

Mark Hitchcock

Patient Feedback Report

12 December 2023



EDGECUMBE doctor 360°

Introduction

This report is based on the Doctor 360 questionnaires completed by yourself and your patients. It contains responses to open-ended and narrative questions. The feedback in this report will help you compare the standards of care you feel you deliver with how your patients perceive you.

We recommend that, as well as reading through this document with your appraiser, you download and save a copy of the Edgecumbe Doctor 360 Workbook from your online account in order to get the most from your report when interpreting the responses.

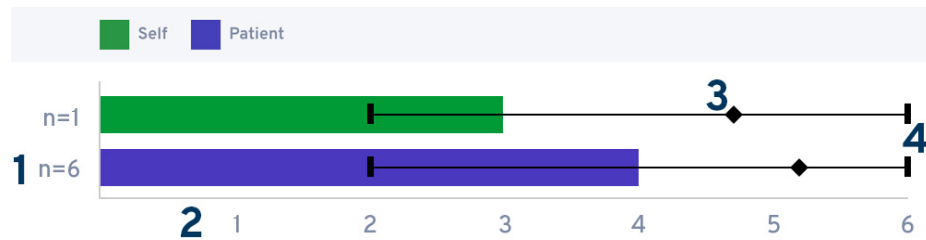
Please read the instructions on the following page for how to read your report.

How to review your report

Within your Patient Feedback Report you will find:

- A summary bar chart to illustrate your overall performance ratings
- A bar chart for each specific question. Each bar on the bar chart represents a rater category – self and patient, so that you can compare the two alongside each other.
- A ratings distribution table, which illustrates how many raters selected a specific rating in response to each question.
- A pie chart to illustrate the results of the ‘friends and family’ question.
- Your qualitative data in the form of all free text comments received from you and your patients.

Bar Charts Explained



1. NUMBER OF RATERS who responded to that question with a rating, rather than ‘can’t comment’

2. RATING SCALE

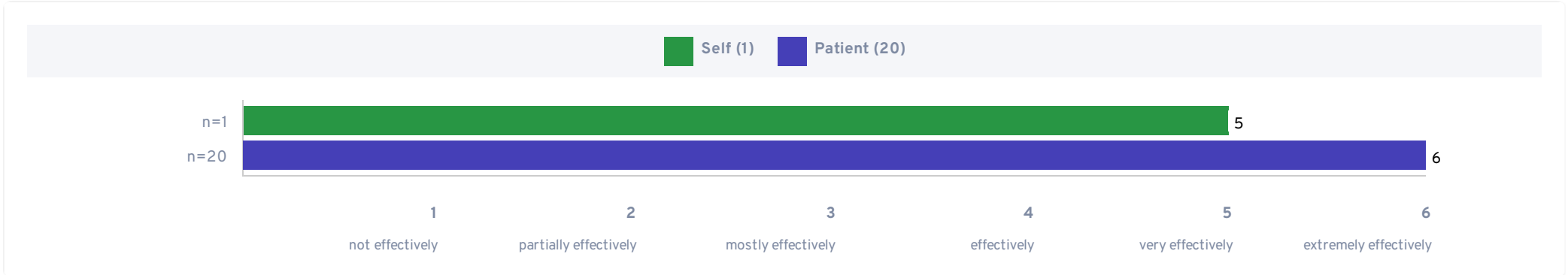
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

