

GMC
Patient & Colleague Feedback
Report

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Patient Feedback

Your patient demographics

Your patient feedback is based on responses from 48 patients with the following characteristics:

Table 1.1: Gender

Female	27	56%
Male	20	42%
Not reported	1	2%

Age

15-20	3	6%
21-40	10	21%
41-60	11	23%
Over 60	22	46%
Not reported	2	4%

Number and percentage of responses by question (percentage of responses may not add up to 100% due to rounding). 'Not reported' includes respondents who (a) did not answer this question; or (b) did answer but formed part of a category in which there were less than 3 respondents (and thereby are not displayed in order to protect personal anonymity).

Evaluation question ratings and scores

Table 1.2: Distribution and frequency of ratings (Q4 - Q8)

	Poor	Less than satisfactory	Satisfactory	Good	Very Good	Does not apply	Blank / spoilt
Q4a Being polite	0	0	0	1	47	0	0
Q4b Making you feel at ease	0	0	0	1	47	0	0
Q4c Listening to you	0	0	0	1	47	0	0
Q4d Assessing your medical condition	0	0	1	0	47	0	0
Q4e Explaining your condition and treatment	0	0	1	0	47	0	0
Q4f Involving you in decisions about your treatment	0	0	0	1	47	0	0
Q4g Providing or arranging treatment for you	0	0	0	2	42	4	0

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply	Blank / spoilt
Q5a Confidentiality of information	0	0	0	4	44	0	0
Q5b Doctor is honest and trustworthy	0	0	0	5	43	0	0

	Yes	No	Blank
Q6 I am confident about this doctor's ability to provide care	48	0	0
Q7 I would be completely happy to see this doctor again	48	0	0

Blank, spoilt and 'does not apply' responses are not included in the score calculation as presented in table 1.3

Evaluation question ratings and scores

Table 1.3: Mean percentage scores and benchmarks (Q4,Q5)

	Your mean score (%)	Benchmark data (%) *				
		Min	Lower quartile	Median	Upper quartile	Max
Q4a Being polite	99	79	97	99	99	100
Q4b Making you feel at ease	99	77	96	98	99	100
Q4c Listening to you	99	77	96	97	99	100
Q4d Assessing your medical condition	99	79	96	98	99	100
Q4e Explaining your condition and treatment	99	77	95	97	99	100
Q4f Involving you in decisions	99	76	94	97	98	100
Q4g Providing or arranging treatment for you	99	73	95	98	99	100
Q5a Confidentiality of information	98	73	89	92	94	100
Q5b Doctor is honest and trustworthy	97	73	91	94	96	100

*Benchmarks are based on data from 503 surveys completed by doctors working in Secondary Care between September 2008 and December 2013 with 34 or more returned questionnaires.

- if less than 5 responses for the question, scores are not provided. Please note the reliability of your patient feedback will be reduced if less than 34 patient responses for any question is achieved.

See score explanation for percentage score calculation and quartile information

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed the GMC surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Patient comments

From the free text component of the questionnaire

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Please add any other comments you want to make about this doctor

- Dr Ward is professional at all times and has a warm and engaging manner. I would not hesitate to recommend her to other patients.
- Very reassuring and always seems competent and knowledgeable.
- Very professional and easy to talk to. Makes me feel at ease and confident that I am in the best hands.
- Anne has explained everything very well about my treatment. Lovely lady. Would have no hesitation to recommend.
- Excellent manner. Very polite and respectful. Explained everything clearly.
- Very clear guidance on treatment regime.
- Very polite and understanding, always shows empathy and aims to resolve problems straightaway.
- Dr Ward was very reassuring, she explained the procedure and made you feel relaxed throughout.
- Very helpful and kind.
- Dr Ward was very understanding and compassionate - explained the procedure very well.
- Been a patient for over many years.
- Dr Anne Ward was excellent and made me feel very at ease.
- She was very reassuring and gave me a lot of confidence. She asked questions and listened to me. Very kind and caring person.
- Friendly and professional.
- Put me at ease immediately and took me through the proposed treatment very comprehensively. Excellent throughout!
- An excellent doctor, well versed in her subject.
- Excellent, professional and sympathetic.
- Dr Ward has provided excellent treatment for myself. She is very thorough and caring in her manner with a very good surgical operation carried out.
- Dr Ward was excellent in every way. First class approach and treatment.
- A very caring doctor who listens to her patients.
- Excellent - had my interests at heart.

Colleague Feedback

Your colleague demographics

Your colleague feedback is based on responses from 18 colleagues with the following characteristics:

Table 2.1:

Gender

Female	15	83%
Male	3	17%

Age

30 - 49	8	44%
50 or over	10	56%

Professional role

Doctor	7	39%
Other healthcare professional	6	33%
Non-clinical colleagues	5	28%

Number and percentage of responses by question (percentage of responses may not add up to 100% due to rounding).

