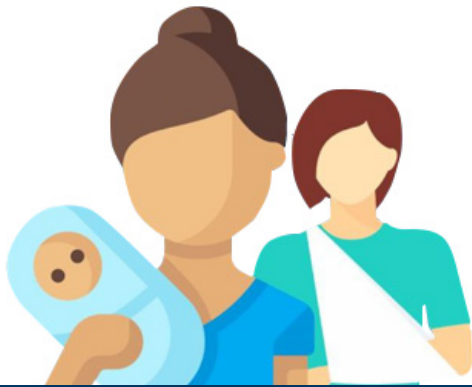


David Cheung

Patient Feedback Report

26 September 2023



EDGECUMBE doctor 360°

Introduction

This report is based on the Doctor 360 questionnaires completed by yourself and your patients. It contains responses to open-ended and narrative questions. The feedback in this report will help you compare the standards of care you feel you deliver with how your patients perceive you.

We recommend that, as well as reading through this document with your appraiser, you download and save a copy of the Edgecumbe Doctor 360 Workbook from your online account in order to get the most from your report when interpreting the responses.

Please read the instructions on the following page for how to read your report.

How to review your report

Within your Patient Feedback Report you will find:

- A summary bar chart to illustrate your overall performance ratings
- A bar chart for each specific question. Each bar on the bar chart represents a rater category – self and patient, so that you can compare the two alongside each other.
- A ratings distribution table, which illustrates how many raters selected a specific rating in response to each question.
- A pie chart to illustrate the results of the ‘friends and family’ question.
- Your qualitative data in the form of all free text comments received from you and your patients.

Bar Charts Explained



1. NUMBER OF RATERS who responded to that question with a rating, rather than ‘can’t comment’

2. RATING SCALE

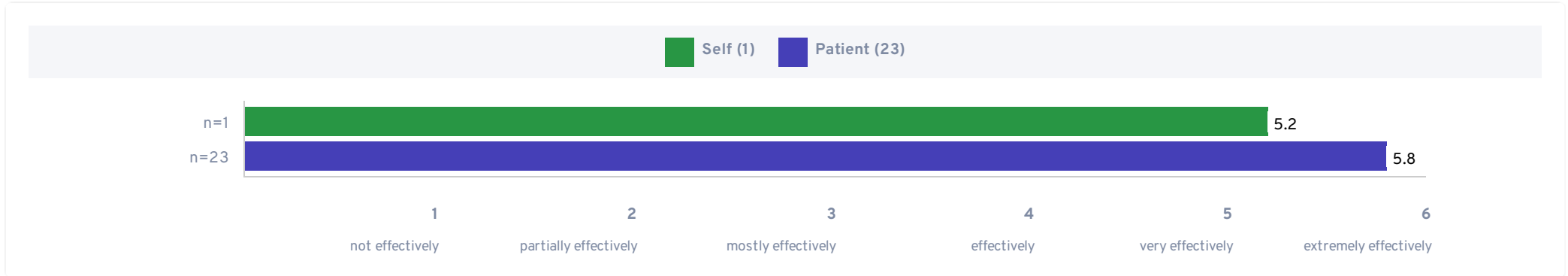
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

