

Summary of Patient Feedback for Dr Robert Hampton

Cycle number: 04C-3117134-P001

Cycle completed: 17/01/2019



Personal information

Q1. Questionnaire completed by

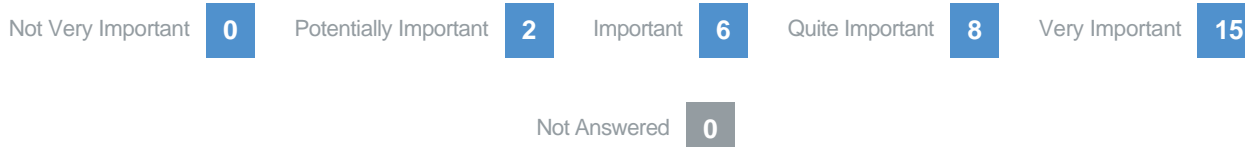


About their visit

Q2. Reason for patient visit



Q3. How important the patient believed their visit was



Q4. 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	3	27	0	0
Making them feel at ease	0	0	0	5	26	0	0
Listening to them	0	0	1	5	25	0	0
Assessing their condition	0	0	0	5	24	2	0
Explaining their condition & treatment	0	0	0	5	22	4	0
Decisions about treatment	0	1	1	5	24	0	0
Providing treatment	0	1	1	3	26	0	0

Q5. How the patient felt about 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	Not Answered
Patient confidentiality	0	0	2	4	24	1	0
Doctor honest & trustworthy	0	0	1	5	24	0	1

Q6. Are patients confident in your ability to provide care

Yes **30** No **1** Not Answered **0**

Q7. Are patients happy to see you again

Yes **30** No **1** Not Answered **0**

Q8. You are the patients' usual doctor

Yes **7** No **24** Not Answered **0**

Q9. Comments

"Very nice man, very polite and understanding, made me feel very comfortable. "

"Really helped me with my problem. "

"I found Dr Hampton to be very understanding. A good bedside manner. "

"I really like my doctor today. Finally I felt that someone was listening to me and helping solve the problem. I wish this doctor to be my regular doctor. "

"This doctor are good like to see him again. "

"N/A"

"I think the doctor is very competent person. He treated me well and better than the previous one. I am happy that this kind of specialist works here and will be happy to come and see him if any problems occurs to me. "

"Clear explanations. Comprehensive diagnostic care. Fast but not rushed. "

"I'd not met this dr before. He was able to understand my concerns and also treated me like an intelligent person. "

"Doctor was very informative. Was easy to discuss my issues with him. "

"Dr was very helpful in making sure I was happy with all results. "

"Great doctor, listens really well and is understanding. Didn't feel like he was rushing my appointment. "

"I needed a specific check up and he didn't agree in doing it because is not usually done in the UP."

"Lovely bloke."

"Very quick, competent, reassuring. Thank you."

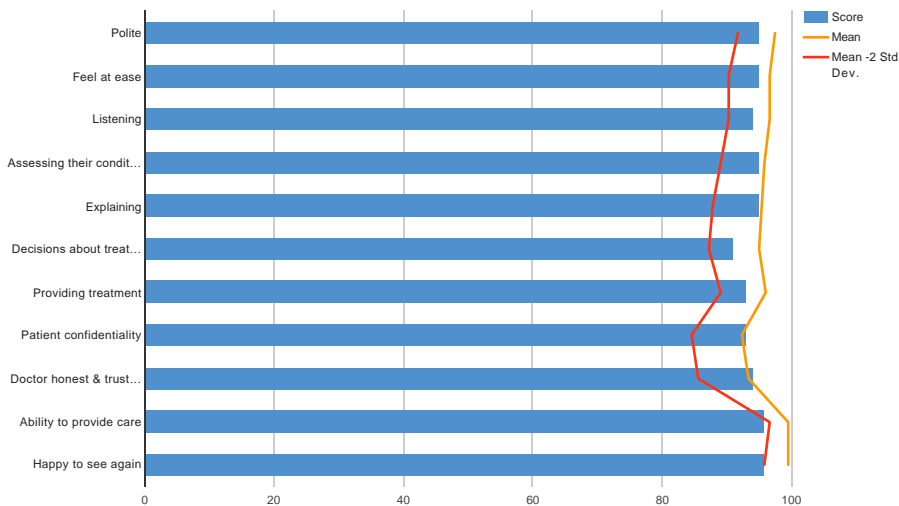
"He was really nice and put me at ease and he explained things really well. I would gladly see him again. 10/10"

