CFEP

SURVEYS

CFEP360
Patient and Colleague Feedback
Report

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14 June 2022

Dear Dr Khan

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 45 patient (ISQ) questionnaires and 13 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 Miss Iqra Mansoor to be your supporting medical colleague (SMC) should you wish to discuss the findings of your report. Miss Iqra Mansoor has been informed that your report has been sent to you.

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 Surveys Reports Team

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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
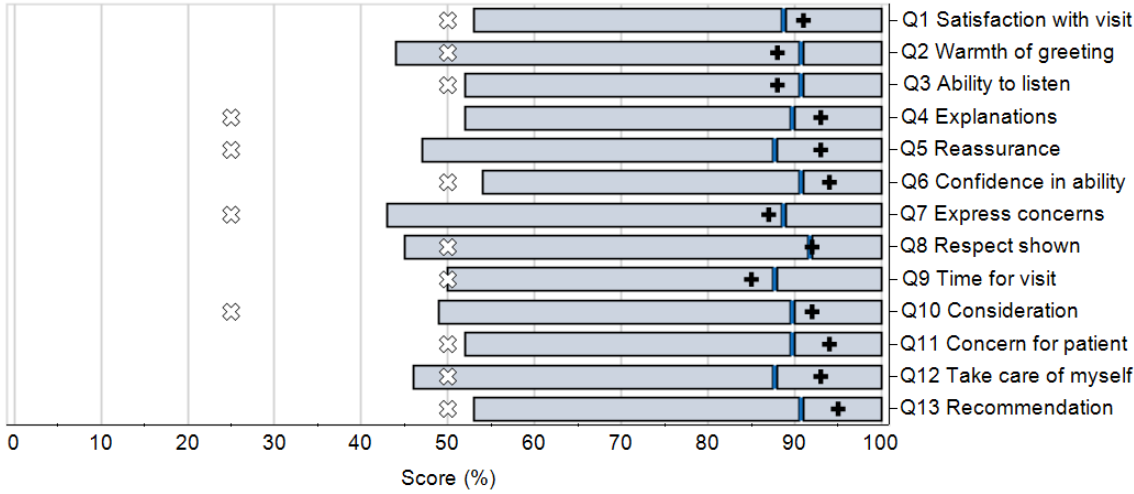
16516

Benchmarks are based on data from 3,870 surveys completed by GPs working in primary care between January 2014 and December 2020 with 28 or more returned questionnaires.