3. BENCHMARK: The black diamond symbol represents the Ophthalmology Patient Report Benchmark (last revised 2021).

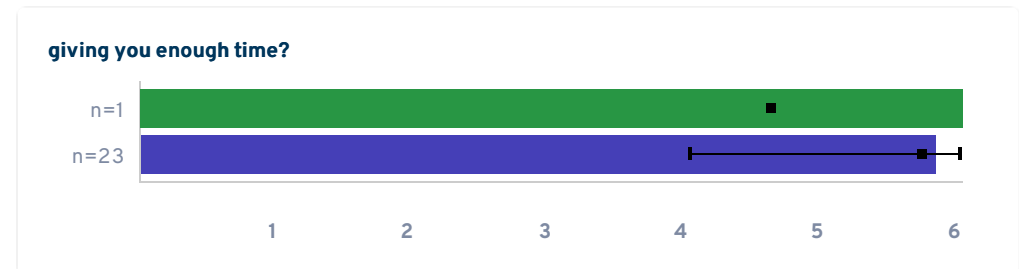
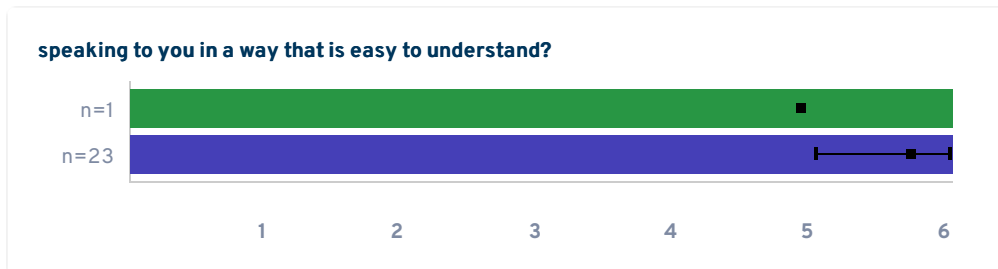
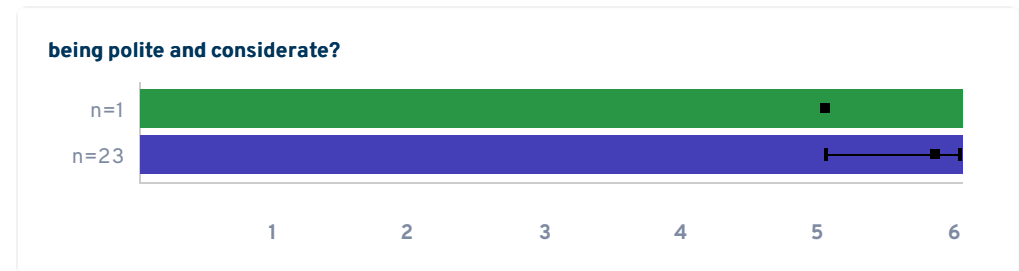
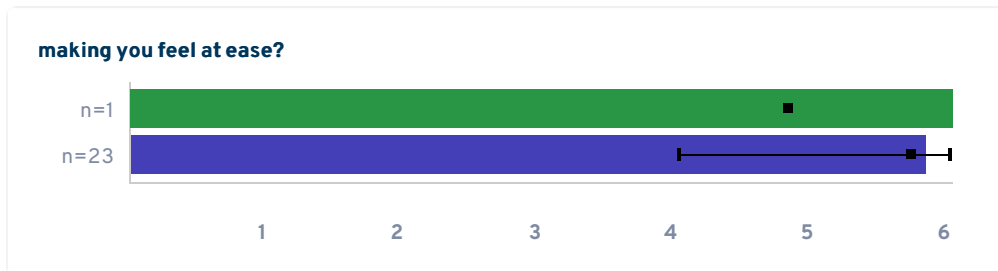
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Patient Questionnaire

Summary

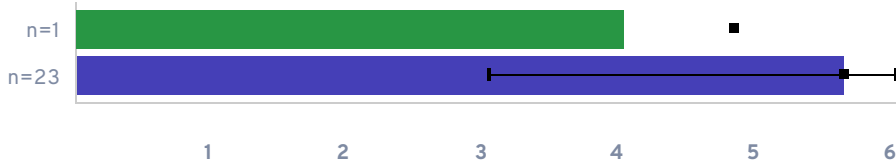


How effective/good am I at...

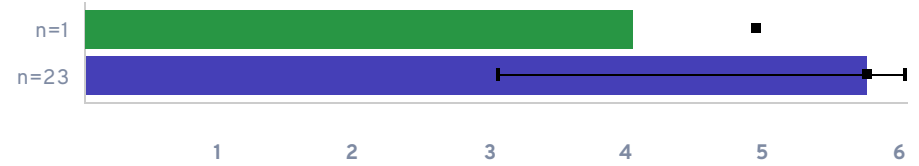


Patient Questionnaire continued

doing their best to find out what you might be worried about?



listening to you?



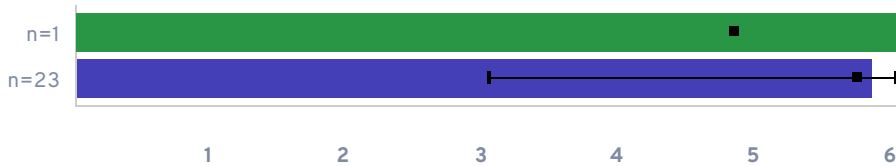
taking account of your medical history?



treating you with dignity?



involving you in deciding how to handle the problem(s) you discussed?



making you confident in their ability to provide safe care?



Patient Questionnaire continued

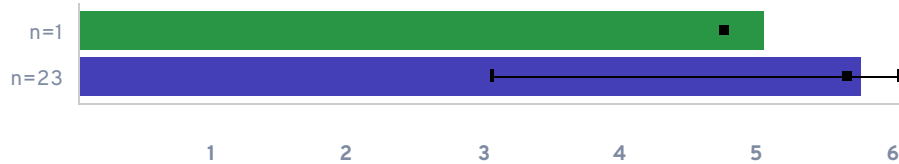
ensuring you get the advice/investigation or treatment needed?



checking with you that you are happy with the planned treatments or tests?



encouraging you to ask questions?



making sure you understand?



understanding your needs and worries?

