

Private and Confidential

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**CFEP360
Patient and Colleague Feedback
Report**

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12 March 2019

Dear Dr Malik

Please find enclosed your report outlining your feedback from the CFEP patient and colleague multisource feedback survey, using the Interpersonal Skills Questionnaire (ISQ) and the Colleague Feedback Evaluation Tool (CFET). The results have been illustrated in tables with associated benchmarks where applicable. Please see the important notes regarding how the benchmarks were generated. Your self assessment data, if completed, has been included for reference. Supporting documents have been provided to help you in the interpretation and understanding of your results.

Your survey resulted in the return of 40 patient (ISQ) questionnaires and 17 colleague (CFET) questionnaires. Please note that in order to generate a full report with reliable and meaningful results, and associated benchmarks, a minimum of 28 returned patient questionnaires and 12 returned colleague questionnaires is required. If less than this number was returned then you will receive an abbreviated report for that element. In the eventuality that 5 or less patient or colleague questionnaires are returned no report will be issued for that survey component.

The report should provide you with a clear reflection of the feedback from your patients and colleagues. It is worth spending time to assimilate the detail to obtain the best understanding of your feedback.

At the outset of the survey process you nominated Dr Mohammed Bashir to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Dr Mohammed Bashir has been informed that your report has been sent to you.

In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link: <http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=231001>

Please contact the office on 01392 927005 or reports@cfepsurveys.co.uk if you require further information about your results.

I hope the report provides you with a basis for reflection and useful feedback for future appraisal.

Yours sincerely

CFEP UK Reports Team

CFEP360 Report: Contents

Introduction

Graphical overview of results

Your patient feedback

Distribution and frequency of ratings (table 1.1, graph 1.1)	P1
Your mean percentage scores and practitioner specific benchmarks (table 1.2)	P2
Your mean percentage scores and specialty specific benchmarks (table 1.3)	P3
Your patient demographics and associated mean percentage scores (table 1.4)	P4
Your patient comments	P5

Your colleague feedback

Distribution and frequency of ratings (table 2.1, graph 2.1)	C1
Your mean percentage scores and practitioner specific benchmarks (table 2.2)	C2
Your mean percentage scores and specialty specific benchmarks (table 2.3)	C3
Your colleague demographics and associated mean percentage scores (table 2.4, graph 2.2)	C4
Your current and previous mean percentage scores (table 2.5)	C5
Your colleague comments	C6

Self assessment

Comparison of self assessment and patient scores (table 3.1)	S1
Comparison of self assessment and colleague scores (table 3.2)	S2
Your personal comments	S2

Supporting documents

Details of score calculation
Explanation of quartiles
Reflection guide and review record
Guide to report interpretation
Sample patient and colleague questionnaires

CFEP360 Report: Introduction

The CFEP patient and colleague questionnaires were designed to help you gain an insight into how your professional behaviour and practice are viewed by your patients and colleagues. The process will also enable you to compare how others perceive you as a doctor with your own personal assessment. Multisource feedback has been found to be a useful way to assess a doctor's performance and is valuable to support appraisal.

This report outlines the information that has been collected and analysed from a sample of your patients (if your current role includes direct consultations with patients) and a range of your colleagues. Full explanation on how to interpret this information can be found in the report and benchmarks are provided where applicable. We hope that this report will offer you clear guidance for your professional development.

Supporting medical colleague (SMC)

It is important that support is available after receiving any multisource feedback. At the outset of the process, you nominated a supporting medical colleague (SMC), with whom you might wish to discuss the issues raised by the survey: to help pinpoint the positives and negatives, and to help you to work out future goals and a personal development plan. Your SMC has been notified that your report has been sent to you, although only you will have received a copy (unless you or your organisation specified otherwise).

Benchmarks

Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed the surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve. Benchmarks are based on all doctors working within a specified clinical setting. Where there is sufficient data, additional practitioner and/or speciality specific benchmark data may be provided. Please note that all benchmark data is for guidance only – and relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your feedback

From the report you will be able to clearly pinpoint areas where you did well and also those areas where you may feel that improvements may be needed. The frequency distribution table illustrates the spread of your ratings and can provide an at-a-glance picture of your colleagues' or patients' perception of any given area of performance and the scoring tables allow you to make comparisons with other participating doctors. The graphical overview provides a summary of all the quantitative data in the patient, colleague and self assessment sections of your report, however, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores or comments on which too much emphasis can be placed. The 'reflection guide and review record' may help with this, together with discussion with your SMC.

Support for reflection

The 'reflection guide and review record' provides a few suggestions as to what to look at in your report and space to write a few notes prior to your meeting with your SMC/appraiser. This has been designed to make your report more relevant to appraisal and enable you to present it as part of your portfolio evidence if desired.

A 'guide to report interpretation' has been provided at the end of your report which explains the tables and charts in a clear step by step format, should this be required.

Abbreviated reports

If insufficient questionnaires are returned for the patient and/or the colleague component of your multisource feedback survey to make the results meaningful, then an abbreviated report is produced. In these reports, the frequency and distribution of ratings are illustrated together with any comments made. Scores, benchmarks and supporting documentation are not provided to avoid over interpretation of this information.

Use of data from your report

The data in your report will be held in accordance with the requirements of the Data Protection Act. Your anonymised data will be aggregated with data from all other participating doctors, and may be used in the generation of national performance benchmarks and contribute to scientific literature.

In most circumstances, the feedback report is entirely confidential and would not be shared with anyone else unless specifically requested by the named professional on the report or without their prior knowledge.

