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Patient Feedback for Mr Jeethendra Rao

GMC number: 6145582

Number of completed responses: 38

Report released to doctor: 4 December 2020

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 data

The tables 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 tables 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	95%
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	12%
Because of an ongoing problem	22%
For treatment (including prescriptions)	34%
Because of a one-off problem	17%
For a routine check	7%
Other - please give details	7%

Other answers: show 3 other answers hide 3 other answers
Consultation
Doctor advice to see a specialist
Prior to minor op

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

1 - not very important	5%
2	8%
3	13%
4	11%
5 - very important	63%

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%	0%	100%	0%	5.00
Making you feel at ease	0%	0%	0%	0%	100%	0%	5.00
Listening to you	0%	0%	0%	0%	100%	0%	5.00
Assessing your medical condition	0%	0%	0%	3%	97%	0%	4.97
Explaining your condition and treatment	0%	0%	0%	3%	97%	0%	4.97
Involving you in decisions about your treatment	0%	0%	0%	3%	97%	0%	4.97
Providing or arranging treatment for you	0%	0%	0%	0%	92%	8%	5.00

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	3%	0%	6%	22%	67%	3%	4.54
This doctor is honest and trustworthy	3%	0%	3%	25%	67%	3%	4.57

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	56%
No	44%

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

Nothing Dr Rao and team were fantastic

No everything fine

Didn't need to improve

I was satisfied with the way the doctor attended me today

Nothing to add at all

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

Very professional, well mannered

Friendly greeting, explained fully the procedure that was taking place. Put at ease throughout

I felt totally reassured & his manner was very kind

Very good doctor, makes you feel at ease, listens to you, very good at explaining why I am home

These people were brilliant working with great skill, friendly & trying to be pleasant through out at the same time they seemed very professional

Very pleasant

Good clear easy used & understandable terms

Very good at explaining thing!

Mr Rao is very friendly & makes me feel completely at ease

Very happy with service provided

He made the whole operation is comfortable as possible

Made me feel at ease & comfortable

Mr Rao is always attentive & has plenty of time for his patients

Demographics

Your gender

Female	34%
Male	66%

Your age

Under 15	0%
15 to 20	3%
21 to 40	6%
41 to 60	24%
Over 60	67%

Your ethnic group/cultural background

British	94%
Irish	3%
Other White background	3%
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	0%
Caribbean	0%
African	0%
Other Black background	0%
Chinese	0%
Any other background	0%

Benchmarks and Self-Assessment

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

	Patients	Self-Assessment	Benchmark
Being polite	5.00	4.00	4.89
Making you feel at ease	5.00	4.00	4.85
Listening to you	5.00	4.00	4.85
Assessing your medical condition	4.97	4.00	4.78
Explaining your condition and treatment	4.97	4.00	4.75
Involving you in decisions about your treatment	4.97	4.00	4.62
Providing or arranging treatment for you	5.00	4.00	4.56

Do you agree with the following?

	Patients	Self-Assessment	Benchmark
This doctor will keep information about me confidential	4.54	4.00	4.67
This doctor is honest and trustworthy	4.57	4.00	4.72

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.