

# Patient Survey Summary Report

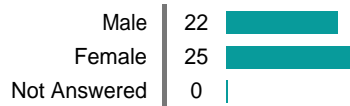
## Dr Albert Barcellos, January 2014

47 Patients completed the survey.

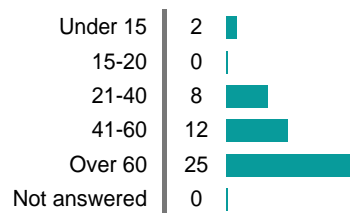
The number after each question is a percentage rating and can be compared with the figure in the brackets which is the average of your colleagues results. (Taken from 41754 responses)

You are being compared against others who have indicated their profession as a GP.

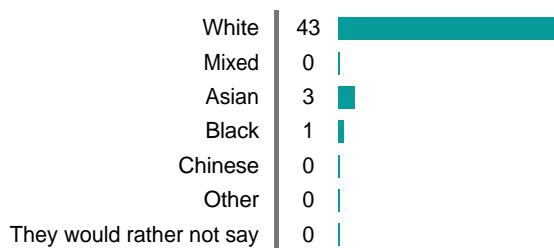
### Gender Spread



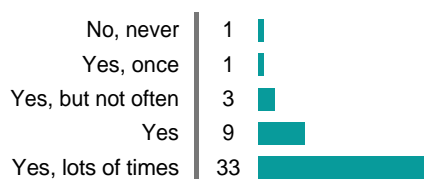
### Age Spread



### Ethnicity Spread

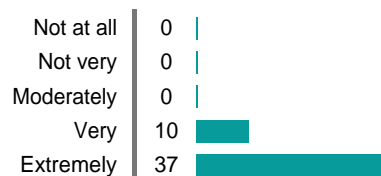


### Question 1: Have you seen this doctor before?



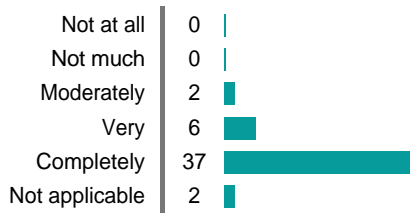
### Question 2: How welcome and relaxed did the doctor make you feel?

95% (88%)



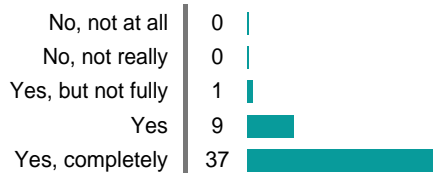
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**Question 3: How much did the doctor involve you in decisions during the consultation?** **94% (91%)**



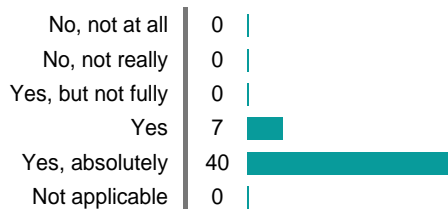
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**Question 4: Did you feel the doctor listened to you?** **94% (92%)**



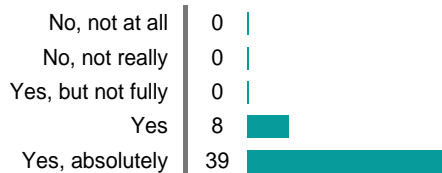
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**Question 5: Did you feel confident that the doctor's clinical knowledge was good?** **96% (94%)**



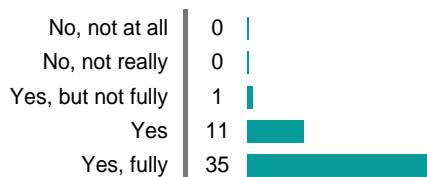
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**Question 6: Did you feel confident about the doctor's assessment?** **96% (90%)**



