

**360 Feedback analysis  
for  
Mr Jason Nandlal  
Podiatric Surgery - Extended  
2013/07/19**

*Mr Jason Nandlal*

## **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)

*Mr Jason Nandlal*

## **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 podiatrist's views first - Ask questions rather than make statements.**

*If your 360 podiatrist 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 podiatrists 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 podiatrist 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

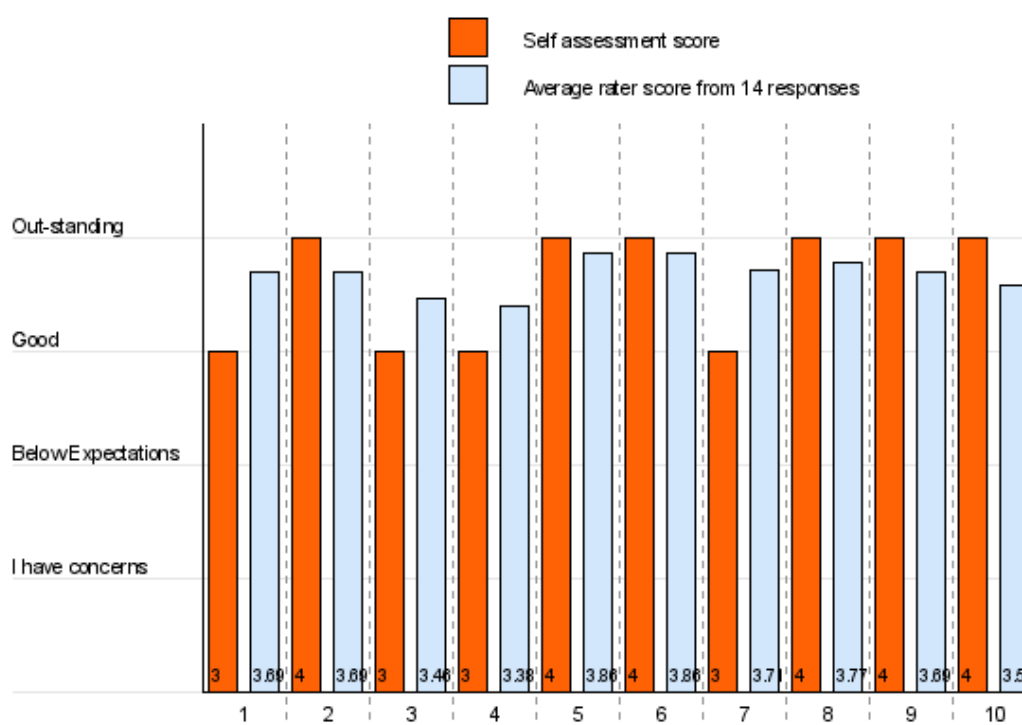
11. Spoken English
12. Communication with colleagues
13. Communication with patients, families and carers
14. Is polite, considerate and respectful to Patients
15. Is polite, considerate and respectful to colleagues of all levels
16. Compassion and empathy towards patients and their relatives
17. Values 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 podiatrist 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 Jason Nandlal

