

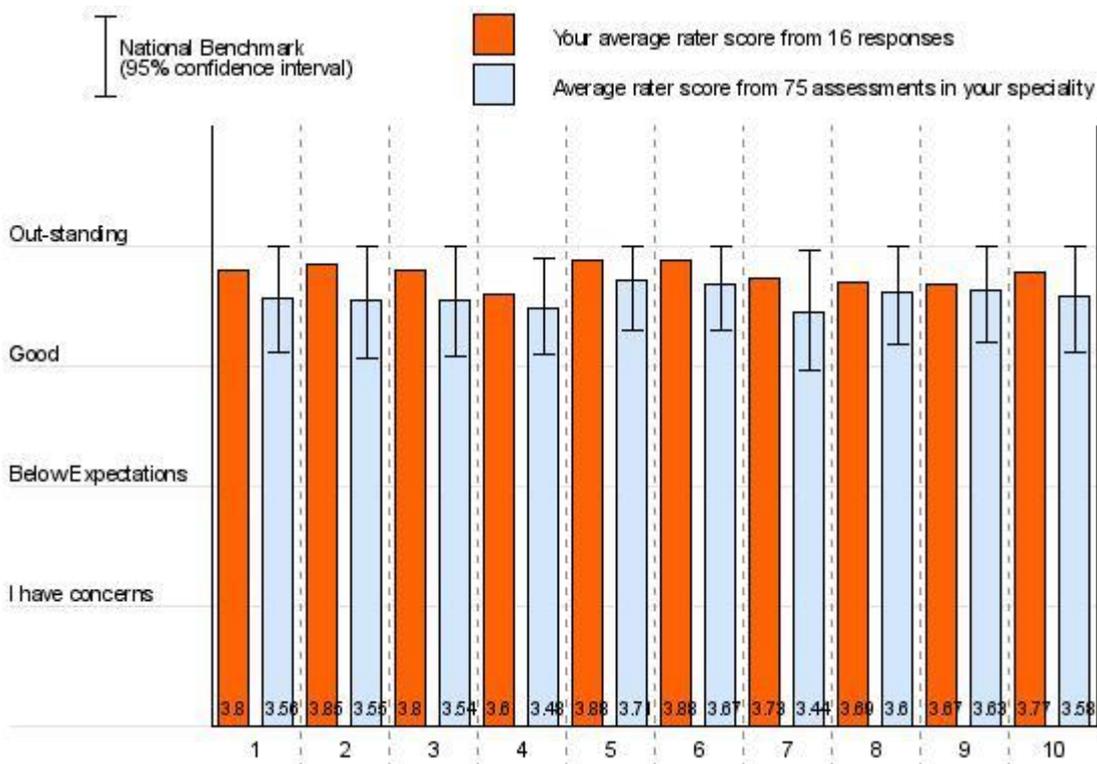
360 Degree Multi-source Feedback 2013

360 Feedback analysis for Dr Anne Ward
Dermatology – Extended
30.05.2013

In May 2013, as part of the Annual Appraisal / 5 Year Revalidation Process, work colleagues (other Dermatology Doctors, GPs, Nurses, HCSWs, Receptionists, Community Specialist Nurses, Managers) and Patients attending the Dermatology Clinic, filled out an anonymous questionnaire looking at various aspects of Dr Anne Ward’s clinical practice, expertise and attitudes. The results are summarised below. Graphs are provided by Equiniti who arranged the assessment.

Summary of colleague results: Comparisons with your speciality – Dermatology – Extended