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Number of colleagues providing feedback: 18

Evaluation question ratings and scores

Table 2.2: Distribution and frequency of ratings (Q1 - Q19)

	Poor	Less than satisfactory	Satisfactory	Good	Very good	Don't know	Blank (missing)
Q1 Clinical knowledge	0	0	0	1	17	0	0
Q2 Diagnosis	0	0	0	1	17	0	0
Q3 Clinical decision making	0	0	1	0	16	1	0
Q4 Treatment including practical procedures	0	0	0	0	18	0	0
Q5 Prescribing	0	0	0	1	14	3	0
Q6 Medical record keeping	0	0	0	0	17	1	0
Q7 Recognising and working within limitations	0	0	1	0	17	0	0
Q8 Keeping knowledge and skills up to date	0	0	0	1	14	3	0
Q9 Reviewing / reflecting on own performance	0	0	0	2	13	3	0
Q10 Teaching (students, trainees, others)	0	0	0	0	12	6	0
Q11 Supervising colleagues	0	0	0	2	11	5	0
Q12 Commitment to care / wellbeing of patients	0	0	0	1	17	0	0
Q13 Communication with patients and relatives	0	0	0	0	18	0	0
Q14 Working effectively with colleagues	0	0	0	0	18	0	0
Q15 Effective time management	0	0	0	0	17	1	0

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know	Blank
Q16 Doctor respects patient confidentiality	0	0	0	1	17	0	0
Q17 Doctor is honest and trustworthy	0	0	0	1	17	0	0
Q18 Performance not impaired by ill health	0	0	0	2	15	1	0

	Yes	No	Don't know	Blank (missing)
Q19 Fit to practise medicine	18	0	0	0

Blank and 'don't know' responses are not included in the score calculation as presented in table 2.3

Evaluation question ratings and scores

Table 2.3: Mean percentage scores and benchmarks (Q1 - Q18)

	Your mean score (%)	Benchmark data (%) *				
		Min	Lower quartile	Median	Upper quartile	Max
Q1 Clinical knowledge	99	65	92	96	98	100
Q2 Diagnosis	99	59	90	95	97	100
Q3 Clinical decision making	97	53	88	94	97	100
Q4 Treatment including practical procedures	100	59	89	94	97	100
Q5 Prescribing	98	61	88	92	95	100
Q6 Medical record keeping	100	33	87	91	95	100
Q7 Recognising and working within limitations	97	54	88	92	96	100
Q8 Keeping knowledge and skills up to date	98	55	90	94	97	100
Q9 Reviewing / reflecting on own performance	97	40	85	91	94	100
Q10 Teaching (students, trainees, others)	100	50	87	92	96	100
Q11 Supervising colleagues	96	53	85	90	94	100
Q12 Commitment to care / wellbeing of patients	99	60	94	97	99	100
Q13 Communication with patients and relatives	100	50	89	94	97	100
Q14 Working effectively with colleagues	100	47	87	92	96	100
Q15 Effective time management	100	30	83	88	93	100
Q16 Doctor respects patient confidentiality	99	75	94	97	98	100
Q17 Doctor is honest and trustworthy	99	72	95	97	99	100
Q18 Performance not impaired by ill health	97	70	93	96	98	100

*Benchmarks are based on data from 811 surveys completed by doctors working in Secondary Care between August 2008 and December 2013 with 15 or more returned questionnaires.

- if less than 5 responses for the question, scores are not provided. Please note the reliability of your colleague feedback will be reduced if less than 15 colleague responses for any question is achieved.

See score explanation for percentage score calculation and quartile information

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed the GMC surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Colleague comments

From the free text component of the questionnaire

Please add any other comments you want to make about this doctor

- Pleasant doctor.
- As far as I am aware, Dr Ward works privately hence certain sections such as teaching students and supervising colleagues are not relevant.
- Dr Ward is very experienced, knowledgeable up to date, punctual and highly respected dermatologist who has very good relation with her patients and her colleagues.
- I feel privileged to work closely with Dr Ward and have done so for some time now. She is efficient with her time, well organised, hard working and strives for best practice. Feedback from patients is always excellent and she genuinely cares for their welfare.
- Dr Ward appears to be a caring doctor, very knowledgeable and thorough in her practice. In my experience she deals with patients and colleagues very well. All patients comment on the high quality treatment they have received from her. It is a pleasure to work with her.
- Dr Ward has a very good knowledge base, is a very good doctor with excellent communication and teaching skills very well organised works well and effectively with her colleagues and students and reflects on her own practice regularly.
- Fabulous consultant to work with. I have known Dr Ward for 2 years and have always admired her commitment to her profession. We always receive positive feedback from patients and my team enjoy working with her as she always explains everything she is doing and why, making it a great learning opportunity for my staff.
- Well respected dermatologist, her expertise has been greatly missed since she left our team.
- Very professional, respectful and caring towards patients. Very knowledgeable.
- I have answered Q1-5 not based on clinical knowledge which I am not qualified to do but on the quality of clinical letters and patients' response to Dr Ward's care and from medical staff that she has worked with.
- Very professional, makes the patient feel at ease. Has a very understanding manner with a lot of knowledge.
- I find Dr Ward a very thoughtful and caring person. She always puts the patients at ease and I find it a privilege to be able to work with her.

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