

Anne Dancey 9 February 2019

## Colleague Feedback Report



This report contains responses to open-ended questions and to narrative questions.

**EDGE CUMBE** DOCTOR 360°

## Introduction

This report is based on the Doctor 360° questionnaires completed by yourself and your colleagues.

Please download the Edgcumbe Doctor 360° Workbook to use alongside this report. You may download this from your account on the Doctor 360° online system. This will help you to interpret the feedback within the reports and to document the messages you take from them.

In this report your overall performance scores are presented on bar graphs comparing how you rated yourself to how your colleagues rated you. For each domain, your performance scores are broken down for each question, comparing your own rating with that of your peers, support/junior colleagues, our benchmark and percentile ranking.

The bar graphs also show the number of colleagues who rated each question and the range of ratings.

The feedback in this report will help you compare the standards of care you feel you deliver with how others perceive you. We recommend you ask your appraiser or counselling colleague to look through the report with you.

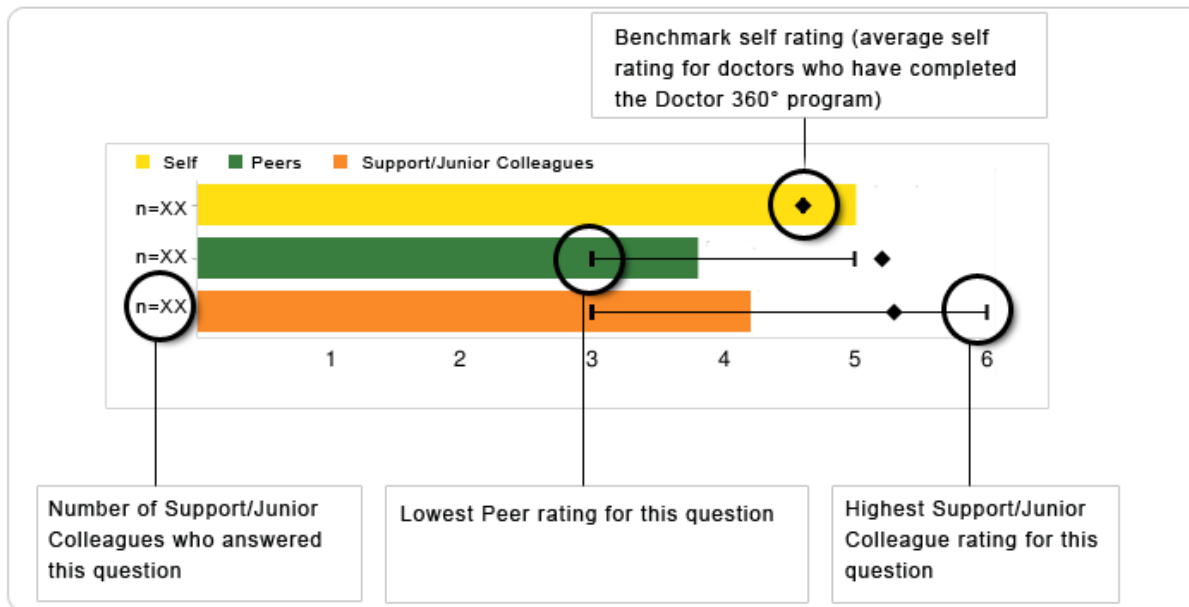
## Understanding Your Report

**Section 1** presents the ratings you gave yourself compared with the ratings from your colleagues for your overall effectiveness with regard to Knowledge, Skills and Performance; Safety and Quality; Communication, Partnership and Teamwork; and Maintaining Trust..

Each question was rated using the following scale:

- 6 => Extremely effective/excellent
- 5 => Very effective/very good
- 4 => Effective/good
- 3 => Mostly effective/satisfactory
- 2 => Partially effective/less than satisfactory
- 1 => Not effective/poor
- C/C => Cannot Comment

**Section 2** provides more detail on the ratings you received for each domain of questions. Below is an annotated example of the charts that appear in this section.



### Benchmarks

Our benchmark scores are made up of responses provided by general practice doctors, hospital doctors and their colleagues who have all completed the Edgecumbe Doctor 360° since February 2009. We hold overall benchmarks (e.g. for all doctors / colleagues who have provided responses) and benchmarks for particular specialties (e.g. Anaesthetics, Cardiology).