Average score given for the questions below



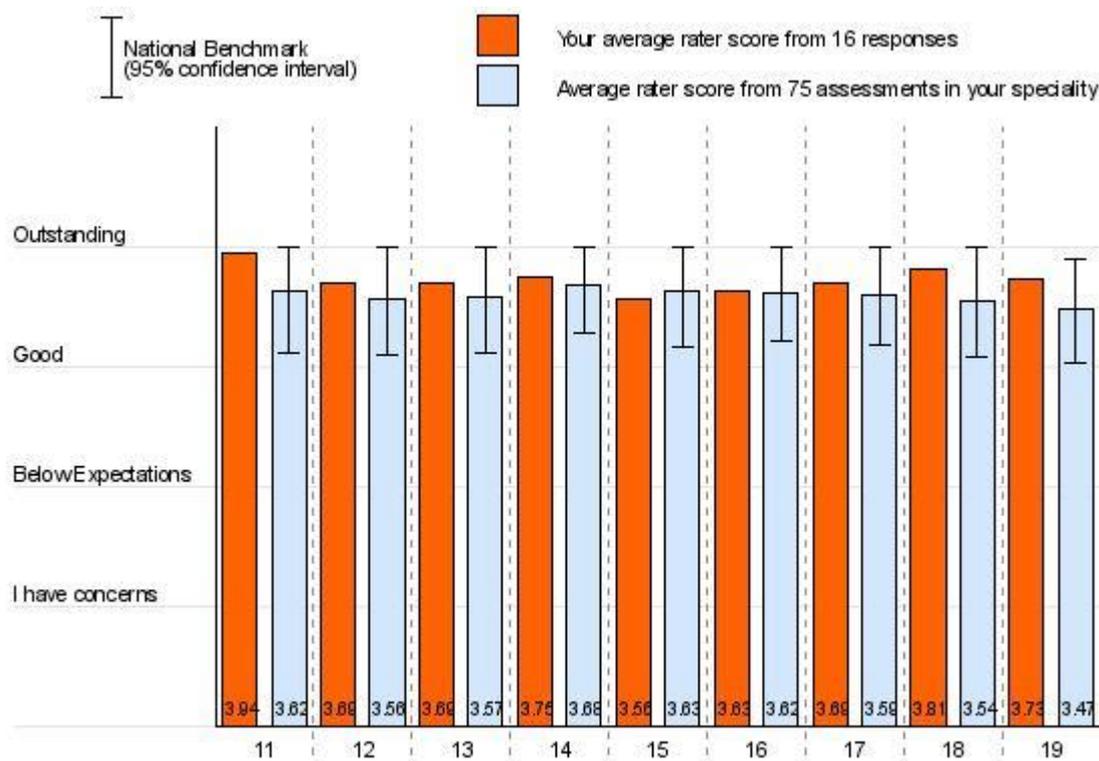
Questions

1. Diagnostic skill
2. Performance of practical/technical procedures
3. Management of complex clinical problems
4. Appropriate use of resources
5. Conscientious and reliable
6. Availability for advice and help when needed

7. Time management
8. Commitment to improving quality of service
9. Keeps up-to-date with knowledge and skills
10. Contribution to the education and supervision of students and junior colleagues

Summary of colleague results: Comparisons with your speciality – Dermatology – Extended