The main exceptions to this would be:

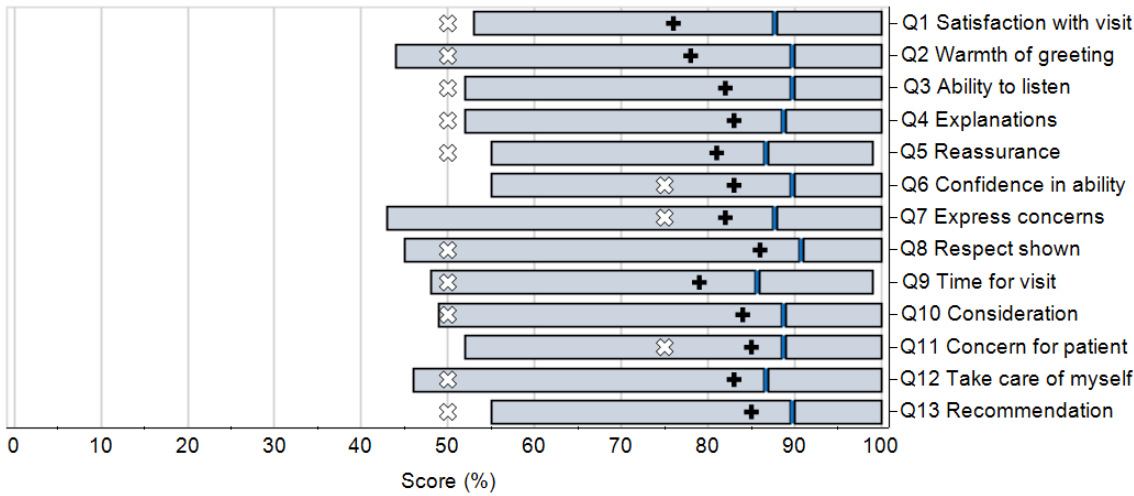
- Where a specific request has been made by the named professional that their supporting medical colleague (SMC) is to receive a copy of the report.
- Where there is a pre designated arrangement with the named professional's organisation/commissioner/appraisal system, or similar, for them to receive a copy of the report (of which the named professional should have been notified by the relevant body prior to survey).

However, in addition to this, in the unlikely event where instances of potential professional misconduct or significantly low scores have been identified or where patient safety may be affected, the feedback will be referred to our Survey Director and the professional's overarching employer/contracting organisation may be contacted and results disclosed as appropriate (information to this extent is provided in the guidelines on our online portal, acceptance of which was acknowledged during the initial stages of the survey process).

CFEP360 Report: Graphical overview of results

The two graphs below provide a graphical summary of the quantitative data in the patient, colleague and self assessment sections of your report. They illustrate your achieved patient and colleague feedback scores for each question within the questionnaires, together with your self assessment score (if completed). These overlay the range of scores incorporated in the benchmark data (please see important notes about the benchmark data on pages P2 and C2 of your report). This chart should enable you to be able to visually compare how others perceive you as a doctor with your own personal assessment, and also provide you with a sense of how you are performing in relation to other doctors who have completed the surveys.

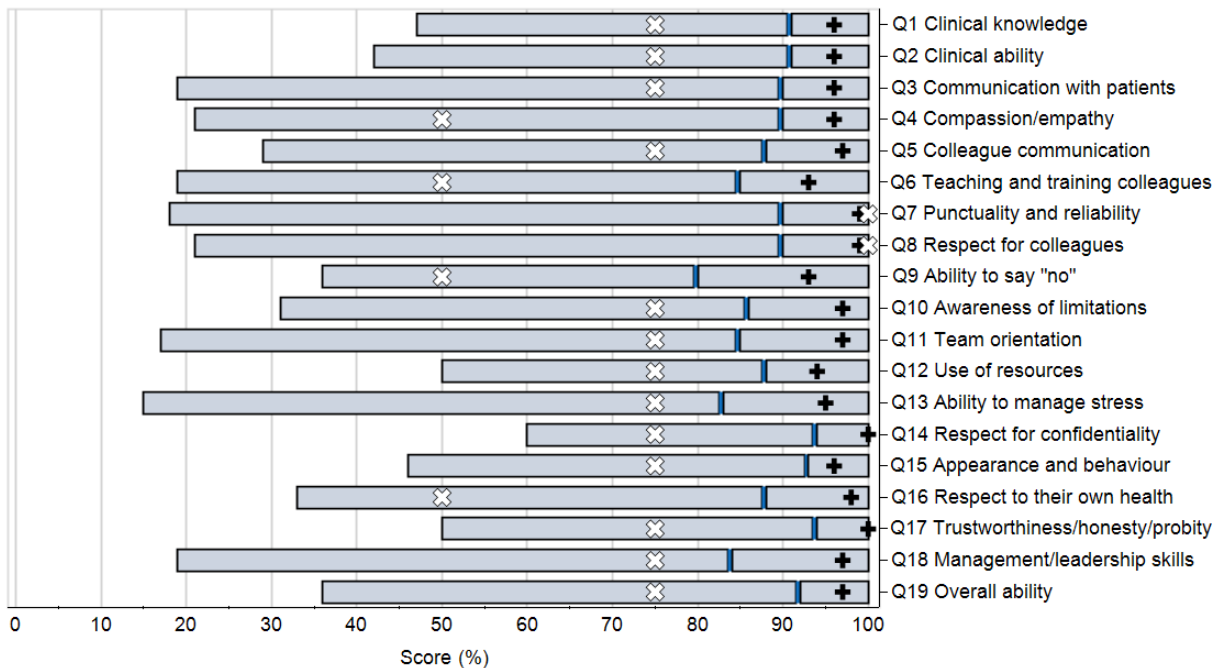
Patient feedback



1618
9

Benchmarks are based on data from 3,713 surveys completed by GPs between January 2013 and December 2017 with 28 or more returned questionnaires.

Colleague feedback



16151

Benchmarks are based on data from 3,995 surveys completed by GPs between January 2013 and December 2017 with 12 or more returned questionnaires.

Key

- + Your achieved score (%)
- X Your self assessment score (%)
- + Your achieved score equals your self assessment score
- Range of benchmark scores (%)
- Median benchmark scores (%)

If achieved or self assessment score for any question is not illustrated please refer to relevant scoring tables in your report for clarification.

Your patient feedback

March 2019*

*Date patient questionnaires were received by CFEP.

