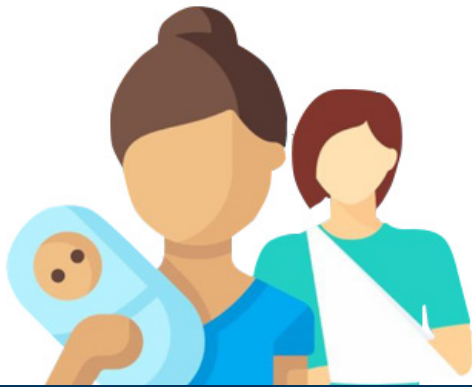


Shamim Daya

# Patient Feedback Report

24 August 2023



# Introduction

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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.

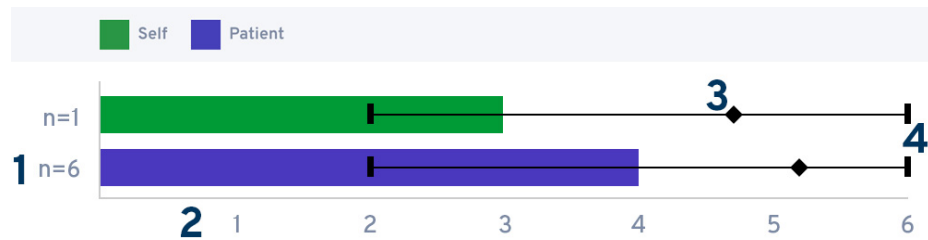
Please read the instructions on the following page for how to read your report.

# 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**

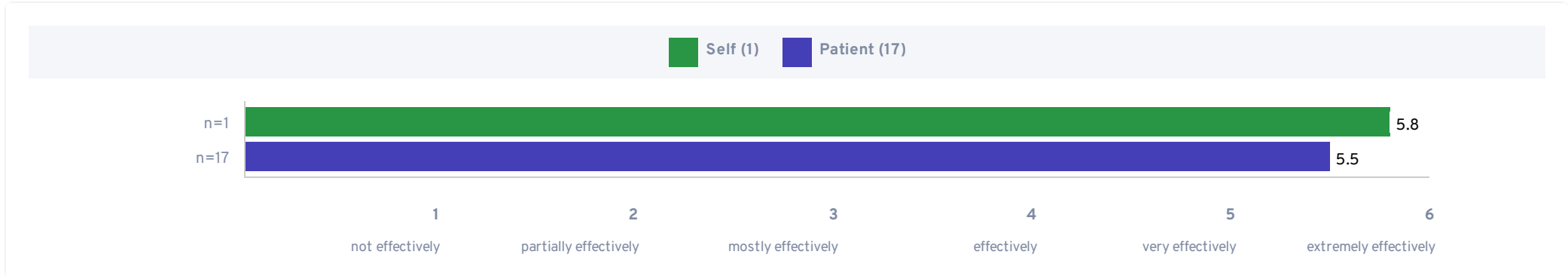
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

