

Summary of Patient Feedback

Mr Chye Yew Ng

34

Required

46

Received

Personal Information

Q1. Questionnaire completed by

Patient **45** Spouse or Partner **0** Parent or Guardian **0** Relative or Friend **1** Not Answered **0**

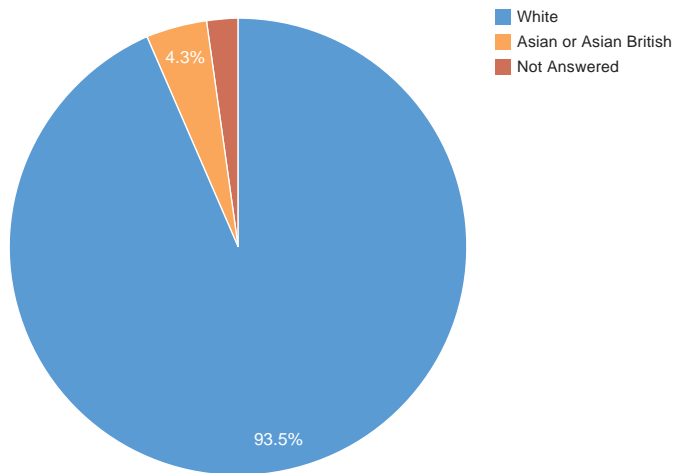
Q2. Patient Gender

Male **18** Female **25** Not Answered **3**

Q3. Patient Age Group

Under 15 **0** 15-20 **1** 21-40 **8** 41-60 **17** Over 60 **17** Not Answered **3**

Q4. Ethnicity

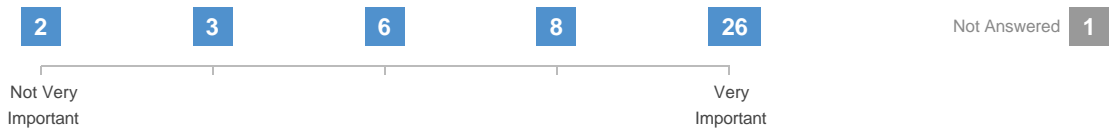


About their visit

Q5. Reason for patient visit

To ask advice	2	Routine checkup	9
One-off problem	2	Other	0
Treatment (e.g. prescriptions)	2	Not Answered	1
Ongoing problem	33		

Q6. How important the patient believed their visit was



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	1	41	2	1
Making them feel at ease	0	0	1	2	40	2	1
Listening to them	0	0	1	4	38	2	1
Assessing their condition	0	0	3	3	37	2	1
Explaining their condition & treatment	0	0	3	3	36	3	1
Decisions about treatment	0	0	2	2	38	3	1
Providing treatment	0	0	1	3	38	3	1

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	0	0	0	11	30	4
Doctor honest & trustworthy	0	0	0	8	30	4

Q9. Are patients confident in your ability to provide care

Yes **46** No **0** Not Answered **0**

Q10. Are patients happy to see you again

Yes **46** No **0** Not Answered **0**

Q11. You are the patients' usual doctor

Yes **31** No **14** Not Answered **1**

Q12. Comments

"Happy with treatment so far."

"Excellent."

"I must say that Dr Chye Yew Ng is a superstar, I could not have wished for a better result for my issue."

"Great doctor."

"He's so lovely and very helpful."

"Doctor has always been very courteous."

"I was pleased with the service, and felt reassured."

"He's been excellent and explained everything."

"Kind, well-mannered and friendly."

"Very helpful. Best explanations I have had from any doctor."

"Care has been good and without lengthy waits."

"Very good."

"Dr Ng is very honest, and gives clear answers to direct questions. He takes the effort to fast-track investigations."

"I trust this doctor."

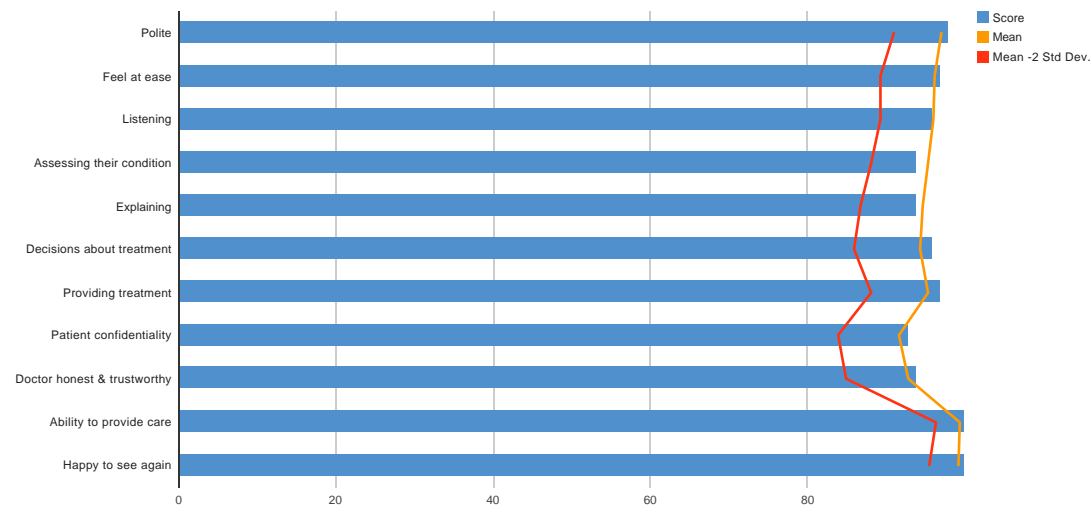
"Very skillful and confident with a reassuring manner."

