Summary of Patient Feedback for Dr Rajendra Kulshrestha

Cycle number: 05L-2278270-P003
Cycle completed: 31/08/2018
Supporting medical colleague: sheena.kulshrestha@nhs.net

30 Required

37 Received

Personal information

Q1. Questionnaire completed by

Patient **26**   Spouse or Partner **2**   Parent or Guardian **1**   Relative or Friend **7**   Not Answered **0**
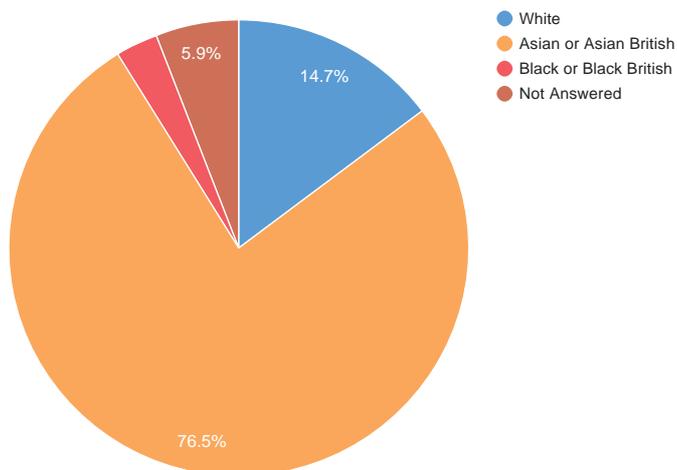
Spoilt **1**

Q2. Patient Gender

Male **15**   Female **16**   Not Answered **5**   Spoilt **1**

Q3. Patient Age Group

Under 15 **1**   15 - 20 **1**   21 - 40 **5**   41 - 60 **13**   Over 60 **14**   Not Answered **3**

Q4. Ethnicity

- White — 14.7%
- Asian or Asian British — 76.5%
- Black or Black British
- Not Answered — 5.9%

About their visit

Q5. Reason for patient visit

To ask for advice	8
Because of a one-off problem	3
For treatment (e.g. prescriptions)	13
Because of an ongoing problem	9
For a routine check-up	7
Other	0
Not Answered	0

Q6. How important the patient believed their visit was

Not Very Important	Potentially Important	Important	Quite Important	Very Important
0	0	0	6	31

Not Answered 0

Q7. 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	Does not apply	Not Answered
Being polite	0	0	0	0	37	0	0
Making them feel at ease	0	0	0	0	37	0	0
Listening to them	0	0	0	0	37	0	0
Assessing their condition	0	0	0	0	37	0	0
Explaining their condition & treatment	0	0	0	0	37	0	0
Decisions about treatment	0	0	0	0	36	0	1
Providing treatment	0	0	0	0	37	0	0

Q8. How strongly the patient agreed or disagreed with 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	Does not apply
Patient confidentiality	0	0	0	2	34	0
Doctor honest & trustworthy	0	0	0	2	34	0

Q9. Are patients confident in your ability to provide care

Yes 37   No 0   Not Answered 0

Q10. Are patients happy to see you again

Yes 37   No 0   Not Answered 0

Q11. You are the patients' usual doctor

Yes 36   No 0   Not Answered 1

Q12. Comments

"doctor Kulstra is a very good doctor who has been my doctors for 20 years he has always given as the his best."

"Listening to me He give me appointment Explain me everything Treat me"

"Dr is very good giving good treatment I am very satisfied with him"

"I am happy, suffers from Asthma any time I come I am see by doctor and treated."

"Doctor is very good. He is one of the best. Listen to me and explain to me my treatment."

"never have a problem making appointments staff on reception exceptionally helpful doctor always has time for me"

"she likes the surgery and the parking is better been coming have a long time and she feels well tested by the doctor"

"doctor is my consultant, counsllur friend and is my doctor is very good as gold"

"always able to get to see my doctor which is very important"

"i get good treatment i am satisfied with my g.p for everything"

"i get timely treatment and doctor is good give me appointment and give proper treatment"

"give advice and treatment as required"

"a very polite and understanding doctor and sorts out your problems "

"doctor kulshrestha is a very good and caring g.b and is one of the best doctors"

"top good explain nicely and talk listen nicely i am happy"

"i been in this clinic for long time the doctor of his staff trustworthy person and very good"

"doctor is very helpful"

