

Anselm Agwunobi 17 April 2013
Patient Feedback Report

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Introduction

This report is based on the Doctor 360° questionnaires completed by yourself and your patients.

For each question, your performance scores are broken down, comparing your own rating with that of your patients and our benchmark. The bar graphs also show the number of patients who rated each question and the range of ratings.

The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

Understanding Your Report

Each question was rated using the following scale:

- 6 => Extremely effective/excellent
- 5 => Very effective/very good
- 4 => Effective/good
- 3 => Mostly effective/satisfactory
- 2 => Partially effective/less than satisfactory
- 1 => Not effective/poor
- C/C => Cannot Comment

Below is an annotated example of the charts that appear in this report.

Patient feedback

Summary



How effective am I in...



How effective am I in...

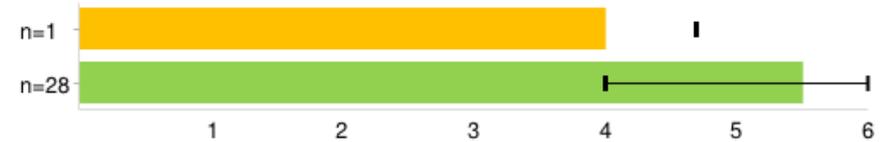
Self Patient

1 Not effective/poor 2 Partially effective/less than satisfactory 3 Mostly effective/satisfactory 4 Effective/good 5 Very effective/very good 6 Extremely effective/excellent

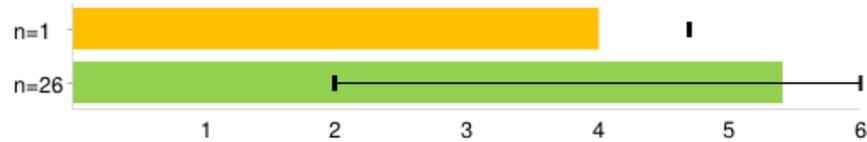
doing their best to find out what you might be worried about



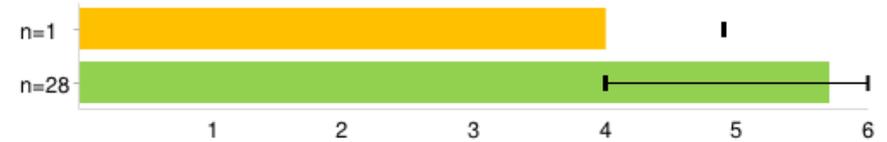
listening to you



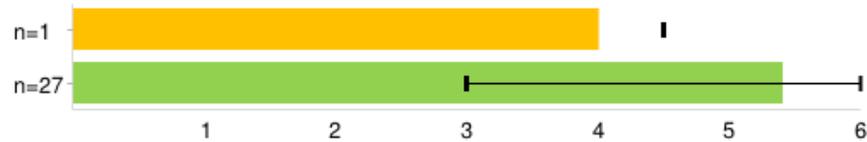
taking account of your medical history



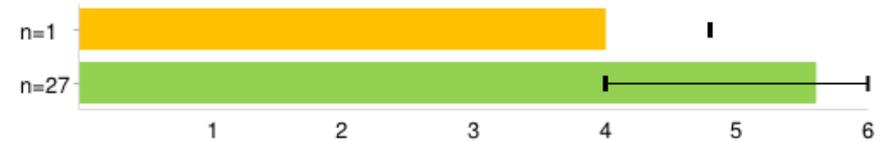
treating you with dignity



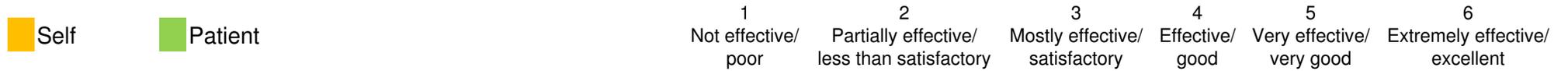
involving you in deciding how to handle the problem(s) you discussed



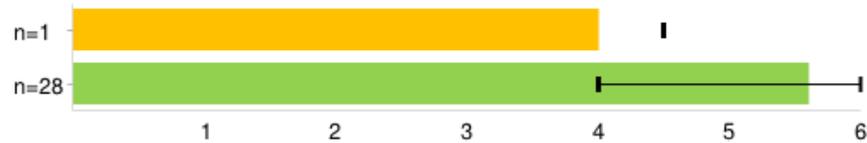
ensuring you get the advice/investigation or treatment needed



How effective am I in...



