



**360 Feedback analysis  
for  
Mr Michael Mccarthy 4628860  
Trauma and Orthopaedics- Extended  
2019/06/28**

*Mr Michael Mccarthy 4628860*



## **How to analyse your report**

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

Possible Reasons for Low Scores.

These are listed with no particular weighting: -

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

If you need any help or have encountered a problem, please contact us on +44 0845 180 1405 or e-mail: [info@equiniti360clinical.com](mailto:info@equiniti360clinical.com)



## **Facilitator Feedback Notes**

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

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

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

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

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

Seek 360 doctors views first: -

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

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

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

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

If you are looking for additional training then 360 Clinical can help. For further information please visit [www.360clinical.com](http://www.360clinical.com) or contact us on telephone +44 0845 180 1405 or email [info@equiniti360clinical.com](mailto:info@equiniti360clinical.com)



## Questionnaire

**The following questionnaire was distributed to peers**

### Page 1

1. Diagnostic skill
2. Performance of practical/technical procedures
3. Management of complex clinical problems
4. Appropriate use of resources
5. Conscientious and reliable
6. Availability for advice and help when needed
7. Time management
8. Commitment to improving quality of service
9. Keeps up-to-date with knowledge and skills
10. Contribution to the education and supervision of students and junior colleagues

### Page 2

11. Spoken English
12. Communication with colleagues
13. Communication with patients, families and carers
14. Is polite, considerate and respectful to Patients
15. Is polite, considerate and respectful to colleagues of all levels
16. Compassion and empathy towards patients and their relatives
17. Values the skills and contributions of multi-disciplinary team members
18. Takes the leadership role when circumstances require
19. Delegates appropriately
20. Do you have any concerns about the Probity or Health (physical or mental) of this doctor that may impact on patient care?

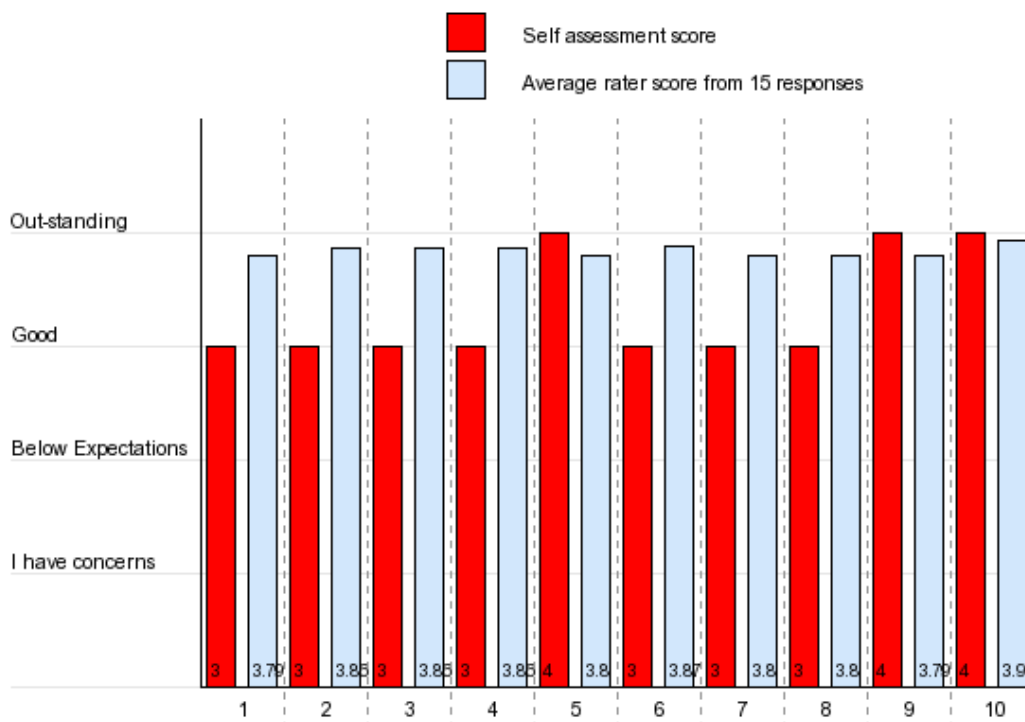
**The question numbers correspond to the key on any graph**