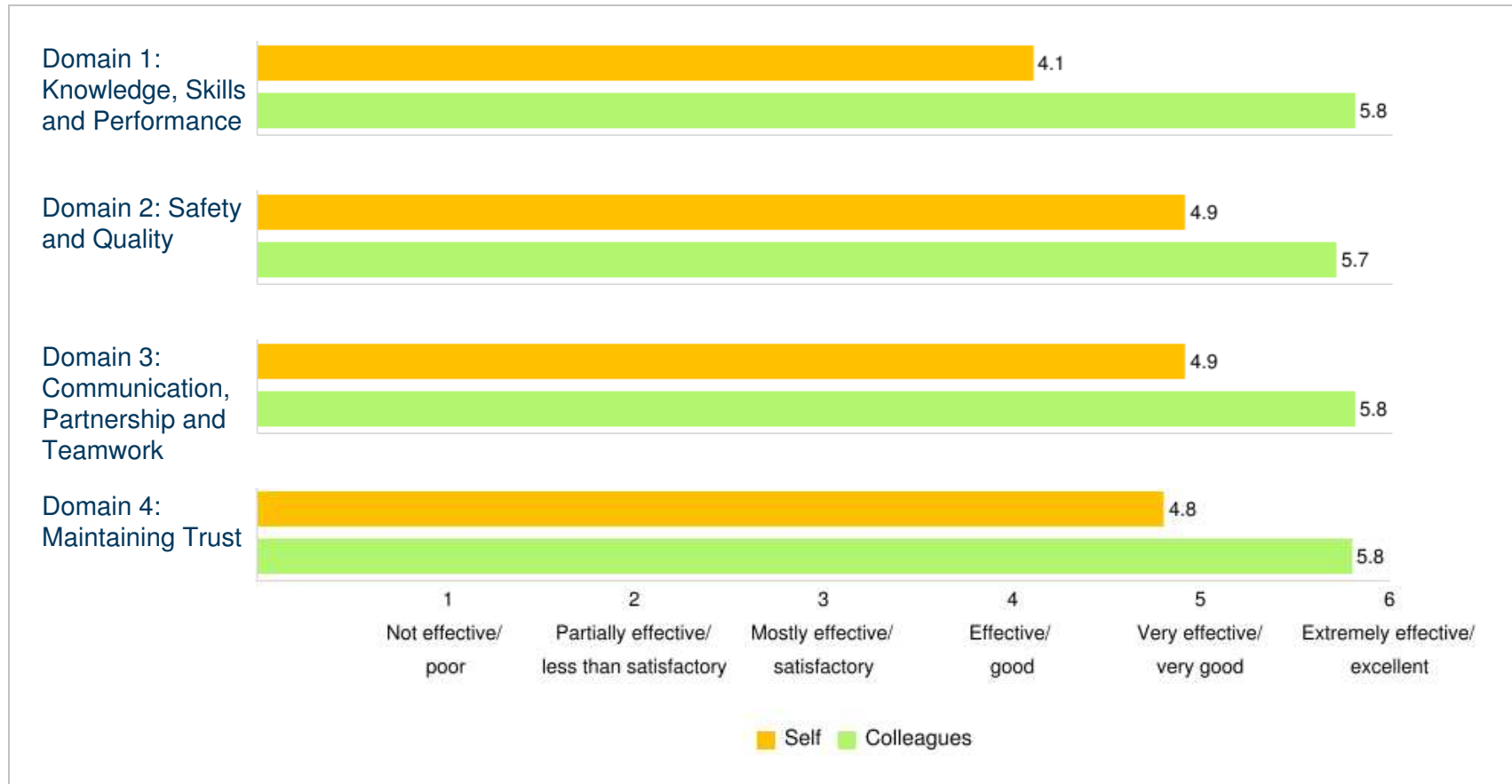
**The benchmark type indicated in this report is: SPECIALTY SPECIFIC**

