Colleague Survey Summary Report

This colleague feedback survey was set up on the www.fourteenfish.com website.

James Henderson, August - October 2019

15 colleagues completed the survey. Any comments made are shown to the right of the summary scores for each question.

The number after each question is a percentage rating.

The figure in the brackets is the average of those who have also indicated their profession as a Hospital Doctor. (Taken from 6,696 responses)

The figure in the square brackets relates to the average of all the responses for this question set. [Taken from 115,954 responses]

The ▶ arrow illustrates how you assessed yourself in this question. Any self assessment comments are in italics.

Colleagues spread

The numbers below are to illustrate the spread of colleagues asked to complete the survey. They do not relate to who completed it.

Hospital Doctor: 15 Nurse: 2 Admin: 2 Other - Clin: 1

Question 1: How would you rate this doctor's clinical knowledge?

100% (94%) [94%]



- I am able to seek expert advice from James Henderson, where needed and am always happy with the advice given
- Exceptionally knowledgeable
- Excellent surgeon. Would unreservedly recommend him to any patient or relative.

Question 2: How would you rate this doctor's efforts to keep up to date?

98% (93%) [93%]



- Regular teaching on courses, and attendance at national and regional hand surgery conferences
- As a colleague, always seems very much up to date and knowledgeable

Question 3: How do you rate them on their ability to reflect on their practice?

95% (91%) [91%]



- Regular discussion of patient management at Hand MDT meetings and Clinical Governance meetings
- Reflects openly and discusses cases and interactions with patients in a very constructive way. A practice I would like to emulate. Is very inclusive in debriefing and allows others to offer constructive feedback. A great role model.

Question 4: How do you rate them on their ability to maintain good relationships with patients? 95% (94%) [93%]



- Well liked and trusted by patients in my experience
- Ably develops excellent rapport with patients
- Excellent bedside manner. Communicates brilliantly with patients.
- I have observed and been a patient myself
- Excellent rapport with patients, clear explanations given and patients allowed time to consider options

Question 5: How would you rate them on their ability to maintain good relationships with colleagues?

95% (92%) [92%]



- Personally I find I am very well supported and feel a valued member of the team
- Always prompt in communication and very clear. Excellent to work with. Definitely sees colleagues as a team.
- Highly regarded by colleagues
- Excellent working relationships with colleagues. Takes time to ensure training is provided within the busy NHS environment

Question 6: How would you rate their record keeping in terms of clarity and accuracy?

96% (90%) [90%]



- Good note keeping, and excellent letters
- Clear. Great diagrams.
- From personal experience and seeing his patients' records referred to Radiology

Question 7: How would you rate them on their ability to know when to ask for help?

96% (91%) [90%]



- Regular discussion of patients management at MDT meetings, and joint cases/care when appropriate
- Very open to discussing cases with colleagues and takes on board suggestions

Question 8: How would you rate them on their time management skills?

90% (88%) [86%]



- Manages to keep clinic running to time if possible, even if over booked
- Attends clinic early to troubleshoot list and optimise clinic by checking referrals are appropriate. Actions change to inappropriate referrals to help patient journey. Does not unrealistically overbook cases and when oncall for trauma is very realistic in terms of what is achievable in allotted times.
- Always prompt, and well organised.



- See above. Logical and systematic. Consistent.
- Always manages to get things done in a timely manner

Question 10: How would you rate their effectiveness as a team member?

97% (92%) [92%]



- A great pleasure to work for and with. Always clear in roles and tasks for the team. Very open to being approached and gives feedback when asked. Adaptable and effective.
- Works extremely well with other sub-specialties including mine (Radiology)
- Excellent team leader. Identifies key strengths of team members and delegates accordingly
- Excellent team member and colleague. Quick to help, will go to great lengths to provide excellent patient care and colleague support.

Any other general comments?

- Excellent colleague, very caring in theatre environment of staff and patients alike
- Excellent consultant to work for, keen to teach and to allow a trainee to practice their new skills in a supervised environment.
- Highly motivated team member. Excellent colleague
- Excellent surgeon. Cares about his patients and is liked by them. Is still demoralised after previous run ins with middle management. Not sure how to re-energise and motivate him
- Very supportive and knowledgeable consultant to work with.
- A fantastic consultant and colleague. Very pastoral too and very aware of needs of individuals. It would be my absolute pleasure to be able to work together again in the future. A great teacher and very generous with his time with regards to explanations and formal FRCS exam
- A top surgeon, great colleague and very nice with it. Rare combination of qualities.
- An excellent and reliable colleague to work with
- Mr Henderson is very friendly and his clinical skills and knowledge are excellent. I have had the pleasure of working with Mr Henderson for many years and he has always been approachable and happy to help. Nothing is too much for him and we have developed a fantastic working relationship. His patients value him and I am always receiving positive feedback. Mr Henderson works alongside me with managing his hand service and together we ensure patients are seen and treated as quickly as possible. Mr Henderson is a valued member of the team and I look forward to working along side him for many more years Samantha ward patient pathway co-ordinator
- Mr Henderson carefully plans his elective surgery in advance, ensuring a smooth running of his lists. He works within the whole team respecting all team members as individuals.
- James is an excellent colleague. He is incredibly knowledgable and always available to help. Particularly he has been a great help when I have asked for advice with difficult cases. He is a generous colleague who is fantastic with patients and colleagues alike.

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 as 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.

Find out about how the percentages are calculated here: www.fourteenfish.com/help/surveyscoring