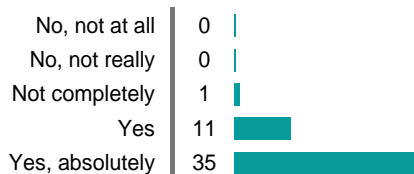
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**Question 7: Did you feel the doctor addressed all of your concerns?** **93% (89%)**

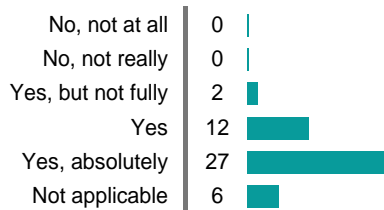


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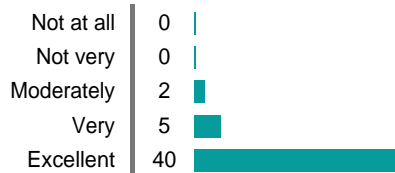
**Question 8: Are you clear about what will happen next?** **93% (88%)**



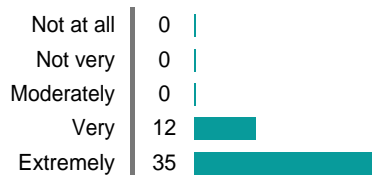
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**Question 9: Do you know what to do if your condition gets worse?****90% (85%)**

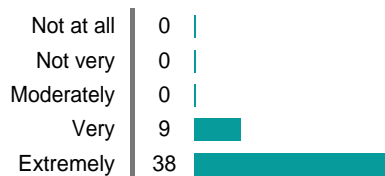
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**Question 10: How good did you feel the doctor was at caring for you?****95% (90%)**

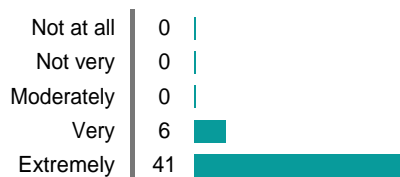
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**Question 11: How easy did you find it to understand what this doctor was telling you?****94% (90%)**

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**Question 12: How confident are you that this doctor will keep information about you confidential?****95% (93%)**

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**Question 13: How confident are you that this doctor is honest and trustworthy?****97% (93%)****Comments:**

- | I have always found this doctor very helpful and competent.
- | Pleased with the service I recieved at the surgery.
- | This doctor has been my doctor for 30 years. Very good doctor.
- | Always looked after very well thank you
- | I always feel an individual not just a number of many patients.
- | Always found the surgery very helpfull & very good at there job.
- | I have been in the care of Dr Barcellos for over 30 years and would not change to another GP as he has always been very reassuring.
- | Dr Barcellos has looked after our family for years he is always hugely supportive, friendly knowledgeable & caring! Thank you!
- | The doctor was extremely helpful and would recommend him to anyone who needs medical attention if I can.
- | Dr Barcellos is a great doctor. I always feel confident seeing him. He is such a great man & doctor. We all love him as a family.
- | Having to wait longer now than in the past for appointments - receptionists tries to pass you on to other Doctor. Who I feel do not know my passed history. I have been refused to talk to my Dr or phone recently.

- | Dr Barcellos has been my GP for many years now and I have no complaints at all. Puts me at ease totally.
- | My wife and I are of the opinion that we could not have a better Doctor. Excellent.
- | I have and still am very confident with my doctor and the practise.
- | Have always found this Doctor to be caring and have every confidence in him. A true family Doctor.

### **Summary Scoring**

The question responses are given a score based on:

1 for the First Response (i.e. No, never); 2 for the Second Response; 3 for the Third Response and so on

To get a score of 100% would mean all the responses were the last response (i.e. Excellent)

Not applicable or questions not answered are not included

The score for question 1 is calculated in the same way as above and is therefore meaningless except to give you a guide as to your spread of how often people have seen you compared to others.

Even though we have used the word "score" these numbers are of course extremely subjective and open to several confounding factors and are produced purely as a guide for benchmarking.