

PaedCCF Feedback

Doctor's Name: John Chapman

GMC number: 3561850

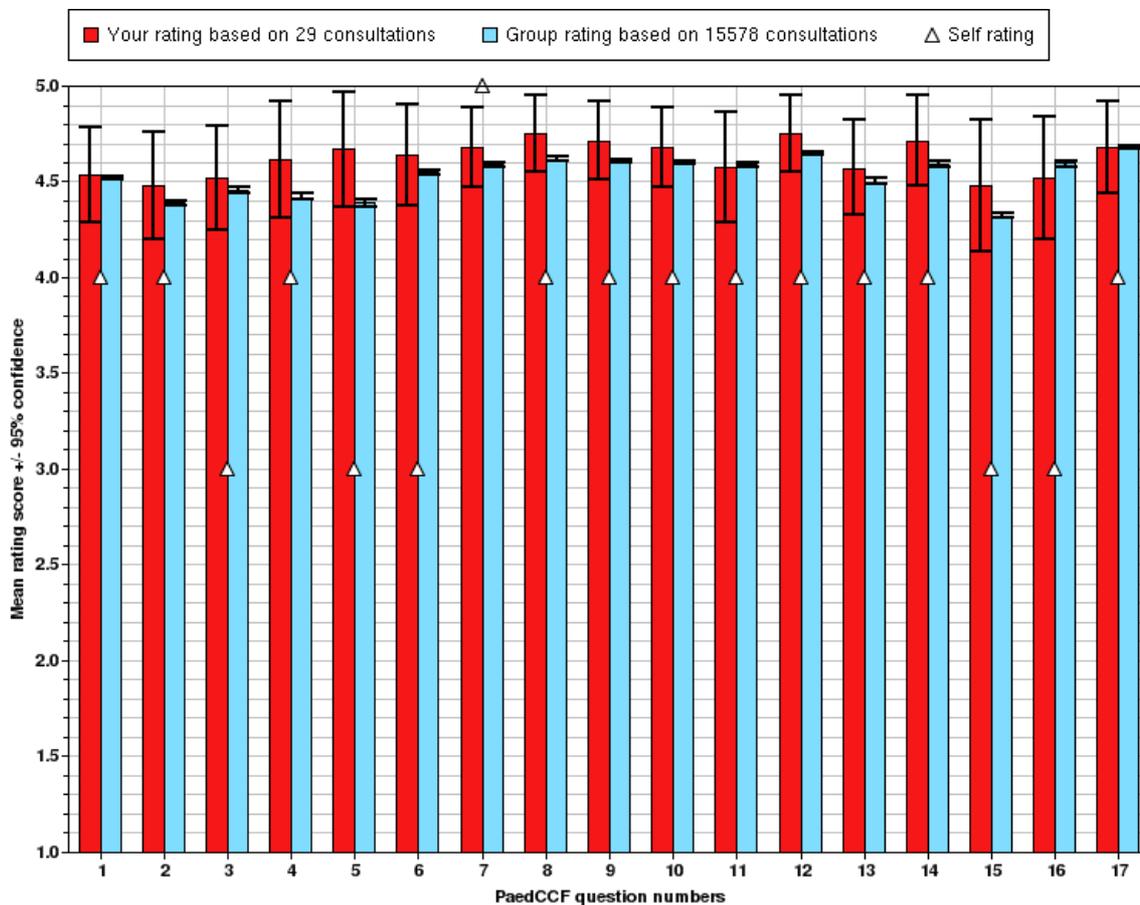
Report generated at: 20.01.2014

Doctor's self assessment mean: 3.8

Parents/carers' mean: 4.6 (29 patients)

All Parents/carers' mean: 4.5 (15578 patients)

The graph below includes error bars that represent 95% confidence interval of the mean.



Note: Blank and N/A responses have been excluded, if the self assessment symbol is not present for a question, this indicates you provided a N/A response.

Rating scale:

- 5: Completely/best/most I would expect
- 4: More/better than I would expect
- 3: Same as most doctors
- 2: Less/worse than I would expect
- 1: Not at all/worst/least I would expect

PaedCCF questions :

1. How much chance were you given to discuss or do the things you wanted during the consultation?
2. How well do you understand your child's condition(s) now you have seen the doctor?

