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Patient Feedback for Dr Gerard Hall

GMC number: 2620028

Number of completed responses: 30

Report released to doctor: 18 April 2019

Private and Confidential

Introduction

Multi-source feedback report

The L2P multi-source feedback is based on the extensive research done by the GMC in preparation for Revalidation. The GMC colleague and patient questionnaires have been found to map well onto the competencies required for 'Good Medical Practice'.

For a full review and references of the work undertaken on behalf of the GMC and the findings of the research led by the Primary Care Research Group, Peninsula College of Medicine and Dentistry, Exeter, please see GMC Multi-Source Feedback Questionnaires - Interpreting and handling multisource feedback results: Guidance for appraisers. This will give the background to the work underpinning the MSF process for you and your MSF facilitator and help you interpret and handle the MSF results (Chapter 5 onwards).

"It is important to remember that MSF results are intended to be formative in nature, rather than summative. For the purposes of revalidation, and within the formal appraisal process, the MSF results should be considered alongside the full range of other evidence that the doctor collects during each five-year revalidation cycle.

"In relation to self-assessment questionnaires, recent literature suggests that supported self-reflection on feedback evidence is a valuable element of self-directed professional development and that disagreement with negative feedback can affect the likelihood that doctors will act on such feedback."

Campbell, Wright 2012

GMC patient questionnaire (PQ)

The GMC patient questionnaire comprises 9 core items which assess the doctor's consultation skills and aspects of their probity. Other items collect information about the context in which the questionnaire has been completed and about the patient.

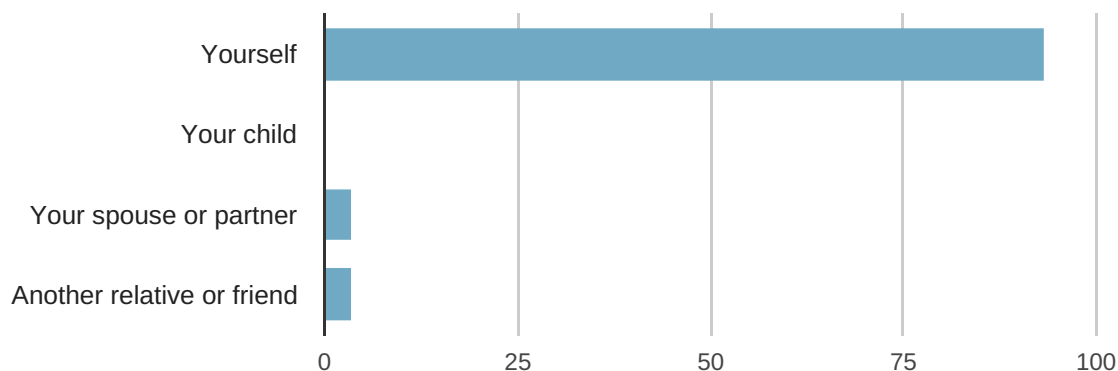
Understanding the charts and data

The charts and data show you the percentage of respondents who expressed an opinion for a particular question. Some questions have an option to answer 'Does not apply' or 'Don't know' - these answers are not counted in the percentages.

Where questions are optional, the charts and data show you the percentage of respondents who answered that question, which may be fewer than the total number of respondents.

Patient feedback

Who are you filling in this questionnaire for?



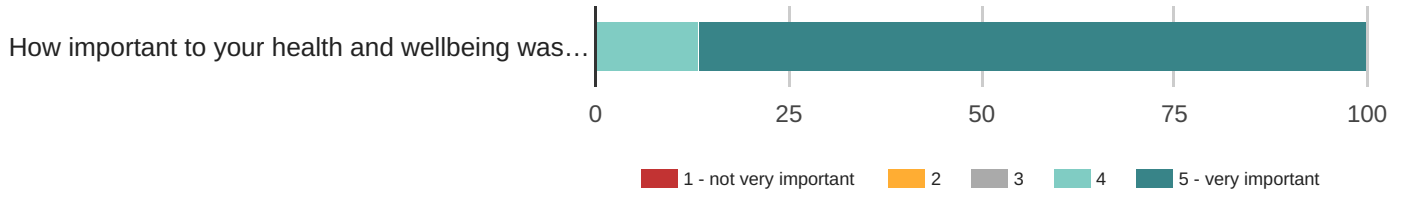
Yourself	93%
Your child	0%
Your spouse or partner	3%
Another relative or friend	3%