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

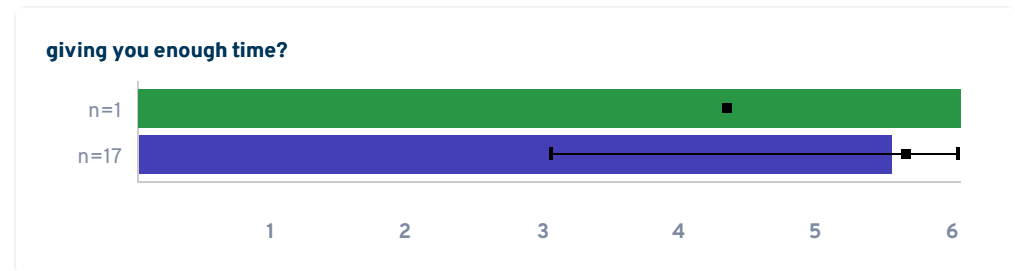
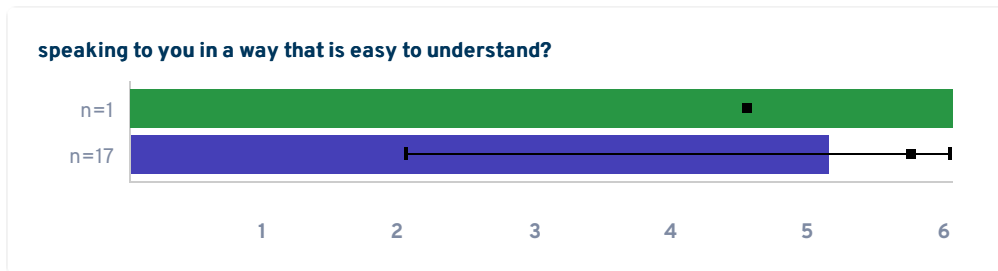
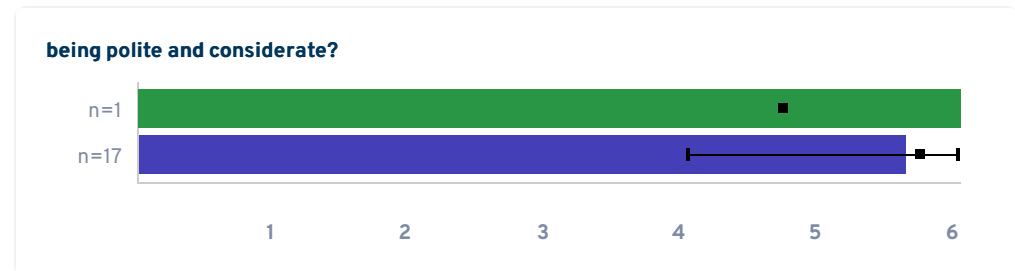
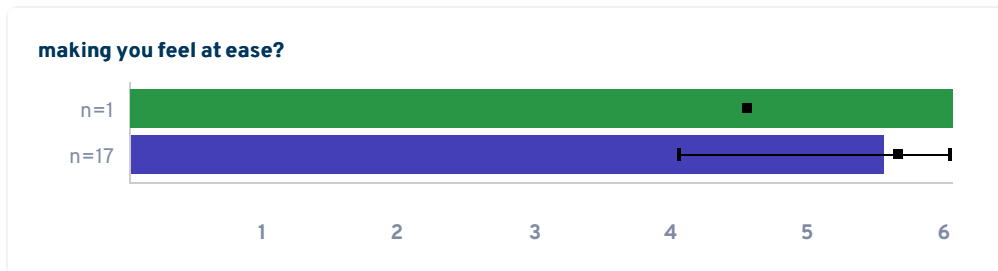
**4. RANGE:** The black line through each bar represents the range of ratings given by the rater category for that question.

# 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?



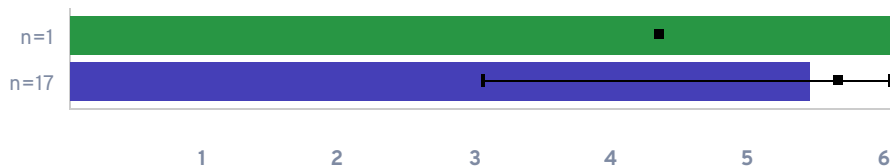
taking account of your medical history?



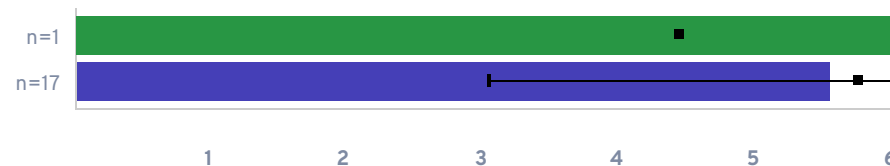
treating you with dignity?



involving you in deciding how to handle the problem(s) you discussed?



making you confident in their ability to provide safe care?

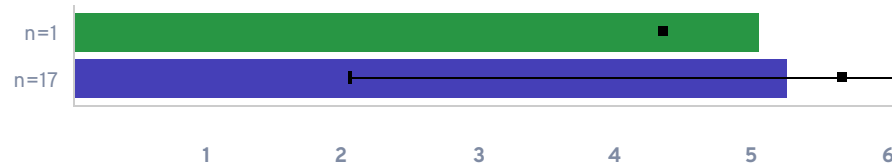


# Patient Questionnaire continued

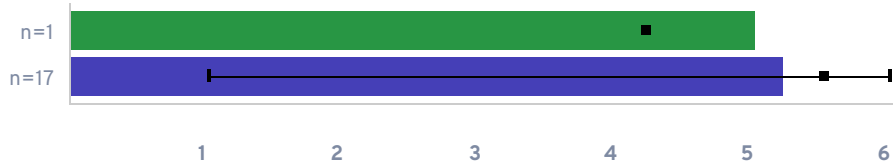
**ensuring you get the advice/investigation or treatment needed?**