3. How well do you understand your child's treatment(s) now you have seen the doctor?
4. How well did the doctor explain the risks of your child's condition?
5. How well did the doctor explain the risks of the treatment of your child's condition?
6. How confident do you feel in looking after your child's medical condition(s) now you have seen the doctor?
7. How good with your child is this doctor?
8. How good with you in this doctor?
9. How much was the doctor interested in your point of view when he/she was asking questions?
10. How much was the doctor interested in your point of view when he/she was planning and explaining things?
11. How much was the doctor interested in your child's point of view?
12. How well do you feel the doctor listened to you?
13. How well do you think the doctor understood you?
14. How well did the doctor explain things?
15. How much information did this doctor give you on where you can find further information or support available for you and your child?
16. How well did the doctor respect your child's right to privacy, dignity and confidentiality?
17. Overall, how satisfied are you with the doctor in this consultation?
18. Please write in the space below if there is anything else you want to say on this consultation. Please print your feedback clearly.

Free text comments are reproduced as they are written by the assessor

| Additional consultation comment |
|---|
| I FEEL THAT DR CHAPMAN GOES ABOVE AND BEYOND FOR MY CHILDREN. HE IS EASY TO TALK TO AND ALWAYS LISTENS TO WHAT I'VE GOT TO SAY. |
| FANTASTIC WITH CHILDREN |
| DR CHAPMAN GOES OVER AND ABOVE WHAT I WOULD SAY WAS REQUIRED IN THIS POSITION; VERY HAPPY. |
| WE HAVE BEEN SEEN DR CHAPMAN FOR AROUND FIVE YEARS NOW, HE IS ONE OF THE BEST. |
| I WAS DISAPPOINTED WITH THE WAIT TIME AND 3 STAFF SPOKE TO ME AND DIDN'T ACTUALLY KNOW WHY MY CHILD WAS IN CLINIC. I WAITED OVER AN HOUR TO BE SEEN ORIGINALLY. |

Thank you for participating in the PaedCCF process. Attached are your results including the original feedback questions. We hope that you will find these helpful and useful as a basis for discussion with a colleague to help you modify your practice as appropriate. You may also wish to include the results in your portfolio for discussion at your appraisal.

You will note that the results are expressed as your mean score for each question together with the mean score for that question of all those paediatricians who have participated in the PaedCCF process before you. How you rated yourself against each question is also shown.

There are a few points to notice about these results:

- Many scores are high. The rating scale 3 is 'the same as most doctors' and would thus be the 'average' score one might expect to see. However parents and carers are generous and use the higher end of the rating scale so the mean score for most questions is between 4 and 5;
- Comparing your own mean score with the mean score of the cohort you need to remember that by definition 50% of individuals' mean scores will be below that of the cohort;
- For some doctors self assessment scores were significantly different from scores from parents/carers. You may wish to reflect and discuss with a colleague or your appraiser why that might be;
- Previous analysis has shown that in order for the results to be reliable there needs to be scores from at least 20 raters. If you have not obtained this many raters we have still sent you your scores but these would need to be interpreted with caution;
- The more raters the more reliable the results and so the smaller the standard error of the mean. This is why the standard error of the mean is much smaller for the cohort than for your individual results;
- We have included all free text comments verbatim.

Please bear in mind that it is intended that these results are used formatively. A single result or remark should not be taken in isolation. Should negative remarks have been included in the free text by parents/carers, try to review them constructively in discussion with a colleague or your appraiser.

We have previously analysed the results statistically and demonstrated that they have a high degree of reliability and validity and have published data on this tool from our first pilot in Archives of Disease in Childhood "Feedback on doctors' performance from parents and carers of children: a national pilot study". McGraw M, Fellows S, Long A, Millar H, Muir G, Thomson A, Uddin

S, Watt J, Williams S at <http://adc.bmj.com/content/early/2011/05/26/adc.2010.203174.full>

With best wishes

RCPCH PaedCCF team