Which of the following best describes the reason you saw the doctor today?



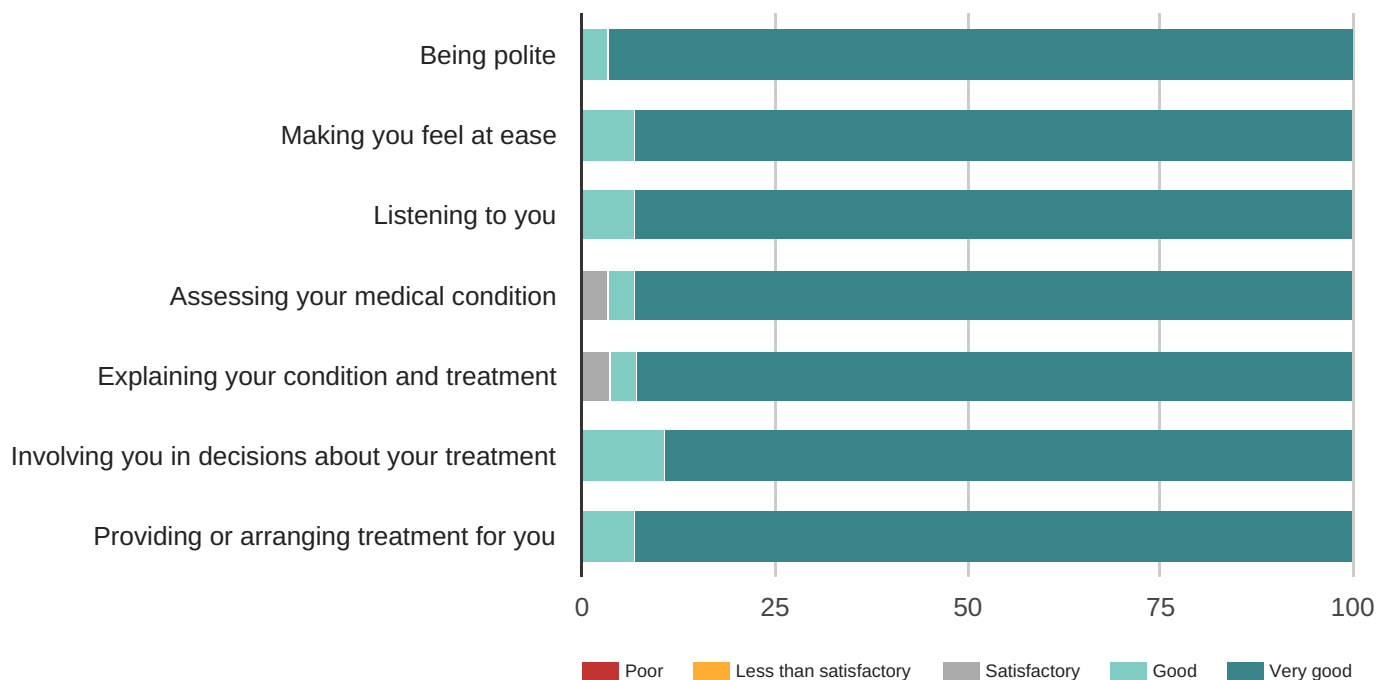
To ask for advice	9%
Because of an ongoing problem	63%
For treatment (including prescriptions)	17%
Because of a one-off problem	9%
For a routine check	3%
Other - please give details	0%

How important to your health and wellbeing was your reason for visiting the doctor today?



