

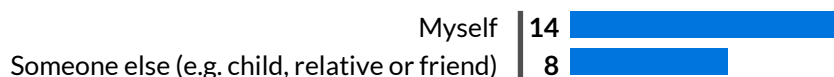
# Patient Feedback Summary

## James Henderson, October 2024 - April 2025

Responses: 22

The \* asterisk illustrates the self assessment rating. Any self assessment comments are in italics.

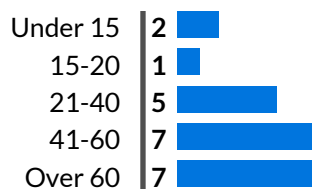
### Are you completing this form as



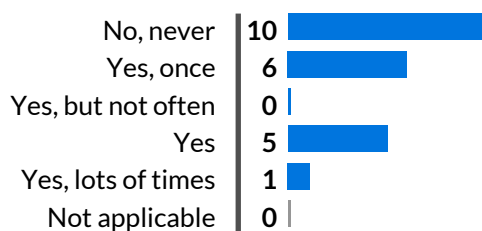
### Please can you tell us your gender



### Please can you tell us your age

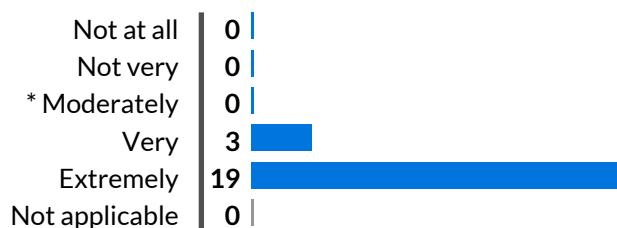


### Have you had contact with this doctor before?



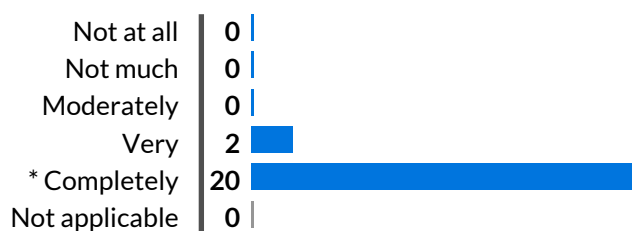
### How welcome and relaxed did the doctor make you feel?

Responses: 22 Score: 97% Peer average: 91%



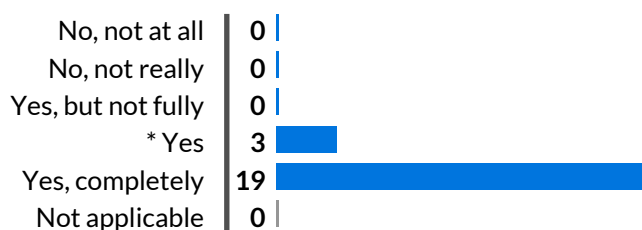
### How much did the doctor involve you in decisions during the consultation?

Responses: 22 Score: 98% Peer average: 91%



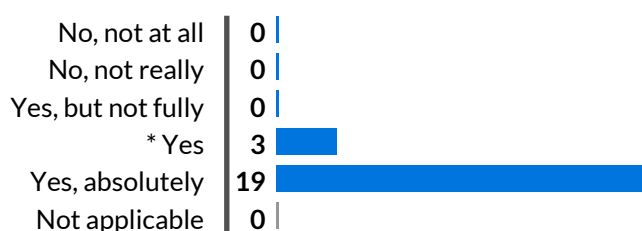
### Did you feel the doctor listened to you?

Responses: 22 **Score: 97%** Peer average: 94%



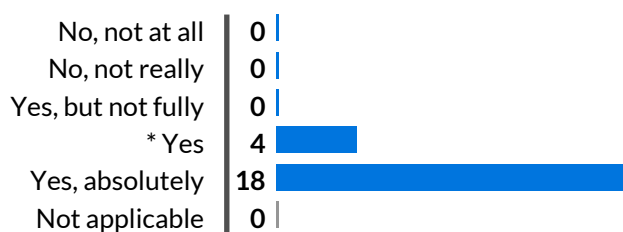
### Did you feel confident that the doctor's clinical knowledge was good?

Responses: 22 **Score: 97%** Peer average: 94%



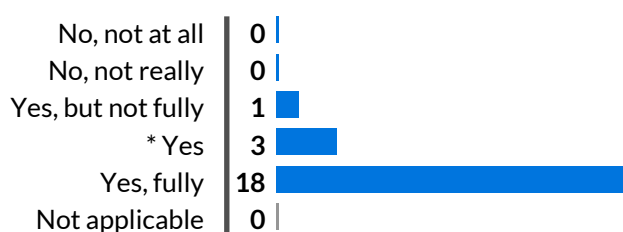
### Did you feel confident about the doctor's assessment?

Responses: 22 **Score: 95%** Peer average: 92%



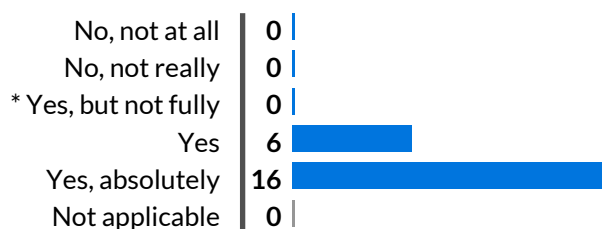
### Did you feel the doctor addressed all of your concerns?

Responses: 22 **Score: 94%** Peer average: 92%



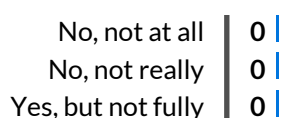
### Are you clear about what will happen next?

