

Benchmarking Patient and Colleague Feedback

We always recommend that a GP uses an approved survey tool or appraisal toolkit survey when completing a patient or colleague feedback survey. However where an approved survey tool has not been used to prepare a patient or colleague feedback report it is necessary to include benchmarking information to allow comparison with your results. Questionnaires should always follow the standard GMC format and this will allow the benchmarking information below to be used.

Once all the questionnaires have been collated and the scores analysed by someone independent from yourself the data must be converted in order to compare it with the benchmarks.

Answers should be scored as follows:

| | |
|------------------------|---|
| Poor | 1 |
| Less than satisfactory | 2 |
| Satisfactory | 3 |
| Good | 4 |
| Very good | 5 |

| | |
|----------------------------|---|
| Strongly disagree | 1 |
| Disagree | 2 |
| Neither agree nor disagree | 3 |
| Agree | 4 |
| Strongly agree | 5 |

From these totals your percentage score can be calculated and this should then be compared against the benchmarking information.

For example on your patient feedback survey question – “being polite” you may have received the following scores :-

Very good – 25 (5 points for each response)

Good – 15 (4 points for each response)

Satisfactory – 7 (3 points for each response)

This equates to a score of 206. When compared to a perfect score (47 very good responses – 235 points) – the percentage score for this questions is 87.6%. This score can then be compared to the benchmarked results

Note your results report should include your summarised results for each response category, plus your percentage score. Therefore your results report should include a table similar to this :-

| Your scores | | | | | | | Benchmarking | | | | |
|--------------|------|---------|-------|------|--------|------|--------------|----------------|--------|----------------|-------|
| Q | Poor | < Satis | Satis | Good | V.Good | % | Min | Lower Quartile | Median | Upper Quartile | Max |
| Being Polite | 0 | 0 | 7 | 15 | 25 | 87.6 | 79.0 | 95.5 | 97.7 | 98.8 | 100.0 |

Patient Feedback Benchmarking

PRIMARY CARE DOCTORS – GENERAL PRACTITIONERS ONLY

| | | Number of doctors | Min | Lower Quartile | Median | Upper Quartile | Max |
|----|--|-------------------|------|----------------|--------|----------------|-------|
| 4a | Being polite | 288 | 79.0 | 95.5 | 97.7 | 98.8 | 100.0 |
| 4b | Making you feel at ease | 288 | 78.7 | 94.7 | 97.1 | 98.3 | 100.0 |
| 4c | Listening to you | 288 | 75.0 | 94.8 | 96.7 | 98.3 | 100.0 |
| 4d | Assessing your medical condition | 288 | 75.0 | 93.2 | 95.7 | 97.6 | 100.0 |
| 4e | Explaining your condition and treatment | 288 | 80.6 | 93.1 | 95.4 | 97.2 | 100.0 |
| 4f | Involving you in decisions | 287 | 74.2 | 92.7 | 94.7 | 96.9 | 100.0 |
| 4g | Providing or arranging treatment for you | 288 | 77.3 | 93.7 | 95.7 | 97.7 | 100.0 |
| 5a | Confidentiality of information | 287 | 79.7 | 90.8 | 93.2 | 95.2 | 99.2 |
| 5b | Doctor is honest and trustworthy | 287 | 79.5 | 92.1 | 94.2 | 96.0 | 100.0 |

Colleague Feedback Benchmarking

PRIMARY CARE DOCTORS – general practitioners only

| | | Number of doctors | Min | Lower Quartile | Median | Upper Quartile | Max |
|----|--|-------------------|------|----------------|--------|----------------|-------|
| 1 | Clinical knowledge | 276 | 79.2 | 90.6 | 94.4 | 97.3 | 100.0 |
| 2 | Diagnosis | 275 | 76.8 | 88.3 | 91.7 | 95.0 | 100.0 |
| 3 | Clinical decision making | 273 | 65.9 | 87.5 | 92.5 | 95.7 | 100.0 |
| 4 | Treatment including practical procedures | 272 | 68.3 | 87.5 | 91.4 | 94.1 | 100.0 |
| 5 | Prescribing | 269 | 75.0 | 86.5 | 91.7 | 94.2 | 100.0 |
| 6 | Medical record keeping | 275 | 50.0 | 84.4 | 90.4 | 94.6 | 100.0 |
| 7 | Recognising and working within limitations | 275 | 50.0 | 86.7 | 90.4 | 94.1 | 100.0 |
| 8 | Knowledge and skills up to date | 277 | 72.9 | 88.6 | 92.5 | 95.8 | 100.0 |
| 9 | Reviewing/reflecting on own performance | 273 | 62.5 | 85.7 | 90.0 | 93.3 | 100.0 |
| 10 | Teaching (students, trainees, others) | 230 | 62.5 | 84.4 | 89.6 | 94.4 | 100.0 |
| 11 | Supervising colleagues | 243 | 60.0 | 81.8 | 87.5 | 91.7 | 100.0 |
| 12 | Commitment to care/wellbeing of patients | 278 | 76.9 | 92.4 | 95.9 | 98.5 | 100.0 |
| 13 | Communication with patients and relatives | 277 | 69.2 | 88.4 | 93.4 | 97.2 | 100.0 |
| 14 | Working effectively with colleagues | 278 | 60.0 | 85.0 | 91.1 | 95.4 | 100.0 |
| 15 | Effective time management* | 120 | 48.2 | 80.6 | 86.7 | 90.9 | 100.0 |
| 16 | Doctor respects patient confidentiality | 278 | 84.4 | 94.4 | 96.9 | 98.3 | 100.0 |
| 17 | Doctor is honest and trustworthy | 278 | 80.8 | 95.2 | 97.4 | 99.1 | 100.0 |
| 18 | Performance not impaired by ill health | 278 | 50.0 | 93.7 | 96.3 | 98.0 | 100.0 |

Effective Time Management (Q15) added to colleague questionnaire for Phase II data collection only.

Other Points to Note

1. For patient surveys – this should be completed as a post-consultation or exit survey and should be handed to consecutive patients by reception staff. You should confirm this process in your results report. Receipt of the surveys, collation, analysis and reporting should be completed independently of the GP
2. For colleague surveys – these surveys should also be managed independently, with participation request, receipt of surveys, collation, analysis and reporting being completed independently of the GP. This process should be confirmed in your results report.
3. Your results report should include any text comments received
4. Good reflection is essential – if results are below your expectations or below the median benchmarking information, you should ensure that your reflection includes how you will address this area to try and improve performance. This reflection should be documented so that the RO can review it when considering revalidation – this could be in your appraisal summary or a separate document. If there is no mention of results that are lower than median nor actions to address the RO will assume that this has not been reflected on, nor discussed with your appraiser. Specific reference should also be made to any negative comments received.