

# PATIENT SURVEY JANUARY 2015 RESULTS

All about your doctor. We are endeavouring to improve patient/doctor relationships. Our aim is to ensure that, as far as possible, when you visit your doctor, you leave feeling the doctor listened to you and that you were involved in the decisions about your health and treatment.

Please help us by answering the following questions and giving us as much information as possible so that we improve on doctor/patient relationships. This is anonymous.

1. Which doctor did you consult with today?
2. Did the doctor listen to you? YES  NO
3. Did the doctor ensure that you understood the treatment/advice given? YES  NO
4. Did the doctor give you enough information to allow you to make a decision regarding your treatment or medication? YES  NO
5. Did the doctor go through any options available to you regarding your treatment or medication? **(GPs (1GPR and 2 Dr Mannikar))** YES  NO
6. Did the doctor involve you in making a decision about your treatment or medication? **(GPs 1 GPR and 1 Dr Mannikar)** YES  NO
7. Did the doctor treat you with care and concern? **(GPs 1 Dr Dowden)** YES  NO
8. What comments would you like to make which would have made this a better consultation with your doctor?

**Comments:**

**Dr Mannikar:**

- No comment, everything just fine
- When I phoned on Tuesday to ring for an emergency appointment, I go told there wasn't any. I asked for a one with a nurse and the reply was "why what's wrong with you". I do not wish to disclose the information the receptionist.
- Emergency appointment thank you very much for squeezing me in

**Dr Jenkinson**

- Very helpful and attentive thank you
- Dr Jenkinson listened to me
- Consultation friendly and relaxed

**Dr Rouse**

- Consultation was satisfactory
- I was very anxious to have the procedure, D Rouse reassured me and made me feel at ease