

**360 Feedback analysis  
for  
Dr Richard Bogle  
Cardiology  
13/01/2009**

## **How to analyse your report**

In most instances scores are very high. However, no quick assumptions or conclusions should be drawn from low scores until reasons have been explored. Below is a list of possible reasons for low scores. These have been provided for discussion and reflection. There may well be many other reasons for low scores not included in this list, but many of the more common reasons have been included.

Possible Reasons for Low Scores.

These are listed with no particular weighting: -

- Workload
- Technical support
- Team/Trust failure
- Suitability of selected assessors
- Staff shortages
- Specialty
- Personality clashes
- Personal problems / illness
- Patient case load
- Lack of training
- Lack of skills/knowledge
- Lack of information
- Lack of feedback
- Lack of awareness
- Keeping up to date
- Job structure/job role
- Honesty
- Equipment availability/failure
- Cultural issues
- Confidence
- Communication skills
- Awareness of own limitations
- Attitude
- Other (investigate)

If you need any help or have encountered a problem, please contact us on 01732 471586 or e-mail: [info@360clinical.com](mailto:info@360clinical.com)

## **Facilitator Feedback Notes**

### **Feeding back the contents of the 360 report to your colleague**

Introduce the feedback session and describe your role as a facilitator to encourage reflection and personal development planning. If appropriate, consider setting some ground rules, such as confidentiality.

### **Seek your 360 doctor's views first – Ask questions rather than make statements.**

*If your 360 doctor has low scores in a particular area, do not make assumptions. There are many reasons for low scores some of which are detailed on the previous page. Low scores may be a result of workload or staff shortages. Of course, low scores may also be due to personal competence.*

If there are clusters of assessors scoring below average/unacceptable, the Medical Director should be informed.

Seek 360 doctors views first: -

- What went well and why?
- What didn't go so well? and why?
- What changes would you like to see in the future?
- How will these changes be implemented?
- What will happen to reassess / monitor improvements?

Concentrate on specific areas which cause most concern e.g. high variance between self and colleagues assessments. Then focus on specific items of behaviour.

Compliment on the areas where the individual scored highly as well as address areas for improvement. Encourage the individual to build on their strengths. The graphic quantitative feedback report allows you to discuss current, sensitive issues in a direct manner. The feedback interview should be held in private, avoiding interruptions.

Stick to the facts and always avoid becoming emotional or using emotional language. For example, if a doctor has a low score in communication skills you might say 'you have scored fair to poor in the communication skills element please comment on that?' instead of 'you didn't do very well in communication skills did you?'

If you are looking for additional training then 360 Clinical can help. For further information please visit [www.360clinical.com](http://www.360clinical.com) or contact us on telephone 01732 471586 or email [info@360clinical.com](mailto:info@360clinical.com)