## 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

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	4	9

Q2. Performance of practical/technical procedures

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	4	9

Q3. Management of complex clinical problems

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	7	6

Q4. Appropriate use of resources

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	8	5

Q5. Conscientious and reliable

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

Q6. Availability for advice and help when needed

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

Q7. Time management

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
0	0	0	4	10

Q8. Commitment to improving quality of service

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	3	10

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

Unable to comment	I have concerns	Below Expectations	Good	Out-standing
1	0	0	4	9

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

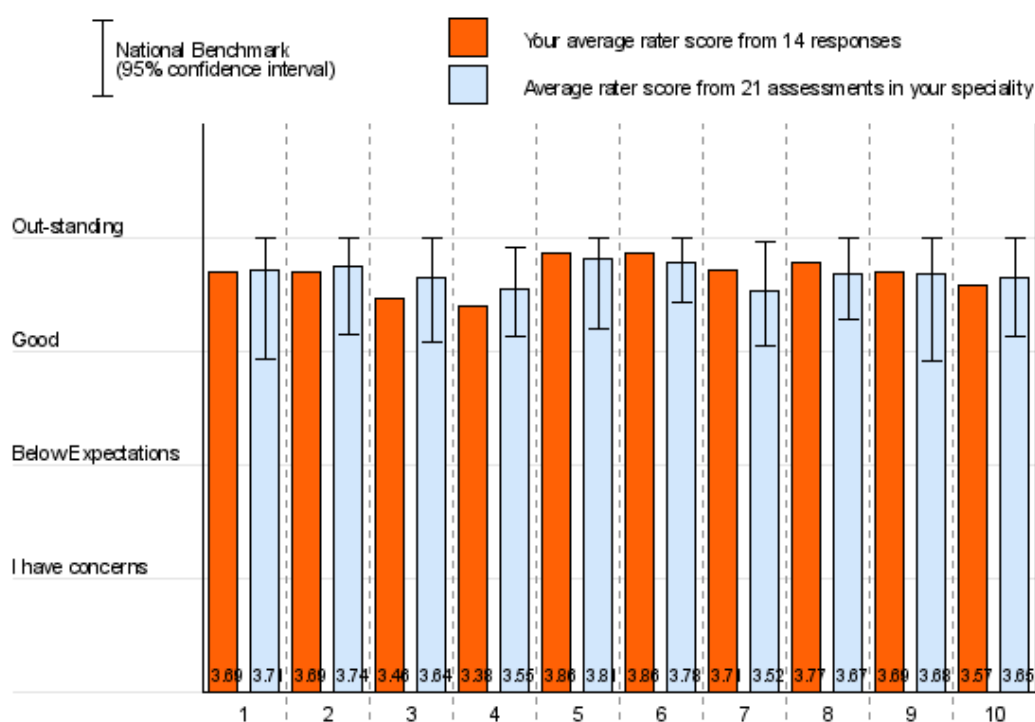
Unable to comment	I have concerns	Below Expectations	Good	Out-standing
0	0	0	6	8

Mr Jason Nandlal

## Summary of colleague results

### Comparisons with your speciality - Podiatric Surgery - Extended

Average score given for the questions below



## Questions

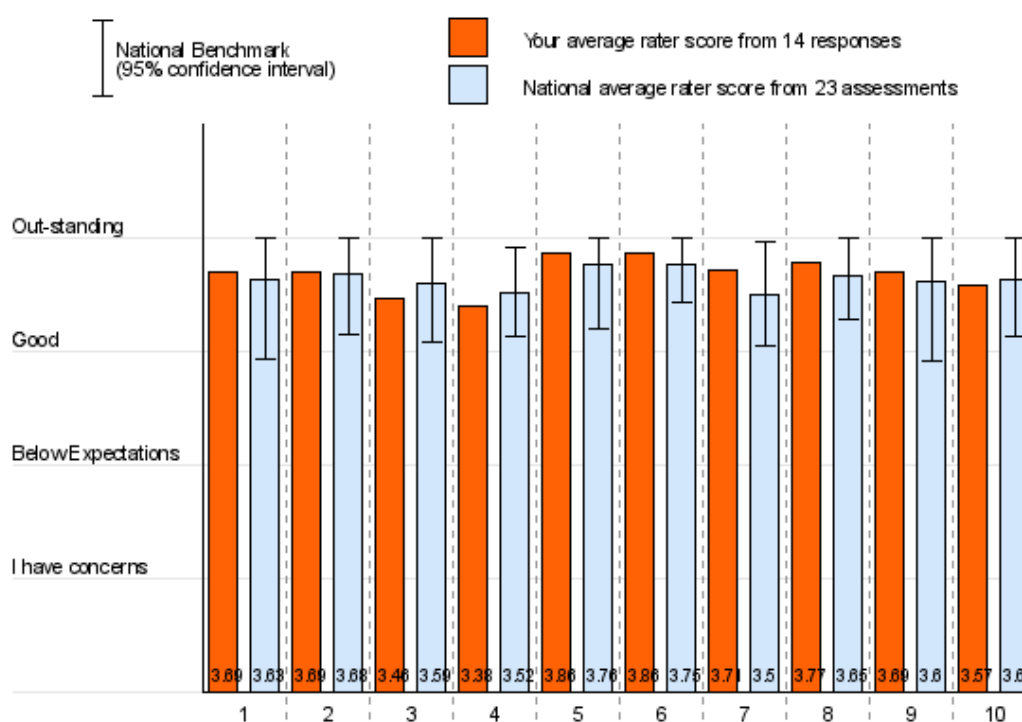
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Mr Jason Nandlal