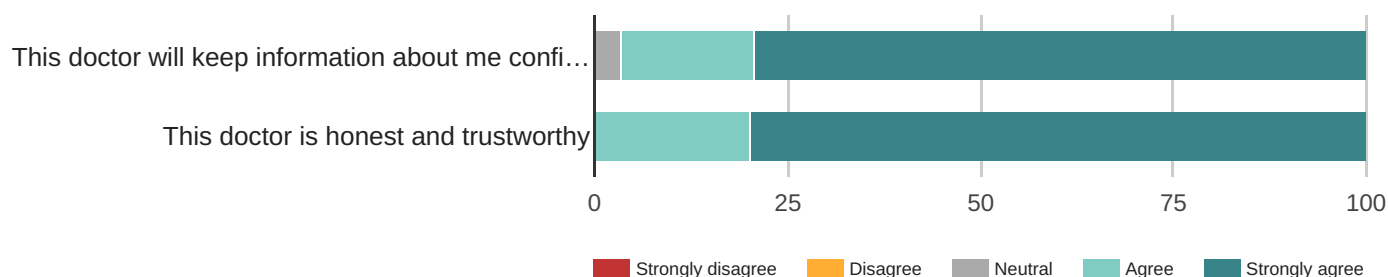
3	0%
4	13%
5 - very important	87%

How good was your doctor today at each of the following?



	Poor	Less than satisfactory	Satisfactory	Good	Very good	Does not apply	Average
Being polite	0%	0%	0%	3%	97%	0%	4.97
Making you feel at ease	0%	0%	0%	7%	93%	0%	4.93
Listening to you	0%	0%	0%	7%	93%	0%	4.93
Assessing your medical condition	0%	0%	3%	3%	90%	3%	4.90
Explaining your condition and treatment	0%	0%	3%	3%	90%	3%	4.89
Involving you in decisions about your treatment	0%	0%	0%	10%	86%	3%	4.89
Providing or arranging treatment for you	0%	0%	0%	7%	93%	0%	4.93

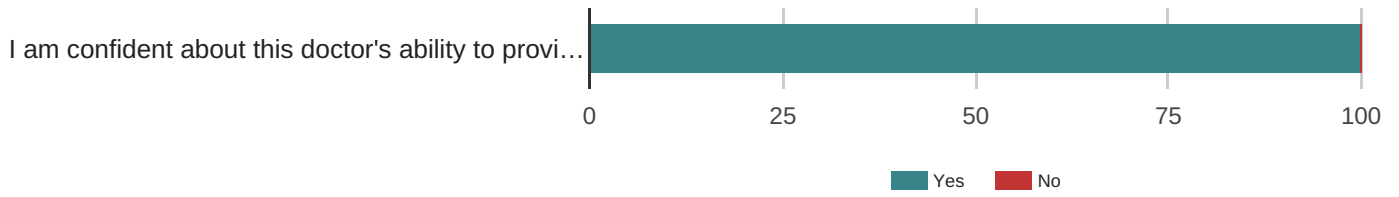
Do you agree with the following?



	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply	Average
This doctor will keep information about me confidential	0%	0%	3%	17%	77%	3%	4.76

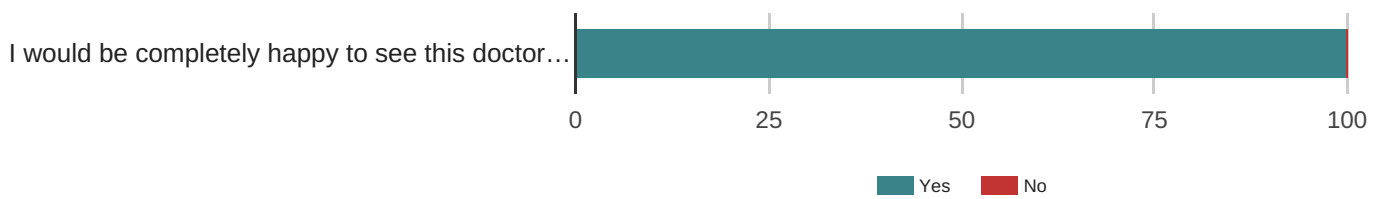
This doctor is honest and trustworthy	0%	0%	0%	20%	80%	0%	4.80
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I am confident about this doctor's ability to provide care