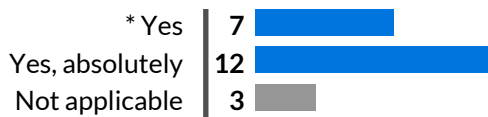
Responses: 22 **Score: 93%** Peer average: 90%



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

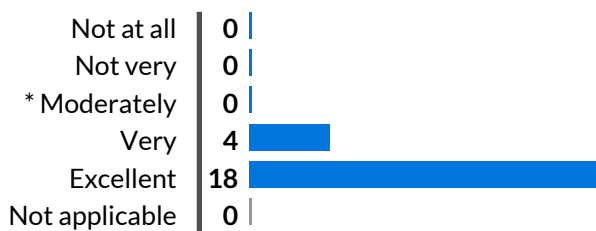
Responses: 22 **Score: 91%** Peer average: 83%





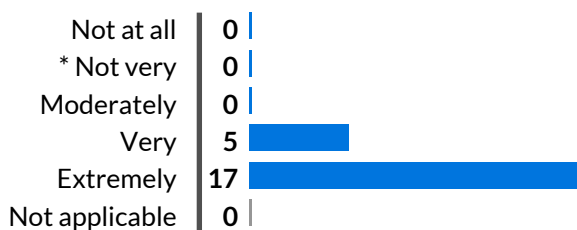
### How good did you feel the doctor was at caring for you?

Responses: 22 Score: 95% Peer average: 93%



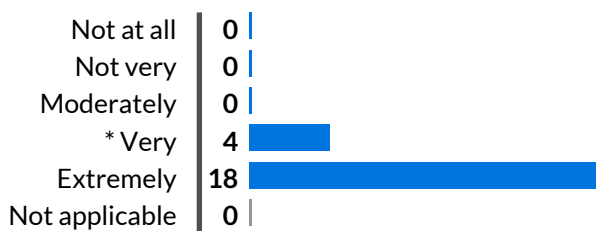
### How easy did you find it to understand what this doctor was telling you?

Responses: 22 Score: 94% Peer average: 92%



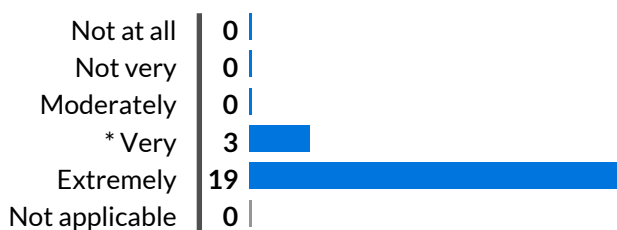
### How confident are you that this doctor will keep information about you confidential?

Responses: 22 Score: 95% Peer average: 94%

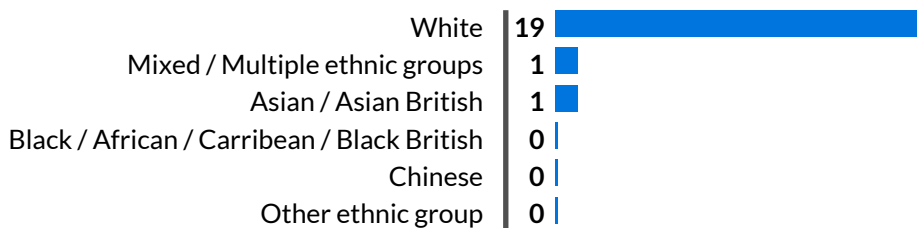


### How confident are you that this doctor is honest and trustworthy?

Responses: 22 Score: 97% Peer average: 94%



### If you are happy to, please can you tell us your ethnicity?



### Any other general comments

- Mr Henderson was delightful, putting me at ease immediately and came over as a very caring doctor and instilling confidence in

his knowledge and experience. I have been extremely impressed by his skill and the results of the surgery he performed are excellent

- James Henderson comes from a fading breed of clinicians who place the fundamental needs of the patient at the forefront of everything they do, I wish this was not such a rarity. He practices professionally, has an incredible mind, and his vast knowledge underpins why I feel able to trust him, trust his judgement and respect his opinion. James never ever takes for granted, that I the patient, am a person, someone with a life outside of the medical problem I present with. His empathy, care and kindness has brought me through many-difficult decision-making processes, and each time I do arrive at a decision, I am made to feel supported, validated and respected. So many could learn so much from him and the way he practices.
- I was extremely happy with the appointment and felt the surgeon was extremely competent. He talked me through every stage of the procedure.
- Mr Henderson was very clear about the procedure and next steps and was able to answer all my questions. We feel like we are in good hands!
- Mr Henderson was absolutely lovely!
- Very warm + welcoming, not rushed, answered all my questions + I feel very pleased with my care so far. Has been best doctor I have seen for listening + reassurance.
- He was very concerned that I received informed content
- Mr Henderson is very friendly and always have the time to answer all your Questions.
- Mr Henderson was excellent with myself + my son. Highly recommended.
- Mr Henderson was warm + welcoming. He really put my mind at ease.
- James Henderson was friendly and very easy to talk to. He took time to really listen to me and did not make me feel at all rushed. Thank you = )
- Mr. Henderson was so professional, caring & we had absolute faith in him. He was wonderful & highly Recommend.
- Our entire experience has been highly professional and very reassuring
- What an inspiring man. Warm, professional, great attention to detail.

## About the scoring system

The average is to be used as a guide only and depends on many factors.

If your survey scores do not match those of the peer scores it does not mean that your survey is below average. Scores can easily be skewed by one or two patients marking differently to the rest. Non-clinical staff appear more likely to give an answer as average if they don't really feel able to assess - for example in clinical practice.

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