Your patient feedback

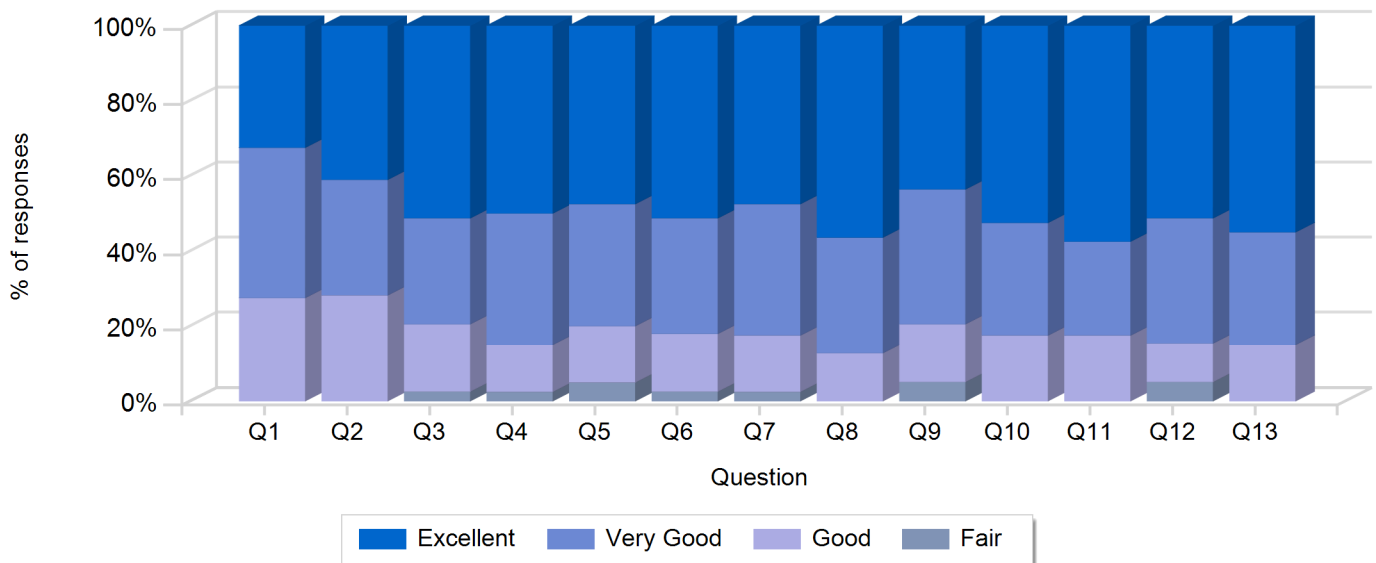
Table 1.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Satisfaction with visit	0	0	11	16	13	0
Q2 Warmth of greeting	0	0	11	12	16	1
Q3 Ability to listen	0	1	7	11	20	1
Q4 Explanations	0	1	5	14	20	0
Q5 Reassurance	0	2	6	13	19	0
Q6 Confidence in ability	0	1	6	12	20	1
Q7 Express concerns	0	1	6	14	19	0
Q8 Respect shown	0	0	5	12	22	1
Q9 Time for visit	0	2	6	14	17	1
Q10 Consideration	0	0	7	12	21	0
Q11 Concern for patient	0	0	7	10	23	0
Q12 Take care of myself	0	2	4	13	20	1
Q13 Recommendation	0	0	6	12	22	0

Blank/spoilt responses are not included in your mean percentage score analysis.

Your self assessment rating

Graph 1.1: Percentage distribution and frequency of ratings



Please note blank/spoilt responses have not been incorporated in this graphical representation.

Your patient feedback

Table 1.2: Your mean percentage scores and benchmarks

Practitioner specific benchmarks: GP

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Satisfaction with visit	76	53	83	88	92	100
Q2 Warmth of greeting	78	44	84	90	93	100
Q3 Ability to listen	82	52	86	90	94	100
Q4 Explanations	83	52	84	89	92	100
Q5 Reassurance	81	55	82	87	91	99
Q6 Confidence in ability	83	55	85	90	93	100
Q7 Express concerns	82	43	84	88	92	100
Q8 Respect shown	86	45	88	91	95	100
Q9 Time for visit	79	48	82	86	90	99
Q10 Consideration	84	49	84	89	92	100
Q11 Concern for patient	85	52	84	89	92	100
Q12 Take care of myself	83	46	83	87	91	100
Q13 Recommendation	85	55	86	90	94	100

*Benchmarks are based on data from 3,713 surveys completed by GPs between January 2013 and December 2017 with 28 or more returned questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 28 patient responses per question is achieved. In the event that there are less than 5 valid patient responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

16189

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your patient feedback

Table 1.3: Your mean percentage scores and benchmarks

Specialty specific benchmarks: GP Partner

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Satisfaction with visit	76	55	84	88	92	100
Q2 Warmth of greeting	78	44	85	90	93	100
Q3 Ability to listen	82	52	86	90	94	100
Q4 Explanations	83	52	84	89	92	100
Q5 Reassurance	81	55	83	88	91	99
Q6 Confidence in ability	83	55	86	90	93	100
Q7 Express concerns	82	43	84	88	92	99
Q8 Respect shown	86	45	88	92	95	100
Q9 Time for visit	79	52	82	86	90	99
Q10 Consideration	84	49	85	89	92	100
Q11 Concern for patient	85	52	85	89	93	100
Q12 Take care of myself	83	46	83	88	91	100
Q13 Recommendation	85	55	86	91	94	100

*Benchmarks are based on data from 2,216 surveys completed by GP Partners between January 2013 and December 2017 with 28 or more returned questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 28 patient responses per question is achieved. In the event that there are less than 5 valid patient responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

16190

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your patient demographics

Table 1.4: Your patient demographics and associated mean percentage scores

	Number of responses	Your mean score (%)	Benchmark data (%)				
			Min	Lower Quartile	Median	Upper Quartile	Max
Age							
Under 25	8	77	44	79	87	92	100
25 - 59	22	83	52	84	89	93	100
60+	8	90	41	85	89	93	100
Blank	2	--	-	-	-	-	-
Gender							
Female	25	82	53	84	89	93	100
Male	14	84	46	84	89	93	100
Blank	1	--	-	-	-	-	-
Usual GP							
Yes	34	83	51	87	91	94	100
No	2	--	-	-	-	-	-
Blank	4	--	-	-	-	-	-


*Benchmarks are based on data from 3,713 surveys completed by GPs between January 2013 and December 2017 with 28 or more returned questionnaires.

Please note the reliability of your patient feedback will be reduced if less than 28 patient responses per category is achieved. In the event that there are less than 5 patient responses in any category, this score will not be illustrated.

See score explanation for percentage score calculation and quartile information.

-- score not provided

- benchmark data not available

 Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectively.