Your registered speciality category is: Surgery

**Please be aware that the benchmark type on this report is fixed and cannot be changed.**

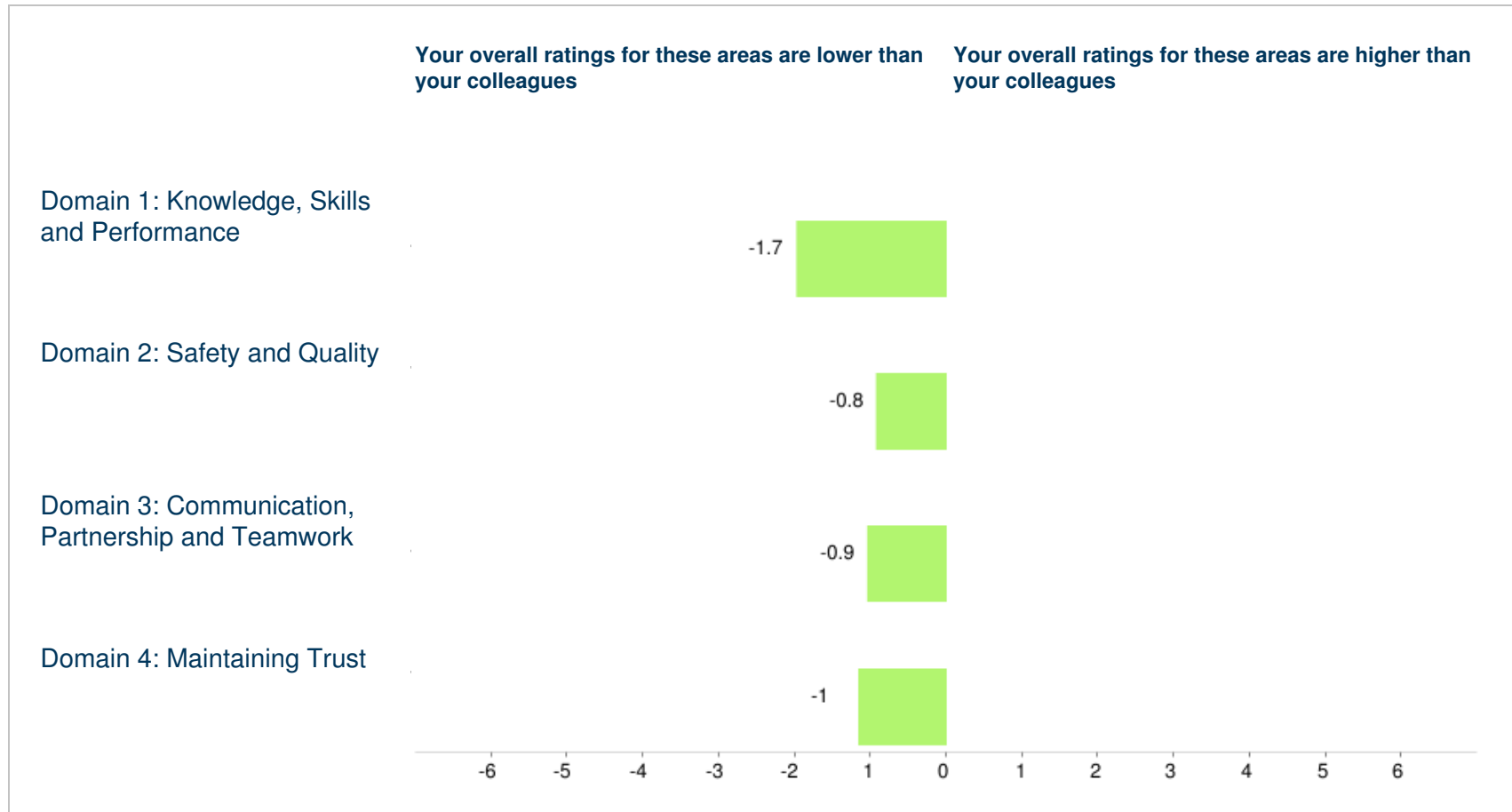
## Overall Summary

Your self-ratings and your colleagues' ratings of your overall effectiveness with regard to Domain 1: Knowledge, Skills and Performance, Domain 2: Safety and Quality, Domain 3: Communication, Partnership and Teamwork, and Domain 4: Maintaining Trust



# Perception Gap

This chart shows the difference between your average self rating and your colleagues average rating within each domain of the questionnaire.

