

# OCT 2024 - JAN 2025

Information via survey link sent to patients by accurx message. Then collated on FourteenFish - the GP Trainee Portfolio

## Do you have any specific comments about this doctor from this consultation?

- It's always good to have a doctor like Dr King, hopefully I'll remain in good health to not need treatment but if I do then I would 10/10 ask for Dr King.
- Dr King was lovely and very thorough throughout the appointment for my son. thank you!
- "I would like to commend Dr. Anna King for her exceptional professionalism and care. She took the time to listen to me thoroughly, making me feel truly heard and understood. Dr. King is a tremendous asset to The Ross Practice, and I sincerely hope she remains with the team for many years to come." This phrasing highlights her professionalism, attentiveness, and value to the practice.
- I felt completely at ease and was fully informed about everything.
- I went to see Ana KING with my daughter, (regarding my daughter) it was our first encounter with this doctor and we can both honestly say what an amazing doctor she is! Ana KING made us both feel as tho we had seen her for many years and I certainly would be very happy to have her as our family doctor. So THANK YOU Ana KING ?
- Couldn't ask for better care and attention from Dr Ana King. Listen to me carefully and explained clearly what to do. Appreciate the doctors time and advice.
- I came to Dr King for the first time a few days ago with a very sensitive issue. She immediately made me feel at ease and talked me through what she was checking and what the plan was. I left feeling very reassured and i'd very much like to see her in future. Thank you Dr King. \*\*\*\*\* \*\*\*\*\*
- Absolutely lovely doctor.. my kids felt comfortable and at ease

- I am very pleased with everything about the consultation. Thank you all and have a great new year.
- This was my first consultation with Dr. Ana. I was very impressed. She made me feel comfortable and not at all rushed. She invited her colleague to view my rash it is difficult to diagnose and they made me confident that it could be resolved. She arranged a blood test and prescribed some steroid cream. She made sure to tell me to book another appointment if it doesn't improve. We'll done Dr Ana!
- It was a very complete consultation which I much appreciated
- Very polite, friendly.
- Was really good with my little one
- Ana is veer welcoming and I feel she is a very good doctor 5 stars all the way
- Fantastic doctor! Really took the time to listen and to guide me and my wife through what I am concerned about and how we go about finding the answers/treatments, and to help follow up on a previous referral that I haven't heard back from and too follow up on blood work/tests I will be going for on the 23rd of this month. You are a credit to the Ross practise and the NHS! Thank you again for taking the time.
- Was nice to see a doctor face to face at last. She listened and made me feel better as been worried about my condition.
- It's first time I m being consulted by Ana, she made me feel really listened and comfortable, I really liked her and her warm presence, she is very gentle
- Found Dr King very thorough and would be very happy to see her again if needed.
- I appreciate dr king not giving up on me and still trying to find the source of my symptoms
- This is the first time that I met this doctor and I did actually felt listened too and appreciated her knowledge, help and support. I just not too hopeful about the treatment working, but I will try and hopefully it will help.

- i had confidence that she understood my problem and explained it to me accurately and prescribed stronger antibiotics which have resolved the problem at the moment and i await my referral to ENT
- This doctor is what the practice needs listens and and is amazing with children!! me and my three children love seeing her x and i also no they get a thorough check over xx
- Dr king made me feel very comfortable and is very caring and shows empathy towards her patients.
- Dr King is one of the most empathetic and considerate doctors that I have seen. She takes the time to try to find out what is causing an issue, rather than just treating what is presented. A friendly and approachable manner, she is a wonderful doctor.
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### **34 patients completed the survey.**

**The number after each question is a percentage rating and can be compared with the figure in the brackets which is the average of other ST3 GP trainees. (Taken from 686,865 responses)**

100% (96%)

#### **Did this doctor make you feel relaxed and welcome?**

1. Not relevant 1
2. No, not at all 0
3. No, not really 0
4. Yes, but not fully 0
5. Yes 0
6. Yes, completely 32

100% (96%)

#### **Do you feel this doctor listened to you?**

7. Not relevant 0
8. No, not at all 0
9. No, not really 0
10. Yes, but not fully 0
11. Yes 0
12. Yes, completely 34

**98%** (95%)

**Did the doctor explain things to you in a way you could understand?**

1. Not relevant0
2. No, not at all0
3. No, not really0
4. Yes, but not fully0
5. Yes3
6. Yes, completely31

**96%** (94%)

**Were you involved as much as you wanted to be in decisions about your care and treatment?**

7. Not relevant0
8. No, not at all0
9. No, not really0
10. Yes, but not fully0
11. Yes6
12. Yes, completely28

**95%** (93%)

**Do you have confidence in the decisions made about your condition or treatment?**

13. Not relevant0
14. No, not at all0
15. No, not really0
16. Yes, but not fully2
17. Yes4
18. Yes, completely28

**94%** (89%)

**Do you know what will happen next with your care?**

19. Not relevant0
20. No, not at all0
21. No, not really0
22. Yes, but not fully2
23. Yes7
24. Yes, completely25

**92%** (89%)

**Do you know what to do if your condition gets worse?**

25. Not relevant0
26. No, not at all0
27. No, not really0
28. Yes, but not fully2
29. Yes9
30. Yes, completely23

**100%** (97%)

**Did the doctor treat you with respect and dignity?**

- 1. Not relevant 0
- 2. No, not at all 0
- 3. No, not really 0
- 4. Yes, but not fully 0
- 5. Yes 0
- 6. Yes, completely 34

**97%** (95%)

**Do you trust this doctor?**

- 7. Not relevant 0
- 8. No, not at all 0
- 9. No, not really 0
- 10. Yes, but not fully 1
- 11. Yes 3
- 12. Yes, completely 30