



Ramsay
Health Care

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Patient Feedback Report

13 June 2022



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.

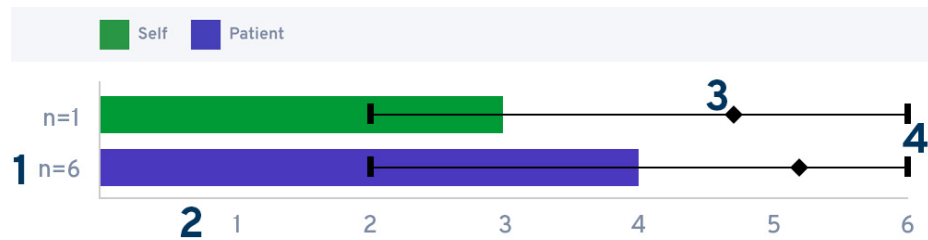
Please read the instructions on the following page for how to read your report.

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

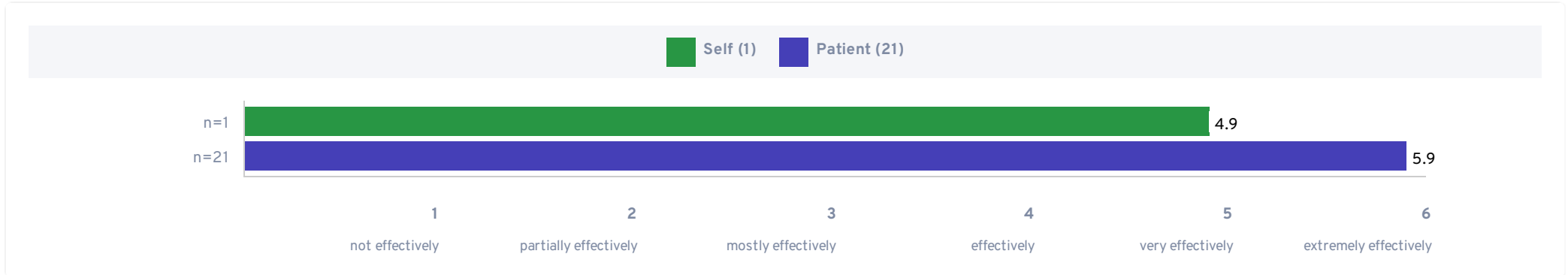
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