16189

Your patient comments

From the free text component of the questionnaire. All comments have been included in their entirety but all attempts have been made to remove details which could identify specific patients and/or other practitioners.

The doctor would appreciate any suggestions as to how he/she could improve:

- I asked for an emergency appointment and they gave it straight away.
- Very good doctor, always helpful and listens. Thank you.
- Very good service.
- See more of same doctor rather than locums.
- Don't have any complaints everything is good.
- Very caring doctor, always listens well.
- Always good.
- Hard to make an appointment with Dr Malik. Would appreciate if could see him when request to see Dr Malik.
- No complaints, excellent service.
- Excellent doctor.
- Good doctor.

Your colleague feedback

February 2019*

*Date last colleague response received by CFEP.

Your colleague feedback

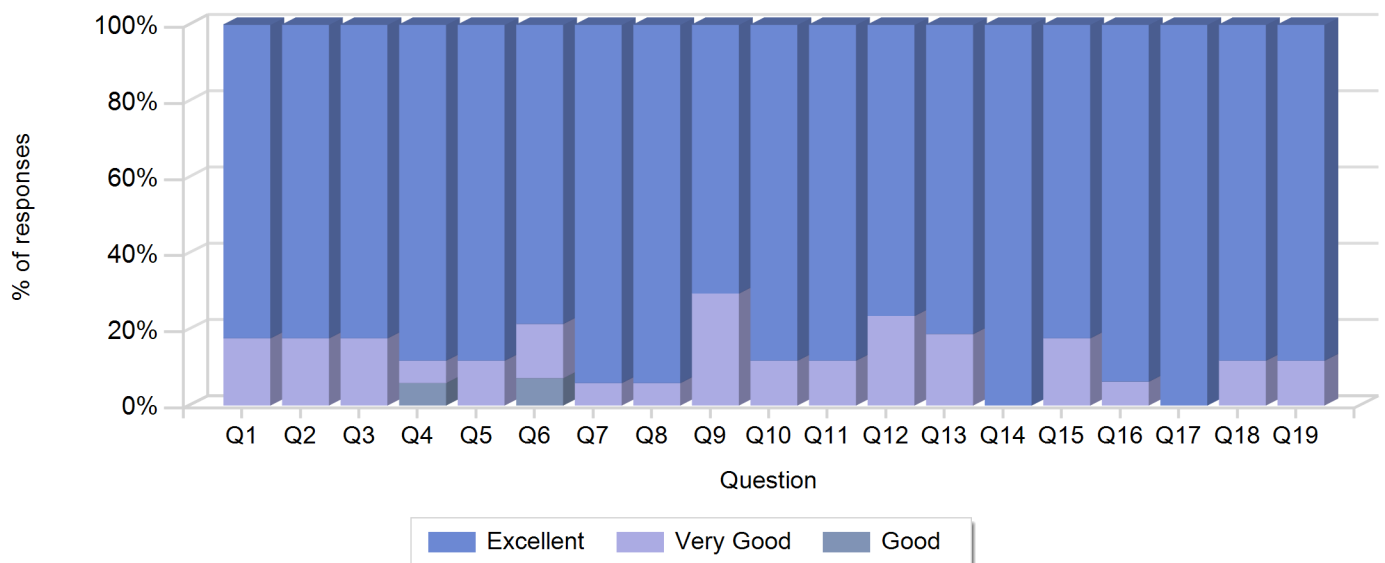
Table 2.1: Distribution and frequency of ratings and your self assessment rating

	Poor	Fair	Good	Very Good	Excellent	Unable to comment	Blank / Spoilt
Q1 Clinical knowledge	0	0	0	3	14	0	0
Q2 Clinical ability	0	0	0	3	14	0	0
Q3 Communication with patients	0	0	0	3	14	0	0
Q4 Compassion/empathy	0	0	1	1	15	0	0
Q5 Colleague communication	0	0	0	2	15	0	0
Q6 Teaching and training colleagues	0	0	1	2	11	3	0
Q7 Punctuality and reliability	0	0	0	1	16	0	0
Q8 Respect for colleagues	0	0	0	1	16	0	0
Q9 Ability to say "no"	0	0	0	5	12	0	0
Q10 Awareness of limitations	0	0	0	2	15	0	0
Q11 Team orientation	0	0	0	2	15	0	0
Q12 Use of resources	0	0	0	4	13	0	0
Q13 Ability to manage stress	0	0	0	3	13	1	0
Q14 Respect for confidentiality	0	0	0	0	17	0	0
Q15 Appearance and behaviour	0	0	0	3	14	0	0
Q16 Respect to their own health	0	0	0	1	15	1	0
Q17 Trustworthiness/honesty/probity	0	0	0	0	17	0	0
Q18 Management/leadership skills	0	0	0	2	15	0	0
Q19 Overall ability	0	0	0	2	15	0	0

Blank/spoilt and unable to comment responses are not included in your mean percentage score analysis.

Your self assessment rating

Graph 2.1: Percentage distribution and frequency of ratings



Please note blank/spoilt and unable to comment responses have not been incorporated in this graphical representation.

Your colleague feedback

Table 2.2: Your mean percentage scores and benchmarks

Practitioner specific benchmarks: GP

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Clinical knowledge	96	47	86	91	95	100
Q2 Clinical ability	96	42	86	91	95	100
Q3 Communication with patients	96	19	83	90	95	100
Q4 Compassion/empathy	96	21	83	90	95	100
Q5 Colleague communication	97	29	81	88	92	100
Q6 Teaching and training colleagues	93	19	79	85	91	100
Q7 Punctuality and reliability	99	18	83	90	95	100
Q8 Respect for colleagues	99	21	84	90	95	100
Q9 Ability to say "no"	93	36	73	80	85	100
Q10 Awareness of limitations	97	31	81	86	90	100
Q11 Team orientation	97	17	79	85	90	100
Q12 Use of resources	94	50	82	88	91	100
Q13 Ability to manage stress	95	15	75	83	88	100
Q14 Respect for confidentiality	100	60	90	94	96	100
Q15 Appearance and behaviour	96	46	88	93	96	100
Q16 Respect to their own health	98	33	83	88	92	100
Q17 Trustworthiness/honesty/probity	100	50	91	94	97	100
Q18 Management/leadership skills	97	19	77	84	90	100
Q19 Overall ability	97	36	88	92	96	100

*Benchmarks are based on data from 3,995 surveys completed by GPs between January 2013 and December 2017 with 12 or more returned questionnaires.

Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per question is achieved. In the event that there are less than 5 valid colleague responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

16151

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your colleague feedback

Table 2.3: Your mean percentage scores and benchmarks

Specialty specific benchmarks: GP Partner

	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Clinical knowledge	96	53	88	92	96	100
Q2 Clinical ability	96	54	88	92	95	100
Q3 Communication with patients	96	43	83	90	95	100
Q4 Compassion/empathy	96	40	82	89	94	100
Q5 Colleague communication	97	40	80	87	92	100
Q6 Teaching and training colleagues	93	40	80	86	92	100
Q7 Punctuality and reliability	99	25	82	90	95	100
Q8 Respect for colleagues	99	21	83	90	94	100
Q9 Ability to say "no"	93	40	75	80	86	100
Q10 Awareness of limitations	97	47	82	87	91	100
Q11 Team orientation	97	17	79	85	90	100
Q12 Use of resources	94	50	83	88	92	100
Q13 Ability to manage stress	95	15	75	83	88	100
Q14 Respect for confidentiality	100	64	90	94	96	100
Q15 Appearance and behaviour	96	46	88	93	96	100
Q16 Respect to their own health	98	33	83	88	92	100
Q17 Trustworthiness/honesty/probity	100	53	92	95	98	100
Q18 Management/leadership skills	97	26	79	85	90	100
Q19 Overall ability	97	52	88	93	96	100

*Benchmarks are based on data from 2,543 surveys completed by GP Partners between January 2013 and December 2017 with 12 or more returned questionnaires.

Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per question is achieved. In the event that there are less than 5 valid colleague responses for any question, this score will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

16153

Important notes about this benchmark data

- Benchmarks are provided in the report to give you a sense of how you are performing in relation to other doctors who have completed these surveys. They are not intended to imply any 'minimum standard' that doctors are expected to achieve.
- The benchmark data relate to doctors working in a variety of clinical settings and may not be totally representative of your personal situation.

Your colleague demographics

Table 2.4: Your colleague demographics and associated mean percentage scores

Colleague type	Number of responses	Your mean score (%)	Benchmark data (%)*				
			Min	Lower Quartile	Median	Upper Quartile	Max
Doctor	7	93	29	81	86	91	100
Other healthcare professional	5	99	48	84	90	94	100
Non-clinical colleague	5	98	24	84	90	94	100

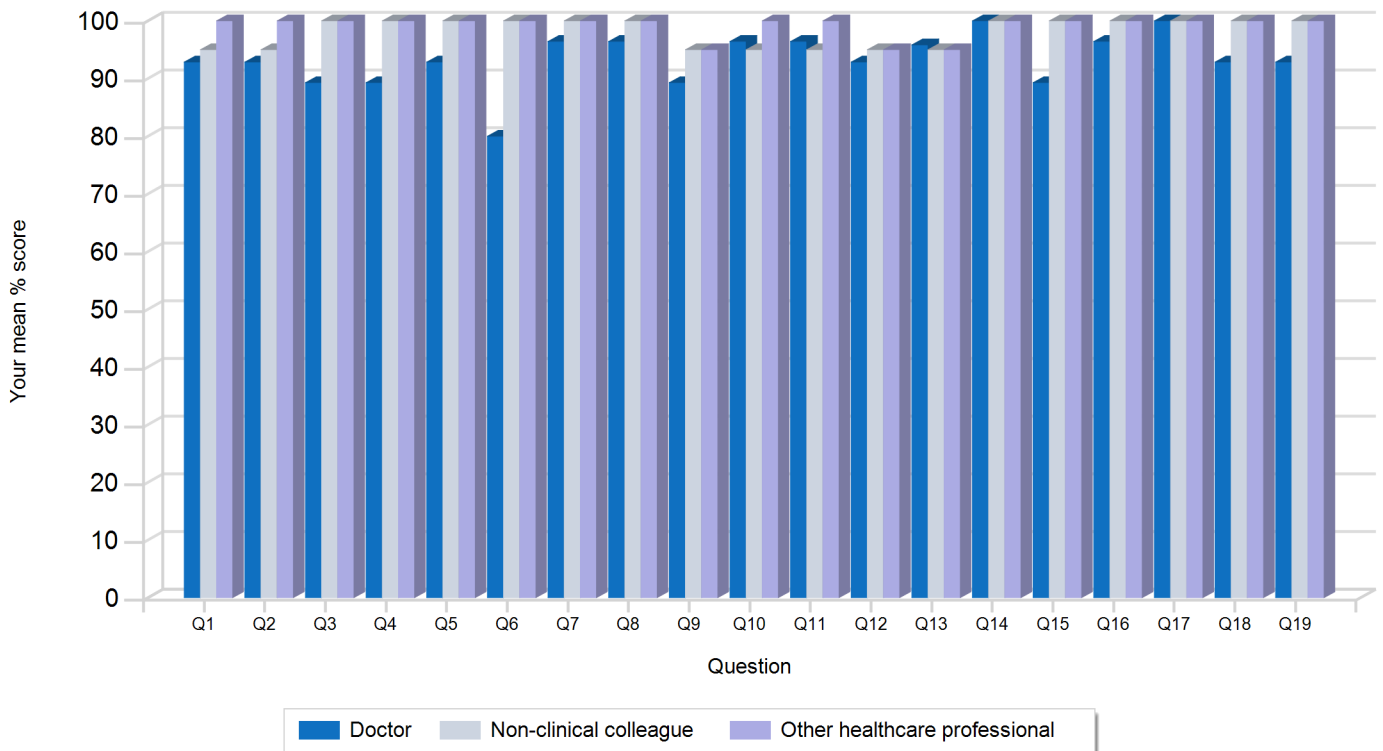
*Benchmarks are based on data from 3,995 surveys completed by GPs between January 2013 and December 2017 with 12 or more returned questionnaires.

16151

Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category is achieved. In the event that there are less than 3 colleague responses in any colleague category, scores will not be illustrated. See score explanation for percentage score calculation and quartile information.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

Graph 2.2 Mean percentage scores for each question by colleague type



Please note the reliability of your colleague feedback will be reduced when less than 12 colleague responses per category and/or question is achieved. In the event that there are less than 3 responses from any colleague type for a given question, the corresponding bars for that question in the chart above will not be displayed.