## Summary of colleague results

### Colleague assessment

Average score given for the questions below



### Questions

1. Diagnostic skill
2. Performance of practical/technical procedures
3. Management of complex clinical problems
4. Appropriate use of resources
5. Conscientious and reliable
6. Availability for advice and help when needed
7. Time management
8. Commitment to improving quality of service
9. Keeps up-to-date with knowledge and skills
10. Contribution to the education and supervision of students and junior colleagues

Mr Michael Mccarthy 4628860



## Summary of colleague results

### Colleague assessment

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

Self Assessment Score

#### Q1. Diagnostic skill

Domain (UK only): Knowledge skills and performance

Attribute: Maintain your professional performance

Attribute: Apply knowledge and experience to practice

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	3	11

#### Q2. Performance of practical/technical procedures

Domain (UK only): Knowledge skills and performance

Attribute: Maintain your professional performance

Attribute: Apply knowledge and experience to practice

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	2	12

#### Q3. Management of complex clinical problems

Domain (UK only): Knowledge skills and performance

Attribute: Maintain your professional performance

Attribute: Keep clear accurate and legible records

Attribute: Apply knowledge and experience to practice

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	2	12

#### Q4. Appropriate use of resources

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	2	12

#### Q5. Conscientious and reliable

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
0	0	0	3	12

#### Q6. Availability for advice and help when needed

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
0	0	0	2	13

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**Q7. Time management**

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
0	0	0	3	12

**Q8. Commitment to improving quality of service**

Domain (UK only): Knowledge skills and performance

Attribute: Maintain your professional performance

Domain (UK only): Safety and quality

Attribute: Put into effect systems to protect patients and improve patient care

Attribute: Respond to risks to safety

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
0	0	0	3	12

**Q9. Keeps up-to-date with knowledge and skills**

Domain (UK only): Knowledge skills and performance

Attribute: Maintain your professional performance

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	3	11

**Q10. Contribution to the education and supervision of students and junior colleagues**

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

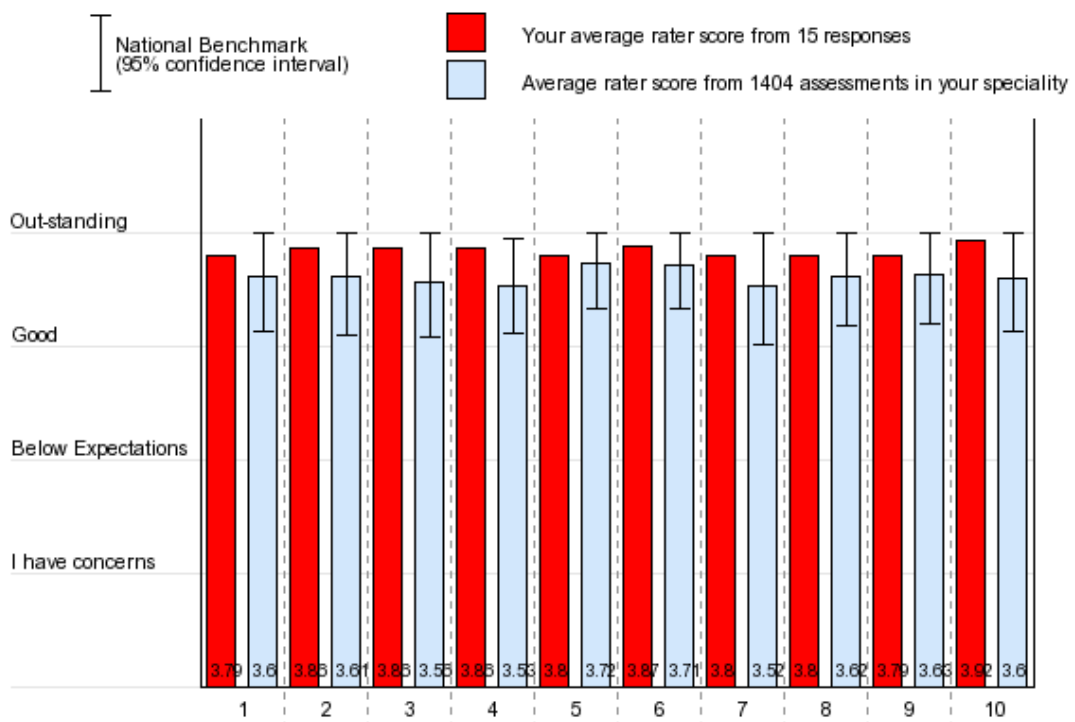
Unable to comment	I have concerns	Below Expectations	Good	Out-standing
2	0	0	1	12