Average score given for the questions below

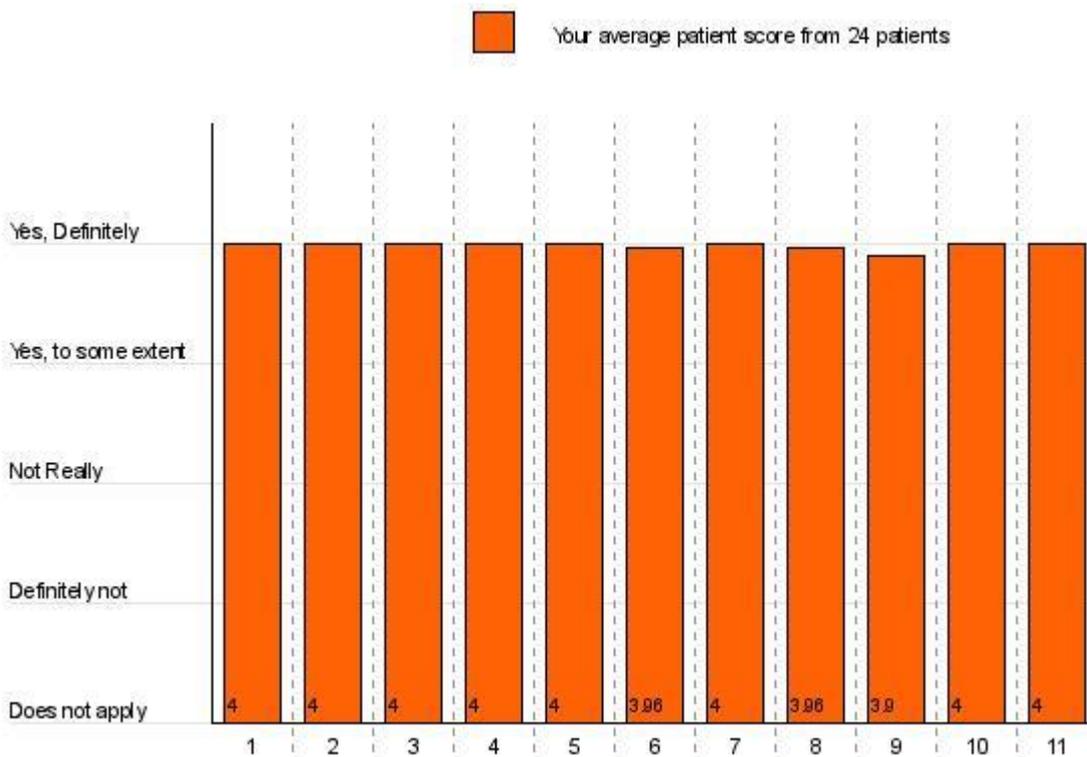


Questions

11. Spoken English
12. Communication with colleagues
13. Communication with patients, families and carers
14. Is polite, considerate and respectful to Patients
15. Is polite, considerate and respectful to colleagues of all levels
16. Compassion and empathy towards patients and their relatives
17. Values the skills and contributions of multi-disciplinary team members
18. Takes the leadership role when circumstances require
19. Delegates appropriately