Colleague feedback
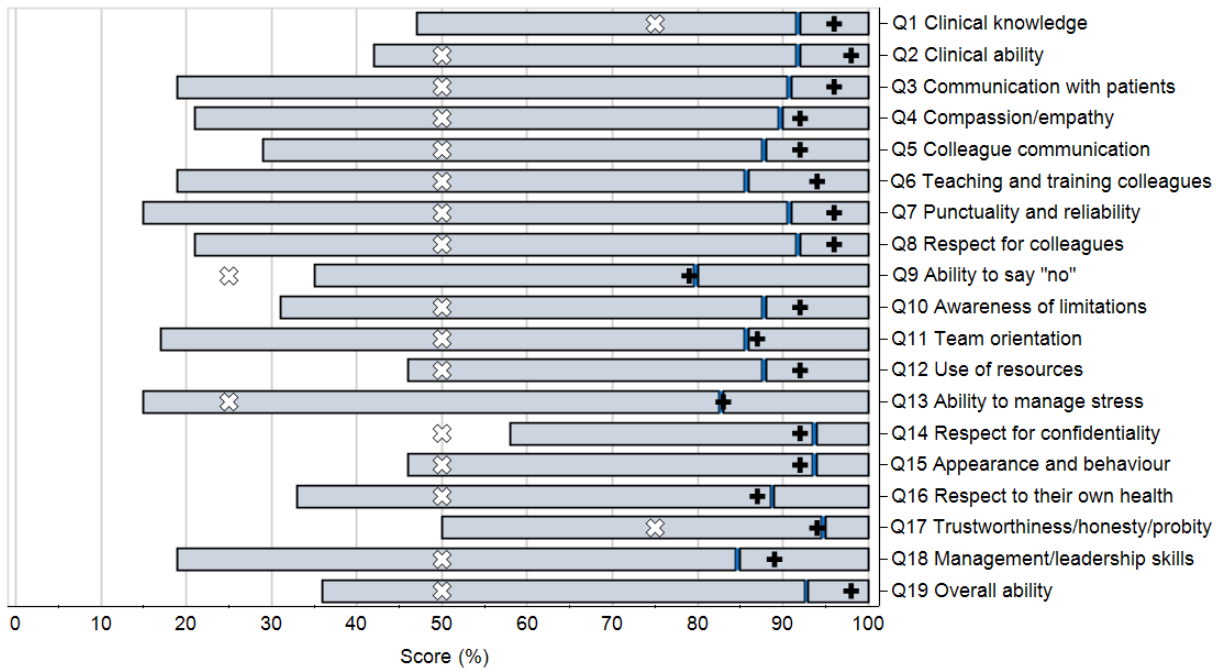
16531

Benchmarks are based on data from 5,485 surveys completed by GPs working in primary care between January 2014 and December 2020 with 12 or more returned questionnaires.

Key

✚	Your achieved score (%)	⊗	Your self assessment score (%)
▬	Range of benchmark scores (%)	◉	Your achieved score equals your self assessment score
▐	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.

52072/45085/251

Your patient feedback

May 2022*

*Date patient questionnaires were received by CFEP.

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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	2	12	31	0
Q2 Warmth of greeting	0	2	1	14	28	0
Q3 Ability to listen	0	1	0	18	26	0
Q4 Explanations	0	1	1	8	35	0
Q5 Reassurance	0	0	1	10	34	0
Q6 Confidence in ability	0	0	2	6	37	0
Q7 Express concerns	0	1	2	16	26	0
Q8 Respect shown	0	2	0	8	34	1
Q9 Time for visit	0	1	3	18	23	0
Q10 Consideration	0	1	1	10	33	0
Q11 Concern for patient	0	1	0	8	36	0
Q12 Take care of myself	0	0	1	10	34	0
Q13 Recommendation	0	1	1	4	39	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
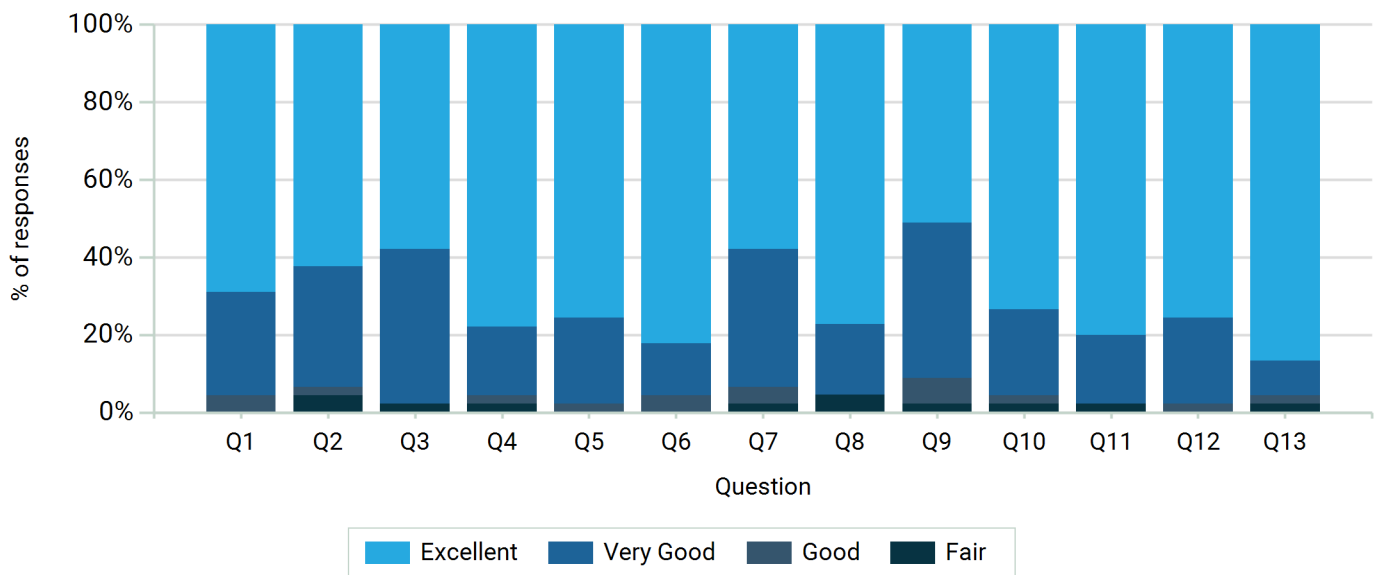
Please note blank/spoilt responses have not been incorporated in this graphical representation.