## Summary of colleague results

### Comparisons with your speciality - Trauma and Orthopaedics- Extended

Average score given for the questions below



### Questions

1. Diagnostic skill
2. Performance of practical/technical procedures
3. Management of complex clinical problems
4. Appropriate use of resources
5. Conscientious and reliable
6. Availability for advice and help when needed
7. Time management
8. Commitment to improving quality of service
9. Keeps up-to-date with knowledge and skills
10. Contribution to the education and supervision of students and junior colleagues

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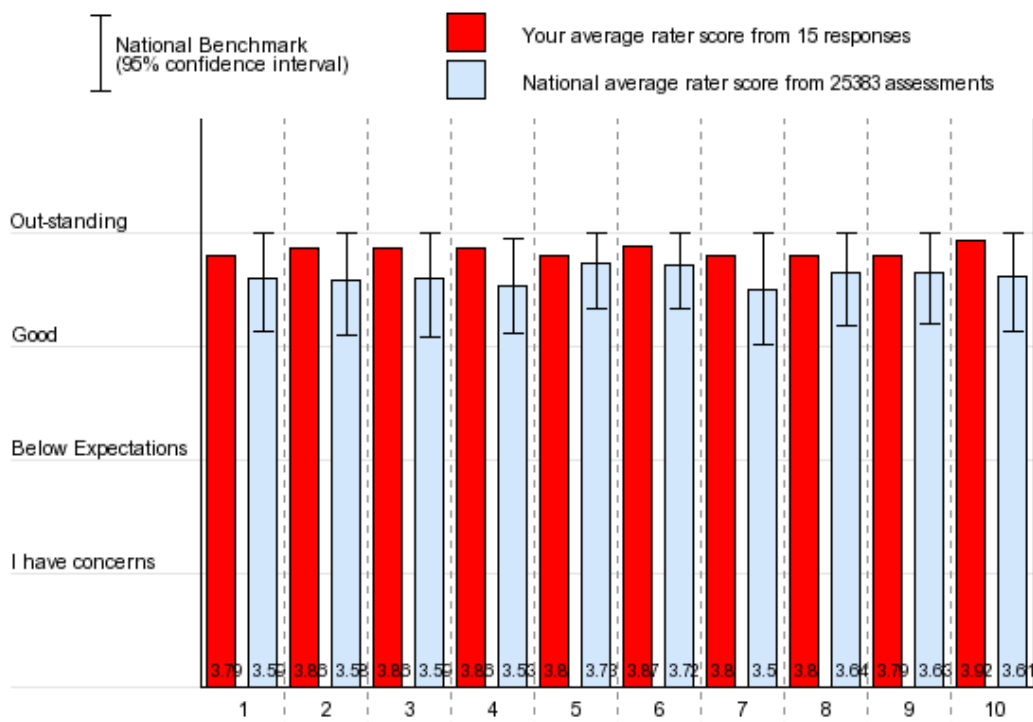




## Summary of colleague results

### Comparisons with National Average

Average score given for the questions below



### Questions

1. Diagnostic skill
2. Performance of practical/technical procedures
3. Management of complex clinical problems
4. Appropriate use of resources
5. Conscientious and reliable
6. Availability for advice and help when needed
7. Time management
8. Commitment to improving quality of service
9. Keeps up-to-date with knowledge and skills
10. Contribution to the education and supervision of students and junior colleagues