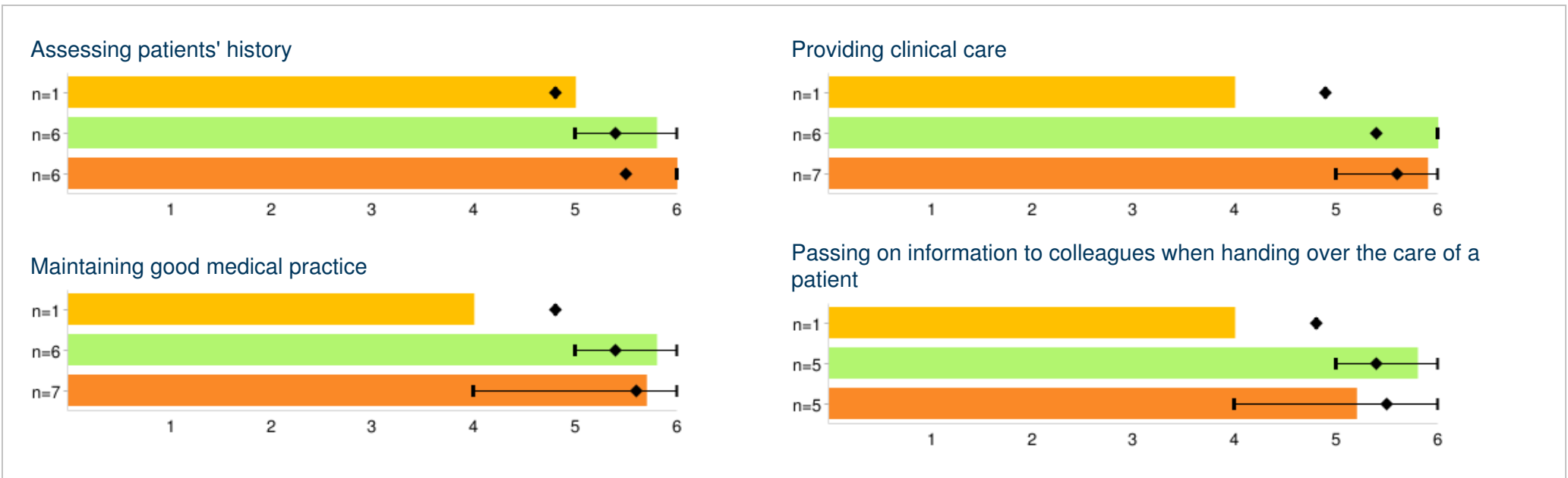


# Domain 1: Knowledge, Skills and Performance

## Summary of Domain



## How effective/good am I at...

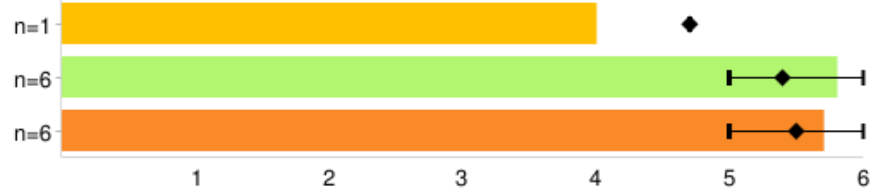


How effective/good am I at...

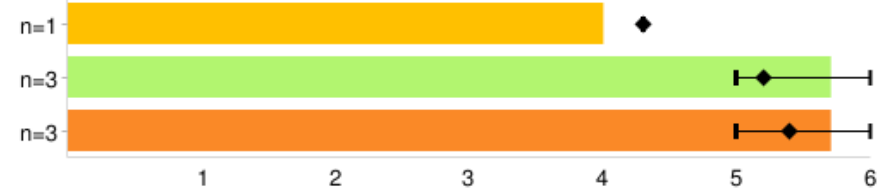
■ Self 
 ■ Peer 
 ■ Support/Junior Colleague

1 Not effective/poor   
 2 Partially effective/less than satisfactory   
 3 Mostly effective/satisfactory   
 4 Effective/good   
 5 Very effective/very good   
 6 Extremely effective/excellent

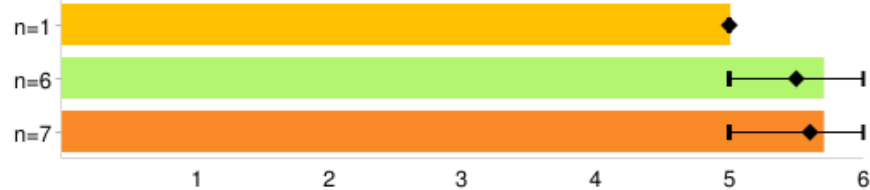
Applying the skills, attributes and practice of a competent teacher/trainer



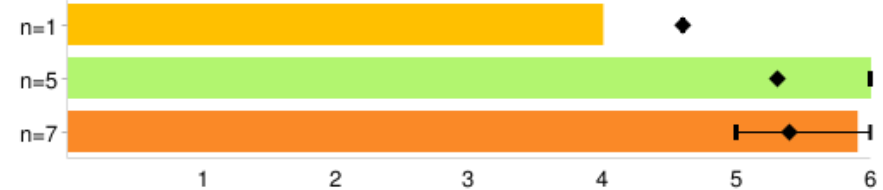
Taking part in regular and systematic audit



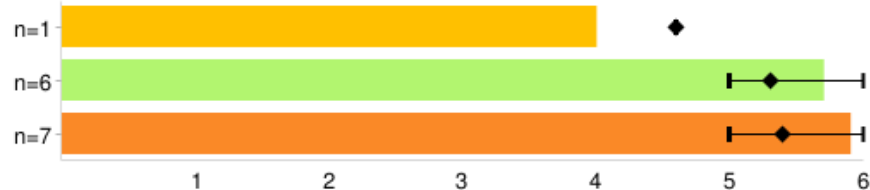
Consulting colleagues, or referring patients to colleagues, when this is in the patient's best interests



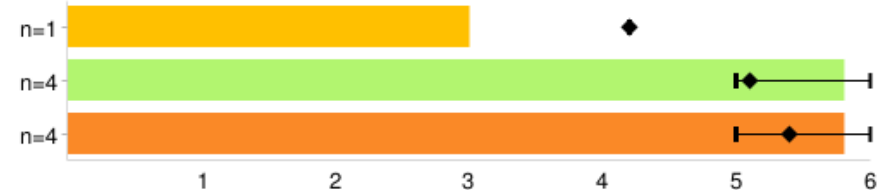
Supporting patients in caring for themselves