CFEP360 Patient Feedback Report

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	91	53	84	89	93	100
Q2 Warmth of greeting	88	44	86	91	94	100
Q3 Ability to listen	88	52	87	91	94	100
Q4 Explanations	93	52	85	90	93	100
Q5 Reassurance	93	47	84	88	92	100
Q6 Confidence in ability	94	54	86	91	94	100
Q7 Express concerns	87	43	85	89	93	100
Q8 Respect shown	92	45	88	92	95	100
Q9 Time for visit	85	50	83	88	91	100
Q10 Consideration	92	49	85	90	93	100
Q11 Concern for patient	94	52	85	90	93	100
Q12 Take care of myself	93	46	84	88	92	100
Q13 Recommendation	95	53	87	91	95	100

*Benchmarks are based on data from 3,870 surveys completed by GPs working in primary care between January 2014 and December 2020 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. 16516

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.

CFEP360 Patient Feedback Report

Number of patients providing feedback: 45

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	91	55	85	89	93	100
Q2 Warmth of greeting	88	44	86	91	94	100
Q3 Ability to listen	88	52	87	91	95	100
Q4 Explanations	93	52	85	90	93	100
Q5 Reassurance	93	55	84	88	92	100
Q6 Confidence in ability	94	55	87	91	94	100
Q7 Express concerns	87	43	85	89	93	99
Q8 Respect shown	92	45	89	93	95	100
Q9 Time for visit	85	57	83	88	91	99
Q10 Consideration	92	49	86	90	93	100
Q11 Concern for patient	94	52	86	90	93	100
Q12 Take care of myself	93	46	84	88	92	100
Q13 Recommendation	95	55	88	92	95	100

*Benchmarks are based on data from 2,301 surveys completed by GP partners working in primary care between January 2014 and December 2020 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.

16517

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.

CFEP360 Patient Feedback Report

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	9	92	33	80	88	93	100
25 - 59	23	90	51	85	90	94	100
60+	12	92	41	86	90	94	100
Blank	1	--	-	-	-	-	-
Gender							
Female	23	90	47	85	90	94	100
Male	22	92	46	85	90	93	100
Usual general practitioner							
Yes	38	93	52	88	92	95	100
No	1	--	-	-	-	-	-
Blank	6	77	43	80	88	93	100

*Benchmarks are based on data from 3,870 surveys completed by GPs working in primary care between January 2014 and December 2020 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 respectfully.

16516

52072/45085/251

Your patient feedback

Table 1.5: Your current and previous mean percentage scores

	Current Scores	April 2010
Q1 Satisfaction with visit	91	91
Q2 Warmth of greeting	88	84
Q3 Ability to listen	88	90
Q4 Explanations	93	90
Q5 Reassurance	93	92
Q6 Confidence in ability	94	95
Q7 Express concerns	87	88
Q8 Respect shown	92	88
Q9 Time for visit	85	80
Q10 Consideration	92	92
Q11 Concern for patient	94	94
Q12 Take care of myself	93	90
Q13 Recommendation	95	97

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:

- More time in booking appointments. 10 minutes is not enough.
- Dr Khan works very hard and always gives his utmost to me and my family.
- My daughter is totally inspired by how good he is, she wants to study medicine now!
- He spent a lot of time with me, felt guilty as he was so busy.
- Excellent doctor.
- Always takes this time with me.
- Great service thank you.
- No problem is too small for him, he ensures he addresses all my concerns no matter how big or small.
- Can't complain, always get an appointment very quickly.
- Always very considerate and caring, puts my needs first and makes me feel very comfortable and reassured that my health is being well cared for.
- His explanations are very thorough.
- Always sees me and my family quick.
- He diagnosed my problem long before I had symptoms.
- The most helpful and considerate doctor. Always available to help. Always accommodating in emergencies. Always reassuring.
- Honestly none at all. Dr Khan always gives me appointments face to face.
- Great!
- Exceptional!
- Nothing short of excellent.
- Can't think of anything!
- No issues.
- Exemplar GP!
- Nothing to improve everything satisfactory.
- Never had a doctor as good as Dr Khan, my last doctor could barely see me. Appointments were like two-three week wait.