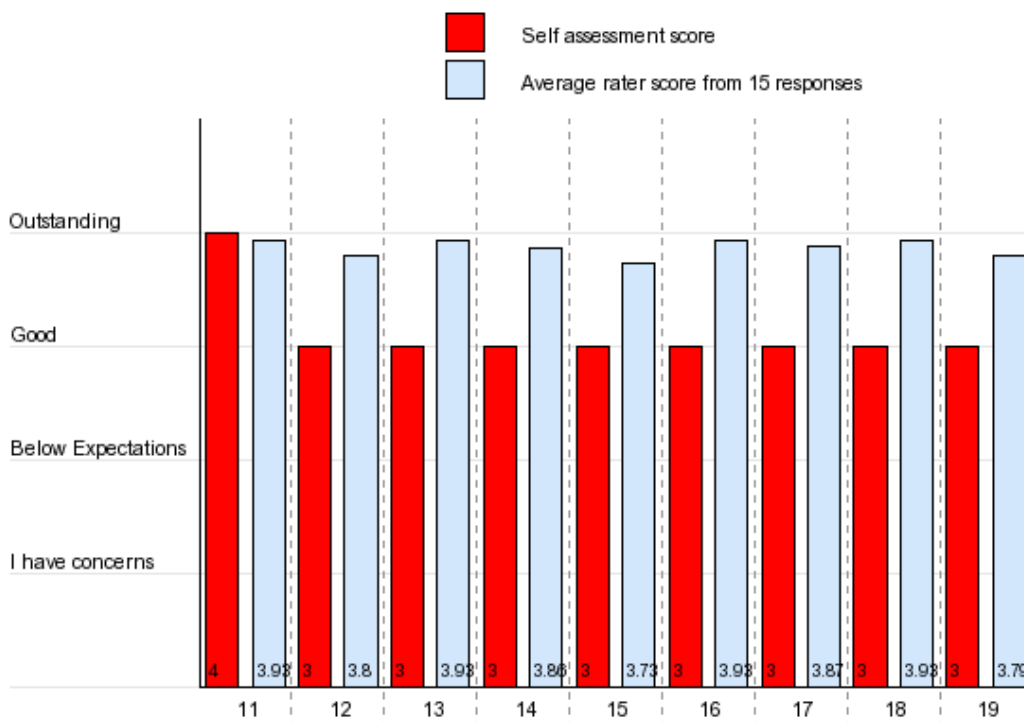
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## Summary of colleague results

### Colleague assessment

Average score given for the questions below



### Questions

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

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## Summary of colleague results

### Colleague assessment

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

Self Assessment Score

#### Q11. Spoken English

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	1	14

#### Q12. Communication with colleagues

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Work constructively with colleagues and delegate effectively

Domain (UK only): Maintaining Trust

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	3	12

#### Q13. Communication with patients, families and carers

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Treats patients and colleagues fairly and without discrimination

Attribute: Show respect for patients

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	1	14

#### Q14. Is polite, considerate and respectful to Patients

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
1	0	0	2	12

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**Q15. Is polite, considerate and respectful to colleagues of all levels**

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	4	11

**Q16. Compassion and empathy towards patients and their relatives**

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
1	0	0	1	13

**Q17. Values the skills and contributions of multi-disciplinary team members**

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	2	13

**Q18. Takes the leadership role when circumstances require**

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Domain (UK only): Safety and quality

Attribute: Put into effect systems to protect patients and improve patient care

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
1	0	0	1	13

**Q19. Delegates appropriately**

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Domain (UK only): Safety and quality