## Questionnaire

**The following questionnaire was distributed to peers**

**Page 1**

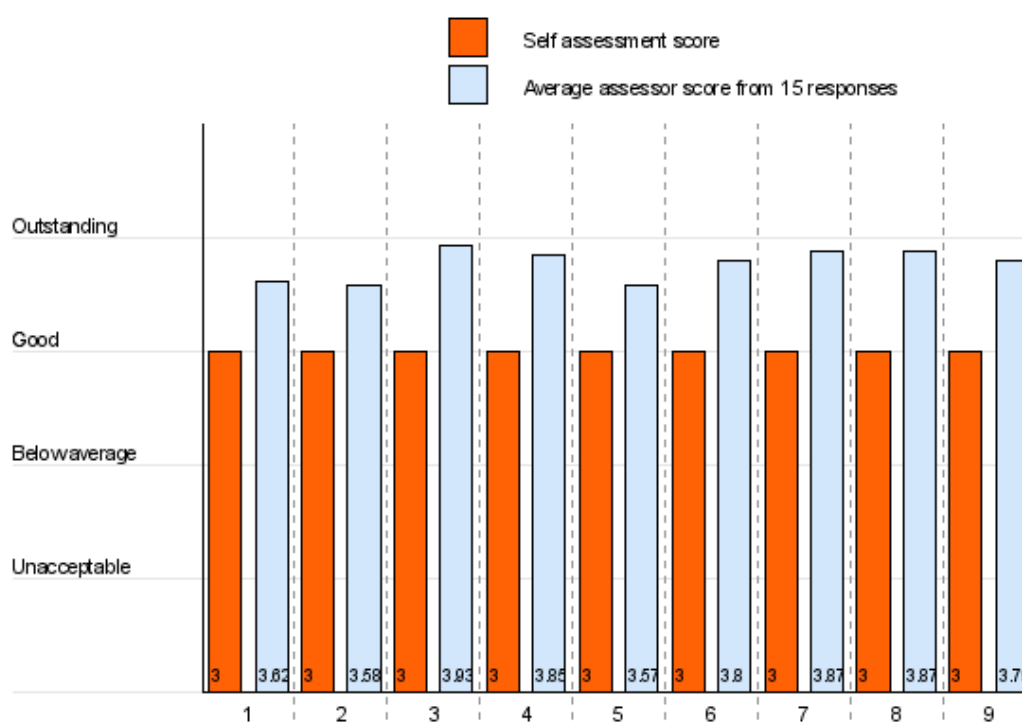
1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately
10. Do you have any concerns about the Probity or Health (physical or mental) of this doctor?

**The question numbers correspond to the key on any graph**

## Summary of colleague results

### Colleague assessment

Average score given for the questions below



### Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
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8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

## Summary of colleague results

### Colleague assessment

Detailed breakdown of results showing the number of different responses for each question

Self Assessment Score

Q1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures

Unable to Comment	Unacceptable	Below average	Good	Outstanding
2	0	0	5	8

Q2. Patient Management: Management of complex clinical problems; appropriate use of resources

Unable to Comment	Unacceptable	Below average	Good	Outstanding
3	0	0	5	7

Q3. Reliability: Conscientious and reliable; available for advice and help when needed; time management

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	1	14

Q4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills

Unable to Comment	Unacceptable	Below average	Good	Outstanding
2	0	0	2	11

Q5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues

Unable to Comment	Unacceptable	Below average	Good	Outstanding
1	0	0	6	8

Q6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	3	12

Q7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	2	13

Q8. Team Player: Values the skills and contributions of multi-disciplinary team members

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	2	13

Q9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

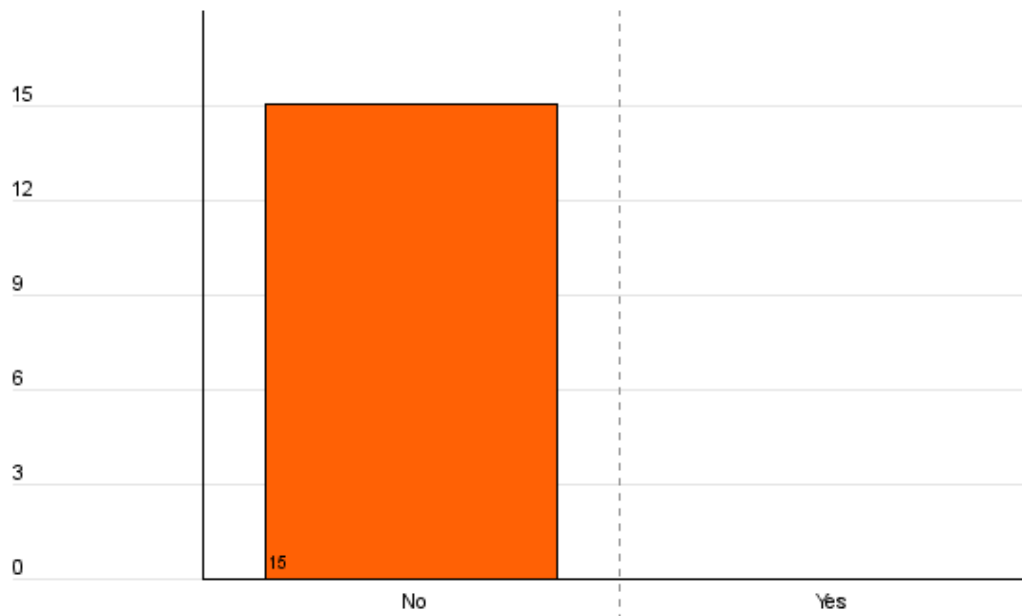
Unable to Comment	Unacceptable	Below average	Good	Outstanding
1	0	0	3	11