## 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
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10. Contribution to the education and supervision of students and junior colleagues

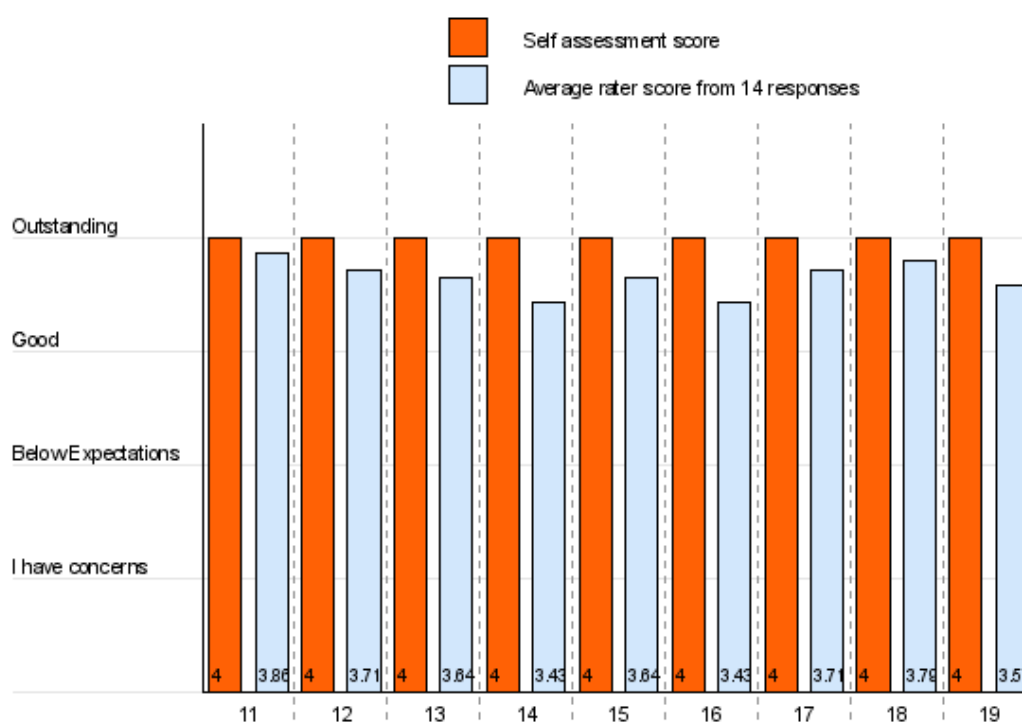
Mr Jason Nandlal



## 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

Mr Jason Nandlal

## 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

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

Q12. Communication with colleagues

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	4	10

Q13. Communication with patients, families and carers

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	5	9

Q14. Is polite, considerate and respectful to Patients

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	8	6

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