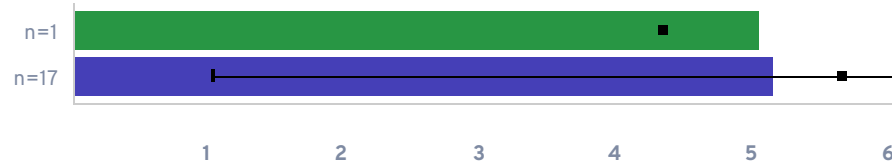
**checking with you that you are happy with the planned treatments or tests?**



**encouraging you to ask questions?**



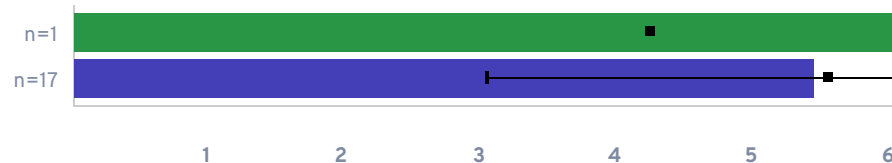
**making sure you understand?**



**understanding your needs and worries?**

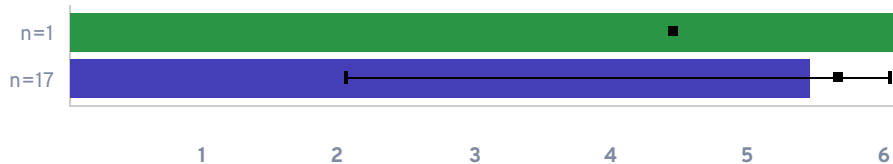


**explaining any risks to the treatment?**

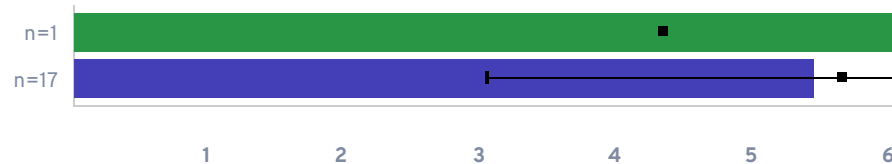


## Patient Questionnaire continued

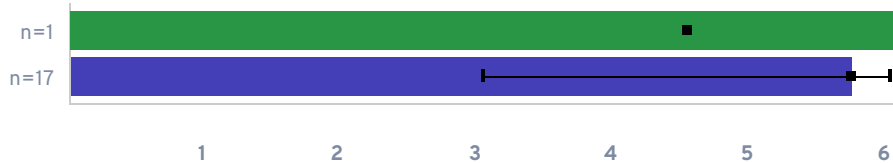
allowing you to make up your own mind?



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				2	5	10	
being polite and considerate?	Self						1	
	Patient				1	4	12	
speaking to you in a way that is easy to understand?	Self						1	
	Patient		1	1		8	7	
giving you enough time?	Self						1	
	Patient			1	1	3	12	
doing their best to find out what you might be worried about?	Self						1	
	Patient				1	5	11	
listening to you?	Self						1	
	Patient				1	4	12	