Results Against National Benchmark

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

This sample was taken on 15/01/2019 and is based on 30755 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	95	56	96	97.4	98	99	100	2.9
Making them feel at ease	95	58	95	96.6	97	99	100	3.2
Listening to them	94	56	95	96.6	97	99	100	3.2
Assessing their condition	95	59	95	95.9	97	98	100	3.4
Explaining their condition & treatment	95	58	94	95.4	96	98	100	3.8
Decisions about treatment	91	49	93	95.1	96	98	100	3.9
Providing treatment	93	54	95	96.0	97	98	100	3.5
Patient confidentiality	93	42	90	92.4	93	95	100	3.9
Doctor honest & trustworthy	94	43	91	93.4	94	96	100	3.9
Are you confident about this doctor's ability to provide care	96	70	100	99.5	100	100	100	1.4
Are you completely happy to see this doctor again	96	70	100	99.4	100	100	100	1.8

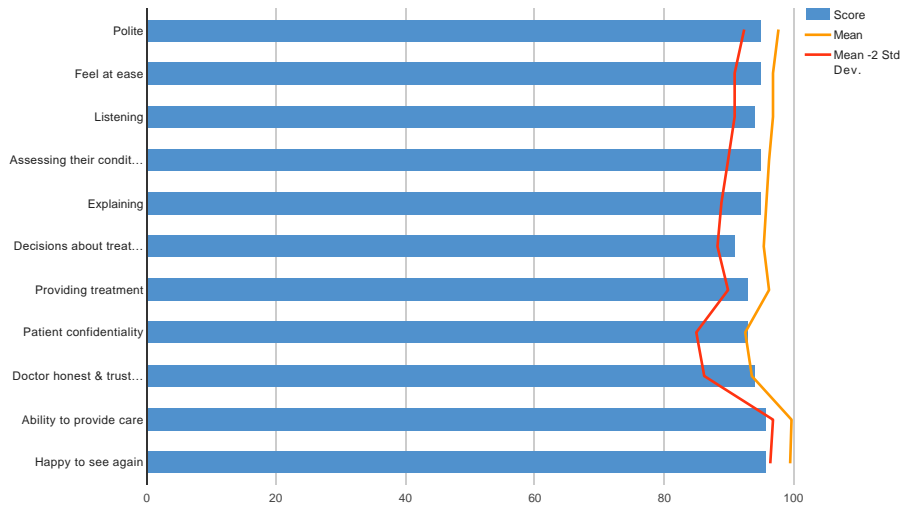


Results Against Area Team Benchmark

This benchmark is a comparison of your scores against Appraisees within the area team - NHS ENGLAND MIDLANDS AND EAST (CENTRAL MIDLANDS)

This sample was taken on 15/01/2019 and is based on 3176 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	95	75	97	97.6	98	99	100	2.6
Making them feel at ease	95	69	96	96.9	98	99	100	3.0
Listening to them	94	70	96	96.9	98	99	100	3.0
Assessing their condition	95	70	95	96.2	97	98	100	3.1
Explaining their condition & treatment	95	65	94	95.7	96	98	100	3.5
Decisions about treatment	91	62	94	95.4	96	98	100	3.6
Providing treatment	93	66	95	96.3	97	98	100	3.2
Patient confidentiality	93	65	90	92.5	93	95	100	3.7
Doctor honest & trustworthy	94	66	91	93.6	94	96	100	3.7
Are you confident about this doctor's ability to provide care	96	70	100	99.6	100	100	100	1.4
Are you completely happy to see this doctor again	96	70	100	99.5	100	100	100	1.6



Results Against Organisation Benchmark

This benchmark is a comparison of your scores against Appraisees within the organisation - NHS LEICESTER CITY CCG

This sample was taken on 15/01/2019 and is based on 183 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	95	79	95	96.6	97	99	100	3.1
Making them feel at ease	95	79	95	96.0	97	98	100	3.4
Listening to them	94	79	95	95.9	97	98	100	3.4
Assessing their condition	95	82	93	95.3	96	98	100	3.6
Explaining their condition & treatment	95	81	93	95.1	96	97	100	3.6
Decisions about treatment	91	80	92	94.3	95	97	100	4.0
Providing treatment	93	79	94	95.4	96	98	100	3.7
Patient confidentiality	93	80	89	92.2	93	95	100	4.4
Doctor honest & trustworthy	94	80	90	93.1	94	96	100	4.3
Are you confident about this doctor's ability to provide care	96	90	100	99.5	100	100	100	1.5
Are you completely happy to see this doctor again	96	86	100	99.5	100	100	100	1.7