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	5	9

Q16. Compassion and empathy towards patients and their relatives

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	8	6

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

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	4	10

Q18. Takes the leadership role when circumstances require

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

Q19. Delegates appropriately

Unable to comment	I have concerns	Below Expectations	Good	Outstanding
0	0	0	6	8

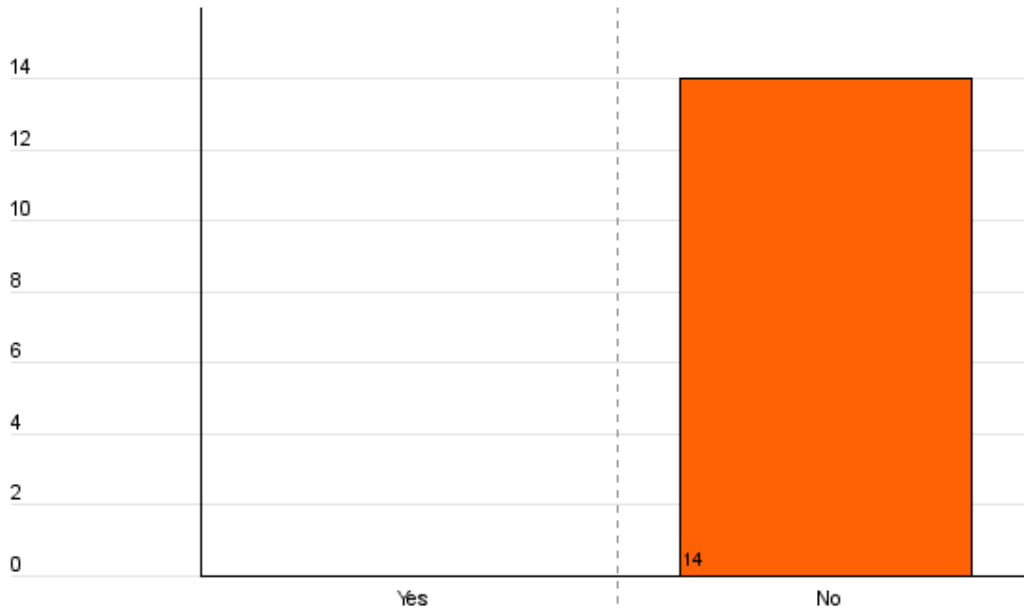
Mr Jason Nandlal

## Summary of colleague results

### Colleague assessment

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

Total responses received



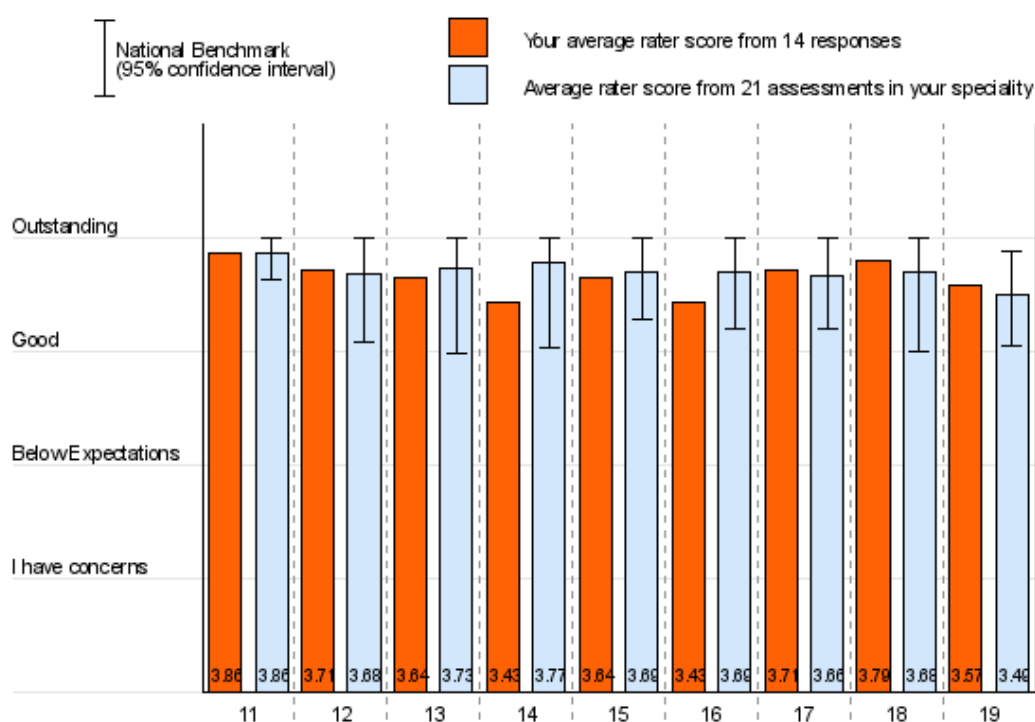
Self assessment response to this question: No