## Summary of colleague results

### Colleague assessment

Q10. Do you have any concerns about the Probity or Health (physical or mental) of this doctor?

Total responses received

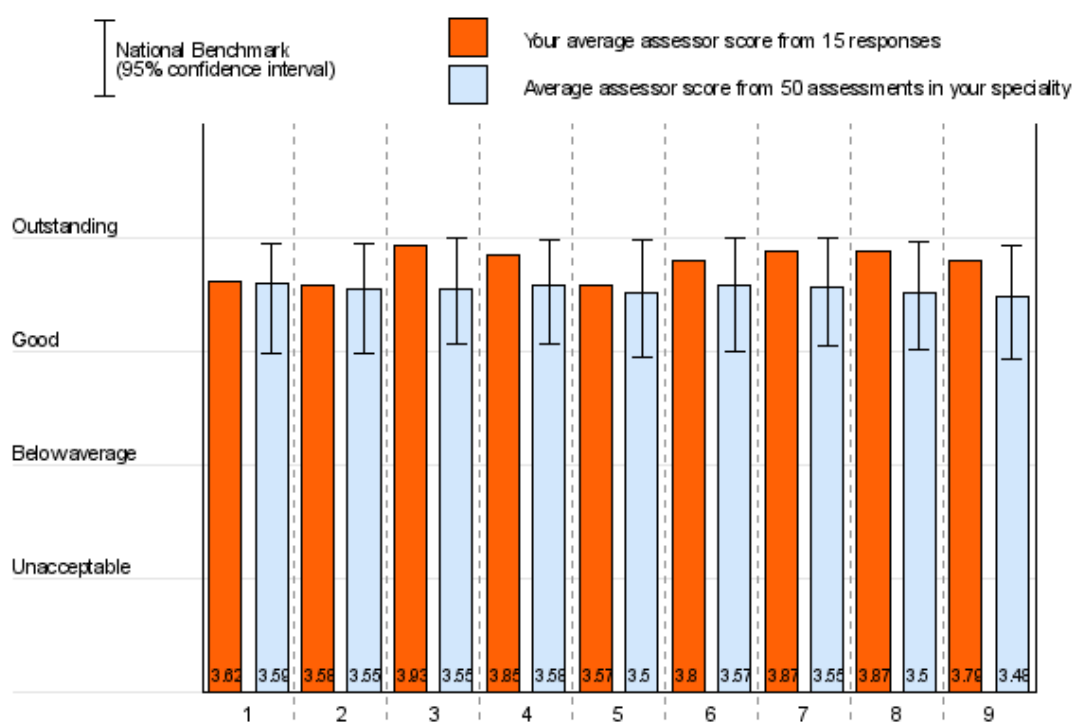


Self assessment response to this question: No

## Summary of colleague results

### Comparisons with your speciality - Cardiology

Average score given for the questions below



### Questions

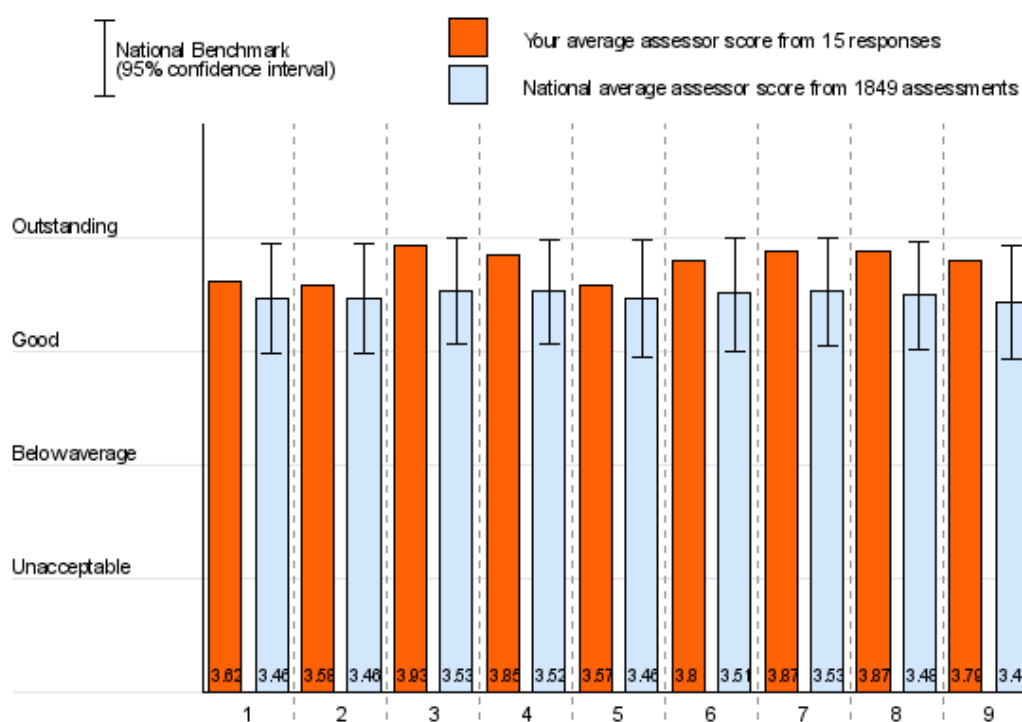
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## Summary of colleague results

### Comparisons with National Average

Average score given for the questions below



### Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
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## Comments

### Self assessment comments

#### Comments added by assessors

"good communicator and a good teacher"

"I have not any opportunity to see Dr RB at cath lab personally, but results and decision making were accurate in all cases. Dr RB has been doing echoes (inc. TOE) at our cardiology dept. and has been the "motor" of innovations and introduction of new techniques. He has been keeping himself up to date throughout all cardiology fields. He has been very helpful, particularly for me, as I came in to the UK from overseas one year ago. He has been helping me with everything I have asked him for ever. For an illustration he used to email me some source data irrespective the time (even at 1-2 a.m.) selflessly. He is very good team player. One example for all: All cardiology consultants (incl. Dr RB) decided to have an annual leave last two weeks in this year. Dr RB has offered he will cover the cardiology services for this period. Without any negotiations! His leadership role comes from nature. He is able to delegate to junior doctors to able their further professional development but can discuss with them their mistakes very decently and politely but didactically. The same approach he has to medical students.

There is nothing I can or should have to say negative about Dr RB personal or professional qualities."

"An excellent clinician and teacher. Has a very good manner with patients and quickly develops a good relationship. Very eager to involve staff in teaching, particularly practical procedures."

"Dr Bogle always makes time to discuss any concerns with patients, colleagues or service requirement. He treats all with equal respect. He has helped the cardiology CNS's with their business cases so our services can be managed and developed appropriately thus helping both staff morale and patient care. He attends patient groups in his own time and is always prepared to deliver speeches that are relevant and answers questions that patients are reluctant to ask their GP's. Out of all the Cardiologists he is the most focused on the wellbeing and development of nursing services within Cardiology."