Summary of patient results

Average score given for the questions below



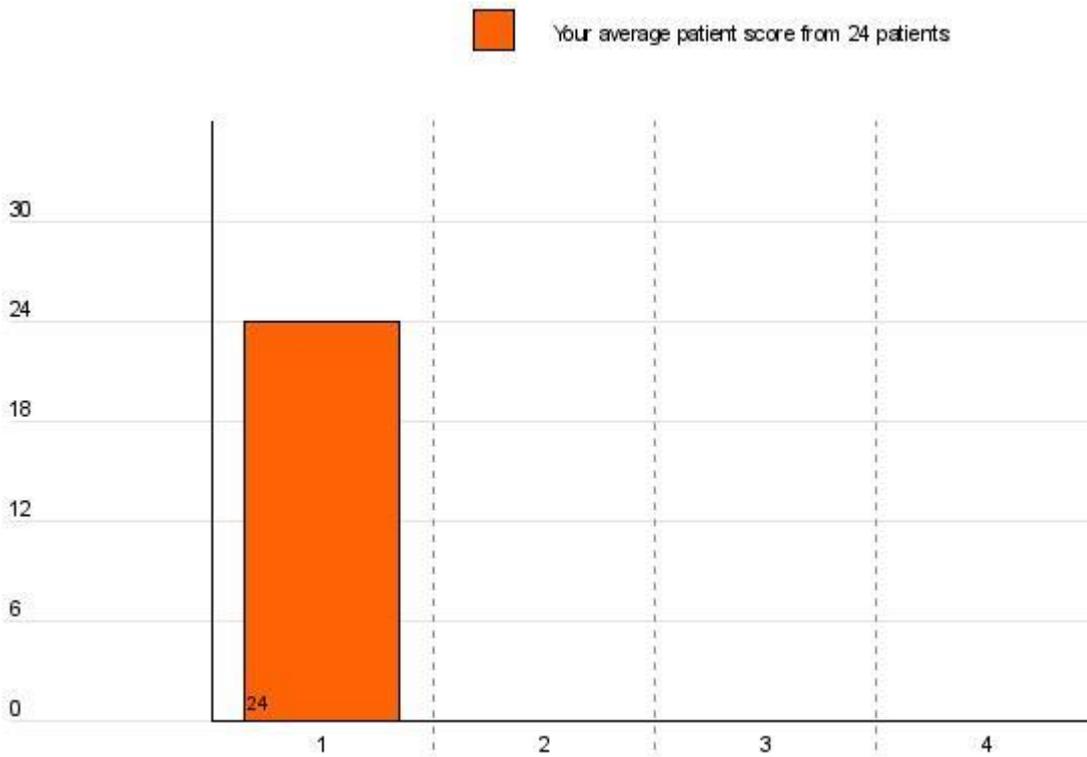
Questions

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

Overall how satisfied were you with the doctor you saw?

Total responses received



Key

1. Very satisfied
2. Fairly satisfied
3. Not really satisfied
4. Not at all satisfied

Comments added by work colleagues

"Dr Ward is respected by all her patients, she takes time to listen, and is very thorough with all her examinations, it is pleasant to work with her, and it is always a calm environment in her clinic. The patients are always happy with the consultation when they leave"

"Dr Ward is an extremely experienced Consultant Dermatologist, always happy to help colleagues with advices. She is a true leader in the dermatology department, with a pleasant and kind personality. She is also extremely supportive."

"Dr Ward is very professional and committed to the care of her patients. She is organised and in control of her workload."

"Dr Ward works closely with our multidisciplinary team which is unique in that we are community nurses running a leg ulcer clinic in Stafford hospital alongside vascular and dermatology. Dr Ward is excellent at supporting our patients with dermatology problems diagnosing and planning care and jointly evaluating outcomes this allows our patients to have timely and appropriate care. Personally she is very approachable always polite and friendly"

"Natural leader. Passionate about keeping the department going"

"I have known Anne as a colleague for 5 years. I have always found her to be a supportive and knowledgeable colleague."

"Throughout her time as a Consultant Dermatologist at MSFT she has been committed to developing a Dermatology service providing a high standard of dermatology care. She has shown strong leadership, especially during her role as Clinical Lead for dermatology. Her good clinical skills and patient care have been well recognised by patients and her colleagues, with whom she has a very good working relationship."

"It is always a pleasure to work with Dr Ward, she is very reliable, helpful and organised. Her work is carried out to a very high standard. She is very kind and easy to communicate with and willing to help at all times."

"Dr Ward demonstrates great compassion for the success of the service in the best interest of patients. She often takes a lead role in operational and strategic decision making"

"I am very impressed at how much she has achieved in developing the Dermatology Department with the limited resources she has had and the considerable pressures she has encountered. She has very good understanding of running a service and provides wise words of wisdom. Someone who can think outside the box. I have found her advice and support invaluable. She is also considerate towards her patients. A very valued colleague and clinician."

"Dr Ward is extremely professional and a conscientious specialist. She displays true compassion and is always a pleasure to have contact with. She is very co-operative with queries or problems and deals with matters in a timely manner. Dr Ward is so efficient and her clinics run smoothly with complete and utter attention to detail. We only wish other consultants would take a leaf out of her book as we very rarely encounter issues with her patients. She obviously explains the processes very clearly. Dr Ward is always proactive in looking at ways of improvement and encouraging feedback."

"Great consultant and colleague. An inspiration to the younger generation!"

Comments added by patients

"ONE WORD. EXCELLENT."

"The doctor was extremely helpful and explained everything thoroughly."

"Pleasant as always and makes feel very comfortable"

"This doctor has gone out of her way to fit me in when I have needed an urgent appointment & I have only praise for the care she has given me."

"I felt completely at ease with the doctor, especially when I felt so nervous"

"DOCTOR WAS BRILLIANT, MADE ME FEEL COMPLETELY AT EASE, WHEN I LEFT, I FELT RELAXED, AND MUCH BETTER. EVERYTHING WAS EXPLAINED TO ME IN DETAIL. THAT I COULD UNDERSTAND, A FIRST CLASS SERVICE. THANK YOU VERY MUCH"

"Very good at her job, gives you confidence."

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