Mr Jason Nandlal

## Summary of colleague results

### Comparisons with your speciality - Podiatric Surgery - Extended

Average score given for the questions below



### Questions

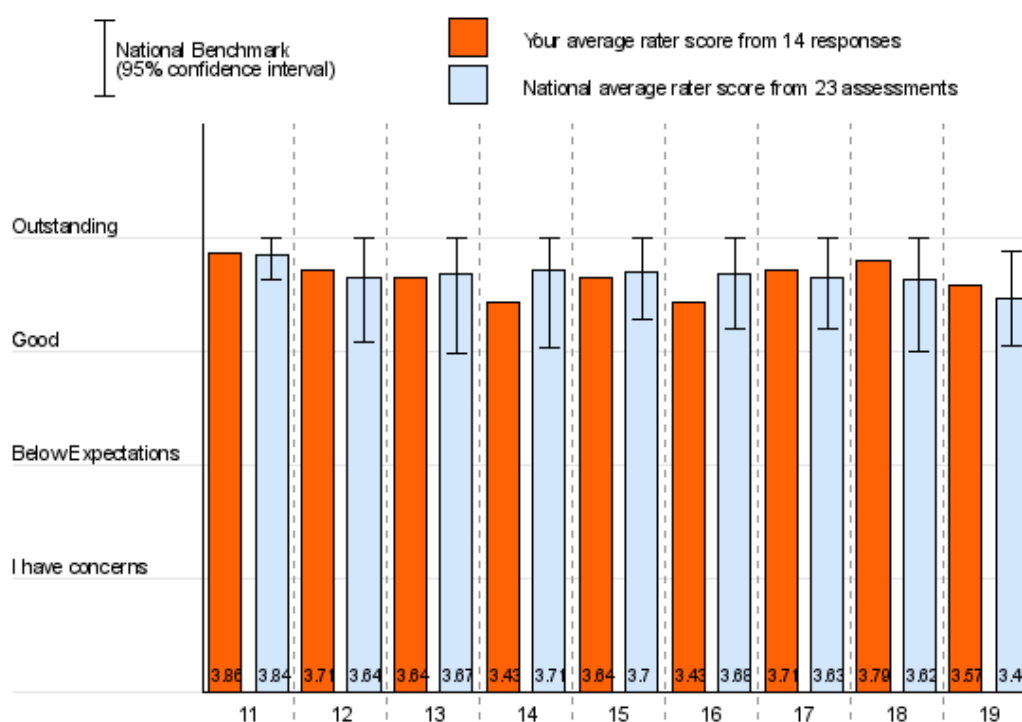
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Mr Jason Nandlal

## Summary of colleague results

### Comparisons with National Average

Average score given for the questions below



### Questions

11. Spoken English
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Mr Jason Nandlal

## Comments

### Self assessment comments

"I accept my responsibility as a Consultant Podiatric surgeon who leads a team which includes admin staff, trainees and medical and non medical colleagues. Further more I realise that as a Podiatric Surgeon I have a high level of duty of care for my patients. Both in theatre and emotionally with regard to there preparation for surgery and the recovery period. My responsibility as a tutor extends to my own trainee and any other colleague who is trying climb the podiatric surgery ladder. I do my best to treat them all with respect, support their needs and give them and example to follow. Communication is vitally important and I strive to undertake this with all people with courtesy and patience. I appreciate I am part of a team and without that team the service could not function. Therefore every member is equally important. I enjoy Podiatric Surgery and hope I give 100% commitment to it both at work and for the work I undertake fore the Faculty Board."

### Comments added by rater

"Jason contributes to lots of training, encourages all juniors, and is motivating and has faith and confidence in those of us who are learning."

"A pleasant and enjoyable consultant to work for. Always helpful and respectful to all his staff and patients. My contact with his patients often includes compliments about his skill and ability and attitude to his patients."

"Mr Nandlal is a solid and reliable colleague. He delivers across the board. He has good skills in both surgery and managing people."

"Mr Jason Nandlal takes pride in everything he does.

He is a critical thinker and regularly evaluates his actions, processes and outcomes.