"Since joining the Trust Dr Bogle has merged in the team and has become a role model for many of us. He is very approachable by anybody in the team and is always looking towards innovating the service. He is always there where advice is needed especially in clinics. He is very humble and appreciated by everybody.

He has excellent teaching skills and can share his knowledge at various levels depending on the audience.

There is a lot of interaction to the level we perform and he is a great team player."

"Excellent cardiologist offering a good service to our acute medical patients with cardiac problems. Good communicator."

"Dr. Richard Bogle is a very good Consultant Cardiologist who has good patient care, patient-doctor relationship, Staff-Doctor relationship, Public relationship. He is very enthusiastic, helpful, knowledgeable and energetic Consultant. He is always keen to help fellow doctors and staff. His guidance is very valuable who is very approachable. Overall Dr. Bogle is a great doctor."

"I recently spent one year of cardiology SpR training under Dr Richard Bogle. He has been an outstanding supervisor and teacher. He is an excellent motivator, honest at work and has always maintained his professional integrity."

"Richard attends SGH for 2 Catheter Lab sessions per week.

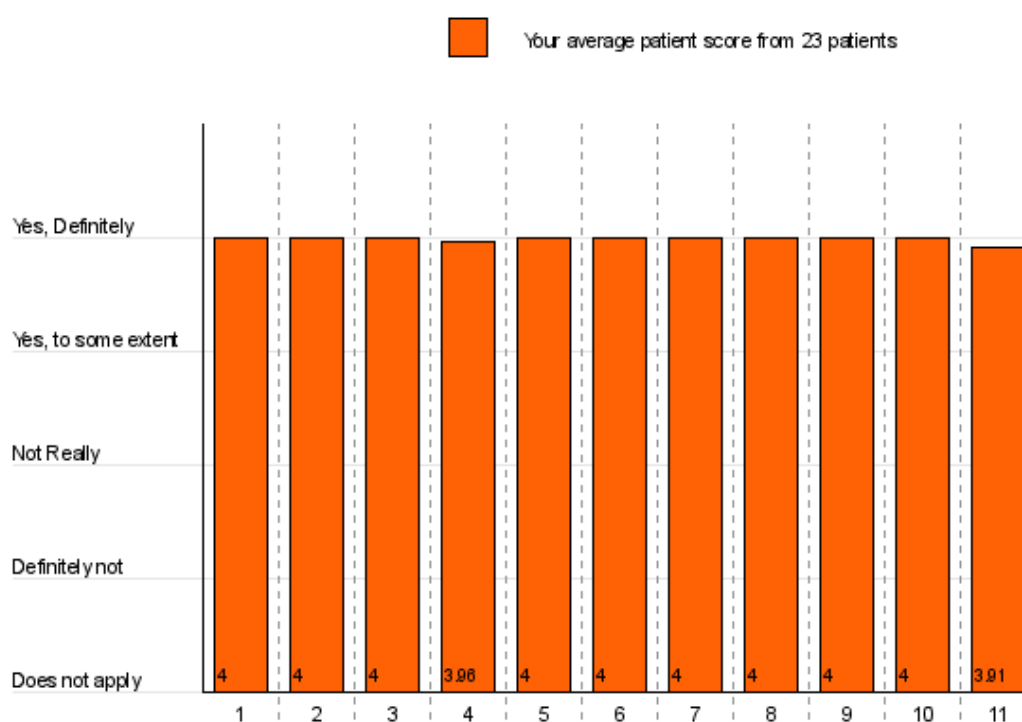
He has a great manner with pts and relatives, empathising with their concerns and needs. All pts have noted and commented

as such.

He has proved to be reliable and always has time to teach/train staff at SGH as well as his own team from SHH."