Keeping patient records

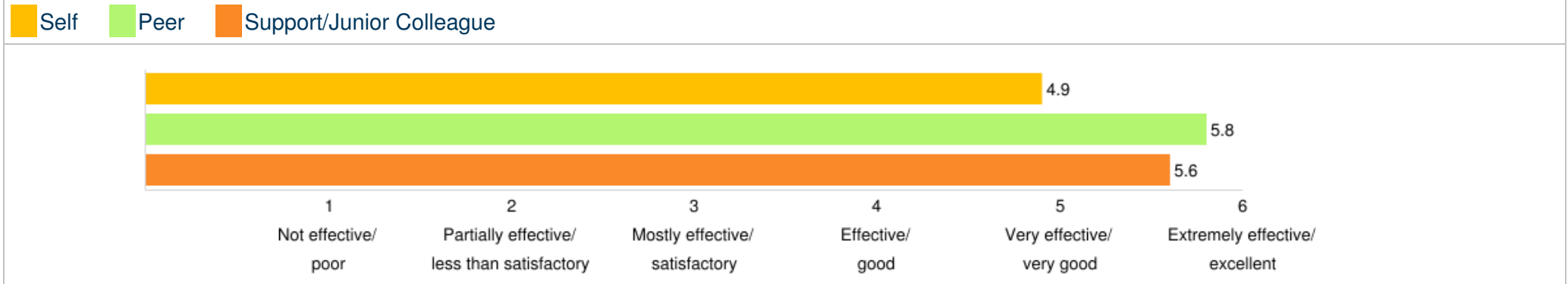


Working as a manager

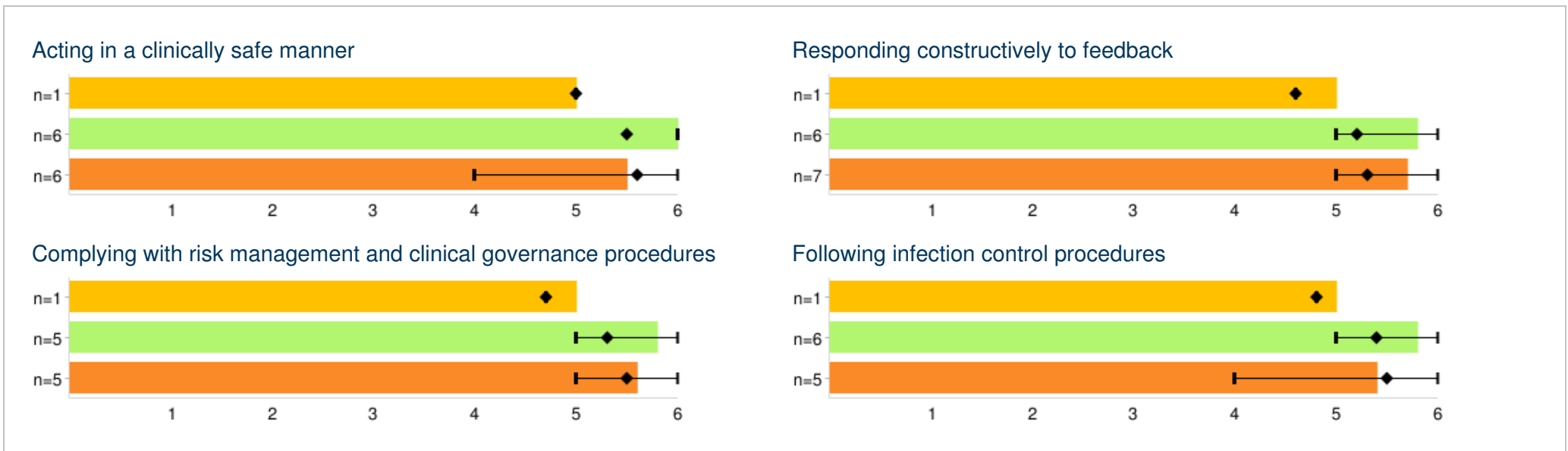


## Domain 2: Safety and Quality

### Summary of Domain



### How effective/good am I at...



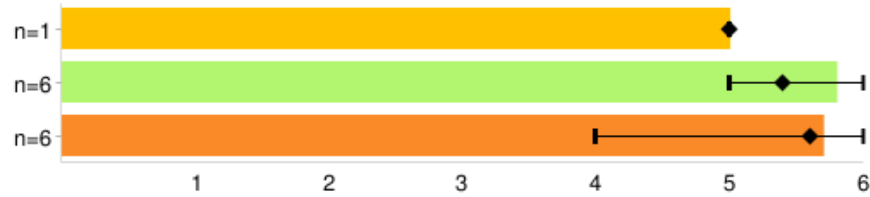


How effective/good am I at...