Your colleague feedback

June 2022*

*Date last colleague response received by CFEP.

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CFEP360 Colleague Feedback Report

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	1	0	12	0	0
Q2 Clinical ability	0	0	0	1	12	0	0
Q3 Communication with patients	0	0	0	2	10	1	0
Q4 Compassion/empathy	0	0	1	2	10	0	0
Q5 Colleague communication	0	0	1	2	10	0	0
Q6 Teaching and training colleagues	0	0	1	1	10	1	0
Q7 Punctuality and reliability	0	0	0	2	11	0	0
Q8 Respect for colleagues	0	0	1	0	12	0	0
Q9 Ability to say "no"	0	0	2	7	4	0	0
Q10 Awareness of limitations	0	0	0	4	9	0	0
Q11 Team orientation	0	0	1	5	7	0	0
Q12 Use of resources	0	0	0	4	9	0	0
Q13 Ability to manage stress	0	1	1	4	7	0	0
Q14 Respect for confidentiality	0	1	0	1	11	0	0
Q15 Appearance and behaviour	0	0	1	2	10	0	0
Q16 Respect to their own health	0	1	0	4	8	0	0
Q17 Trustworthiness/honesty/probity	0	0	1	1	11	0	0
Q18 Management/leadership skills	0	0	2	1	8	2	0
Q19 Overall ability	0	0	0	1	12	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
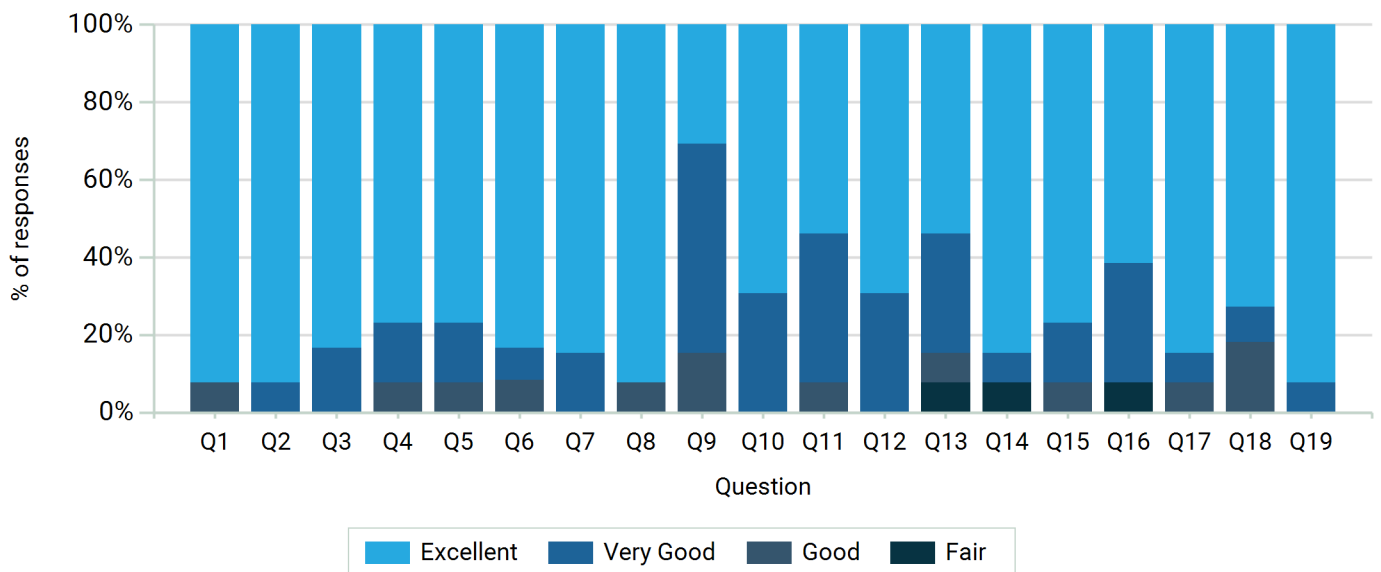
Please note blank/spoilt and unable to comment responses have not been incorporated in this graphical representation.

