

Example B 1 October 2009

Part B: Comments Report

This report contains responses to all open-ended questions. The report should be reviewed along with Part A: Self & Colleague Feedback Report.

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Domain 1: Knowledge, Skills and Performance

Peers

extremely professional with exceptional results....probably weakest in managerial functions

Support / Junior Colleagues

Example B has an eye for detail and is focused on delivering a high class service

Example B is clearly an expert in his field. He is always knowledgeable about individuals medical history and also about their social circumstances.

Example B is very keen on auditing his work and basing the care of his patients on the results. In my opinion he provides a high standard of care. There are occasions when information regarding patients could be provided in a more timely manner e.g. in order to allow decisions to be made regarding the allocation of scrub practitioners.

Example B has a high level of skill in terms of patient care. He provides excellent support to the patients and families prior to, during and post treatment. His interpersonal skills / management skills are possibly not his strongest point.

Domain 2: Safety and Quality

Peers

Example B has driven single specialty care in the junior staff, who enjoy an exemplary standard of training.

Support / Junior Colleagues

I have worked with Example B

Example B has a tendency towards derogatory comments aimed at belittling others and their contributions. I have witnessed a fairly senior member of staff reduced to tears by Example B's behaviour. His response was that this demonstrated their incompetence. There was no recognition or compassion for that member of staff's vulnerability or well-being

In terms of infection control, Example B keenly supports key policies. He needs to ensure his team however are following policy in terms of hand hygiene / dress code

Extremely supportive to the ward in matters of patient safety is much more willing to listen to feedback but could still improve upon this a little.

Domain 3: Communication, Partnership and Teamwork

Peers

An extremely effective clinician who occasionally has difficulties with work relationships. These generally result from stressful situations and are not in my view malicious. He is to be admired for his high standard of surgical care and commitment to his specialty.

Example B has impressed with his drive and commitment to improving training in the region both in his own specialty .

again really good at MDT and in theatre but does not suffer fools gladly, but probably shouldn't anyway.

Support / Junior Colleagues

Can be quick to criticise but rarely delivers praise. Lack of consistency in opinions / decisions makes it difficult to work effectively and to an agreed standard when goal posts are moved so frequently. Good professional relationship with most patients although some would prefer more time with consultant for discussion. That said, time management and prioritisation skills are excellent and unnecessary discussion is effectively avoided.

big improvement noted in communication . Has excellent rapport with patients. Never appears stressed!! which is reassuring for his team.

There have been relationship issues in the past but these have improved significantly in recent months. A little more praise for achievements of the theatre staff would be welcome e.g. congratulating someone who has passed an exam.

Example B has charisma and is a natural leader but his vision is very narrow and restricted to his own areas of interest. Example B works very effectively with junior trainees . Example B's behaviours and lack of control over his impatience with others suggest that he does not cope with stress and pressure

Example B has an excellent rapport with patients, building good relationships with them all. Some of his interactions with colleagues however are difficult and do not produce a positive outcome. Example B appears to have recognised this recently and is clearly making an effort to improve his interactions with colleagues.

Domain 4: Maintaining Trust

Peers

very high standard of care, responds immediately to requests for help. sometimes the patients find his style a little too matter of fact .

Support / Junior Colleagues

Example B has recently attended meetings with several patients / families, which have been constructive with good outcomes

I can only comment from a theatre perspective but patients appear to be treated fairly and as individuals.

Example B does not respond well to personal criticism Example B responds to complaints and suggestions relating to aspects of the service not delivered by himself

always aware of any personal/ social difficulties patients and their families may have.

Professional integrity

Peers

I have complete confidence in his personal service and that of his unit.

Other than early comments, I have no concerns about professional integrity though relationships are sometimes difficult.

Support / Junior Colleagues

This doctor maintains the highest integrity and always performs his duties in an efficient and timely manner.

I do have reservations that Example B's inability, at times, to manage his behaviour will have a detrimental effect on patient care in as much as people will not want to continue to work in the service and therefore the quality of the workforce will be effected Vulnerable staff who are frightened have the potential to make mistakes, particularly in the arena of the operating theatre

Health

Support / Junior Colleagues

I have worked with him for quite a while and as far as I am aware he has no health issues and his work and ability is never compromised.

Summary

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

Peers

Try and tone down his enthusiasm for perfection when dealing with junior colleagues. They may get their one day!

Keep up his high professional standards but remember that working relationships with colleagues need constant attention as well

Communicate with staff and respect other's roles and expertise in patient care.

I would encourage him to continue on the same level and keep the scientific standards high.

This is difficult as I do not work with him on a day to day basis. In the past he has been thought of as forceful in getting his objectives secured, and could be seen as abrasive, but there seems to be none of this in my meetings with him over the past two years.

Support / Junior Colleagues

Value others as they value you

Example B is a highly skilled and competent surgeon. He is a staunch patient advocate and is committed to delivering the best possible patient outcomes. However, with regard to working relationships with colleagues, consistency and acknowledgement of the contribution to patient care by all members of the team would help strengthen cohesiveness and effective working across the whole department.

? to praise individuals more often

To think about the way he interacts with colleagues and how he can get the best out of people.

The need to recognise and respect the views and skills of others within the team setting.

To learn to accept other people's idiosyncrasies.

To continue to develop his relationships with the people he works with.

Treat people with dignity and respect no matter what level or title they have



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