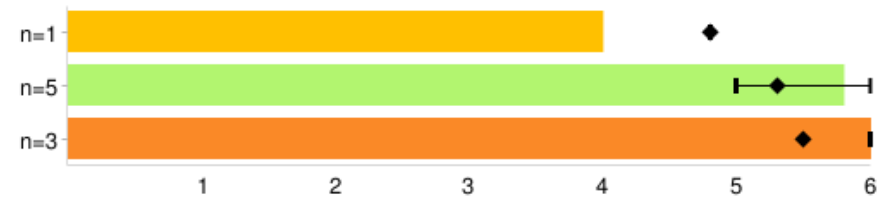
■ Self 
 ■ Peer 
 ■ Support/Junior Colleague

1 Not effective/poor      2 Partially effective/less than satisfactory      3 Mostly effective/satisfactory      4 Effective/good      5 Very effective/very good      6 Extremely effective/excellent

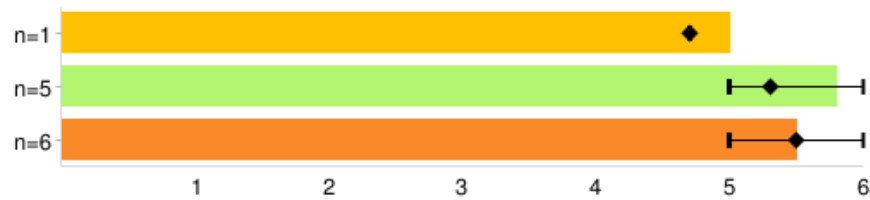
Taking appropriate action when patients are at risk



Making sure that all staff for whose performance he/she is responsible are properly supervised



Safeguarding the health and well-being of vulnerable people

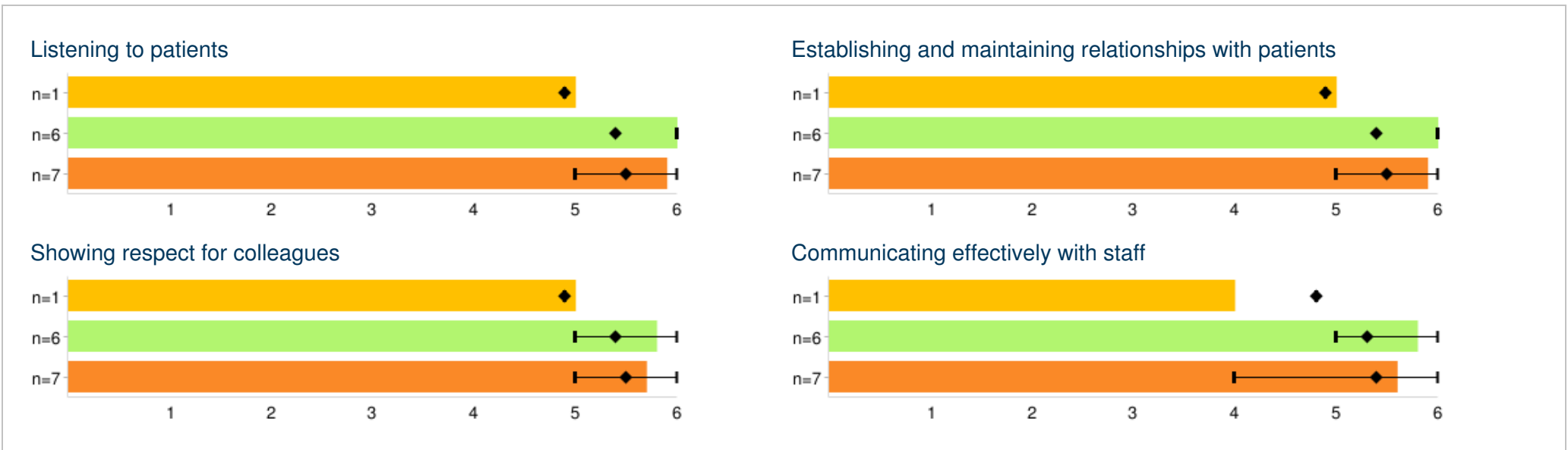


## Domain 3: Communication, Partnership and Teamwork

### Summary of Domain



### How effective/good am I at...

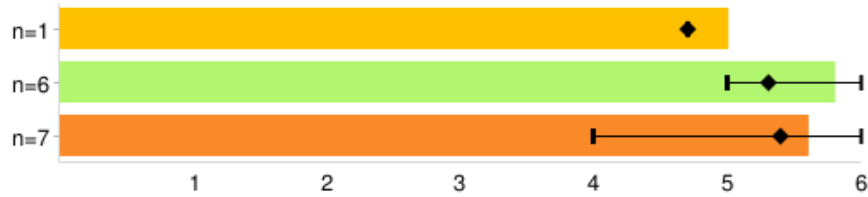


How effective/good am I at...