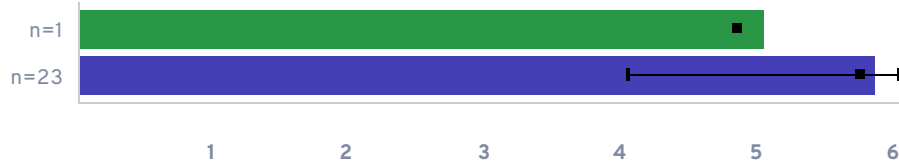


explaining any risks to the treatment?

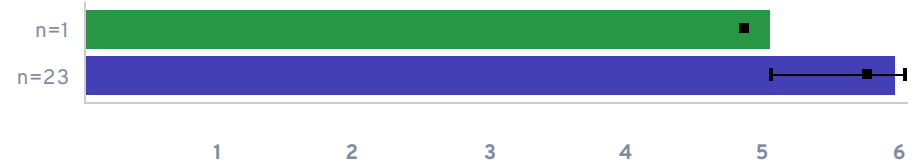


Patient Questionnaire continued

allowing you to make up your own mind?



keeping you informed about the progress of your care?



Overall how effectively did the doctor meet your needs as a patient?



Patient Questionnaire

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
making you feel at ease?	Self						1	
	Patient				1	3	19	
being polite and considerate?	Self						1	
	Patient					1	22	
speaking to you in a way that is easy to understand?	Self						1	
	Patient					1	22	
giving you enough time?	Self						1	
	Patient				1	2	20	
doing their best to find out what you might be worried about?	Self				1			
	Patient			2	1	1	19	
listening to you?	Self				1			
	Patient			1	1	3	18	

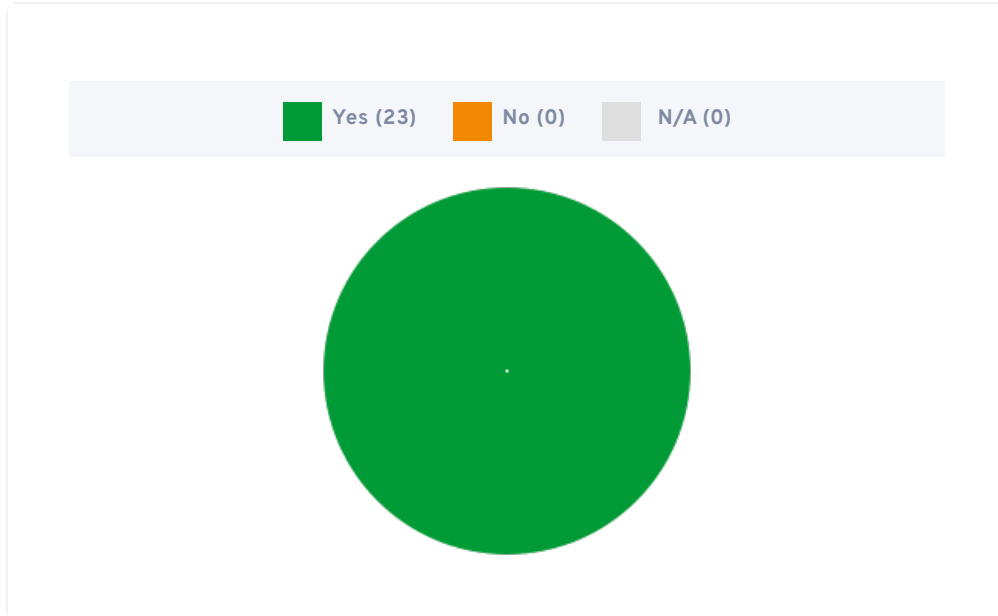
Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
taking account of your medical history?	Self					1		
	Patient				2	1	20	
treating you with dignity?	Self				1			
	Patient					1	22	
involving you in deciding how to handle the problem(s) you discussed?	Self						1	
	Patient			1		2	20	
making you confident in their ability to provide safe care?	Self					1		
	Patient				1		22	
ensuring you get the advice/investigation or treatment needed?	Self						1	
	Patient					2	21	
checking with you that you are happy with the planned treatments or tests?	Self					1		
	Patient					3	20	
encouraging you to ask questions?	Self					1		
	Patient			1	1	3	18	
making sure you understand?	Self					1		
	Patient				1	5	17	

Patient Questionnaire continued

	Rater category	1	2	3	4	5	6	CC
understanding your needs and worries?	Self					1		
	Patient				2	3	18	
explaining any risks to the treatment?	Self					1		
	Patient					2	21	
allowing you to make up your own mind?	Self					1		
	Patient				1	2	20	
keeping you informed about the progress of your care?	Self					1		
	Patient					3	20	
Overall how effectively did the doctor meet your needs as a patient?	Self					1		
	Patient					3	20	

Would you recommend this doctor to your friends and family?