Attribute: Put into effect systems to protect patients and improve patient care

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
1	0	0	3	11

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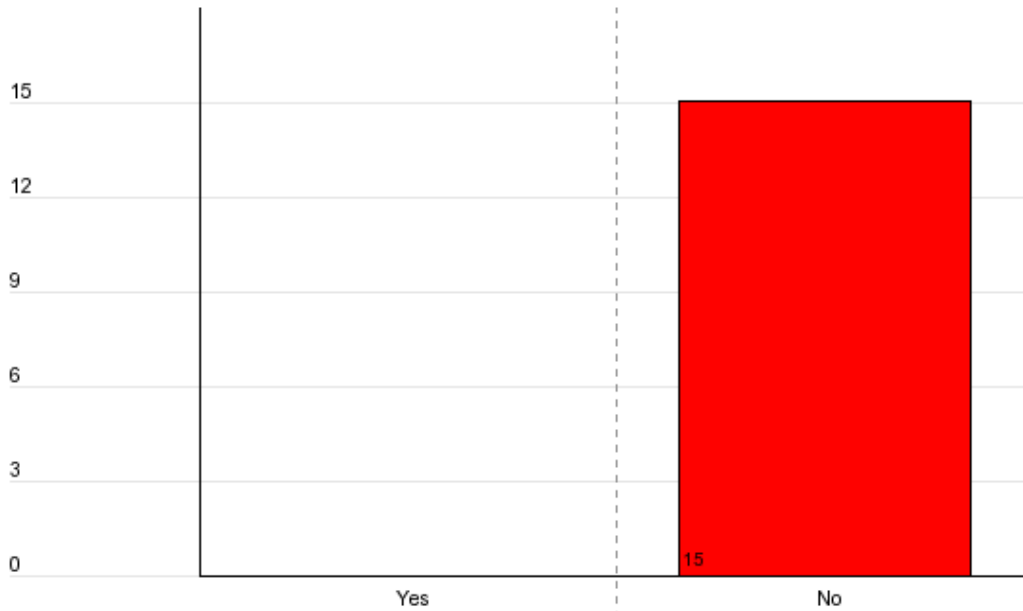


## Summary of colleague results

### Colleague assessment

Q20. Do you have any concerns about the Probity or Health (physical or mental) of this doctor that may impact on patient care?

Total responses received



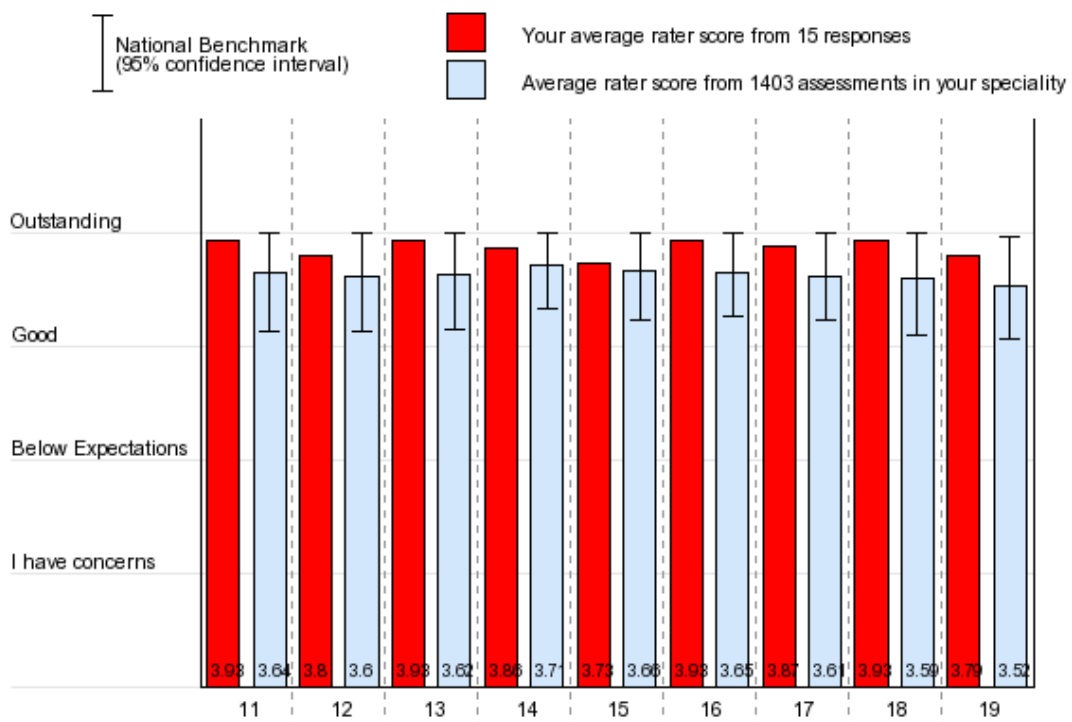
**Self assessment response to this question:** No