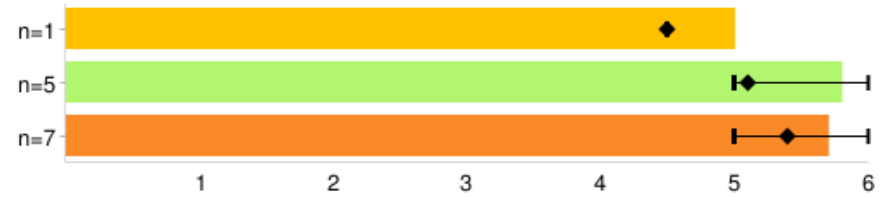
■ Self 
 ■ Peer 
 ■ Support/Junior Colleague

1 Not effective/poor   
 2 Partially effective/less than satisfactory   
 3 Mostly effective/satisfactory   
 4 Effective/good   
 5 Very effective/very good   
 6 Extremely effective/excellent

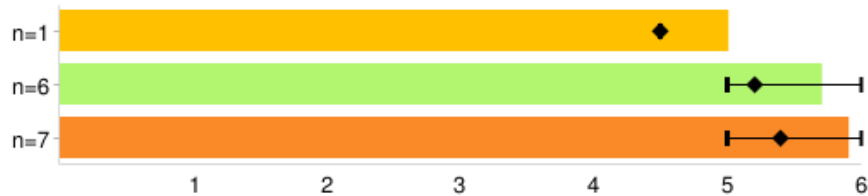
Giving praise where appropriate



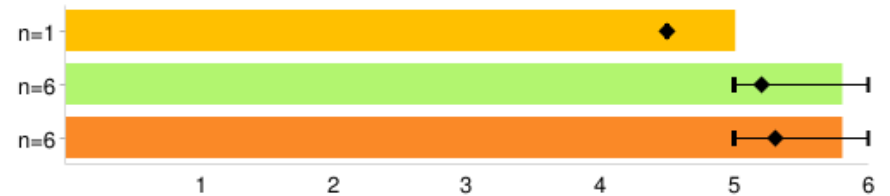
Providing effective leadership



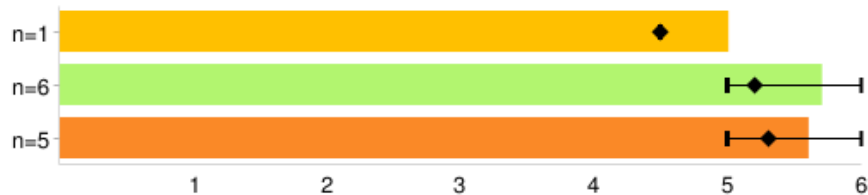
Encouraging colleagues to contribute to discussions