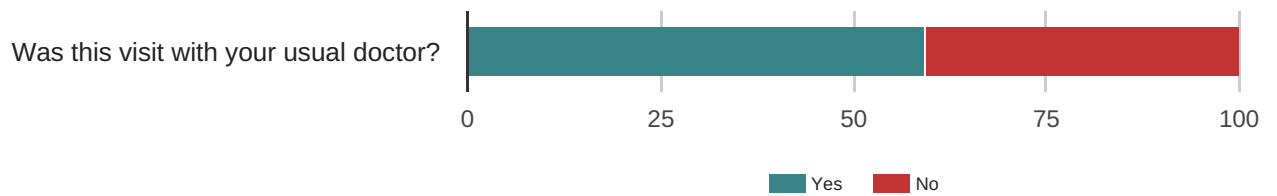
Yes	100%
No	0%

I would be completely happy to see this doctor again



Yes	100%
No	0%

Was this visit with your usual doctor?



Yes	59%
No	41%

Please describe any ways the doctor could have improved your experience today.

Not at all

No he was excellent

Excellent

Excellent-no improvement necessary

I can't think of anything

Excellent

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

The doctor was very pleasant & sympathetic on all discussions.

Very attentive, listens carefully to patients concern, very thorough objective explanation to treatment, condition and ways forward

Dr Hall always has time to explain the symptoms & the prescription simply.

Dr Hale has looked after me for 7 years he has always been charming & very good with my treatment