Results Against National Benchmark

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

This sample was taken on 16/09/2014 and is based on 8835 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	98	59	96	97.0	98	99	100	3.0
Making them feel at ease	97	58	95	96.1	97	98	100	3.4
Listening to them	96	56	95	96.1	97	98	100	3.4
Assessing their condition	94	59	94	95.3	96	98	100	3.6
Explaining their condition & treatment	94	58	93	94.7	96	97	100	4.0
Decisions about treatment	96	49	92	94.3	95	97	100	4.2
Providing treatment	97	54	94	95.4	96	98	100	3.7
Patient confidentiality	93	65	89	91.7	92	95	100	3.9
Doctor honest & trustworthy	94	68	91	92.8	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	72	100	99.3	100	100	100	1.9

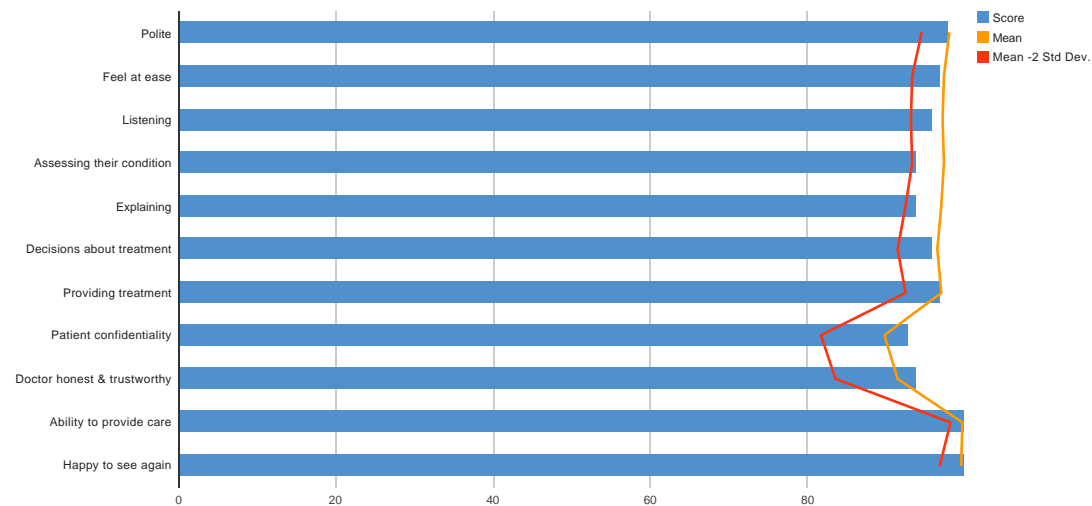


Results Against Organisation Benchmark

This benchmark is a comparison of your scores against Appraisees within the organisation - WRIGHTINGTON, WIGAN AND LEIGH NHS FOUNDATION TRUST

This sample was taken on 16/09/2014 and is based on 82 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	98	92	97	98.1	98	100	100	1.8
Making them feel at ease	97	91	97	97.3	98	99	100	2.0
Listening to them	96	91	96	97.2	97	99	100	2.0
Assessing their condition	94	91	96	97.4	98	99	100	2.0
Explaining their condition & treatment	94	90	96	97.1	98	99	100	2.3
Decisions about treatment	96	90	95	96.5	97	98	100	2.5
Providing treatment	97	91	96	97.0	97.5	99	100	2.3
Patient confidentiality	93	74	88	89.8	90	92	98	4.0
Doctor honest & trustworthy	94	78	89	91.5	92	94	99	3.9
Are you confident about this doctor's ability to provide care	100	95	100	99.8	100	100	100	0.8
Are you completely happy to see this doctor again	100	93	100	99.6	100	100	100	1.3



Results Against Speciality Benchmark

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

This sample was taken on 16/09/2014 and is based on 170 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	98	76	96	97.2	98	99	100	3.3
Making them feel at ease	97	79	95	96.5	97	98	100	3.4
Listening to them	96	77	96	96.5	97	99	100	3.5
Assessing their condition	94	76	96	96.6	97	99	100	3.6
Explaining their condition & treatment	94	76	95	96.2	97	98	100	3.7
Decisions about treatment	96	77	94	95.7	96	98	100	3.7
Providing treatment	97	78	95	96.3	97	98	100	3.3
Patient confidentiality	93	79	88	90	91	93	100	3.9
Doctor honest & trustworthy	94	82	90	91.9	92	95	100	3.9
Are you confident about this doctor's ability to provide care	100	96	100	99.8	100	100	100	0.8
Are you completely happy to see this doctor again	100	90	100	99.9	100	100	100	0.9