Your colleague feedback

Table 2.5: Your current and previous mean percentage scores

	Current Scores	December 2012
Q1 Clinical knowledge	96	94
Q2 Clinical ability	96	90
Q3 Communication with patients	96	84
Q4 Compassion/empathy	96	84
Q5 Colleague communication	97	90
Q6 Teaching and training colleagues	93	86
Q7 Punctuality and reliability	99	100
Q8 Respect for colleagues	99	94
Q9 Ability to say "no"	93	81
Q10 Awareness of limitations	97	88
Q11 Team orientation	97	88
Q12 Use of resources	94	85
Q13 Ability to manage stress	95	69
Q14 Respect for confidentiality	100	96
Q15 Appearance and behaviour	96	92
Q16 Respect to their own health	98	84
Q17 Trustworthiness/honesty/probity	100	100
Q18 Management/leadership skills	97	88
Q19 Overall ability	97	94

Your colleague comments

From the free text component of the questionnaire.

All comments are included in their entirety.

Other strengths of this doctor?

- Approachable with any clinical problem and ready and willing to help if needed.
- Dr Malik is a very hardworking doctor, he is up to date with his daily tasks he has an excellent professional manner and is confident in his approach and provides excellent patient care. He is approachable at all times and excellent member of the team, he is compassionate, always willing to listen, and provides excellent feedback. He is always available to help and will go out of his way to ensure all member of the team are comfortable with the tasks they have been given. He is prompt in answering questions, and an excellent trainer he is very knowledgeable. He takes other team members' opinions into account and acts accordingly.
- Hardworking individual, honest, reliable, approachable.
- Dr Malik is a clinician who is always looking at feedback from the rest of the team, to make changes from working collaboratively in a team leading for improvement in the day to day running of the practice as well as care of patients. Dr Malik supports the staff when giving self-care messages and understands the importance of the whole team and not just the clinical or non-clinical team.
- Professional, good communicator, approachable.
- Always very professional and reliable. A very good person to work with and trustworthy.
- Dr Malik is an extremely trustworthy and competent doctor, he is a credit to his profession.
- Very good team worker and has exemplary leadership skills. Has been running his practice successfully and achieving all local targets. One of the best practices in the locality due to his management skills. Staff and patients always talk very highly of him. Also very helpful and kind.
- Simply brilliant.
- Good teamworking ability. Takes responsibility of patient care as lead GP.
- Dr Malik is an excellent doctor. He is very caring. Soft spoken, he has excellent clinical and communication skills. He keep himself up to date with medical evidence and guidelines as he attend CCG and local educational events. He very approachable, gentle and kind. He well dressed. He is very good in time keeping.

How could this doctor become more effective?

- N/A.
- He's perfectly fine as he is. He strikes a very good balance between his work and private life. His colleagues enjoy working with him and that speaks volumes!
- I think Dr Malik has leadership qualities and should involve himself in some role in the CCG.

Self assessment

February 2019

Comparison of self assessed scores with patient scores

Table 3.1: Comparison of self assessment and patient scores

Patient question	Your assessment (as on original questionnaire)	Your assessment (equivalent percentage score)*	Patient assessment (overall mean percentage score)*
Q1 Satisfaction with this visit	Good	50	76
Q2 Warmth of greeting	Good	50	78
Q3 Ability to listen	Good	50	82
Q4 Explanations	Good	50	83
Q5 Reassurance	Good	50	81
Q6 Confidence in ability	Very Good	75	83
Q7 Express concerns	Very Good	75	82
Q8 Respect shown	Good	50	86
Q9 Time for visit	Good	50	79
Q10 Consideration	Good	50	84
Q11 Concern for patient	Very Good	75	85
Q12 Take care of myself	Good	50	83
Q13 Recommendation	Good	50	85

*See score explanation for percentage score calculation

Comparison of self assessed scores with colleague scores

Table 3.2: Comparison of self assessment and colleague scores

Colleague question	Your assessment (as on original questionnaire)	Your assessment (equivalent percentage score)*	Colleague assessment (overall mean percentage score)*
Q1 Clinical knowledge	Very Good	75	96
Q2 Clinical ability	Very Good	75	96
Q3 Communication with patients	Very Good	75	96
Q4 Compassion/empathy	Good	50	96
Q5 Colleague communication	Very Good	75	97
Q6 Teaching and training colleagues	Good	50	93
Q7 Punctuality and reliability	Excellent	100	99
Q8 Respect for colleagues	Excellent	100	99
Q9 Ability to say "no"	Good	50	93
Q10 Awareness of limitations	Very Good	75	97
Q11 Team orientation	Very Good	75	97
Q12 Use of resources	Very Good	75	94
Q13 Ability to manage stress	Very Good	75	95
Q14 Respect for confidentiality	Very Good	75	100
Q15 Appearance and behaviour	Very Good	75	96
Q16 Respect to their own health	Good	50	98
Q17 Trustworthiness/honesty/probity	Very Good	75	100
Q18 Management/leadership skills	Very Good	75	97
Q19 Overall ability	Very Good	75	97

*See score explanation for percentage score calculation

– no self assessment score provided

Your personal comments

Your other strengths?

- Good leadership, respectful, good clinical skills.

How could you become more effective?

- Delegate better.

Supporting documents

Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%. Non-rated responses (blank/spoilt or unable to comment) are not used in the score calculations. (A blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or the questionnaire was defaced).

Example from your Q1 Satisfaction with visit

Total number of patient responses = 40

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	0	11	16	13	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of patient responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (0 \times 25) + (11 \times 50) + (16 \times 75) + (13 \times 100)}{(40 - 0)}$$

Your mean percentage score for Q1 = 76%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents $\frac{1}{4}$ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data

The median, cuts the data set in half

Upper quartile, above which lies the top 25% of the data

Question	Your mean score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q1 Satisfaction with visit	76	53	83	88	92	100

16189

*Benchmarks are based on data from 3,713 surveys completed by GPs between January 2013 and December 2017 with 28 or more returned questionnaires.

Median or 'middle' value: the numerical value cutting the data in half – above and below this value lie the highest and lowest 50% of the mean percentage score values of all benchmarked doctors respectfully.