Brilliant

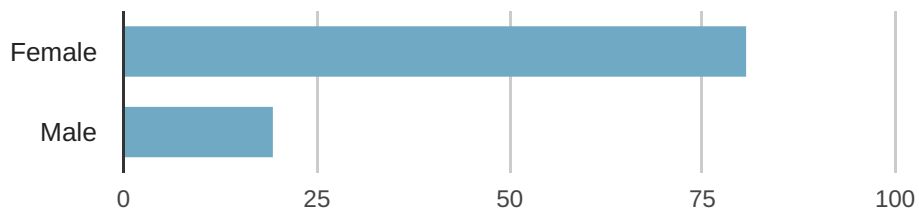
Attentive and caring

Very professional and caring

Brilliant

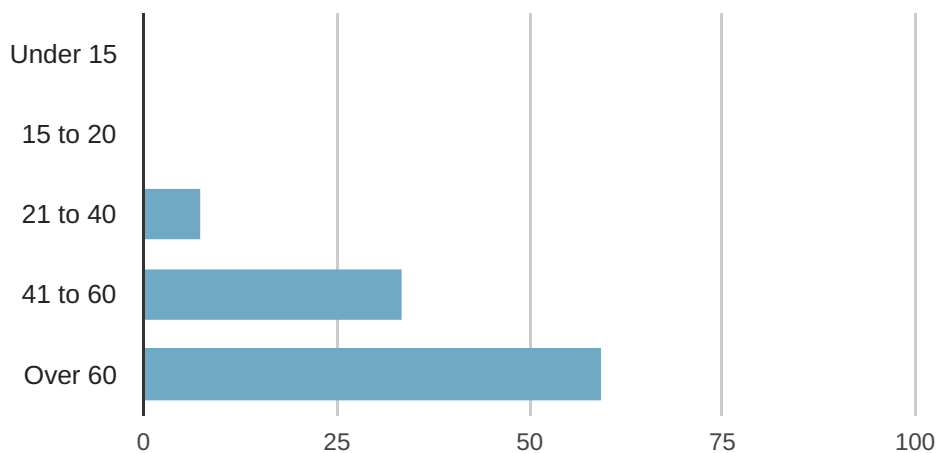
Demographics

Your gender



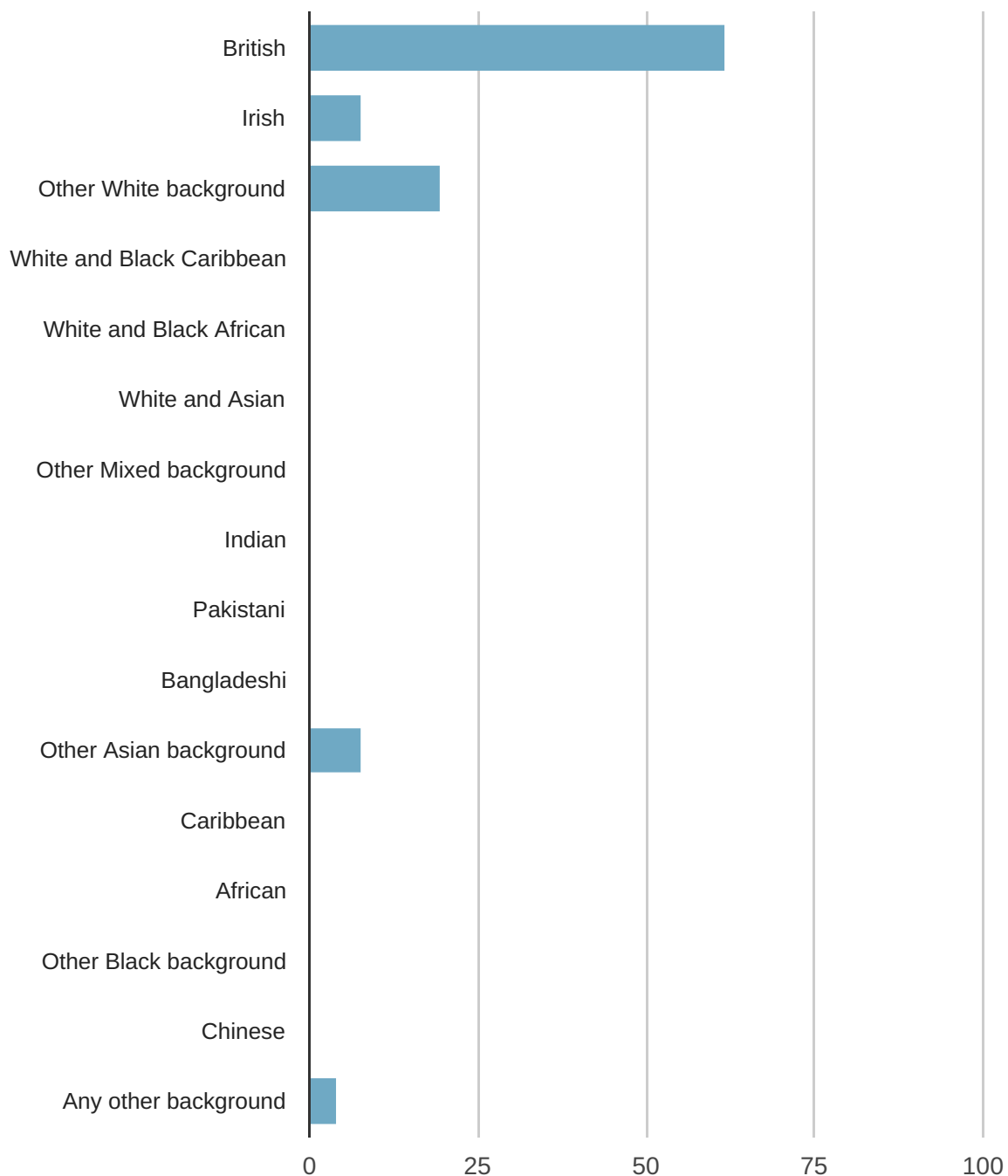
Female	81%
Male	19%

Your age



Under 15	0%
15 to 20	0%
21 to 40	7%
41 to 60	33%
Over 60	59%

Your ethnic group/cultural background

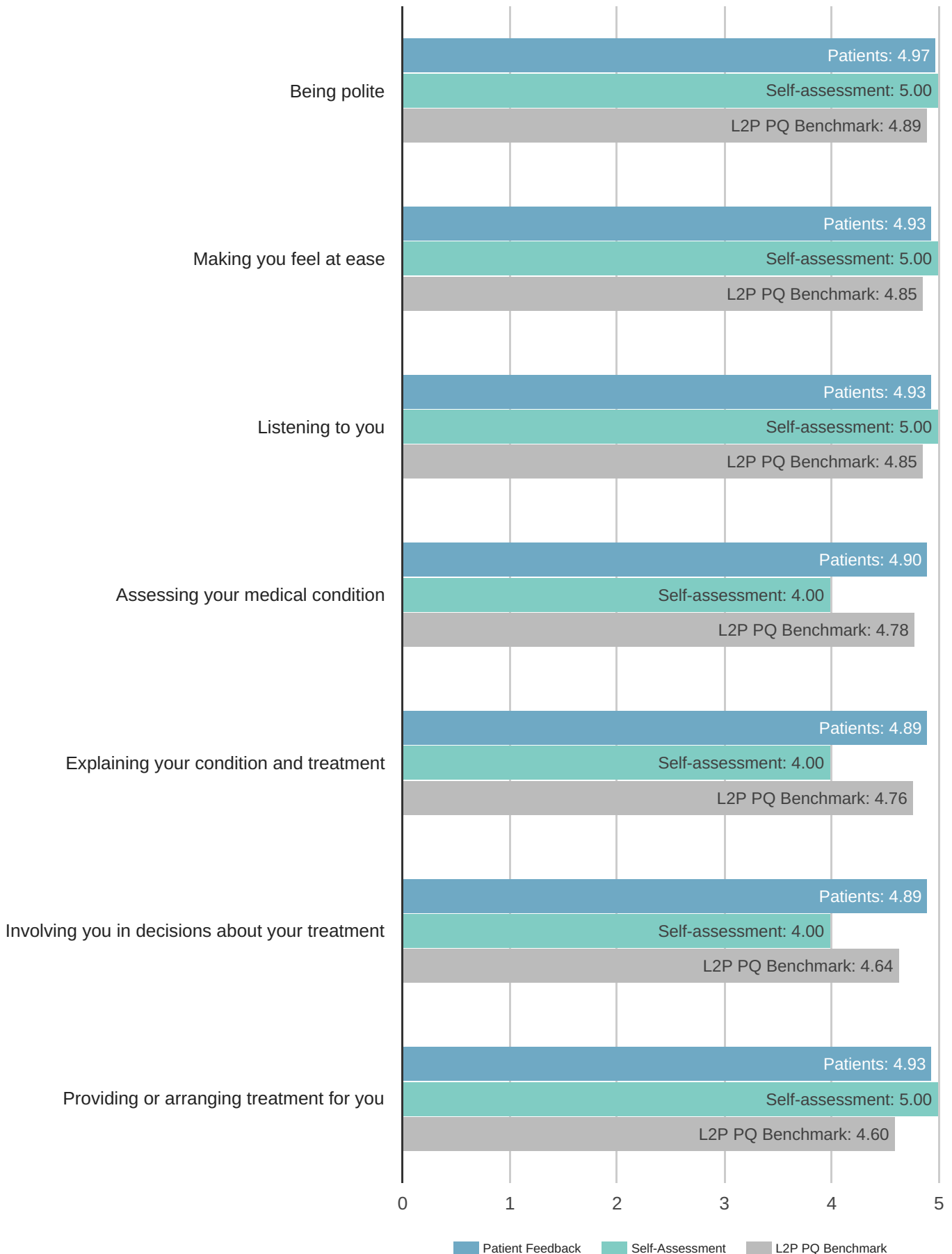


