

Cycle number: RQW-3596069-P001  
Cycle completed: 05/12/2016

34 Required 39 Received

### Personal information

#### Q1. Questionnaire completed by

Patient 39 Spouse or Partner 0 Parent or Guardian 0 Relative or Friend 0 Not Answered 0

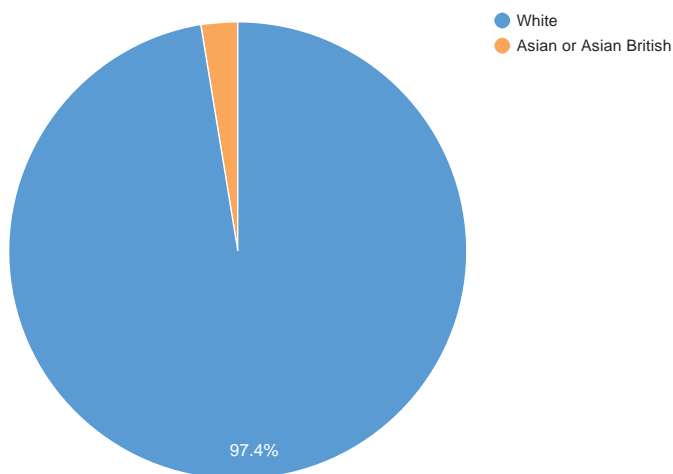
#### Q2. Patient Gender

Male 35 Female 4 Not Answered 0

#### Q3. Patient Age Group

Under 15 0 15 - 20 0 21 - 40 2 41 - 60 11 Over 60 26 Not Answered 0

#### Q4. Ethnicity



### About their visit

#### Q5. Reason for patient visit

To ask for advice 4  
Because of a one-off problem 9  
For treatment (e.g. prescriptions) 2  
Because of an ongoing problem 13  
For a routine check-up 0  
Other 3  
Not Answered 1

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

Not Very Important **0** Potentially Important **0** Important **1** Quite Important **5** Very Important **32**

Not Answered **1**

**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	1	0	38	0	0
Making them feel at ease	0	0	1	0	38	0	0
Listening to them	0	0	1	0	37	0	1
Assessing their condition	0	0	1	1	37	0	0
Explaining their condition & treatment	0	0	1	1	36	1	0
Decisions about treatment	0	0	1	1	34	1	2
Providing treatment	0	0	1	0	35	3	0

**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	1	0	0	9	29	0
Doctor honest & trustworthy	1	0	0	8	29	0

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

Yes **39** No **0** Not Answered **0**

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

Yes **38** No **0** Not Answered **1**

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

Yes **25** No **14** Not Answered **0**

**Q12. Comments**

*"Truly Excellent consultant "*

*"Dr Potluri has shown himself to be an outstanding doctor in terms of his medical expertise and his ability to listen carefully to any questions and to answer them in an honest and professional manner. Outstanding by any standards."*

*"Mr Potluri is professional, polite, and thoroughly knowledgeable, who puts p patients at ease and acts properly at all times.. He is to be recommended."*

*"I have to say the Doctor is about the nicest gentleman i have had the pleasure to meet. He has excellent bedside manners, he is very clear in what he says, and I am totally confident in his ability. very pleased with the whole treatment."*

*"Bernard Potluri is always polite ,professional very friendly and put's me ease when he explains clearly what option's and treatment's he intends to follow or are available i always feel comfortable and accept his diagnosis as i trust him."*

*"I have come to know Mr Potluri quite well (in a Professional capacity) and have over the last 8 years gained a great deal of admiration for his skills and abilities. I have complete and utter trust in him as my Consultant Surgeon.) I have no doubts whatsoever that he helped save my life, and, for that I will be forever grateful. He is a fine example of what a first class doctor should be. A man that cares about his profession and his patients."*

*"Kind, efficient, courteous care"*

*"Everything was perfect for me"*

*"I replied about my last visit which was not today. I have every confidence in him, his ability, and the results of his treatment. He is an expert in his field to the best of my knowledge. He is not my GP just dealing with a specific problem"*