Reflection guide and review record

Listed below are a few suggestions as to what to look for in your report and what actions, if any, you may think worthwhile to take as a result of your patient and colleague feedback.

NB We advise use of this template only where 'full' (not 'abbreviated') patient and/or colleague feedback report components have been outlined, where there is sufficient feedback for scores and benchmarks to be provided.

Please look at Tables 1.1 and 1.2 (patient feedback) and Tables 2.1 and 2.2 (colleague feedback). It is important to look at the spread of the ratings and not just scores achieved. One or two higher or lower ratings for any one question may affect your scores considerably.

In which areas did you perform well?

Patient feedback	Colleague feedback

Are there any areas which you feel may benefit from further development?

Patient feedback	Colleague feedback

2. Please look at your patient and colleague comments

Which comments are you most happy with?

Patient feedback	Colleague feedback

Which comments are you least happy with?

Patient feedback	Colleague feedback

Are there any recurrent themes in the patient and/or colleague comments? Do they tie up with achieved scores?

--

Reflection guide and review record

3. Please look at the self assessment section (Tables 3.1 and 3.2)

Do your self assessment ratings tie up with achieved scores? Are there specific areas where they deviate more than others?

Patient feedback

Colleague feedback

Are you perceived by patients and/or colleagues as you would have expected?

4. Planning for the future - having reflected on all the feedback

What do you feel are your areas of greatest strength? What concrete things can you do to build on these? Do you need any resources for this?

What do you feel are your areas of least strength? What concrete things can you do to develop these? Do you need any resources for this?

5. Can you identify any goals from this reflection? (It may be helpful to categorise both positive and negative issues raised into 'keep doing', 'start/do more', 'stop/do less' and 'consider' categories)

1.

2.

3.

4.

Guide to report interpretation

This document may be useful in guiding you through the tables and information contained within the report to enable you to fully contemplate your feedback. For clarity, it has been subdivided according to the layout of the report. The patient and colleague feedback sections follow a similar format, but have been outlined individually for clarity.

Please note if you have received an abbreviated report for either the patient or the colleague component of your multisource survey, the associated section of this document will not be applicable.

Graphical overview

This provides an **overview of all your achieved patient and colleague scores together with your self assessment scores**. The range and median of the patient and colleague benchmark data have been incorporated. From this chart you will be able to compare how others perceive you as a doctor with your own personal assessment and also allow you to compare your achieved scores with other doctors who have completed the survey. Please see the footers of tables 1.2 and 2.2 to explain the provenance and limitations of the benchmark data.

You may find it easier to interpret this information after having considered each component of your report separately as detailed below.

Patient feedback

The frequency distribution table (table 1.1) shows the number of patient ratings from poor to excellent (valid responses) and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with the subject area defined in each question. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in the following scoring tables.

Superimposed in grey on the frequency distribution table is your self assessed rating for each question. This allows you to see where your personal rating lies within all your patient ratings.

Graph 1.1 provides a visual representation of the distribution of all your ratings for each question. Blank/spoilt responses are not illustrated.

The mean percentage score and benchmark table/s illustrate your mean percentage scores for each question calculated from the data in table 1.1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage. A more detailed explanation of this calculation can be found on the 'Details of score calculation' page.

It has been established by our statisticians that the reliability of your patient feedback for any one question will be reduced if less than 28 valid patient responses is achieved (this number can be determined from table 1.1). In the event that there are less than 5 valid patient responses, the corresponding score for the question will not be illustrated.

Your mean percentage scores for each question have been displayed together with associated benchmark data to indicate how your score falls within the benchmark data. The median value has been shaded in grey. The median divides the benchmark dataset in half – so it effectively represents the 'middle' achieved mean percentage score achieved by all doctors in the dataset: the lowest half of scores fall below this value and the highest half of scores fall above this value. The highest 25% of doctors' scores fall above the upper quartile value; the lowest 25% of doctors' scores fall below the lower quartile value. The provenance and any limitations of the benchmark data is provided in the footer below the table.

A further mean percentage score and benchmark table, broken down according to each patient 'demographic' group detailed on the questionnaire, has been included. This table also provides the number of patients responding in each group.

If you have carried out this survey previously, a table is provided to compare your current scores for each question together with scores from up to 3 previous surveys.

Patient comments usually reflect scores achieved. However, comments can pinpoint other more specific issues identified by the patient related to their consultation or treatment. Any recurrent themes in the comments should be noted. In order to ensure patient anonymity, and to encourage honest response, any personal identifiers have been removed.

Colleague feedback

The frequency distribution table (table 2.1) shows the number of colleague ratings from poor to excellent (valid responses) and the number of 'blank/spoilt' responses for every question (a blank response is where a colleague did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of colleagues surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction colleagues have with the subject area defined in each question. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in the following scoring tables.

Superimposed in grey on the frequency distribution table is your self assessed rating for each question. This allows you to see where your personal rating lies within all your colleague ratings.

Graph 2.1 provides a visual representation of the distribution of all your ratings for each question. Blank/spoilt responses are not illustrated.

The mean percentage score and benchmark table/s illustrate your mean percentage scores for each question calculated from the data in table 2.1. Each score is the mean (average) score calculated from valid colleague ratings (i.e. not the blank/spoilt responses) expressed as a percentage.

A more detailed explanation of this calculation can be found on the 'Details of score calculation' page. It has been established by our statisticians that the reliability of your colleague feedback for any one question will be reduced if less than 12 valid colleague responses is achieved (this number can be determined from table 2.1). In the event that there are less than 5 valid colleague responses, the corresponding score for the question will not be illustrated.

Your mean percentage scores for each question have been displayed together with associated benchmark data to indicate how your score falls within the benchmark data. The median value has been shaded in grey. The median divides the benchmark dataset in half – so it effectively represents the 'middle' achieved mean percentage score achieved by all doctors in the dataset: the lowest half of scores fall below this value and the highest half of scores fall above this value. The highest 25% of doctors' scores fall above the upper quartile value; the lowest 25% of doctors' scores fall below the lower quartile value. The provenance and any limitations of the benchmark data is provided in the footer below the table.