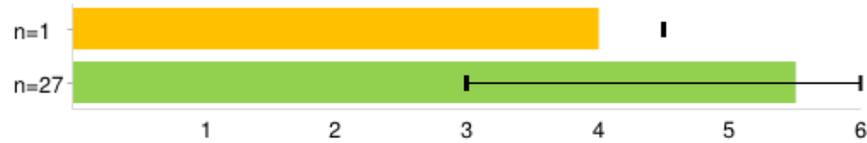
checking with you that you are happy with the planned treatments or tests



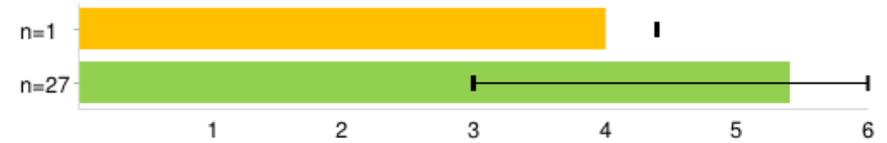
encouraging you to ask questions



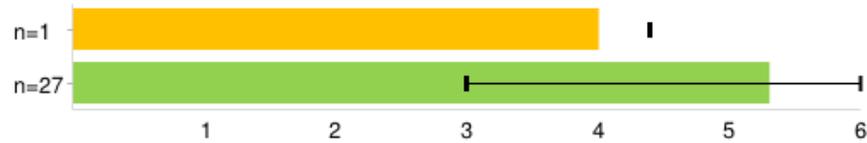
making sure you understand



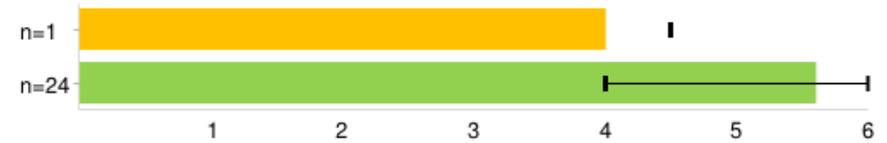
understanding your needs and worries



explaining any risks to the treatment



allowing you to make up your own mind

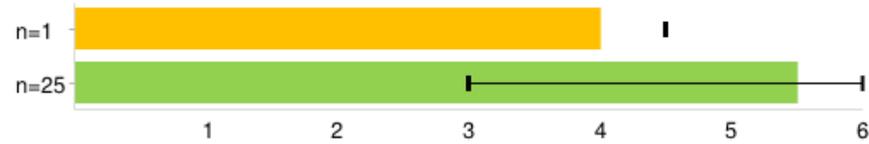


How effective am I in...

Self Patient

1 Not effective/poor 2 Partially effective/less than satisfactory 3 Mostly effective/satisfactory 4 Effective/good 5 Very effective/very good 6 Extremely effective/excellent

keeping you informed about the progress of your care



Overall how effectively did the doctor meet your needs as a patient



Self Comments

Patient Comments

Clear, knowledgeable, understanding and an excellent manner - made me feel at ease. Also thanks to Alex who helped me through the gastroscopy

Mr Agwunobi was a delightful man, very very respectful and helpful, would recommend him every time

Excellent treatment.

I would have no hesitation in being under Dr Agwunobi's care if it were required in the future. He was very professional

Pleasant, calm, authoritative.

Mr Agwunobi was excellent in all area's I can't thank him enough.

Mr Agwunobi is a lovely man and doctor. He listens and advices very effectively. A joy to deal with.

3 weeks on from my op my stitches are almost invisible very neat.

From the initial consultation to my discharge following the surgery Mr Agwunobi treated me with care, consideration and compassion. He is a skilful surgeon and a very nice man. He has given me a far better quality of life for which I am extremely grateful.

Found Dr Agwunobi to be caring and gave me confidence and reassurance.

Kind, courteous exemplary

Doctor and staff went up and beyond all expectations that I had prior to surgery. Surgeon was warm and friendly and answered all my questions. I wish that anyone who went through this kind of surgery could be as fortunate as me by having Dr Agwunobi.

My stay was only 24 hours and one consultation beforehand but I was left with the feeling that the above Dr Was very polite and easy to talk to

Dr Agwunobi has been my doctor/surgeon since July 2011 and at every meeting he has rated a 6. He is courteous, friendly, knowledgeable and I trust him and would recommend him readily.

He was fab.

Felt very at ease, did all to meet my needs. Very please overall with treatment/surgery

After my 'procedure' I wanted to write and express how impressed I was with my treatment. Mr Anselm O Agwunobi is a credit to his profession, so often consultants can be aloof and come across as uncaring, but I had the best - excellent.

Mr Agwunobi appeared very competent and confident. Anselm read all my questions and reassure me with regards to some worries I had. As a patient, I felt happy to have Mr Agwunobi operating on me.

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