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

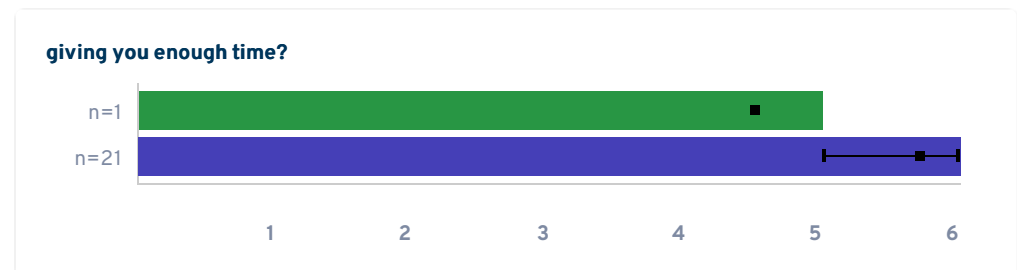
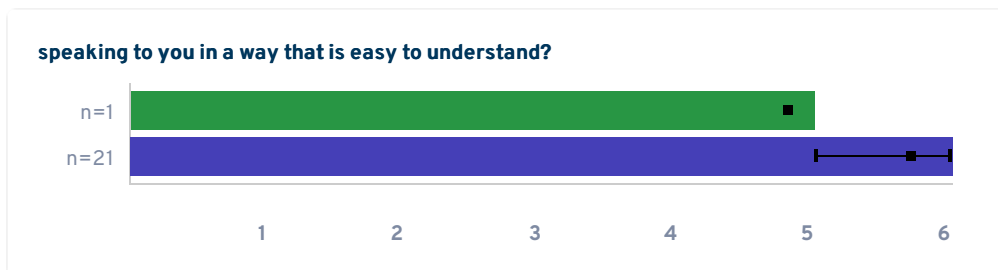
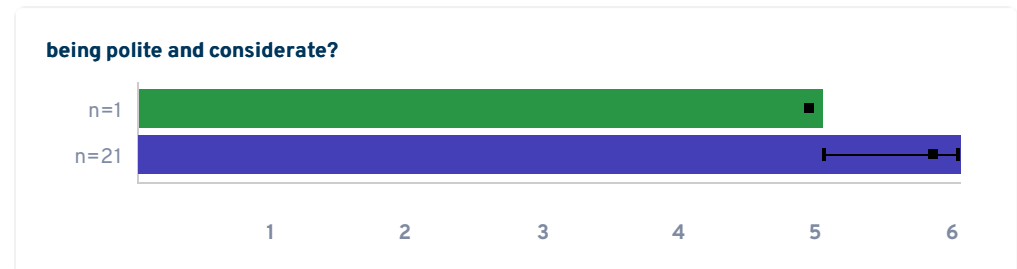
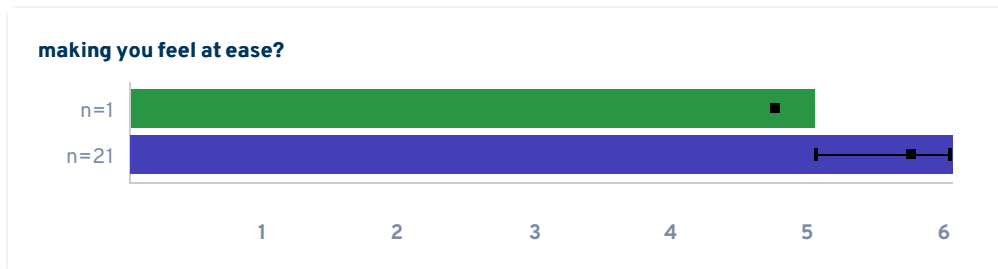
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

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?

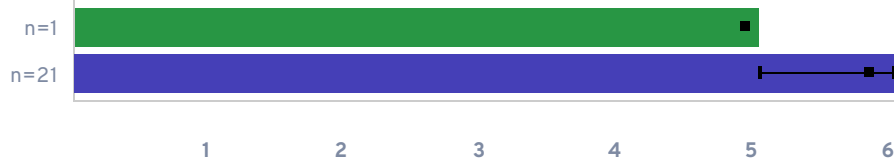


making you confident in their ability to provide safe care?

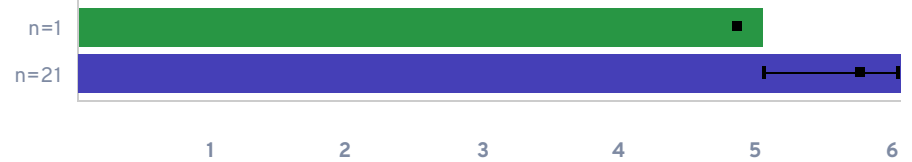


Patient Questionnaire continued

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?

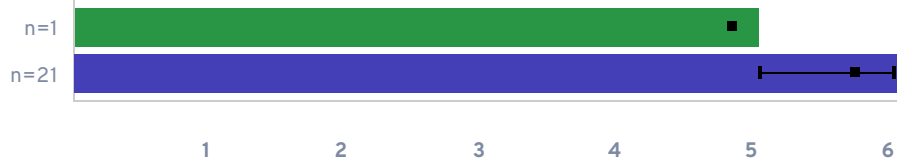


explaining any risks to the treatment?

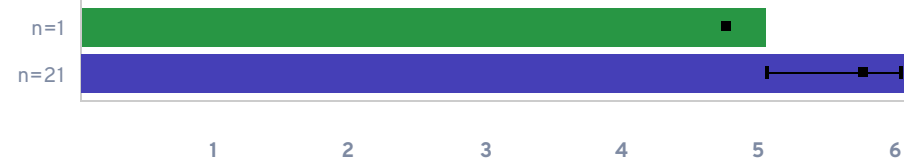


Patient Questionnaire continued

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					1	20	
being polite and considerate?	Self					1		
	Patient					1	20	
speaking to you in a way that is easy to understand?	Self					1		
	Patient					1	20	
giving you enough time?	Self					1		
	Patient					1	20	
doing their best to find out what you might be worried about?	Self					1		
	Patient					2	19	
listening to you?	Self					1		
	Patient					1	20	