## Summary of colleague results

### Comparisons with your speciality - Trauma and Orthopaedics- Extended

Average score given for the questions below



### Questions

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

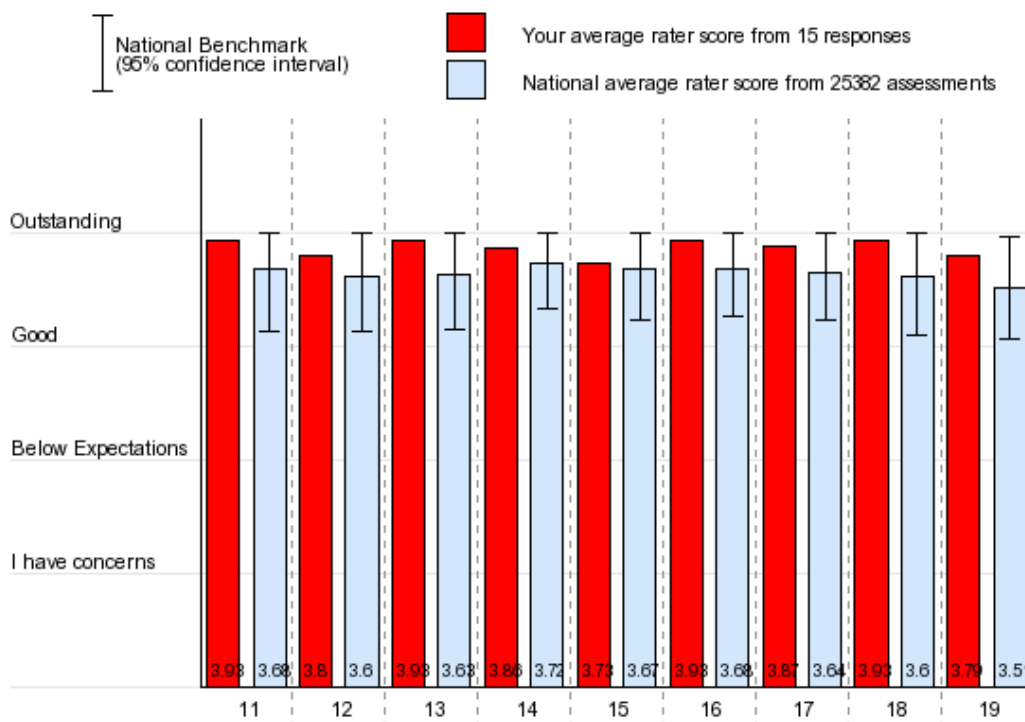
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## Summary of colleague results

### Comparisons with National Average

Average score given for the questions below



### Questions

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

Mr Michael Mccarthy 4628860



## Comments

### Self assessment comments

#### Comments added by rater

"Very hard working and intelligent"

"Mr McCarthy is a conscientious and kind doctor. He strives to achieve the best for his patients, and is always working in their favour. He is kind to his students, taking time to explain when I required further guidance, and offering invaluable experiences to myself as a student. He should continue his work with students as such."

"A most reliable, competent and dependable colleague."

"A dynamic surgeon expanding the horizons of spinal surgery.

A great teacher who takes time to impart clinical and surgical skills with great devotion.

He is compassionate with his patients and demonstrates genuine concern for the well being of his team members.

Possessing par excellent surgical skills but also mature understand of one's own limitations. Solicits involvement of colleagues to enhance patient care and own skills."

"I have frequent interaction with Mike both as an intensivist managing major trauma and as a medical educator.

I have found Mike to be an extremely knowledgeable, and readily approachable colleague who demonstrates excellent clinical judgment. The patient is manifestly his first concern and his commitment and passion for excellent, clinical care makes him a pleasure to deal with.

He is also an outstanding medical educator whose teaching is invariably highly evaluated by medical students."