Please comment on your relationships with your patients below:

Self

Overall I think my patients are very happy with my consultation style and ability to convert difficult anatomical concepts in an understandable manner.

Please write any other comments you'd like to make about the doctor here.

Patient	A wonderful doctor who put my mind at ease and provided great care and treatment. I'm extremely happy with my surgical results 2 years on :)
Patient	David Cheung always came across as professional and friendly throughout my consultations and treatment. He talked me through everything during my consultations in great detail and didn't at any time feel like I was being pressured into making a decision. Before attending my consultation with him I had done my own research online and everything I read or heard about David was positive. My consultation with him went well which is why I proceeded with treatment in the end. He talked me through everything in great detail, talked me through my options, the procedure, aftercare you name it which I appreciated. I left the clinic feeling very confident and happy. The procedure (blepharoplasty) itself went well and David was there every step of the way following the procedure. When I had a concern he was quick to respond and reassure me. The results were a huge improvement but still had some hollowness. In my pre-op consultation I was told I may need filler after which was true, I did, but after David explained the Tyndall effect to me he said he would not give me fillers because they might show under the skin. After doing some research online and having had consultations one being with another surgeon I learnt that the tyndall effect is likely to happen if the filler isn't placed deep enough. I also learnt that filler can be easily removed so it felt unfair that I wasn't allowed to decide for myself because it's not something I can't undo. I've since had filler after another surgeon suggested it was definitely worth me giving a go which I got done elsewhere and the area treated looks better than without it. Overall I wouldn't hesitate to recommend David as he is a nice guy, good at what he does and has an amazing team of people working with him. The procedure itself went well and I'm for the most part happy with my experience with him.
Patient	Davud Cheung was very professional and easy to speak too. My operation was only a minor operation but I still felt I was important.
Patient	He was excellent the whole way through my procedure from start to finish. Couldn't speak highly enough of Mr David Cheung.
Patient	Hi I returned to this Dr for further treatment a year after first having a procedure. I cannot recommend him highly enough for his attitude and care. Personally I do not know how he does it. Totally without any concerns regarding my treatments.
Patient	I am very grateful for the care I have received. It has continued to improve my quality of life and my general confidence.

Summary Comments continued

Patient	I had a number of follow up appointments with David Cheung as one eye was not healing as well as I expected. None of the appointments were too much trouble or rushed . I was very concerned that one eye may be very droopy . David assured me that in time which could be 12 months the eye would heal and become as the plan . He was 100% right . I never doubted him as he gave me all the time and assurance that all would be fine . I do know he had his concerns but my confidence never waver . A lovely man who I would recommend to all . He was recommended to me by a friend of my daughters who could not help but say what a wonderful , calm , reassuring specialist he is .
Patient	I was extremely pleased with the results of my surgery. I would use Mr Cheung again if I felt the need for any further treatments. I was particularly impressed with the method of sedation used, as I never felt a thing! Extremely friendly and humourous without being overly familiar. Always professional. I was nervous about having my stitches removed, however, even that was much easier than I thought it would be.
Patient	It was a pleasure to have met David Cheung who gave me every possible help
Patient	Loved the outcome.
Patient	Mr cheung was very friendly and instantly put me at ease . He ensured I was always comfortable during my surgical procedure . My aftercare and result was really good .
Patient	Mr Cheung explained everything very clear and also took photographs of the problem I had. The treatment was very skilled and achieved a satisfactory result . I was kept updated with everything ,and the follow ups were also excellent. I would recommend Mr Cheung to anyone that was thinking about having a procedure carried out by him.
Patient	Mr Cheung was extremely professional during the consultations I had with him. He showed kindness and understanding when explaining the procedures and answered questions thoroughly without rushing me in any way. I was apprehensive about the procedure but determined to have it done so felt extremely at ease with everything before surgery.
Patient	Super service and attention to detail.
Patient	Very nice person, took good care of me from start to finish, obviously I was concerned at that he beginning but my mind was put at ease as everything was explained to me clearly. My eye is now perfect thanks to dr David Cheung. 🙏🙏🙏🙏🙏🙏

Summary Comments continued

Patient	Very personable yet professional, put me at ease throughout the whole process. Explained all the pros and cons to surgery and let me make the decision that was best for me.
Patient	Very pleased with the whole process and outcome
Patient	Wonderful experience with Mr. Cheung. He explained everything to me in a very clear manner. He was also kind and friendly. I had a smooth prep, surgery and follow up. I would highly recommended to anyone.



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