

Colleague Feedback Summary

James Henderson, September 2024 - March 2025

Responses: 16

The * asterisk illustrates the self assessment rating. Any self assessment comments are in italics.

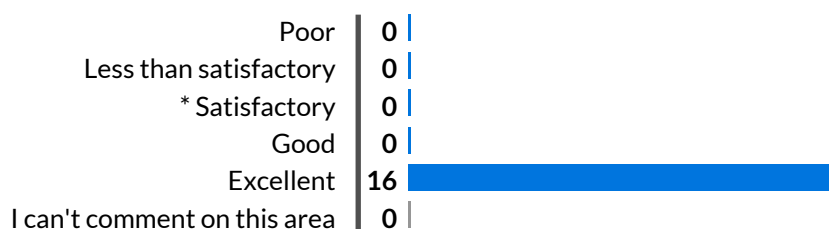
Colleague spread

The numbers below are to illustrate the spread of colleagues asked to complete the feedback. To preserve anonymity these numbers do not relate to who completed it.

Nurse: 8 Manager: 1 Other - Non clin: 3 Hospital Doctor: 15 Other - Clin: 2

How would you rate this doctor's clinical knowledge?

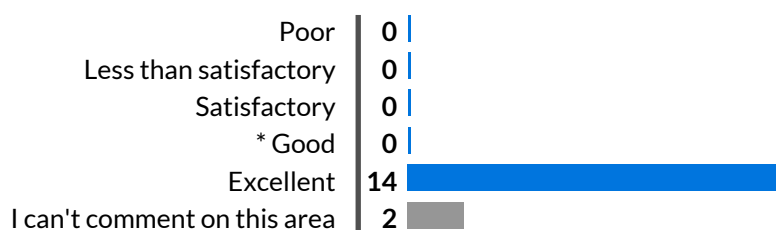
Responses: 16 Score: 100% Hospital Doctor average: 90% Peer average: 87%



- *As far as I can tell from the time that I have known Mr Henderson, he is a very knowledgeable and highly skilled Consultant and some patients have requested him specifically for his skill and great knowledge.*
- *Mr Henderson appears to have excellent clinical knowledge about his field and his opinion often sought by colleagues due to this.*
- *Thoughtful experienced consultant*
- *very knowledgeable when engaging with staff and patients*
- *Very good at explaining information clearly to the patients*

How would you rate this doctor's efforts to keep up to date?

Responses: 16 Score: 100% Hospital Doctor average: 83% Peer average: 82%



- *As far as I know he has very up to date knowledge and even teaches.*
- *I have known him to attend conferences about his speciality*
- *is able to let staff and patients know current information regarding the procedures*

How do you rate them on their ability to reflect on their practice?

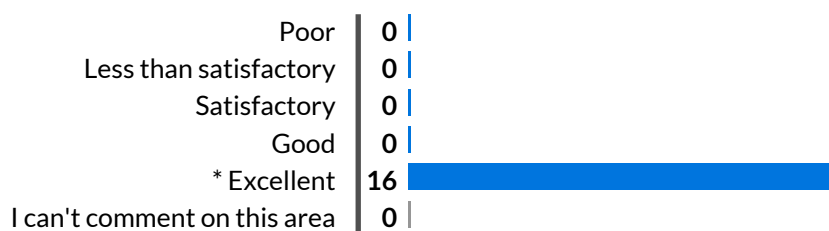
Responses: 16 Score: 100% Hospital Doctor average: 80% Peer average: 79%



- Not really sure about this?
- Mr Henderson will feedback about his surgery in an honest manner and state when things he thought may not have gone so well.
- Very reflective, sometimes chews on things excessively
- when we have had a tough/longer than usual case he always stays behind to chat about how we could have done anything differently
- James is a thinker. It come naturally to him to consider matters in the whole.

How do you rate them on their ability to maintain good relationships with patients?

Responses: 16 Score: 100% Hospital Doctor average: 89% Peer average: 89%



- He has many patients who he has treated for many years who always want to come back to him as I stated above. I think this can only happen if they are impressed with his level of care and ability.
- James has great interaction with his patients and never has any complaints
- I do not know of any patients who have had a bad relationship with Mr Henderson
- James is excellent with patients. He is compassionate and well liked by patients
- very good bedside manner and gives all patients a paper with all the contact information that they will need if they wanted to get in touch
- I have watched James talk to patients. He is thoughtful and considerate and patients appreciate this.
- Mr Henderson is very good with patients whilst doing minor ops, he is able to build a rapport with them very quickly.
- Mr Henderson has very good communication skills and has a good rapport with patients. He is very professional, caring and always has the patients best interests at heart.

How would you rate them on their ability to maintain good relationships with colleagues?