British	62%
Irish	8%
Other White background	19%
White and Black Caribbean	0%
White and Black African	0%
White and Asian	0%
Other Mixed background	0%
Indian	0%
Pakistani	0%
Bangladeshi	0%
Other Asian background	8%

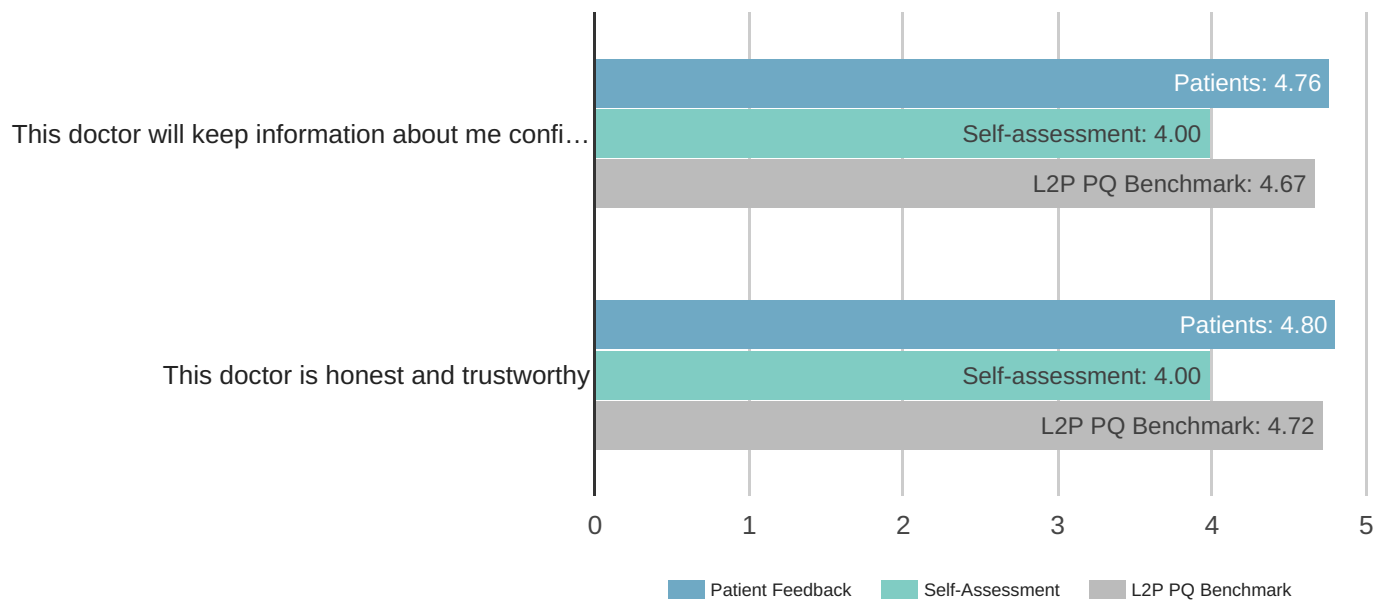
Caribbean	0%
African	0%
Other Black background	0%
Chinese	0%
Any other background	4%

Benchmarks and Self-Assessment

How good was your doctor today at each of the following?



Do you agree with the following?



L2P National Patient Questionnaire Benchmark

The L2P national patient benchmark data is derived from a combination of anonymised patient MSF responses from all L2P clients and the GMC data from Wright C, Academic Medicine 2012 (www.ncbi.nlm.nih.gov/pubmed/23095930). The benchmarks are recalculated every month to use the latest figures.