3. BENCHMARK: The black diamond symbol represents the Anaesthetics Patient Report Benchmark (last revised 2021).

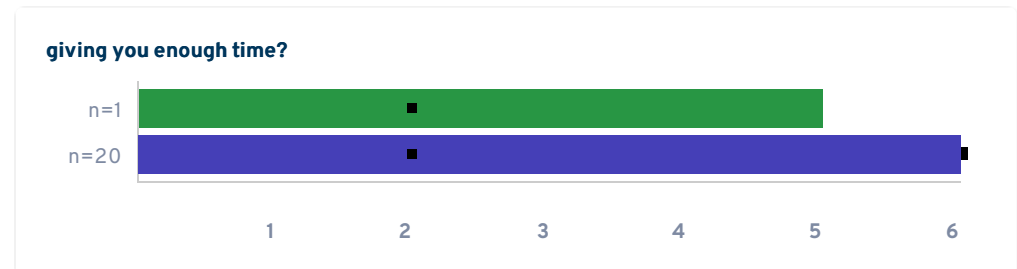
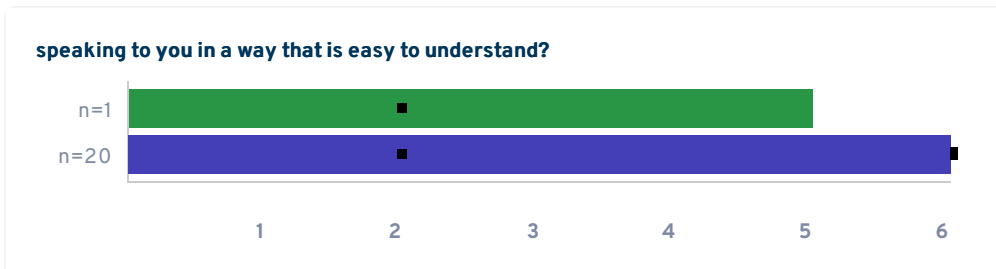
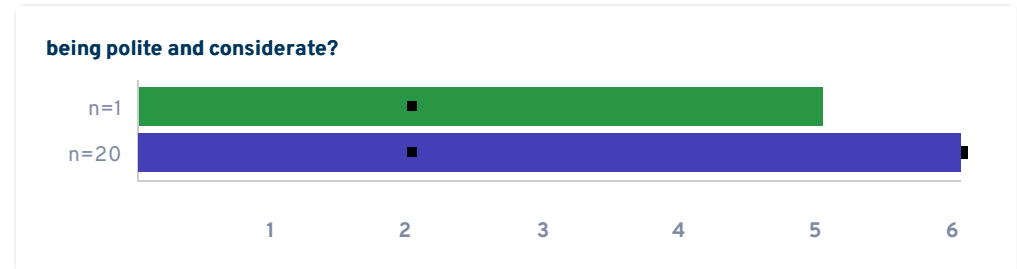
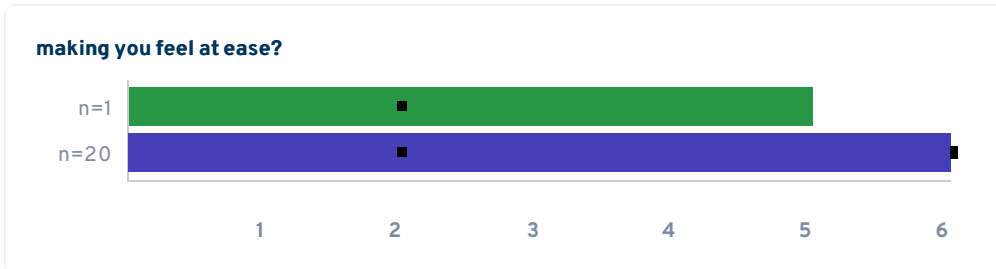
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Patient Questionnaire

Summary

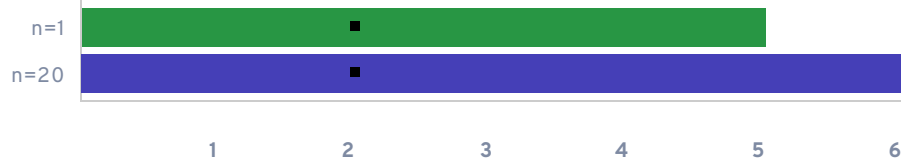


How effective/good am I at...

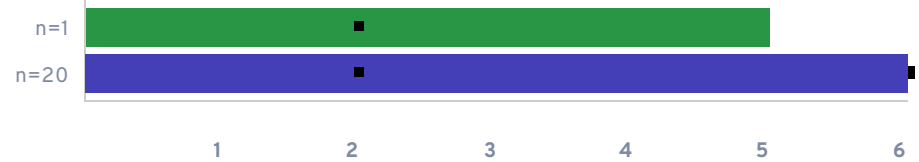


Patient Questionnaire continued

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 their ability to provide safe care?



Patient Questionnaire continued

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?

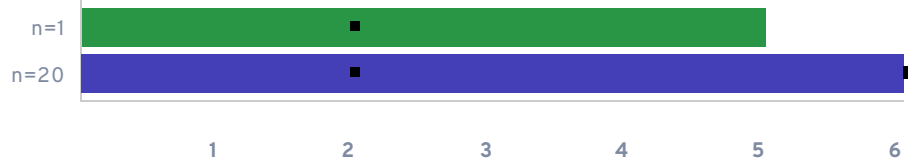


explaining any risks to the treatment?

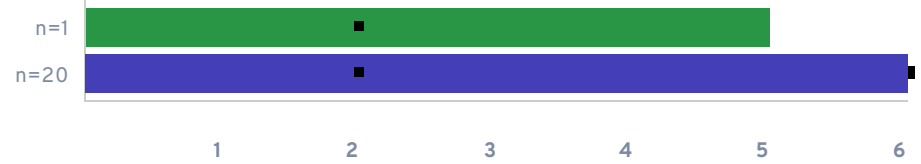


Patient Questionnaire continued

allowing you to make up your own mind?



keeping you informed about the progress of your care?