A further mean percentage score and benchmark table, broken down according to the professional status of your colleague i.e. doctor, other healthcare professional or non-clinical colleague, has been provided in order for you to assess if there is any difference in scoring between professions. This table also provides the number of colleagues responding in each group.

If you have carried out this survey previously, a table is provided to compare your current scores for each question together with scores from up to 3 previous surveys.

Colleague comments usually reflect scores achieved. However, comments can pinpoint other more specific issues identified by colleagues in relation to professional behaviours. Any recurrent themes in the comments should be noted. Please note: colleague comments are included in their entirety (colleagues have been informed of this on the questionnaire itself).

Self assessment

Tables 3.1 and 3.2 allow you to compare your own self assessed scores with achieved scores for both the patient and colleague components. Rating descriptor options which you selected on completion of the survey are equated to mean percentage score values to aid interpretation.

If you provided written comment, these will be displayed in this section.

Interpersonal Skills Questionnaire



clinician only	Org ID
	Survey ID
	Practitioner ID

You can help improve the quality of care for patients

- The clinician would welcome your honest feedback
- The clinician will not be able to identify your personal responses
- Any comments you make will be included in the feedback report but all attempts will be made to remove information that could identify you.

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice.

When giving your feedback, please only consider the consultation you have had today.

Please rate the following based on your visit today

	Poor	Fair	Good	Very good	Excellent
1 My overall satisfaction with this visit to the clinician is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 The warmth of the clinician's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 On this visit I would rate the clinician's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 The clinician's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 The extent to which I felt reassured by this clinician was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 My confidence in this clinician's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 The opportunity the clinician gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 The respect shown to me by this clinician was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 This clinician's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 The clinician's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The extent to which the clinician helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The recommendation I would give to my friends about this clinician would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sample only
Please do not copy

The clinician would appreciate any suggestions as to how he/she could improve:

The following questions provide us only with general information about the range of people who have responded to this survey. This information will not be used to identify you and will remain confidential.

How old are you in years? Under 25 25-59 Over 60

Are you: Female Male

Was this visit with your usual clinician? Yes No

Thank you for your time and assistance

Colleague Feedback Evaluation Tool



Org ID ONLY	Org ID
	Survey ID
	Colleague ID

Doctor's name:

You can help this doctor with their appraisal and revalidation

Your colleague would welcome your honest feedback

- All feedback will be collated and presented to your colleague
- Individual ratings will remain totally anonymous
- Any comments will be fed back in their entirety

Please mark the box like this with a ballpoint pen. If you change your mind just cross out your old response and make your new choice

Please rate your colleague according to the following areas:		Poor	Fair	Good	Very Good	Excellent	Unable to comment
1	Clinical knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - does not keep knowledge up to date; misinformed excellent - evidence aware; regularly updates knowledge						
2	Clinical ability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - examination technique deficient; does not recognise serious illness quickly excellent - careful examination and investigation; can detect serious illness quickly						
3	Communication with patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - doesn't listen well, poor explanations, fails to keep patient informed excellent - listens well, good explanations, keeps patients informed						
4	Compassion/empathy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - fails to recognise or explore patients' fears and/or concerns excellent - actively seeks patients' fears and concerns, recognises and responds to them						
5	Communication with colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - fails to record all consultations, records illegible, fails to talk to colleagues excellent - clear and concise records, intelligible and detailed treatment plan; seeks to meet and talk to colleagues						
6	Teaching and training colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - fails to share their knowledge or help others to learn excellent - seeks to share their knowledge effectively and assist others in learning						
7	Punctuality and reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - fails to start on time, unpredictable, clinics/surgeries often run late, leaves early excellent - starts on time, reliable, sensitivity to running surgeries/clinics to schedule						
8	Respect for colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - selfish, arrogant and insensitive to colleagues' needs or work pressures excellent - sensitive to others' needs, actively seeks to offer colleagues help if needed						
9	Ability to say "no"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - always says "yes" without respect to self or others, fails to set limits excellent - aware of need to shape appropriate demand by patients and colleagues						
10	Awareness of limitations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - arrogant and egotistical, takes on responsibility beyond competence, takes unwise risks excellent - aware of competence limits, takes risks wisely, seeks help from others when needed						
11	Team orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i>	poor - delegates excessively or not enough, selfish and uncompromising, demeans colleagues excellent - delegates appropriately, seeks to reach compromise, encourages colleagues						



	Poor	Fair	Good	Very Good	Excellent	Unable to comment
12 Use of resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - withholds necessary treatments or profligates without sensitivity to budgetary constraints, unwilling to compare their behaviour with others excellent - uses resources wisely and prudently, prepared to justify their actions, actively seeks peer review and comparisons						
13 Ability to manage stress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - overtly displays emotions (e.g. anger, tears, sulks), vulnerable to depression, takes problems out on themselves or others excellent - displays emotions appropriately, aware of vulnerabilities and seeks help when needed						
14 Respect for confidentiality with patients and colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - gossips, handles confidential data carelessly excellent - sensitive to confidentiality issues, respects confidences entrusted by colleagues unless a risk to others						
15 Appearance and behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - personal hygiene or appearance deficient, behaviour in or out of work likely to bring professional reputation into disrepute excellent - well presented, behaviour in keeping with professional status in and out of work						
16 Respect to their own health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - ignores own physical or psychological health, fails to achieve work-life balance, fails to seek help for illnesses, self diagnoses and medicates - abuses drink or drugs excellent - actively seeks to maintain healthy mind and body, good work-life balance, seeks medical help promptly when needed - sober						
17 Trustworthiness/honesty/probity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - dishonest, fraudulent or fails to speak honestly, lies and deceives excellent - honest and trusted, displays probity and declares conflicting interests						
18 Management/leadership skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> poor - fails to take any responsibility or overtly dominates, fails to manage or supervise others e.g. Junior doctors excellent - takes responsibility within skills and limitations, takes fair share of management roles, supervises and manages others						
19 Overall ability as a doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>i</i> Compared with a peer						

! Your colleague would welcome any comments on the following (please note these will be included in their report in their entirety. Please comment about changeable behaviour and not personality traits, and in a manner in which you would like to receive a comment yourself).

Other strengths of this doctor?

How could this doctor become more effective?

Are you a: Doctor Other healthcare professional
 Non-clinical colleague

Are you: Female
 Male



Thank you for your time and assistance



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