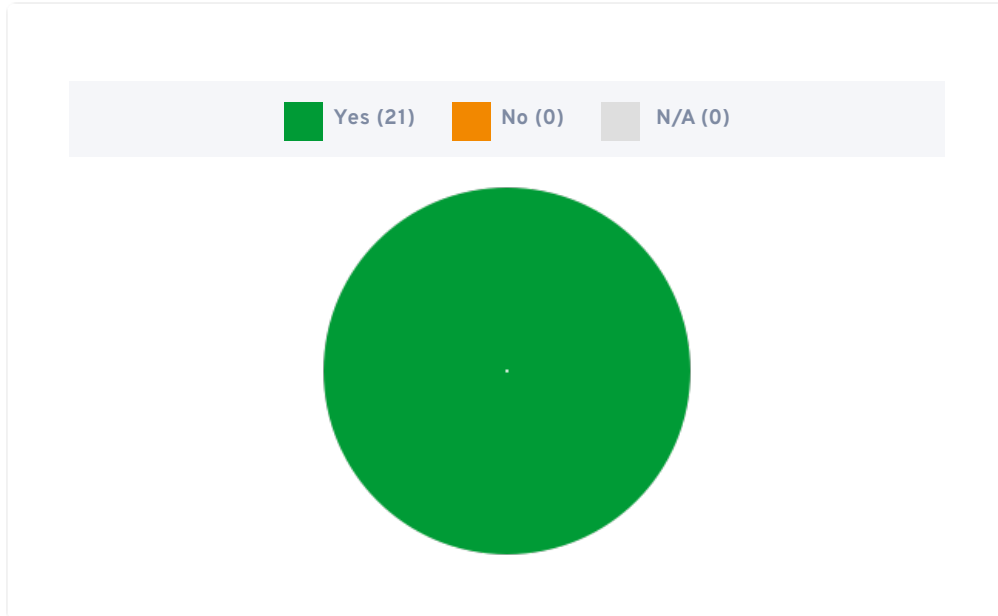
Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self					1		
	Patient					1	19	1
treating you with dignity?	Self				1			
	Patient					1	20	
involving you in deciding how to handle the problem(s) you discussed?	Self					1		
	Patient					1	20	
making you confident in their ability to provide safe care?	Self					1		
	Patient					1	20	
ensuring you get the advice/investigation or treatment needed?	Self					1		
	Patient					1	19	1
checking with you that you are happy with the planned treatments or tests?	Self					1		
	Patient					1	19	1
encouraging you to ask questions?	Self					1		
	Patient				1	1	19	
making sure you understand?	Self					1		
	Patient					1	20	

Patient Questionnaire continued

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

Would you recommend this doctor to your friends and family?



Please comment on your relationships with your patients below:

Self

I treat all patients equally whether private or NHS. I always explain their condition, available options and provide information and allow them to choose the choice of intervention they are comfortable with. I give them time to consider and treat them as I would a family member of mine.

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

Patient	A very kind Doctor!!
Patient	All care superb thank you.
Patient	Excellent Doctor, cannot praise Dr Potluri enough. Made me feel at ease and relaxed. Very reassuring way with people. A credit to Rivers Hospital.
Patient	I am very pleased and happy with the level of service provided by Mr Potluri and his entire team. They have been fantastic.
Patient	Mr Potluri is an outstanding Doctor, he is kind, considerate and caring every time I have seen him he has always been excellent and I have no doubt as to his abilities as a doctor. I have recommended him to friends and family and will continue to do so he is a very good doctor and a credit to his profession.
Patient	Mr Potluri was willing to inconsiderably inconvenience himself to ensure that I received prompt and effective treatment. He is excellent.
Patient	Very good Doctor, kind staff and the hospital was very clean. Nursing staff are very good. Well done to you all. Thank you.
Patient	Very good.
Patient	Very patient and didn't rush us.

Summary Comments continued

Patient	Very pleased with the consultation.
Patient	Very thorough in examination and not rushed. Extremely polite.



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