"doctors are very good"

"every thing is ok"

"making me polite tvewt good i am happy"

"dr kulshrestha and dr sheena provide very good health care, explaining treatment very well and reffering us to the hospital for an appointment if necessary they have been our family doctors for years including my grandparents, parents, husband, children and myself i feel relieved they are our doctors as i know i can get an appointment at very short notice and they know our family medical history"

""doctor is very good" "i like doctor""

"my problems are listened and taken care i am happy and satisfied with my gp"

"we have had this doctor for a long time he is a very good doctor all my family are regest here? keep it up doctor"

"i look me vaey good he is polite he treats me well i am happy"

"we are always treated with respect by all members of staff we were able to get an appointment at very short notice which we are very grateful for dr kulshrestha and dr sheena are fantastic proffesionals and feel they care about their patients"

"very good doctor & recemend him to others"

"very good practice always willing to help thankyou"

"very good practice"

"he is kindly helpful treats me good so that i am happy"

"happy with the treatment provided by dr kulshiestha"

happy with the treatment provided by dr kalshrestha

"because treating well and i register long time with this gp polite always giving good treatment"

"very pleased with the doctor and he helps with my illness and as time to speak with me"

"i have always find my dr very helpful every time when i visit about anything"

"get appointment, do visit listen nicely and good treatment"

"i am satisfied with my doctor"

"dr rp gives the best advice to me and treatment on his advice i packed my smoking and packed my drinking of alcohol and i am healthy now"

Results Against National Benchmark

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

This sample was taken on 17/09/2018 and is based on 27726 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	100	56	96	97.3	98	99	100	2.9
Making them feel at ease	100	58	95	96.6	97	99	100	3.3
Listening to them	100	56	95	96.6	97	99	100	3.2
Assessing their condition	100	59	94	95.8	97	98	100	3.4
Explaining their condition & treatment	100	58	94	95.3	96	98	100	3.8
Decisions about treatment	100	49	93	95.0	96	98	100	4.0
Providing treatment	100	54	95	95.9	97	98	100	3.5
Patient confidentiality	98	42	90	92.2	93	95	100	3.9
Doctor honest & trustworthy	98	43	91	93.3	94	96	100	3.9
Are you confident about this doctor's ability to provide care	100	70	100	99.5	100	100	100	1.4
Are you completely happy to see this doctor again	100	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 (WEST MIDLANDS)

This sample was taken on 17/09/2018 and is based on 2236 completed cycles.

Question	Score	Benchmark						Standard Deviation
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	
Being polite	100	69	96	97.3	98	99	100	3.0
Making them feel at ease	100	67	95.3	96.6	97	99	100	3.3
Listening to them	100	67	96	96.7	97	99	100	3.3
Assessing their condition	100	62	95	96.0	97	98	100	3.5
Explaining their condition & treatment	100	59	94	95.5	96	98	100	3.7
Decisions about treatment	100	55	94	95.2	96	98	100	3.9
Providing treatment	100	58	95	96.1	97	98	100	3.6
Patient confidentiality	98	42	90	92.5	93	95	100	4.0
Doctor honest & trustworthy	98	43	91	93.4	94	96	100	4.0
Are you confident about this doctor's ability to provide care	100	85	100	99.6	100	100	100	1.3
Are you completely happy to see this doctor again	100	84	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 SANDWELL AND WEST BIRMINGHAM CCG

This sample was taken on 17/09/2018 and is based on 225 completed cycles.

Question	Score	Benchmark						Standard Deviation
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	
Being polite	100	69	95	96.3	97	99	100	4.4
Making them feel at ease	100	67	94	95.5	97	98	100	4.5
Listening to them	100	67	95	95.6	97	98	100	4.6
Assessing their condition	100	62	94	94.9	96	98	100	4.9
Explaining their condition & treatment	100	59	93	94.4	96	98	100	5.0
Decisions about treatment	100	55	92	94.0	95	97	100	5.4
Providing treatment	100	58	94	95.1	96	98	100	5.0
Patient confidentiality	98	70	89	91.5	92	95	100	4.4
Doctor honest & trustworthy	98	68	89.5	92.2	93	96	100	4.5
Are you confident about this doctor's ability to provide care	100	87	100	99.5	100	100	100	1.5
Are you completely happy to see this doctor again	100	87	100	99.5	100	100	100	1.6