CFEP360 Colleague Feedback Report

Number of colleagues providing feedback: 13

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	87	92	96	100
Q2 Clinical ability	98	42	88	92	96	100
Q3 Communication with patients	96	19	84	91	95	100
Q4 Compassion/empathy	92	21	84	90	95	100
Q5 Colleague communication	92	29	82	88	93	100
Q6 Teaching and training colleagues	94	19	80	86	92	100
Q7 Punctuality and reliability	96	15	84	91	96	100
Q8 Respect for colleagues	96	21	85	92	96	100
Q9 Ability to say "no"	79	35	75	80	86	100
Q10 Awareness of limitations	92	31	83	88	91	100
Q11 Team orientation	87	17	80	86	91	100
Q12 Use of resources	92	46	83	88	92	100
Q13 Ability to manage stress	83	15	77	83	89	100
Q14 Respect for confidentiality	92	58	90	94	97	100
Q15 Appearance and behaviour	92	46	89	94	96	100
Q16 Respect to their own health	87	33	83	89	93	100
Q17 Trustworthiness/honesty/probity	94	50	92	95	98	100
Q18 Management/leadership skills	89	19	79	85	90	100
Q19 Overall ability	98	36	88	93	96	100

*Benchmarks are based on data from 5,485 surveys completed by GPs working in primary care between January 2014 and December 2020 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.   16531

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.

CFEP360 Colleague Feedback Report

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	52	88	93	96	100
Q2 Clinical ability	98	43	88	93	96	100
Q3 Communication with patients	96	38	84	91	95	100
Q4 Compassion/empathy	92	36	83	90	95	100
Q5 Colleague communication	92	33	81	88	92	100
Q6 Teaching and training colleagues	94	31	81	88	93	100
Q7 Punctuality and reliability	96	15	84	92	96	100
Q8 Respect for colleagues	96	21	85	91	95	100
Q9 Ability to say "no"	79	35	75	81	86	100
Q10 Awareness of limitations	92	39	83	88	92	100
Q11 Team orientation	87	17	80	87	92	100
Q12 Use of resources	92	48	84	89	93	100
Q13 Ability to manage stress	83	15	77	84	90	100
Q14 Respect for confidentiality	92	58	91	95	97	100
Q15 Appearance and behaviour	92	46	89	94	96	100
Q16 Respect to their own health	87	33	83	89	93	100
Q17 Trustworthiness/honesty/probity	94	53	92	95	98	100
Q18 Management/leadership skills	89	26	80	87	92	100
Q19 Overall ability	98	37	89	94	96	100

*Benchmarks are based on data from 3,547 surveys completed by GP partners working in primary care between January 2014 and December 2020 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.   16532

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.

CFEP360 Colleague Feedback Report

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	2	--	-	-	-	-	-
Other healthcare professional	6	--	-	-	-	-	-
Non-clinical colleague	5	--	-	-	-	-	-

*Benchmarks are based on data from 5,485 surveys completed by GPs working in primary care between January 2014 and December 2020 with 12 or more returned questionnaires. 16531

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.

-- 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 respectfully.

52072/45085/251

CFEP360 Colleague Feedback Report

Your colleague feedback

Table 2.5: Your current and previous mean percentage scores

	Current Scores	December 2017	February 2014
Q1 Clinical knowledge	96	98	95
Q2 Clinical ability	98	96	93
Q3 Communication with patients	96	94	92
Q4 Compassion/empathy	92	88	93
Q5 Colleague communication	92	88	82
Q6 Teaching and training colleagues	94	90	83
Q7 Punctuality and reliability	96	89	88
Q8 Respect for colleagues	96	94	88
Q9 Ability to say "no"	79	90	84
Q10 Awareness of limitations	92	95	93
Q11 Team orientation	87	95	89
Q12 Use of resources	92	93	87
Q13 Ability to manage stress	83	90	82
Q14 Respect for confidentiality	92	94	93
Q15 Appearance and behaviour	92	98	96
Q16 Respect to their own health	87	91	93
Q17 Trustworthiness/honesty/probity	94	95	92
Q18 Management/leadership skills	89	92	92
Q19 Overall ability	98	96	93

CFEP360 Colleague Feedback Report

Your colleague comments

From the free text component of the questionnaire.