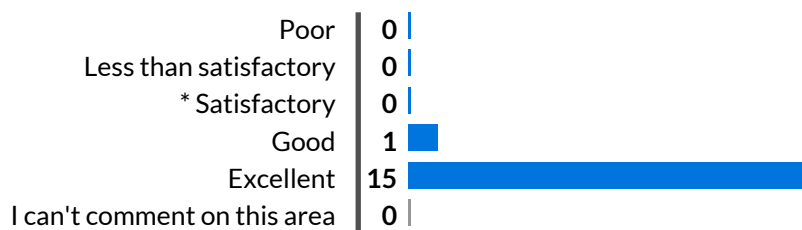
Responses: 16 Score: 92% Hospital Doctor average: 94% Peer average: 94%



- I couldn't say with others doctors and nurses, but he is respected and liked by the administration staff as far as I can tell.
- James is a very valued member of the team, he has excellent working relationships
- I do not know of anyone who has a bad relationship with Mr Henderson
- always makes time to talk to staff when he has his clinics. knows our names
- Mr Henderson works really well with the nurses in the department, i have had no complaints from staff and they all enjoy working in the minor ops room with him.
- Mr Henderson works well with colleagues, has good communication skills and is very professional at all times.

How would you rate their record keeping in terms of clarity and accuracy?

Responses: 16 **Score: 98%** Hospital Doctor average: 83% Peer average: 84%



- I have not seen any issue with this his clinic notes and letters are well detailed and maintained as far as I can see from dealing with these for his patients.
- Very clear and concise
- paperwork is always filled out completely and adequately

How would you rate them on their ability to know when to ask for help?

Responses: 16 **Score: 93%** Hospital Doctor average: 82% Peer average: 78%



- If there is anything he needs from me administratively speaking he asks and communicates it clearly.
- Will ask colleagues for their opinion on various issues
- Always seems happy to work with other colleagues clinically
- will come out during the clinic and ask staff for help when needed

How would you rate them on their time management skills?

Responses: 16 **Score: 92%** Hospital Doctor average: 83% Peer average: 81%



- He seems to manage his clinics and paperwork and emails well. Sometimes he is a little slow on replying to things but on the

whole the same as the other doctors.

- Can't comment too much on this but I've not known it to be an issue
- always early for clinics and minor ops . finishes on time unless we have unforeseen issues eg. pts arrive late

How would you rate them on their organisational skills?

Responses: 16 Score: 92% Hospital Doctor average: 86% Peer average: 83%



- From what I would see administratively, he seems to have things organized and requests his study leave, annual leave and service cover in advance. Instructing us clearly in anything he needs. Occasionally we have had to cancel clinics at short notice but this is common practice when things come up out of their control.
- Demonstrates amazing attention to detail in the clinical field.
- we get written information during our minor op clinics and post op info for patients
- Mr Henderson is very organised with his work in our department, we have knowledge of what he is doing in advance allowing us to support him as well as we possibly can.
- Mr Henderson is very organised in his line of work and is very efficient in his clinic and minor procedures.

How would you rate their effectiveness as a team member?

Responses: 16 Score: 92% Hospital Doctor average: 94% Peer average: 93%



- As far as I am concerned he works well with us and is respectful and polite in his requests. If we email with questions he gives us helpful responses.
- Mr Henderson is valued in the team environment. He is respected, approachable and supportive.
- very good team member. Always includes us in the clinics and pt. conversations
- I find that James looks for ways to help. This probably means that I would ask him in preference to other Plastic Surgeons and may hence create more work for him.
- Mr Henderson works well as part of the team and maintains communication and professionalism at all times.

Any other general comments?

- I am very busy!
- Mr Henderson seems very well liked by his patients and it seems he is a very respected and skilled surgeon. When he was off sick his patients were keen to see him on his return, this only happens if you are good at your job and respected. He always seems very pleasant and polite in his dealings with us.

- N/a
- *James is a pleasure to work with, he is respectful of all roles in the hospital, he is very kind, patient focussed and an expert in his field of work.*
- *Mr Henderson is an excellent consultant who always makes the extra effort for his patients and colleagues. As a junior on his team he went above and beyond to ensure that I felt supported, he was very eager to teach both inside and outside of theatre.*
- *James is a very knowledgeable and supportive colleague*
- *Mr Henderson has always been a pleasure to work with.*
- .
- *Welcoming, enthusiastic trainer*
- *great team member*
- *James has had a tough year and has returned extremely effectively to clinical practice*
- *Professional. punctual. is always happy to share information with staff when we are unsure while working with him.*
- *I look forward to opportunities to work with James*
- *Cross speciality coordination, interaction and mutual support really good. Mr Henderson is always helpful and informative on the cases we share and discuss.*
- *Mr Henderson is a joy to work with, the RNs in the department all enjoy working with him, he is very good with the patients as well, he puts them at ease.*
- *Very knowledgeable, friendly and approachable*
- *I really enjoy working with Mr Henderson, he is very efficient and effective in his way of working. He goes above and beyond for his patients and strives to give them the best outcome possible. He works well with colleagues, is reliable and caring.*

About the scoring system

The average is to be used as a guide only and depends on many factors.

If your survey scores do not match those of the peer scores it does not mean that your survey is below average. Scores can easily be skewed by one or two colleagues marking differently to the rest. Non-clinical staff appear more likely to give an answer as average if they don't really feel able to assess - for example in clinical practice.

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