

Summary of Patient Feedback for Dr Sheena Kulshrestha

Cycle number: 15E-4650739-P002

Cycle completed: 15/09/2018

30 Required 36 Received

Personal information

Q1. Questionnaire completed by

Patient 28 Spouse or Partner 0 Parent or Guardian 5 Relative or Friend 2 Not Answered 0 Spoilt 1

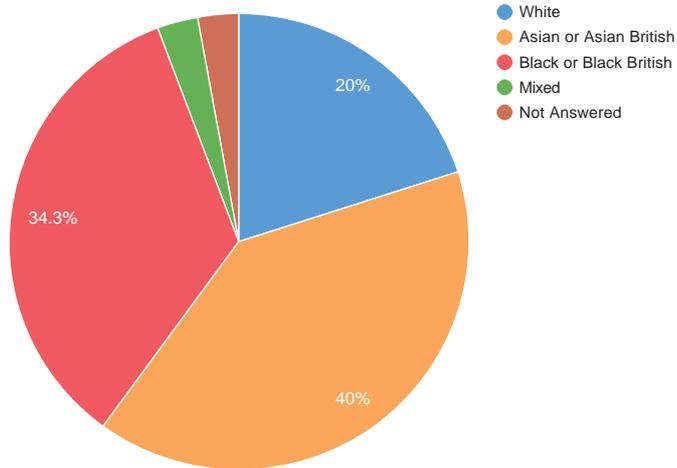
Q2. Patient Gender

Male 3 Female 33 Not Answered 0

Q3. Patient Age Group

Under 15 2 15 - 20 2 21 - 40 7 41 - 60 15 Over 60 9 Not Answered 1

Q4. Ethnicity



About their visit

Q5. Reason for patient visit

To ask for advice	4
Because of a one-off problem	3
For treatment (e.g. prescriptions)	15
Because of an ongoing problem	10
For a routine check-up	6
Other	7
Not Answered	0

Q6. How important the patient believed their visit was

Not Very Important	0	Potentially Important	1	Important	1	Quite Important	6	Very Important	28
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	36	0	0
Making them feel at ease	0	0	0	0	36	0	0
Listening to them	0	0	0	0	36	0	0
Assessing their condition	0	0	0	0	36	0	0
Explaining their condition & treatment	0	0	0	0	36	0	0
Decisions about treatment	0	0	0	0	36	0	0
Providing treatment	0	0	0	0	36	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	1	35	0
Doctor honest & trustworthy	0	0	0	1	35	0

Q9. Are patients confident in your ability to provide care

Yes **36** No **0** Not Answered **0**

Q10. Are patients happy to see you again

Yes **36** No **0** Not Answered **0**

Q11. You are the patients' usual doctor

Yes **33** No **1** Not Answered **2**

Q12. Comments

*"Dr Sheena very good Doctor, I trust her very much. She always polite and make me feel safe.
Excellent doctor. "*

*"Dr Sheena always polite patient and efficient, listens to you and deals with you in a according
professional manner really happy and at ease with her. "*

"Really friendly service"

"Excellent Doctor, Always listen and puts me at ease. "

"Talk nicely, good treatment. Treatment works very well. First time in when required. We are happy. "

"I am very satisfied with my medication and treatments received from the doctor. "

*"Dr. Sheena is very knowledgeable. Always very compassionate, I thoroughly recommend Dr Sheena
as she is thorough and explains everything fully to me in order that I am able to make an informed
decision about my treatment. "*

*"Dr Sheena + the lucie are very excellent, professional and friendly. They listen and are very
approachable. Very happy with my GP + the team. "*

"She is very good and I trust my Dr My Dr listening to me. "

*"Dr Sheena Kulshrestha has always been polite and willing to listen to the patient. She is responsive
and knowledgeable. is honest and willing to seek expert advice if presented with a complex health issue
as was the case with my care. She keeps the patient informed and involved in their care. "*

