

Patient Survey Summary Report

This Patient Feedback survey was set up on the www.fourteenfish.com website.

James Henderson, February 2020

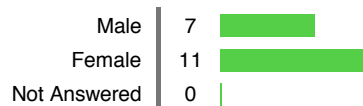
18 Patients completed the survey.

The number after each question is a percentage rating and can be compared with the figure in the brackets which is the average of your colleagues results. (Taken from 11,099 responses)

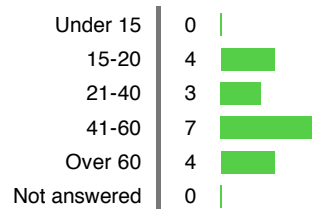
Comparison profession: Doctor (non-GP)

The ► arrow illustrates how you assessed yourself in this question.

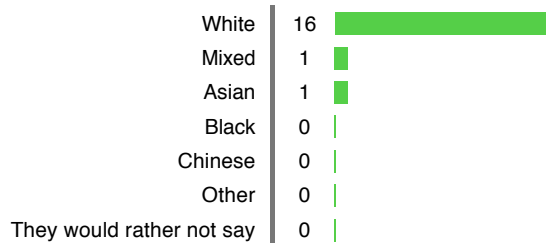
Gender Spread



Age Spread

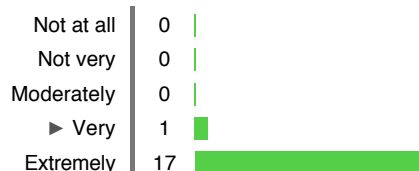


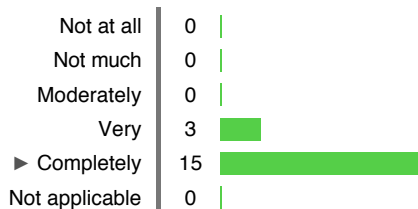
Ethnicity Spread

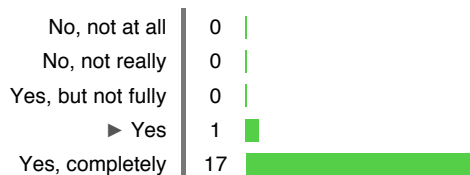


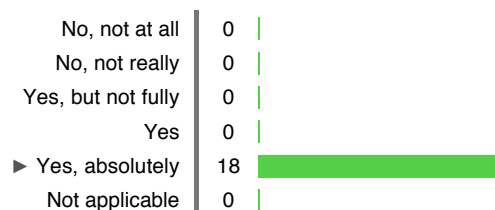
Question 1: Have you seen this doctor before?

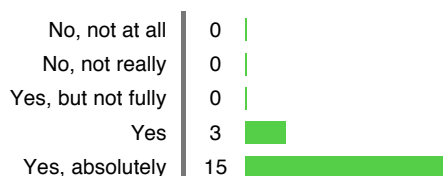


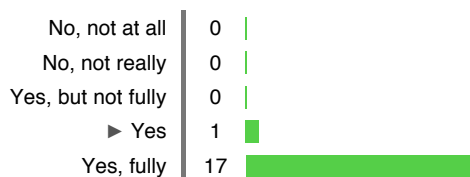
Question 2: How welcome and relaxed did the doctor make you feel?**99%** (89 %)

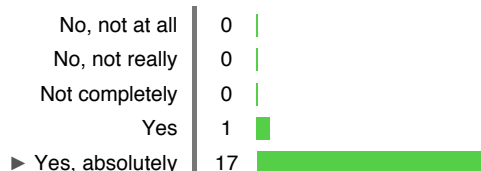
Question 3: How much did the doctor involve you in decisions during the consultation?**96%** (91 %)

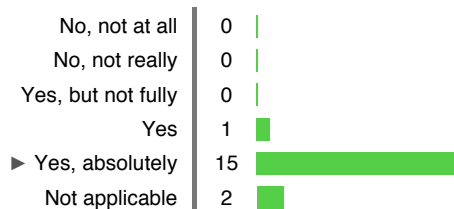
Question 4: Did you feel the doctor listened to you?**99%** (92 %)

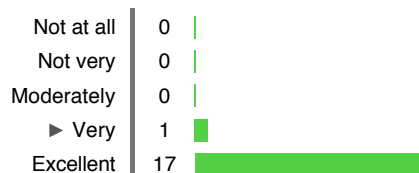
Question 5: Did you feel confident that the doctor's clinical knowledge was good?**100%** (95 %)

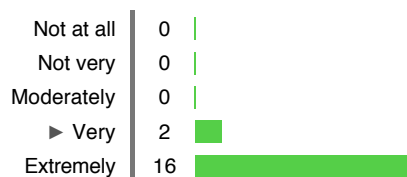
Question 6: Did you feel confident about the doctor's assessment?**96%** (91 %)

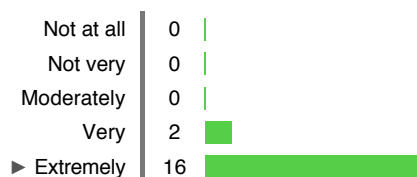
Question 7: Did you feel the doctor addressed all of your concerns?**99%** (89 %)

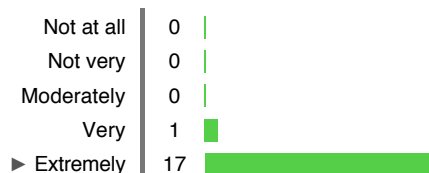
Question 8: Are you clear about what will happen next?**99%** (88 %)

Question 9: Do you know what to do if your condition gets worse?**98%** (84 %)

Question 10: How good did you feel the doctor was at caring for you?**99%** (91 %)

Question 11: How easy did you find it to understand what this doctor was telling you?**97%** (90 %)

Question 12: How confident are you that this doctor will keep information about you confidential?**97%** (92 %)

Question 13: How confident are you that this doctor is honest and trustworthy?**99%** (93 %)**Comments:**

Very caring and considerate doctor Please thank him for his excellent care
Professional, friendly

Mr Henderson is extremely friendly, professional and knowledgeable with a wealth of experience in treating lipomas like mine (on the back of my neck). He explained the procedure in detail, answered all of my questions and put me at ease. The surgery was a complete success and I'm delighted with the result. Many thanks!

Fantastic Very Supportive + Caring

Very kind.

In the first time of my life Dr Henderson has been the ONLY one who has made me feel at ease, helped with my needs (boxtox in hand) and continues to help. Would not want or could ask for better am truly grateful for everything he continues to do.

Very happy with everything explained to me about my surgery, in the future

Would not hesitate to recommend Mr Henderson

Was extremely pleased with the whole experience and the results!

very good, give me my confidence back.

Mr Henderson has been incredible. I really appreciate all the help I have received. Thank you.

Thanks to doctor James my whole surgery and recovery afterwards was a lot easier and less stressful.

James Henderson is a very pleasant man that quickly puts you at ease with his friendly attitude. He is extremely knowledgeable and explains everything in an easy to understand way.

Mr Henderson listened + then explained in detail about my cyst. Drew diagrams to help me understand fully. He answered my questions fully + it was easy to understand. I am aware of the next steps and what to expect. Mr Henderson was very approachable + reassuring.

About the scoring system

Find out about [how the percentages are calculated](#) in our Help Centre.

Even though we have used the word "score" these numbers are of course extremely subjective and open to several confounding factors and are produced purely as a guide for benchmarking.