## Summary of patient results

Average score given for the questions below



## Questions

1. Was the doctor polite and considerate?
2. Did the doctor listen to what you had to say?
3. Did the doctor give you enough opportunity to ask questions?
4. Did the doctor answer all your questions?
5. Did the doctor explain things in a way you could understand?
6. Are you involved as much as you want to be in the decisions about your care and treatment?
7. Did you have confidence in the doctor?
8. Did the doctor respect your views?
9. If the doctor examined you, did he or she ask your permission?
10. If the doctor examined you, did he or she respect your privacy and dignity?
11. By the end of the consultation did you feel better able to understand and/or manage your condition and your care?

## Summary of patient results

Detailed breakdown of results showing the number of different responses for each question

Q1. Was the doctor polite and considerate?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q2. Did the doctor listen to what you had to say?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q3. Did the doctor give you enough opportunity to ask questions?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q4. Did the doctor answer all your questions?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	1	22

Q5. Did the doctor explain things in a way you could understand?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q6. Are you involved as much as you want to be in the decisions about your care and treatment?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q7. Did you have confidence in the doctor?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q8. Did the doctor respect your views?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	23

Q9. If the doctor examined you, did he or she ask your permission?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
6	0	0	0	17

Q10. If the doctor examined you, did he or she respect your privacy and dignity?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
5	0	0	0	18

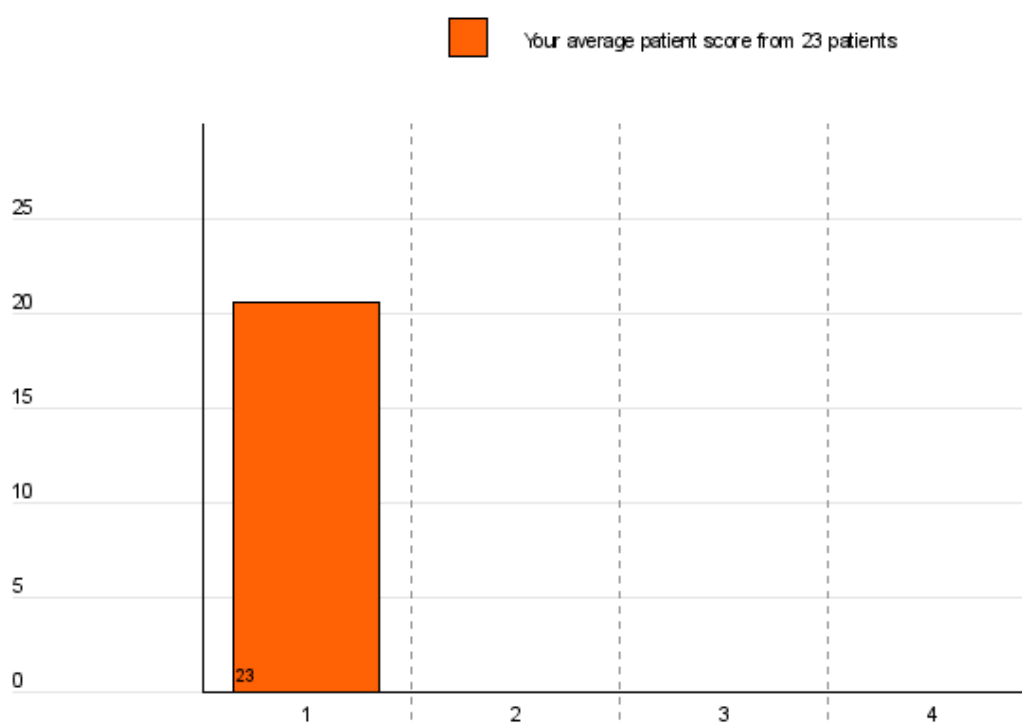
Q11. By the end of the consultation did you feel better able to understand and/or manage your condition and your care?

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	2	21

## Summary of patient results

### Overall how satisfied were you with the doctor you saw?

Total responses received



### Key

1. Very satisfied
2. Fairly satisfied
3. Nor really satisfied
4. Not at all satisfied