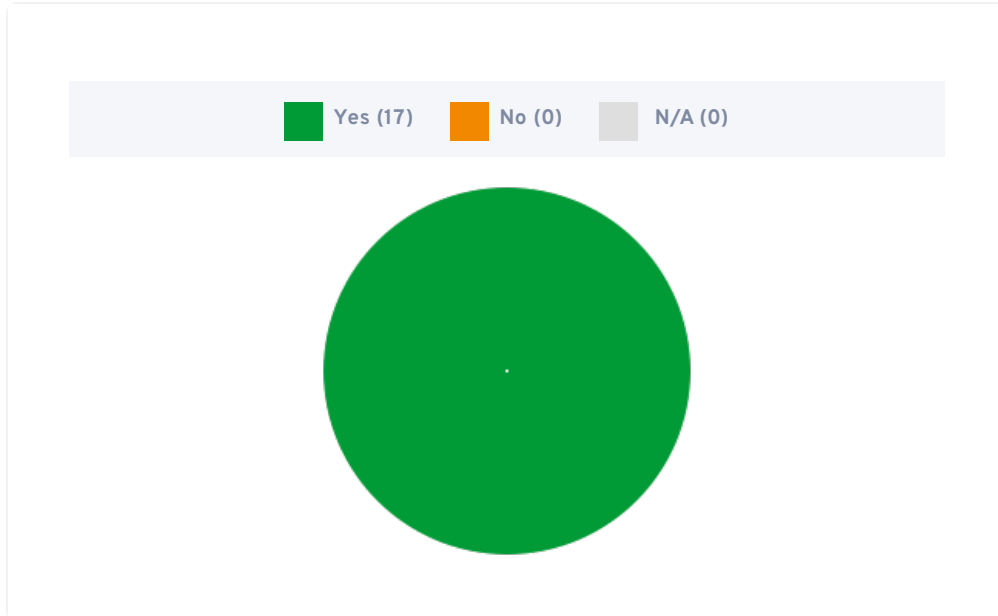
## Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self						1	
	Patient				1	4	12	
treating you with dignity?	Self					1		
	Patient				1	2	14	
involving you in deciding how to handle the problem(s) you discussed?	Self						1	
	Patient			1	1	5	10	
making you confident in their ability to provide safe care?	Self						1	
	Patient			1		5	11	
ensuring you get the advice/investigation or treatment needed?	Self						1	
	Patient				1	5	11	
checking with you that you are happy with the planned treatments or tests?	Self					1		
	Patient		1	1	1	5	9	
encouraging you to ask questions?	Self					1		
	Patient	1		1	1	4	10	
making sure you understand?	Self					1		
	Patient	1		1	1	6	8	

## Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self						1	
	Patient				1	6	10	
explaining any risks to the treatment?	Self						1	
	Patient			1	1	4	8	3
allowing you to make up your own mind?	Self						1	
	Patient		1	1		4	11	
keeping you informed about the progress of your care?	Self						1	
	Patient			1	1	6	9	
Overall how effectively did the doctor meet your needs as a patient?	Self						1	
	Patient			1		2	14	

## Would you recommend this doctor to your friends and family?



## Please comment on your relationships with your patients below:

**Self**

I feel I have good communication with my patients many of whom have been seeing me for almost 20 yrs.

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

<b>Patient</b>	My health and wellbeing is in the best Hands with Dr. Daya.
<b>Patient</b>	Dr Daya is fantastic, she cares and she helps you as much as she can. With plenty of knowledge, she guided me to have the best health I can have and she also helped my wife tremendously. Thank you Dr Daya, I feel like I should be thanking you for eternity.
<b>Patient</b>	<p>Dr Daya really takes the time and effort to leave no stone unturned, thoroughly exploring all possibilities. She goes out of her way to call or respond to emails with answers to questions and is always there to offer advice when needed.</p> <p>My only suggestion would be to have an opportunity for a consultation to discuss progress and next steps. This way patients can get a clear idea of the long term goals and expectations of treatments and their time frames.</p> <p>Overall I am super happy with the care I have received from Dr Daya, I have recommended her to friends and family and will continue to visit her whenever needed.</p>
<b>Patient</b>	<p>Dr Shamim Daya is very compassionate, and I feel that she is focused on me totally in my session with her. She researches information specific to my situation and/or already has a wealth of knowledge on the subject. She further informs me in discussion and by email.</p> <p>Dr Daya, excellent doctor in whom I have had confidence for many years.</p> <p>Kind regards</p>
<b>Patient</b>	Dr. Daya is highly proficient in offering effective solutions to health issues. Her sessions are packed with valuable information, which can sometimes feel overwhelming, especially while undergoing therapy simultaneously. It would be advantageous to have a session summary provided at the end, allowing us to digest the information at our own pace after the session.
<b>Patient</b>	During the time I have been seeing Dr. DAYA I feel that her treatment of my condition has helped enormously.
<b>Patient</b>	I believe Dr Daya is the best healthcare practitioner I have ever seen. She is extremely dedicated to the well-being of her patients and she practices what she preaches regarding her recommended wellness-oriented lifestyle choices in order to be a good example to her patients.
<b>Patient</b>	<p>I find Dr daya incredibly caring and understanding. She has excellent communication skills which is very reassuring. Her approach is methodical and logical which gives my family and i confidence.</p> <p>Her knowledge is very indepth and accurate and as as a result my family and i have had great improvement to our health.</p>

**Patient**

I regret that my medical knowledge is not good enough to understand on occasions

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## Summary Comments continued

**Patient**

Shamin is a first rate, super kind and caring woman. She has literally saved my life on several occasions. I shall be heartbroken when she retires  
Mrs Sapcote

**Patient**

She is a lovely caring person who has made me very healthy and proud of my body.



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