All comments are included in their entirety.

Other strengths of this doctor?

- Very dedicated and committed to doing the best for his patients. Works tirelessly all day long hours and has always been available for face to face appointments throughout the pandemic. He is always keen to keep up his clinical skills up to date, and frequently quotes papers and articles of interest when giving advice and guidance so his opinion is always evidence based. He has a lovely manner with his patients, they all love him and the time he take to explain their symptoms and how best to manage their condition. He gives all the options and guides them to what he thinks is the best course of action. He is a real leader in the practice. All the staff look to him for his leadership skills. He is kind and compassionate and willing to spend time to reassure patients who are very anxious and worried.

- Very compassionate and a good listener.

- Dr Khan is very hardworking. He has great relationships with his staff and patients. His soothing manner puts patients at ease. He is very loved and respected.

- A pleasure to work with Dr Khan, always has been supportive when needed.

- An asset to the medical community, my experiences of him as a doctor and colleague have been nothing but superb and I have numerous clients who also praise him. Not only is he an excellent doctor but is also very compassionate and shows empathy when needed. He goes out of his way to assist his patients and this is a sentiment that I often hear about from my own clients. Dr Khan is always keen to help and goes above and beyond to make his patients comfortable and assist them. He also knows when to limit their expectations but does so in a very empathetic manner whilst explaining his reasoning. It is extremely re-assuring to see that he takes time out for himself and is not overworked. He is a family man who juggles his professional and personal commitments admirably. It is my pleasure to know Dr Khan as a colleague.

- Very considerate doctor, looks after the team and the more junior doctors. Always happy to teach.

- Excellent strength in depth and puts in more working hours than his colleague's. He is obsessive about his work and is willing to go beyond in terms of clinical care so needs to manage his time more.

How could this doctor become more effective?

- Use more advanced care practitioners to support him perhaps? Maybe say no to patients who want to be seen same day and make them wait until next available appointment.

- He is an extremely popular GP and this makes it difficult for patients to see him, I have given Dr Khan a 'very good' on punctuality due to the demands on his time from all directions. However, this is in line with the state of the NHS and by no means a criticism of Dr Khan's skills.

- Use of more electronic results and communication and less face to face when required.

Self assessment

May 2022

CFEP360 Self Assessment Report

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	91
Q2 Warmth of greeting	Good	50	88
Q3 Ability to listen	Good	50	88
Q4 Explanations	Fair	25	93
Q5 Reassurance	Fair	25	93
Q6 Confidence in ability	Good	50	94
Q7 Express concerns	Fair	25	87
Q8 Respect shown	Good	50	92
Q9 Time for visit	Good	50	85
Q10 Consideration	Fair	25	92
Q11 Concern for patient	Good	50	94
Q12 Take care of myself	Good	50	93
Q13 Recommendation	Good	50	95

*See score explanation for percentage score calculation

52072/45085/251

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	Good	50	98
Q3 Communication with patients	Good	50	96
Q4 Compassion/empathy	Good	50	92
Q5 Colleague communication	Good	50	92
Q6 Teaching and training colleagues	Good	50	94
Q7 Punctuality and reliability	Good	50	96
Q8 Respect for colleagues	Good	50	96
Q9 Ability to say "no"	Fair	25	79
Q10 Awareness of limitations	Good	50	92
Q11 Team orientation	Good	50	87
Q12 Use of resources	Good	50	92
Q13 Ability to manage stress	Fair	25	83
Q14 Respect for confidentiality	Good	50	92
Q15 Appearance and behaviour	Good	50	92
Q16 Respect to their own health	Good	50	87
Q17 Trustworthiness/honesty/probity	Very Good	75	94
Q18 Management/leadership skills	Good	50	89
Q19 Overall ability	Good	50	98

*See score explanation for percentage score calculation

– no self assessment score provided

Your personal comments

Your other strengths?

• Always available works well under pressure.

How could you become more effective?

• Say no more often. Delegate more.