"Mr McCarthy has been a fantastic mentor and example during my time working as one of his junior colleagues. He has a particular enthusiasm and aptitude for teaching, developing and nurturing the next generation of surgical colleagues and often goes well over and above learner's expectations. This dedication and attention to detail can be seen in his teaching at all levels from medical students to higher surgical trainees. He has a methodical, reasoned, and empathetic approach with his patients and I have learned a lot from his observing his consultation style and method of explaining treatments in an accessible yet comprehensive fashion."

"Mr McCarthy is an excellent doctor who attends his ward rounds with enthusiasm and commitment to the patients needs. He displays empathy for the situation he is presented with and communicates to the patient in a language they can understand while remaining professional. Mike always gives the patients an opportunity to ask questions and he answers them honestly giving as much information as they require."

"Mr Mccarthy communicates well with colleagues and members of staff on the ward. He is polite and considerate to the patients needs and concerns and offers support where needed."

"Mike has always been approachable with regards patient management and plans. He takes his time in explaining procedures to patients so they are fully aware. He is one of the only consultants who regularly comes to the ward to review his patients which is extremely useful to the whole MDT."

#### Comments added by patients

*Mr Michael Mccarthy 4628860*





"The Doctor was first class."

"Well done Excellent."

"He's the first doctor that asked what I would like from this. He explained things brilliantly and in a manner I could understand. Very happy, thank you."

"Very pleased with Mr McCarthy seen for the first time very happy."

"MR MCCARTHY WAS VERY HELPFULL AND PROFESSIONAL IN THE WAY HE EXPLAINED WHAT THE PROBLEM WAS AND HOW HE WOULD TREAT ME. HE HAS GIVEN ME MY MOBILITY AND MY WAY OF LIFE BACK TO WHICH I AM VERY GRATEFULL AND WOULD RECOMMEND HIM TO OTHERS."

"Fantastic treatment, clear diagnosis and treatments."

"Mr McCarthy showed me my scan and explained it all in detail and the plan to ease my pain more than happy."

"Very polite, caring, really good bedside mannar. Each and every consultation was completely inclusive and respectful. Absolutely no concerns or complaints whatsoever. Very considerate consultant who aforded both myself and my wife whatever time we needed whilst placing us at the centre."

"AWSOME JOB IM SO THANKFULL."

"YES TO SOME EXTENT ANSWERED AS CONDITION IS ONGOING AND AWAIT FURTHER APPOINTMENTS."

"Doctor was very good. Nothing he could have done better."

"Mr McCarthy is one of the most charming doctors I have ever dealt with. He is understanding & very patient. He is very thorough & explains well."

"As Mr McCarthy has performed my previous operation on my spine. I feel he is aware of my medical situation. Also he listened to me about my other medical conditions and took this on board."

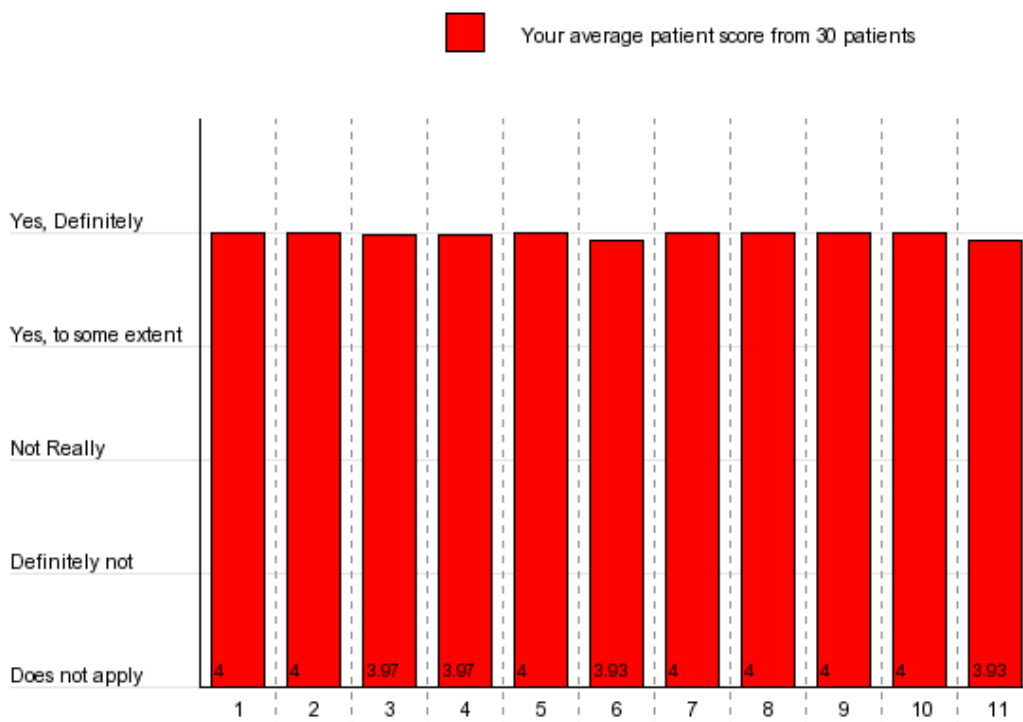
"I felt from the beginning to the end I was in good hands. Very pleased with all the treatment I've had. Thank you."