*"Mr Potluri was polite, understanding and comforting. I was very confident in him and his ability to deal with my problem. "*

*"I was late for my appointment, due to traffic jam, but did not have to wait long to see Mr. Potluri. He was courteous, efficient & kind. He explained the procedures I had undergone so I could understand. Thankfully there is nothing serious lurking, but if I experience pain in the bladder again I should return for further investigations. Thank you for looking after me. "*

*"Very pleased with procedure, and care today. It was very efficient, informative and friendly."*

*"Very good bed side manner , made me feel very comfortable considering what I was having treatment for. I believe that he has a strong ability to recognise the character of the patient and adapt accordingly in the manner that he speaks and discusses treatments - All good . "*

*"Mr Potluri has the skills and experience to treat each patient as an individual rather than merely another case. For any patient this is both welcome and reassuring. I shall have no hesitation in seeing Mr Potluri again later this year."*

*"Excellent bedside manner and would be happy to see Dr Potluri again. "*

*"Mr Potluri has a great technique (bedside manner) and really knows how to apply his skill. I feel lucky to have him treating me."*

*"Very pleased with the outcome of my operation "*

*"Reassuring, friendly and thorough - he actually did more than I expected and I'm confident that he will be my first call in the future. "*

*"I think my response to your Questionnaire says it all, wish all Doctors were like him!!!!"*

*"The Doctor was thorough in examination and fully explained the Treatment required and post this appears to have solved my problem for which I am grateful for his expertise all of which was carried out in a professional manner."*

*"fantastic doctor"*

*"Bernard is extremely able and a superb Doctor all round."*

*"I have been a regular patient of Dr Potluri for past 7-8 years. I find Dr Potluri an extremely caring and friendly towards his patients, additionally he is knowledgeable and capable in his field . "*

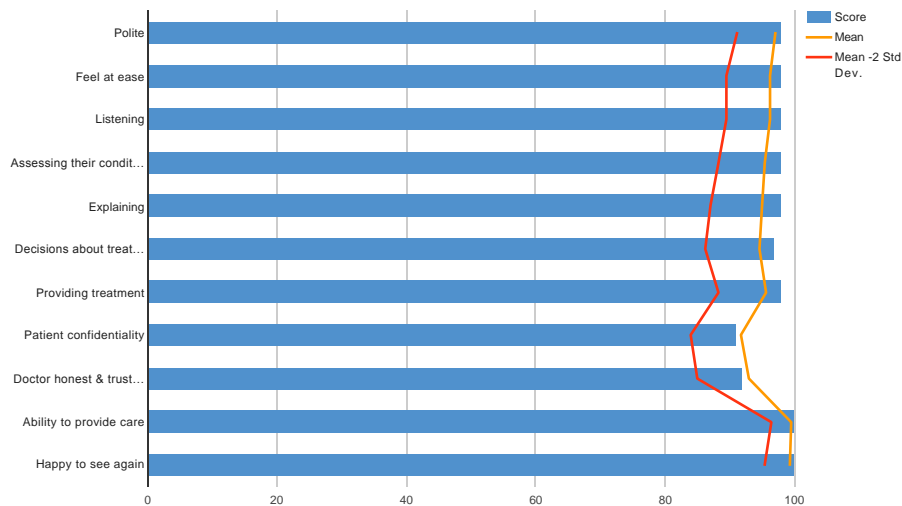
*"I am very grateful for the skill and care my doctor has shown me in dealing with my condition. He has given me the opportunity of a normal life, which might not have been the case without the treatment I have had."*

# Results Against National Benchmark

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

This sample was taken on 15/11/2016 and is based on 16847 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	98	59	96	97.1	98	99	100	3.0
Making them feel at ease	98	58	95	96.3	97	98	100	3.4
Listening to them	98	56	95	96.3	97	98	100	3.4
Assessing their condition	98	59	94	95.5	96	98	100	3.6
Explaining their condition & treatment	98	58	93	94.9	96	98	100	4.0
Decisions about treatment	97	49	93	94.5	95	97	100	4.1
Providing treatment	98	54	94	95.6	96	98	100	3.7
Patient confidentiality	91	65	90	91.8	92	95	100	3.9
Doctor honest & trustworthy	92	66	91	92.9	93	96	100	3.9
Are you confident about this doctor's ability to provide care	100	70	100	99.5	100	100	100	1.5
Are you completely happy to see this doctor again	100	70	100	99.3	100	100	100	1.9