"Dr Sheena is one of the best Doctors. She always listen and provide best she can. "

"She is very good and good at listening and doing referrals. "

*"Dr Sheena always listens to what my health concerns are, always providing the best service, for my
well being. Very grateful for her gratitude always her decision on my health "*

"I am completely happy and satisfied with my G.P. Very good! "

"I am very happy with my Doctors service. I find her very helpful and informative. "

"I am happy with treatment given. My problem are taken seriously and delt with. "

*"I always find the doctor to be very polite and make me feel relax and I am able to discuss all matter
with. I have a long on going condition and the Doctor made sure we go through all medication when
necessary, I would recommend the Doctor to others. "*

"Very helpful understood my needs not judgmental and always give good advice. "

"I am confident with Doctors no problem. "

"Give me good treatment for my illness. She help me. "

"Doctor very good She listen and treat good "

"Doctor is good and caring. Give good treatment. "

"She was very kind and very calming. "

"Excellent as always. "

"Most happy withy the care given to me today. "

"I am very happy with the way Doctor explains things. "

"My Doctor his Dr Kulshrestha but I am happy to see Dr Sheena at any visits. "

"Great Doctor, only female dr available Friendly service. "

"Doctor Sheena is the nicest Doctor I've ever seen. I have been seeing the same Doctor for years. She is amazing. I only ever want appointments with Doctor Sheena because she always makes me feel calm- amazing. "

"I satisfied with doctor she is very intelligent and helpful for me. "

"Dr Sheena is very polite and understanding and calm, is always willing to listen. Very helpful, very good doctor. "

"Dr Sheena as always been very helpful, considerate and very professional at every visit I have with her over the years. "

"Always very good. "

"Dr Sheena is very good Doctor. She always provide me good care. She is very honest Doctor. I am very very happy with Dr Sheena. "

"Doctor is very calm and respectful when assessing me, made me feel safe and comfortable with her. "

"Was pleased with Dr kulchesthra help and advice today. Always very helpful. "

Results Against National Benchmark

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

This sample was taken on 15/08/2018 and is based on 27066 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	3.3
Assessing their condition	100	59	94	95.8	97	98	100	3.5
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	3.6
Patient confidentiality	99	42	90	92.2	93	95	100	3.9
Doctor honest & trustworthy	99	43	91	93.2	94	96	100	3.9
Are you confident about this doctor's ability to provide care	100	70	100	99.5	100	100	100	1.5
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 15/08/2018 and is based on 2165 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	100	69	96	97.3	98	99	100	3.0
Making them feel at ease	100	67	95	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	3.8
Decisions about treatment	100	55	94	95.2	96	98	100	4.0
Providing treatment	100	58	95	96.1	97	98	100	3.6
Patient confidentiality	99	42	90	92.5	93	95	100	4.0
Doctor honest & trustworthy	99	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 BIRMINGHAM AND SOLIHULL CCG

This sample was taken on 15/08/2018 and is based on 21 completed cycles.

Question	Score	Benchmark						
		Min	Lower Quartile	Mean	Median	Upper Quartile	Max	Standard Deviation
Being polite	100	87	95	96.2	98	98	100	3.2
Making them feel at ease	100	81	93	95	96	98	100	4.5
Listening to them	100	87	94	95.6	96	98	100	3.3
Assessing their condition	100	87	93	94.7	96	96.5	100	3.4
Explaining their condition & treatment	100	89	93	94.7	95	96.5	99	2.7
Decisions about treatment	100	82	92.5	94.0	96	96.5	99	4.1
Providing treatment	100	88	93	94.9	96	96	99	2.7
Patient confidentiality	99	85	88	92	92	95.5	99	4.2
Doctor honest & trustworthy	99	85	89.5	92.5	91	96.5	98	3.9
Are you confident about this doctor's ability to provide care	100	97	100	99.7	100	100	100	0.9
Are you completely happy to see this doctor again	100	88	100	99.1	100	100	100	2.8