*Mr Michael Mccarthy 4628860*



## Summary of patient results

Average score given for the questions below



## Questions

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

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## Summary of patient results

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

### Q1. Was the doctor polite and considerate?

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	30

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

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	30

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

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	1	29

### Q4. Did the doctor answer all your questions?

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	1	29

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

Domain (UK only): Knowledge skills and performance

Attribute: Keep clear accurate and legible records

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	30

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

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

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Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	2	28



**Q7. Did you have confidence in the doctor?**

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	30

**Q8. Did the doctor respect your views?**

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
1	0	0	0	29

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

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
9	0	0	0	21

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

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
7	0	0	0	23

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

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
1	0	0	2	27

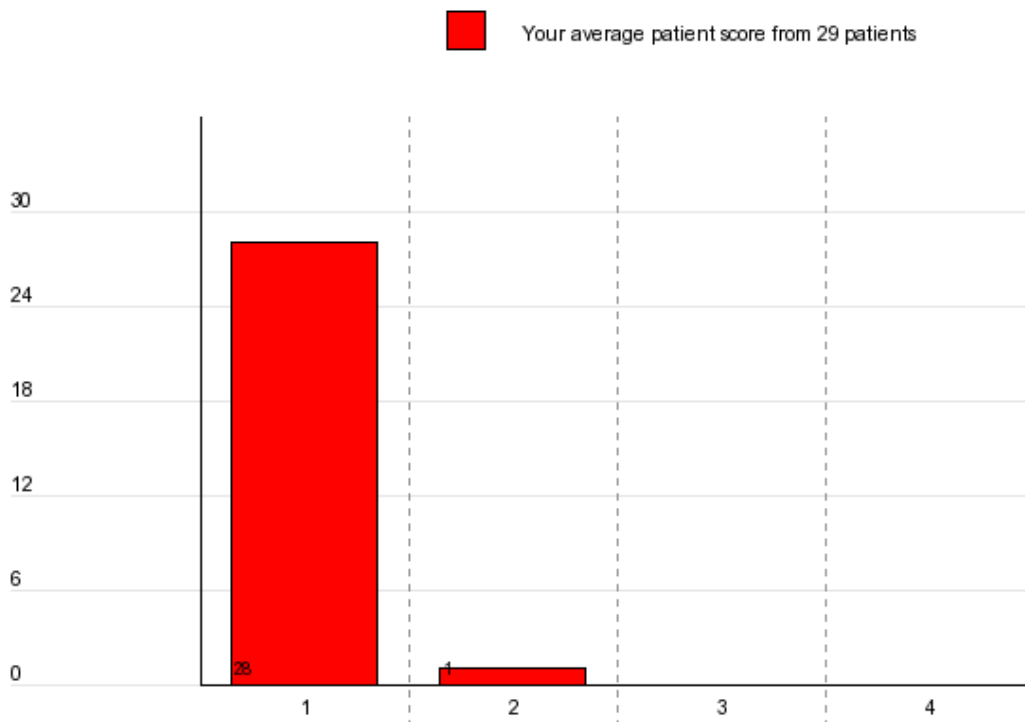
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## Summary of patient results

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

Total responses received



### Key

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

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