

# Summary of Patient Feedback

5A4-4201661-P001

34 **Required**

34 **Received**

## Personal Information

Q1. Questionnaire completed by

- Patient** 30
- Spouse or Partner** 1
- Parent or Guardian** 3
- Relative or Friend** 0
- Not Answered** 0

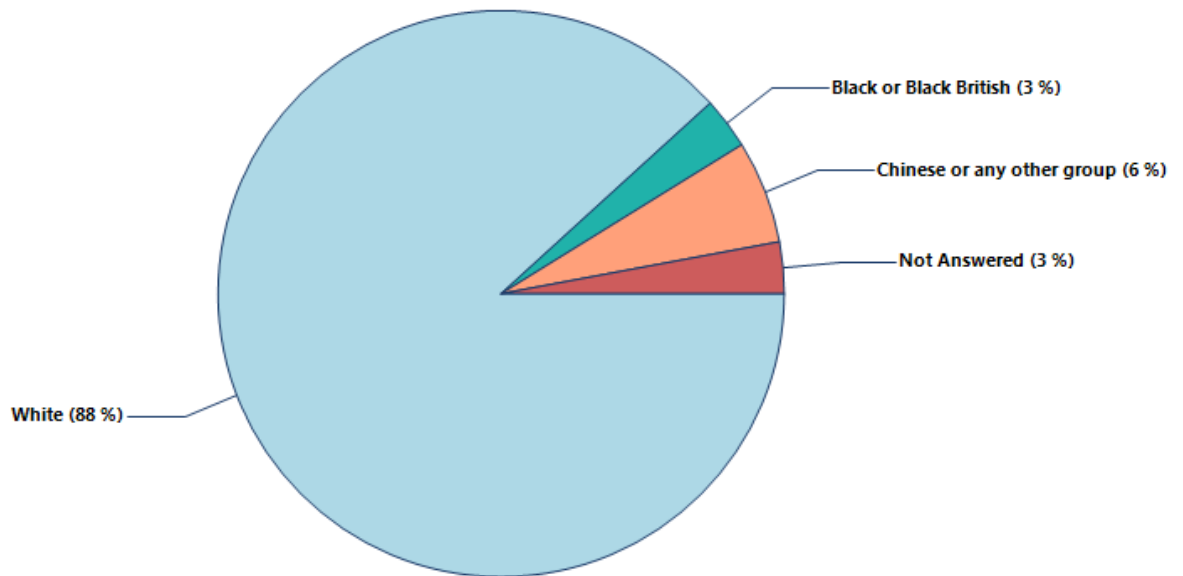
Q2. Patient Gender

- Male** 15
- Female** 19
- Not Answered** 0

Q3. Patient Age Group

- Under 15** 1
- 15-20** 0
- 21-40** 9
- 41-60** 12
- Over 60** 12
- Not Answered** 0

Q4. Ethnicity



## About their visit

Q5. Reason for patient visit

**To ask advice** 6

**One-off problem** 9

**Treatment (e.g. prescriptions)** 8

**Ongoing problem** 13

**Routine checkup** 1

**Other** 2

**Not Answered** 2

Q6. How important the patient believed their visit was

**Not Very Important** 1

**Potentially Important** 1

**Important** 5

**Quite Important** 9

**Very Important** 15

**Not Answered** 3

Q7. How the patient rated your abilities

1-5 Rating

**1** = Poor

**2** = Less than satisfactory

**3** = Satisfactory

**4** = Good

**5** = Very good

	1	2	3	4	5	Don't Know	Not Answered	Average	Self Assessment
Being polite	0	1	1	6	23	0	3	4.65	3
Making them feel at ease	0	1	1	6	24	0	2	4.66	3
Listening to them	1	0	1	5	25	0	2	4.66	4
Assessing their condition	0	1	2	3	25	1	2	4.68	5
Explaining their condition & treatment	0	2	1	4	24	1	2	4.61	4
Decisions about treatment	1	0	3	6	19	3	2	4.45	4
Providing treatment	1	1	1	3	23	3	2	4.59	4

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

1-5 Rating

**1** = Strongly Disagree

**2** = Disagree

**3** = Neutral

**4** = Agree

**5** = Strongly Agree

	1	2	3	4	5	Don't Know	Average	Self Assessment
Patient confidentiality	0	0	1	6	22	3	4.72	4
Doctor honest & trustworthy	0	0	1	5	25	1	4.77	5

Q9. Are patients confident in your ability to provide care

**Yes** 30

**No** 2

**Not Answered** 2

Q10. Are patients happy to see you again

**Yes** 29

**No** 2

**Not Answered** 3

Q11. You are the patients' usual doctor

**Yes** 27

**No** 5

**Not Answered** 2

Q12. Comments

"N/a"

"I am very pleased with DR Tran and he is the only one i would go too"

"I would like to add that during a period when I was extremely ill, Dr. Tran admitted me to hospital for observation and tests. Bearing in mind I was a relatively new patient at the time, he had made himself aware of my previous medical history and therefore gave me complete confidence in his professional capacity as a doctor."

"This appointment was the first time (since having registered two years previously) that I had seen Dr Tran. My very first appointment was with Dr Quadir and because he so professional and courteous I would always request to see him. On this occasion he was not available so I made an appointment on behalf of my daughter to see Dr Tran. Whilst her ailment was minor, I wanted clarification that the problem would not worsen. Dr Tran saw us 20 minutes after the appointment time. He did not apologise. He was dismissive and aloof. He made no attempt to make my daughter feel at ease, gave no eye contact and did not say goodbye. Whilst I am not questioning Dr Tran's clinical competence his professional etiquette was extremely poor. I have not booked an appointment with him since."

"I've always found Dr Tran to be understanding and professional. I have complete confidence in him to provide the best possible healthcare for my family "

"Was very good at diagnoses of my problem. "

"Although I do not have the very personal relationship that I had with the previous leader in this practice ie. Dr Alex Kornfeld I am very satisfied with Dr Tran. I hope that as time goes on I will get to know Dr Tran better and he will get to know me better. Regards, David Edis "

"Would appreciate being able to obtain on prescription items that are necessary to monitor my ongoing health problem"

"Thoroughly satisfied with Dr Tran and his staff - always friendly and helpful. I have 100% confidence with the help he has given me throughout my time with him"

"The doctor needs to work on his communication skills. Even before i walk in with the patient or myself the doctor has asked at the door what the problem is at the door. this has happened on almost all occasions and the consultaion is always rushed. Communicataion with patient is very important for a GP to have"

"In my opinion Dr Tran is an excellent GP. It evident that his patients welfare is a top priority. I feel fortunate that he is my GP. "

"Dr. Tran has always been exceptional in his treatment to both my son and I. "

"I could not complete this questionnaire as I did not see my doctor today, or even for some months!"

"Dr Tran was very informative and helpful and arranged for tests to be carried out without delay which is a matter of great comnfort in treating my illness."

"My doctor recommended treatment for me; I would not expect him to seek my opinion on this. "

"Most Doctors only wish to deal with one problem at a time. I rarely go to surgery unless I have two or three problems. Dr Tran listens to all and deals with them in priority order."