I feel Jason has the right work-balance. He is enthusiastic, curious and determine to continue expanding his knowledge and education."

"I have worked along with Jason Nandlal for a period of nearly 10 years. I have found him to be a well mannered,efficient and caring doctor,who gets along with patients and staff alike. Many of the staff working at the Garden Hospital seek his advice on an personal problems with feet in preference to other surgeons,because of his qualities as a person and as a surgeon."

"Jason is without doubt one of the best Surgical Podiatrists I have had the pleasure to work with. Jason and I have worked together for the past six years and I have been impressed by his surgical knowledge and skill. Reputation and respect come with knowledge, approachability, confidence and where required an authoritarian manner, Jason has all the above in spades and enjoys the status he has earned. Jason's dedication to forwarding Surgical Podiatry is legendary and his care and mentorship with his junior staff has always been superb."

"It is always a pleasure to work with Jason and over the years he has always been professional and supportive. In my role, if I ever have a query he has been more than willing to explain what is required and always makes himself available to respond."

"It is always a pleasure to work with Jason and over the years he has always been professional and supportive. In my role, if I ever have a query he has been more than willing to explain what is required and always makes himself available to respond."

"Endeavours to keep updated and further knowledge and skills to enable greater efficiency and effective delivery of surgical lists."

*Mr Jason Nandlal*

Embraces multi-professional team work. Acknowledges support by the team around his practice and is both loyal and objective in change management."

"Jason is supportive to colleagues at all levels, is concerned about the ongoing quality and standards of the profession and the ability of newly qualified colleagues to integrate into practice. Clinically, he is thorough and professional and shows good attention to detail. His tissue handling in theatre is excellent and is generally substantiated by the positive results seen postoperatively."

"He is always available to help with both professional body and clinical concerns.  
is a very well respected member of the profession  
He is a person to be relied on"

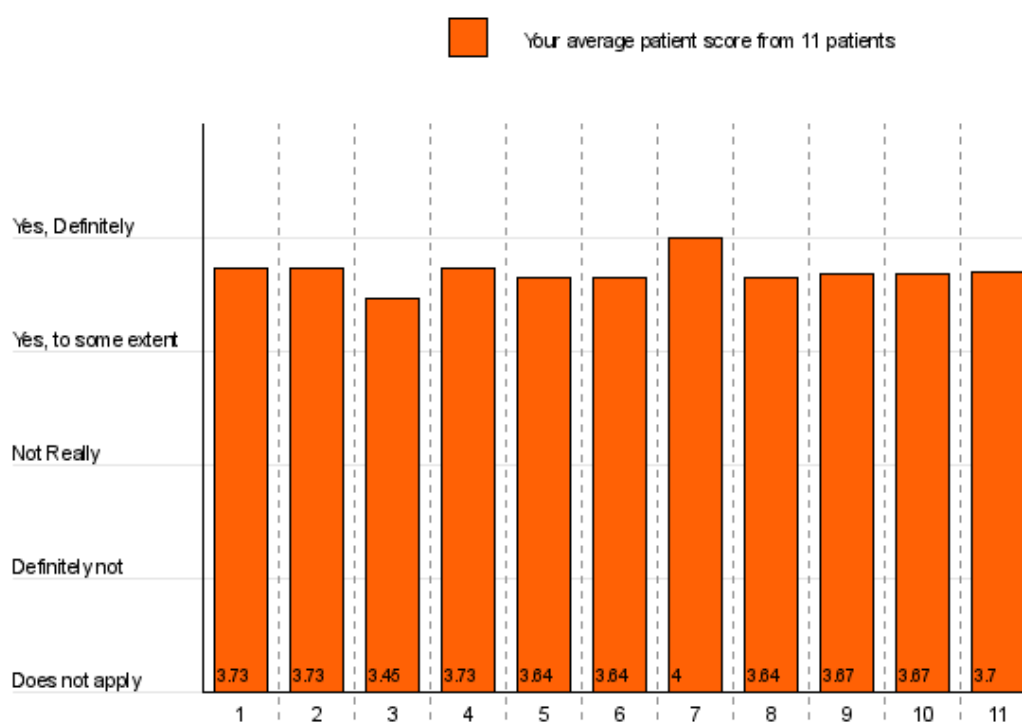
### **Comments added by patients**

"Excellent podiatrist recommended."

