctor."*

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*"lovely doctor, patient and very caring"*

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*"He is always ready to help. He is very good at his job."*

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*"Overall Dr Hussain is a very good doctor."*

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*"Very good"*

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*"Excellent!"*

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*"I think this doctor is really good in diagnosing illnesses and has been really good at listening."*

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*"Very good doctor!"*

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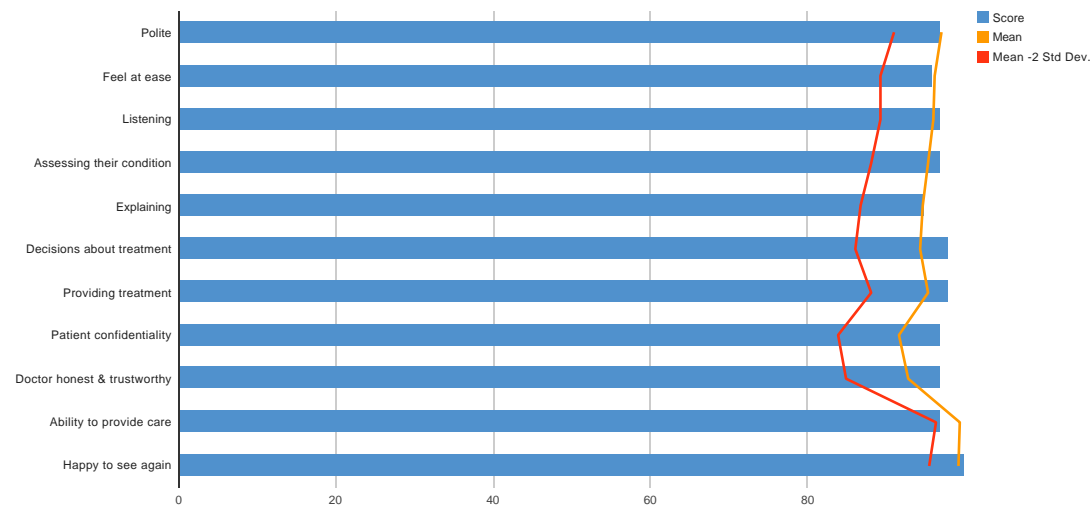
*"Good doctor for many years."*

## Results Against National Benchmark

This benchmark is a comparison of your scores against results collected nationally

This sample was taken on 15/10/2014 and is based on 9250 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	97	59	96	97.0	98	99	100	3.0
Making them feel at ease	96	58	95	96.1	97	98	100	3.4
Listening to them	97	56	95	96.1	97	98	100	3.4
Assessing their condition	97	59	94	95.3	96	98	100	3.6
Explaining their condition & treatment	95	58	93	94.7	96	97	100	4.0
Decisions about treatment	98	49	92	94.3	95	97	100	4.1
Providing treatment	98	54	94	95.4	96	98	100	3.7
Patient confidentiality	97	65	89	91.7	92	95	100	3.9
Doctor honest & trustworthy	97	68	91	92.9	93	96	100	3.9
Are you confident about this doctor's ability to provide care	97	70	100	99.5	100	100	100	1.5
Are you completely happy to see this doctor again	100	72	100	99.3	100	100	100	1.9

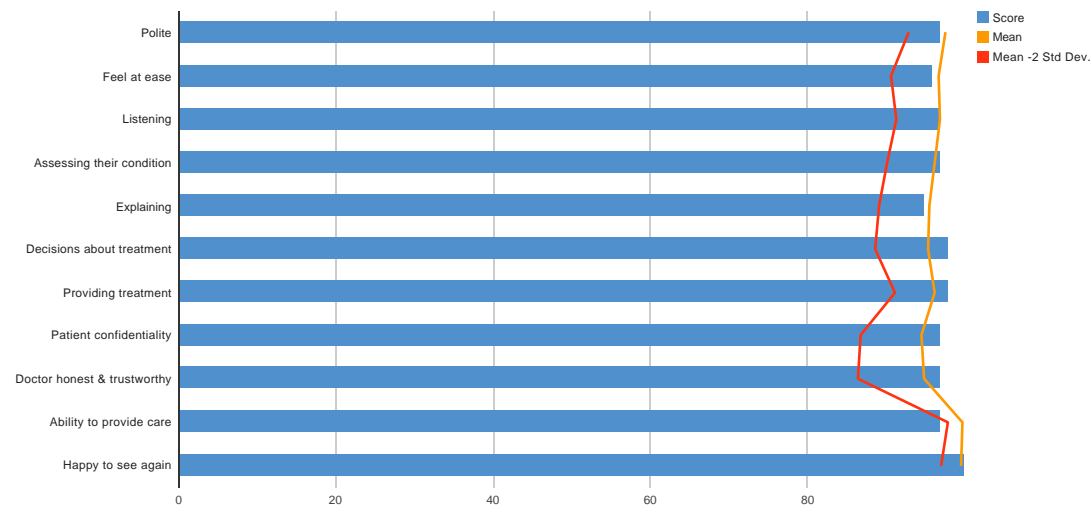


## Results Against Area Team Benchmark

This benchmark is a comparison of your scores against Appraisees within the area team - SHROPSHIRE AND STAFFORDSHIRE AREA TEAM

This sample was taken on 15/10/2014 and is based on 31 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	97	91	97	97.6	98	99	100	2.4
Making them feel at ease	96	89	96	96.8	98	99	100	3.0
Listening to them	97	90	96	96.8	98	99	100	2.7
Assessing their condition	97	89	94	96.2	97	99	100	3.1
Explaining their condition & treatment	95	87	93	95.6	96	98	100	3.2
Decisions about treatment	98	86	94	95.3	96	98	100	3.3
Providing treatment	98	90	94	96.2	97	98	100	2.5
Patient confidentiality	97	83	92	94.5	95	98	100	3.9
Doctor honest & trustworthy	97	80	93	94.8	95	97	100	4.2
Are you confident about this doctor's ability to provide care	97	97	100	99.7	100	100	100	0.9
Are you completely happy to see this doctor again	100	95	100	99.6	100	100	100	1.2



## Results Against Organisation Benchmark

This benchmark is a comparison of your scores against Appraisees within the organisation - NHS NORTH STAFFORDSHIRE CCG

This sample was taken on 16/09/2014 and is based on 11 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	97	93	97	98.2	99	100	100	2.0
Making them feel at ease	96	91	96	97.6	98	100	100	2.6
Listening to them	97	90	96	96.9	98	99	99	2.7
Assessing their condition	97	89	95	96.2	97	99	100	3.6
Explaining their condition & treatment	95	90	93	95.6	96	99	100	3.0
Decisions about treatment	98	86	96	95.7	97	98	98	3.4
Providing treatment	98	93	95	96	96	98	98	1.8
Patient confidentiality	97	87	90	93.7	94	98	99	4.2
Doctor honest & trustworthy	97	86	92	93.7	94	97	100	3.9
Are you confident about this doctor's ability to provide care	97	97	100	99.7	100	100	100	0.9
Are you completely happy to see this doctor again	100	97	100	99.5	100	100	100	1.2