Overall how effectively did the doctor meet your needs as a patient?



Patient Questionnaire

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
making you feel at ease?	Self					1		
	Patient						20	
being polite and considerate?	Self					1		
	Patient						20	
speaking to you in a way that is easy to understand?	Self					1		
	Patient						20	
giving you enough time?	Self					1		
	Patient						20	
doing their best to find out what you might be worried about?	Self					1		
	Patient						20	
listening to you?	Self					1		
	Patient						20	

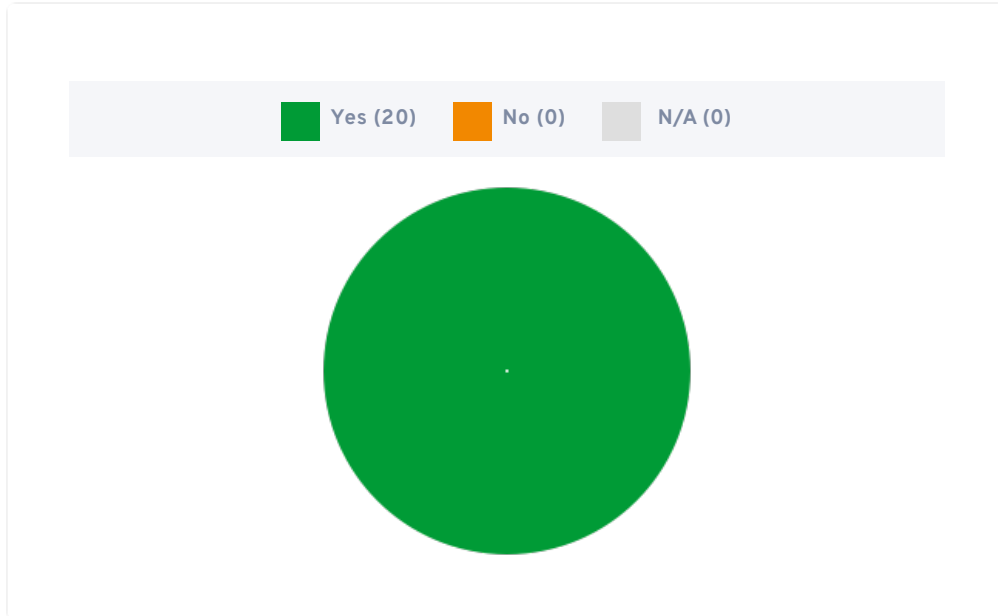
Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self					1		
	Patient						20	
treating you with dignity?	Self					1		
	Patient						20	
involving you in deciding how to handle the problem(s) you discussed?	Self					1		
	Patient						20	
making you confident in their ability to provide safe care?	Self					1		
	Patient						20	
ensuring you get the advice/investigation or treatment needed?	Self					1		
	Patient						20	
checking with you that you are happy with the planned treatments or tests?	Self					1		
	Patient						20	
encouraging you to ask questions?	Self					1		
	Patient						20	
making sure you understand?	Self					1		
	Patient						20	

Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self					1		
	Patient						20	
explaining any risks to the treatment?	Self					1		
	Patient						19	1
allowing you to make up your own mind?	Self					1		
	Patient						19	1
keeping you informed about the progress of your care?	Self					1		
	Patient						19	1
Overall how effectively did the doctor meet your needs as a patient?	Self					1		
	Patient						20	

Would you recommend this doctor to your friends and family?



Please comment on your relationships with your patients below:

Self

I do my very best to establish a good, professional relationship with patients

Please write any other comments you'd like to make about the doctor here.

Patient	As charming as he was in 2008
Patient	Could not be faulted in any way
Patient	Dr Hitchcock has always been understanding and reassuring when working on my back problems. I have great faith in his ability- all answers are a 6 for me!
Patient	Dr Mark gave me absolute confidence.
Patient	Excellent, been wonderful to meet Mr Hitchcock
Patient	He is the most consultant I have ever met! CKC
Patient	I know you will find all the 6s as suspicious but he is one of the best doctors I've been to. All 6s warranted! .. and I've been to lots from an ex nurse.
Patient	I was really worried about the procedure but Dr Hitchcock (and Tony Doyle) were brilliant. Thank you so much.
Patient	Mark has provide first class service over many years - I have confidence in his judgement.

Summary Comments continued

Patient	Polite and caring attitude, listens to any issues impacting on my medical issue.
Patient	Was very anxious and concerned prior to visit. Made to feel at ease and explained fully. Left feeling reassured. Thanks
Patient	Whole experience was amazing. I have been recommending Dr Hitchcock and team.



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