*Mr Jason Nandlal*

## Summary of patient results

### Average score given for the questions below



## Questions

1. Was the podiatrist polite and considerate?
2. Did the podiatrist listen to what you had to say?
3. Did the podiatrist give you enough opportunity to ask questions?
4. Did the podiatrist answer all your questions?
5. Did the podiatrist 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 podiatrist?
8. Did the podiatrist respect your views?
9. If the podiatrist examined you, did he or she ask your permission?
10. If the podiatrist 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?

Mr Jason Nandlal



## Summary of patient results

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

### Q1. Was the podiatrist 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	3	8

### Q2. Did the podiatrist 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	3	8

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

Domain (UK only): Communication partnership and teamwork

Attribute: Establish and maintain partnerships with patients

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	6	5

### Q4. Did the podiatrist 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	3	8

### Q5. Did the podiatrist 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	4	7

### 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

Mr Jason Nandlal

Attribute: Establish and maintain partnerships with patients

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	4	7

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

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	11

**Q8. Did the podiatrist 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
0	0	0	4	7

**Q9. If the podiatrist 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
5	0	0	2	4

**Q10. If the podiatrist 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
5	0	0	2	4

**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: Establish and maintain partnerships with patients

Attribute: Communicate effectively

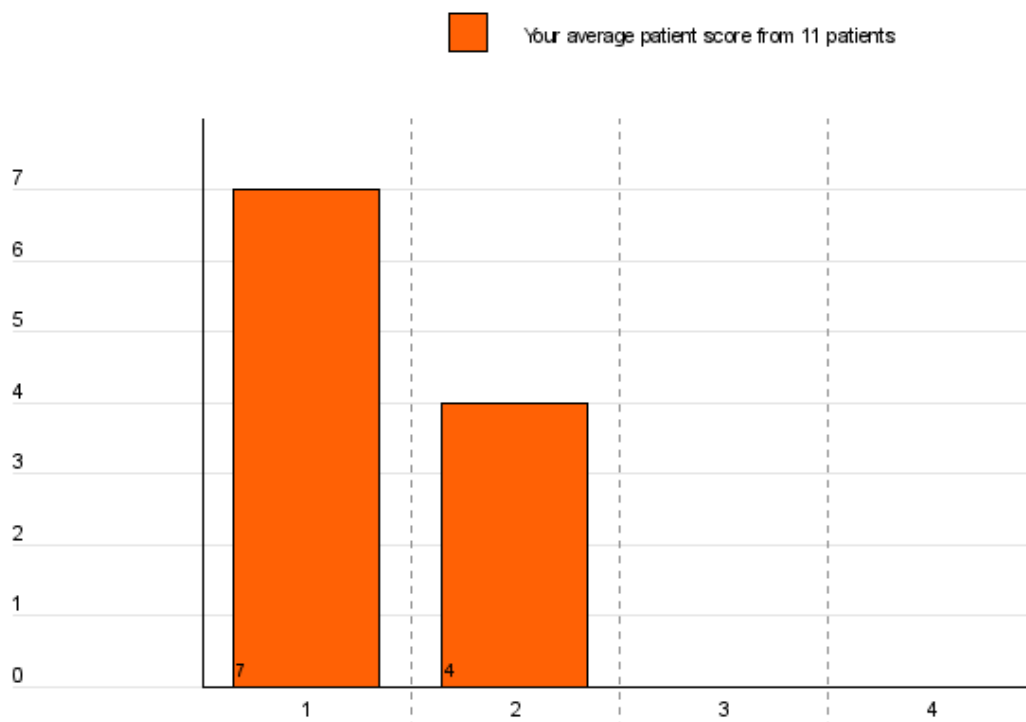
Mr Jason Nandlal

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
1	0	0	3	7

## Summary of patient results

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

Total responses received



### Key

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

Mr Jason Nandlal