

## Consultant Revalidation Patient Experience Survey Clinic 6 • June-15 Yogen Singh

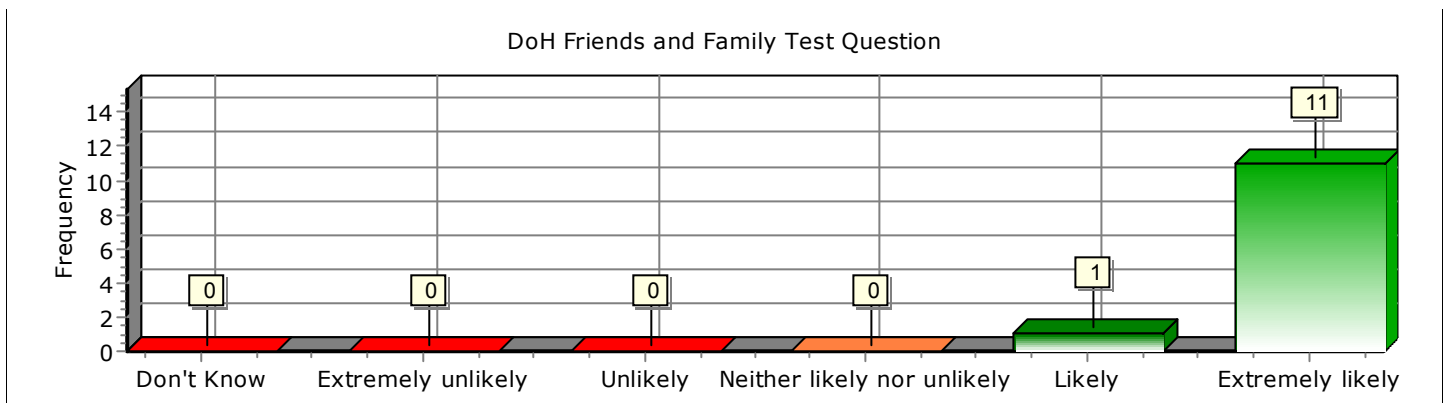
- 12 surveys were used for this analysis

Are you filing in this form for:

Respondant	Frequency
Yourself	0
Your Child	12
Your Spouse	0
Another relative or friend	0

### Q1. The DoH Friends and Family Test Question

How likely is it that you would recommend this doctor to friends and family of they needed similar care or treatment?



### APPOINTMENT SECTION

	No	Yes	N/A
Q2. The doctor introduce him/herself to patient	0	12	0
Q3. Other people in the room were introduced	2	3	7

### PERFORMANCE SECTION

	Poor	Satisfactory	Good	Outstanding	N/A
Q4. Patient had enough time to explain condition	0	0	2	8	2
Q5. Patient had enough time to ask questions	0	0	2	10	0
Q6. Patient received answers they understood	0	0	3	9	0
Q7. Treatments needed and why were explained	0	0	2	3	7
Q8. Why tests were needed were explained	0	0	2	4	6
Q9. When tests might take place was explained	0	0	0	5	7
Q10. When & how test results received explained	0	0	0	3	9
Q11. Explained why medication needed	0	0	0	4	8
Q12. How to take medication explained	0	0	0	2	10
Q13. Described possible medication side effects	0	0	0	3	9
Q14. Patient told what was going to happen after the appointment	0	0	0	8	4
Q15. Doctor was polite	0	0	0	12	0
Q16. Patient was made to feel at ease	0	0	2	10	0
Q17. Patient was involved in decisions about care and treatment	0	0	1	8	3

<b>OVERALL EXPERIENCE</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neutral</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>N/A</b>
Q18. Patient would see this Doctor again	0	0	0	2	10	0
Q19. Doctor was reassuring	0	0	0	3	9	0
Q20. Doctor was trustworthy	0	0	0	3	9	0
Q21. Overall experience met patient's expectations	0	0	0	3	9	0

### **Reason for the score given in Friends and Family Test (Q1)**

Dr Singh is knowledgeable, patient, explains clearly, and is considerate to the needs of the family.
Dr Singh has always been very nice to us and explained things to us in a way we understand.
He was caring and interacted with my son.
Dr Singh has been excellent – very clear, warm, and reassuring. Has gone out of his way to provide information and reassurance, with regular consultation.
Dr Singh is always there to help, any worries or concerns I had he was always there.
Patient, took time to explain things.
Dr Yogen is a very good specialist, very attentive.
Very helpful and patient with questions I had.
Running on time. Staff and doctor very friendly, informative, and helpful.
Very friendly, explains everything, patient.
Dr Singh was always very caring and responded to all questions and concerns we've had.

### **General patient comments**

Thanks very much for superb care of my daughter.
We are very thankful to Dr Yogen. Our GP was a huge let down and we are happy that Dr Yogen sorted everything out.
Excellent service.