Supporting documents

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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 = 45

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	0	2	12	31	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{\text{(number of Poor ratings x 0) +(number of Fair ratings x 25) +(number of Good ratings x 50) +(number of Very Good ratings x 75) +(number of Excellent ratings x 100)}}{\text{(total number of patient responses - number of Non rated responses)}} = \frac{(0 \times 0) + (0 \times 25) + (2 \times 50) + (12 \times 75) + (31 \times 100)}{(45 - 0)}$$

Your mean percentage score for Q1 = 91%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ 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	91	53	84	89	93	100

16516

*Benchmarks are based on data from 3,870 surveys completed by GPs working in primary care between January 2014 and December 2020 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.

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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.

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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

`0158A` `00000-00000`

Example

You can help improve the quality of care for patients

- The doctor would welcome your honest feedback
- The doctor 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 blue or black 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 doctor is	☐	☐	☐	☐	☐
2	The warmth of the doctor's greeting to me was	☐	☐	☐	☐	☐
3	On this visit I would rate the doctor's ability to really listen to me as	☐	☐	☐	☐	☐
4	The doctor's explanations of things to me were	☐	☐	☐	☐	☐
5	The extent to which I felt reassured by this doctor was	☐	☐	☐	☐	☐
6	My confidence in this doctor's ability is	☐	☐	☐	☐	☐
7	The opportunity the doctor gave me to express my concerns or fears was	☐	☐	☐	☐	☐
8	The respect shown to me by this doctor was	☐	☐	☐	☐	☐
9	The amount of time given to me for this visit was	☐	☐	☐	☐	☐
10	This doctor's consideration of my personal situation in deciding a treatment or advising me was	☐	☐	☐	☐	☐
11	The doctor's concern for me as a person on this visit was	☐	☐	☐	☐	☐
12	The extent to which the doctor helped me to take care of myself was	☐	☐	☐	☐	☐
13	The recommendation I would give to my friends about this doctor would be	☐	☐	☐	☐	☐

The doctor 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 doctor? ☐ Yes ☐ No

Thank you for your time and assistance

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Rev 2.2

Colleague Feedback Evaluation Tool

	Org ID	0 0 0 0 0
	Survey ID	0 0 0 0 0
	Colleague ID	

OFFICE USE ONLY

0 0 0 0 0 - 0 0 0 0 0

0 6 7 2 A

's name:

You can help your colleague with their appraisal and/or revalidation

Your colleague would welcome your honest feedback

- All feedback will be collated and presented to your colleague. It may also be reviewed by relevant third parties in order for your colleague to meet the obligations and principles of their continuing professional development
- 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	☐	☐	☐	☐	☐	☐
poor - does not keep knowledge up to date; misinformed excellent - evidence aware; regularly updates knowledge						
2 Clinical ability	☐	☐	☐	☐	☐	☐
poor - examination technique deficient; does not recognise serious illness quickly excellent - careful examination and investigation; can detect serious illness quickly						
3 Communication with patients	☐	☐	☐	☐	☐	☐
poor - doesn't listen well, poor explanations, fails to keep patient informed excellent - listens well, good explanations, keeps patients informed						
4 Compassion/empathy	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐
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"	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐
poor - delegates excessively or not enough, selfish and uncompromising, demeans colleagues excellent - delegates appropriately, seeks to reach compromise, encourages colleagues						

Please turn over ↻

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		Poor	Fair	Good	Very Good	Excellent	Unable to comment
12	**Use of resources**	☐	☐	☐	☐	☐	☐
	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**	☐	☐	☐	☐	☐	☐
	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**	☐	☐	☐	☐	☐	☐
	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**	☐	☐	☐	☐	☐	☐
	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**	☐	☐	☐	☐	☐	☐
	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**	☐	☐	☐	☐	☐	☐
	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**	☐	☐	☐	☐	☐	☐
	poor - fails to take any responsibility or overtly dominates, fails to manage or supervise others excellent - takes responsibility within skills and limitations, takes fair share of management roles, supervises and manages others						
19	**Overall ability as a**	☐	☐	☐	☐	☐	☐
	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 ?

How could this become more effective?

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

Are you : ☐ Female
☐ Male

Thank you for your time and assistance

0 6 7 2 B

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