Encouraging colleagues to communicate effectively with one another



Coping with stress and pressure

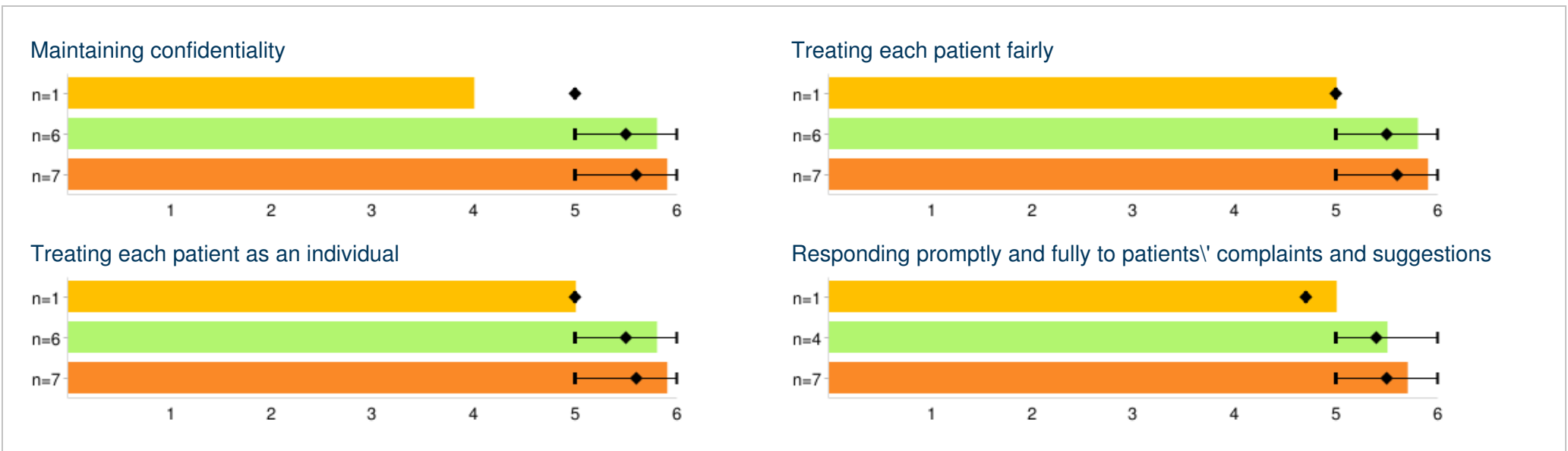


## Domain 4: Maintaining Trust

### Summary of Domain



### How effective/good am I at...



## Professional Integrity

Do you have any concerns about this persons professional integrity that impacts on their ability to perform their duties as a doctor?

Relationship	No Concerns	Some Concerns	Serious Concerns
Self	1	0	0
Peer	6	0	0
Support/Junior Colleague	7	0	0

## Health

Do you have any concerns about this persons health that impacts on their ability to perform their duties as a doctor?

Relationship	No Concerns	Some Concerns	Serious Concerns
Self	1	0	0
Peer	6	0	0
Support/Junior Colleague	7	0	0

## Domain 1: Knowledge, Skills and Performance

### *Peers*

Anne is very organised and efficient. She puts patient care as a priority

---

She develops a very strong bond with patients and the patients really trust in her. Anne does her very best for each and every patient and advises patients on how to care for themselves. She refers patients to other colleagues when it is appropriate.

---

Very approachable as a manager, person-centred and responsive. Clear on expectations. Very patient focused, treats all patients as individuals and people, patients comment regularly on this. Gives clear guidance to patients herself and to other team members caring for patients - goes out of way to ensure this happens.

---

Anne is extremely caring and supports her patient from the start of their journey right through to their discharge. Nothing is too much trouble and she is always happy have interaction with them especially if they are uncertain or anxious about something. Her patient records are kept to a very high standard.

---

## Domain 2: Safety and Quality

Anne is always keen to share her knowledge to those within her team and under her responsibility and is keen for people to continue to learn through their work and extend their knowledge base.

---

Anne is very focused on risk management and takes great care in this area.

---

## Domain 3: Communication, Partnership and Teamwork

### *Peers*

Anne copes very well with the stress that she puts herself under, but at times you can see that she is tired. She should allow herself more downtime so that she can relax.

---

She is a very good team player and communicates well with the team and listens to the members of the team. Always helpful to the members of the staff

---

Anne is clinically very busy and she maintains a good work life balance

---

Anne stands out in her respect for her colleagues and patients. She is not hierarchical and actively seeks feedback from those on her team. People (both colleagues and patients) have commented to me that they wish other doctors were like Anne in this (and other) respects. She is someone I am very pleased to be able to work with. I would go so far as to say she is inspirational in this respect. My only concern would be that if anything Anne bends over backwards for everyone and I worry sometimes whether she has enough time for herself - not because of any indicators that are evident, but simply because she is so incredibly available and supportive of others. Maybe she is just a superwoman!

---

Anne encourages her team and colleagues to share their opinions which can be taken on board to enable the experience for the patients to be of a high standard.

---

Anne always provides good support to her staff and colleagues

---



## Domain 4: Maintaining Trust

### *Peers*

Anne has excellent feedback from her patients.

---

Anne is incredible on all of these. Her standards of confidentiality (e.g. on emails) are far above what is expected and what others maintain.

---

Anne, is committed to each and everyone of her patients, ensuring that they are all treated equally and fairly in the same manner. She has protocols in place within her practice that ensures patients are all treated in the same way and she takes each patients journey under her care with a high professional standard and treats the patient's as if they are all individually her only patient.

---

## Professional integrity

Anne is very ethical

---

## Summary

Finally, what is the single most important recommendation you would make to help your colleague improve his/her performance?

### *Peers*

Anne is a well liked colleague and staff enjoy working for her. The theatre team is generally a very happy theatre due to Anne's relaxed nature. Although this a positive characteristic, I feel that sometimes Anne requires a more stern approach to dealing with the staff, when their performance is sub standard. She has commented on this herself that she feels as though people take advantage of her good nature.

---

No recommendation

---

There will always be negatives as well as many positives throughout your career. Take from the negatives, a stronger base to build on as there will always be multiple positives to that one negative.

---

Take some more time for yourself and make patients wait sometimes ;-)

---

**EDGECUMBE DOCTOR 360°**

Whitefriars Business Centre,  
2nd Floor, Whitefriars, Lewins Mead, Bristol, BS1 2NT  
Tel: +44 (0)117 332 8277  
Email: [support@edgcumbe.co.uk](mailto:support@edgcumbe.co.uk)  
Web: [www.doctor360.co.uk](http://www.doctor360.co.uk)