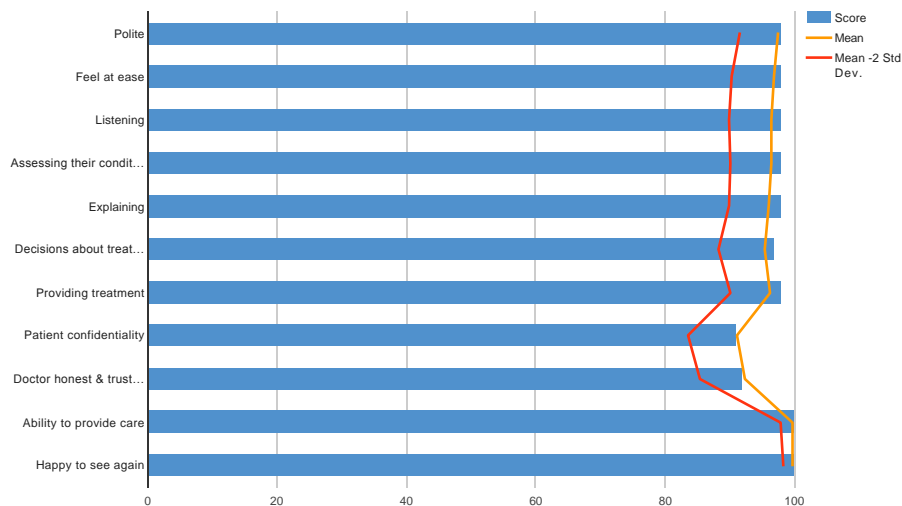


## Results Against Organisation Benchmark

This benchmark is a comparison of your scores against Appraisees within the organisation - THE PRINCESS ALEXANDRA HOSPITAL NHS TRUST

This sample was taken on 15/11/2016 and is based on 121 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	98	82	97	97.5	98	99	100	3.0
Making them feel at ease	98	82	96	96.7	97	99	100	3.2
Listening to them	98	81	95	96.5	97	99	100	3.3
Assessing their condition	98	81	95.5	96.5	97	98	100	3.3
Explaining their condition & treatment	98	83	95	96.1	97	98	100	3.1
Decisions about treatment	97	81	94	95.4	96	98	100	3.5
Providing treatment	98	81	95	96.3	97	98	100	3.1
Patient confidentiality	91	79	88.5	91.1	91	94	98	3.8
Doctor honest & trustworthy	92	82	90	92.4	93	95	99	3.5
Are you confident about this doctor's ability to provide care	100	94	100	99.7	100	100	100	0.9
Are you completely happy to see this doctor again	100	96	100	99.8	100	100	100	0.8



# Results Against Speciality Benchmark

This benchmark is a comparison of your scores against Appraisees with the speciality - Surgeons

This sample was taken on 15/11/2016 and is based on 276 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	98	76	96	97.1	98	99	100	3.5
Making them feel at ease	98	79	96	96.5	97	99	100	3.5
Listening to them	98	77	95.3	96.4	97	99	100	3.5
Assessing their condition	98	76	96	96.5	97	99	100	3.6
Explaining their condition & treatment	98	76	95	96.1	97	99	100	3.9
Decisions about treatment	97	77	94	95.6	96	98	100	4.0
Providing treatment	98	72	95	96.2	97	99	100	3.8
Patient confidentiality	91	75	88	90.2	91	93	100	3.9
Doctor honest & trustworthy	92	81	90	91.9	92	95	100	3.9
Are you confident about this doctor's ability to provide care	100	94	100	99.7	100	100	100	1.0
Are you completely happy to see this doctor again	100	90	100	99.8	100	100	100	1.0

