



**360 Feedback analysis  
for  
Dr Rina Agrawal  
Obstetrics and Gynaecology  
2016/02/17**

*Dr Rina Agrawal*



## **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)

*Dr Rina Agrawal*



## **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. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately
10. Do you have any concerns about the Probity or Health (physical or mental) of this doctor?

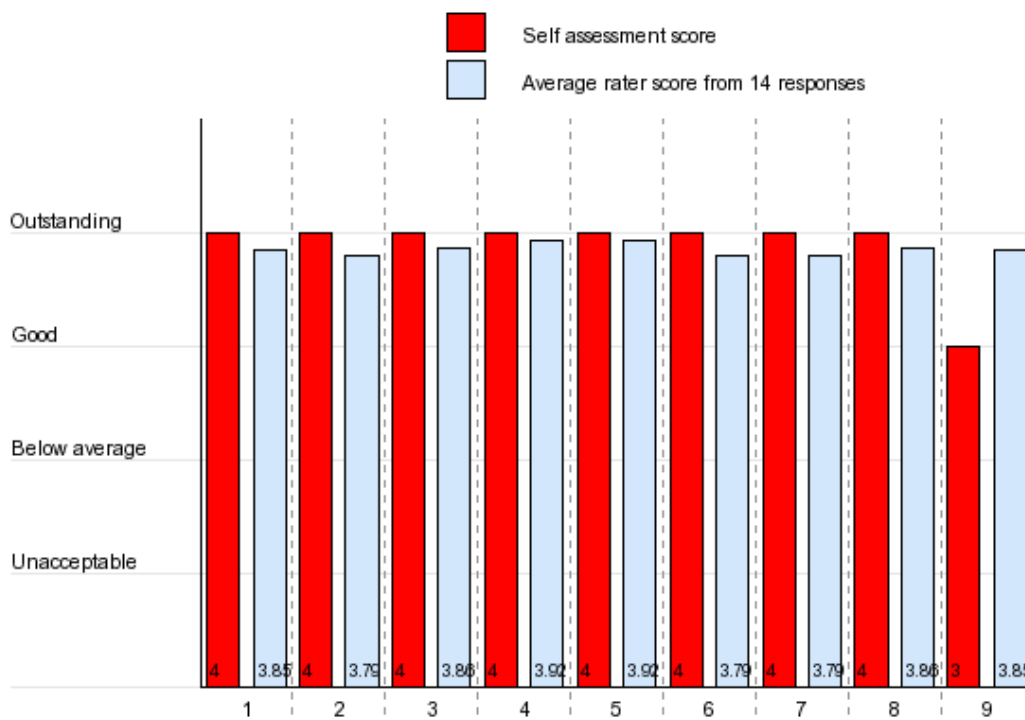
**The question numbers correspond to the key on any graph**



## Summary of colleague results

### Colleague assessment

Average score given for the questions below



### Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

Dr Rina Agrawal



## Summary of colleague results

### Colleague assessment

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

Self Assessment Score

Q1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Attribute: Maintain your professional performance

Unable to Comment	Unacceptable	Below average	Good	Outstanding
1	0	0	2	11

Q2. Patient Management: Management of complex clinical problems; appropriate use of resources

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Attribute: Maintain your professional performance

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	3	11

Q3. Reliability: Conscientious and reliable; available for advice and help when needed; time management

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	2	12

Q4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills

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

Unable to Comment	Unacceptable	Below average	Good	Outstanding
1	0	0	1	12

Q5. Teaching and Training: Contributes 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	Unacceptable	Below average	Good	Outstanding
1	0	0	1	12

Dr Rina Agrawal



**Q6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers**

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	Unacceptable	Below average	Good	Outstanding
0	0	0	3	11

**Q7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives**

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	3	11

**Q8. Team Player: 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	Unacceptable	Below average	Good	Outstanding
0	0	0	2	12

**Q9. Leadership: Takes the leadership role when circumstances require; 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	Unacceptable	Below average	Good	Outstanding
1	0	0	2	11

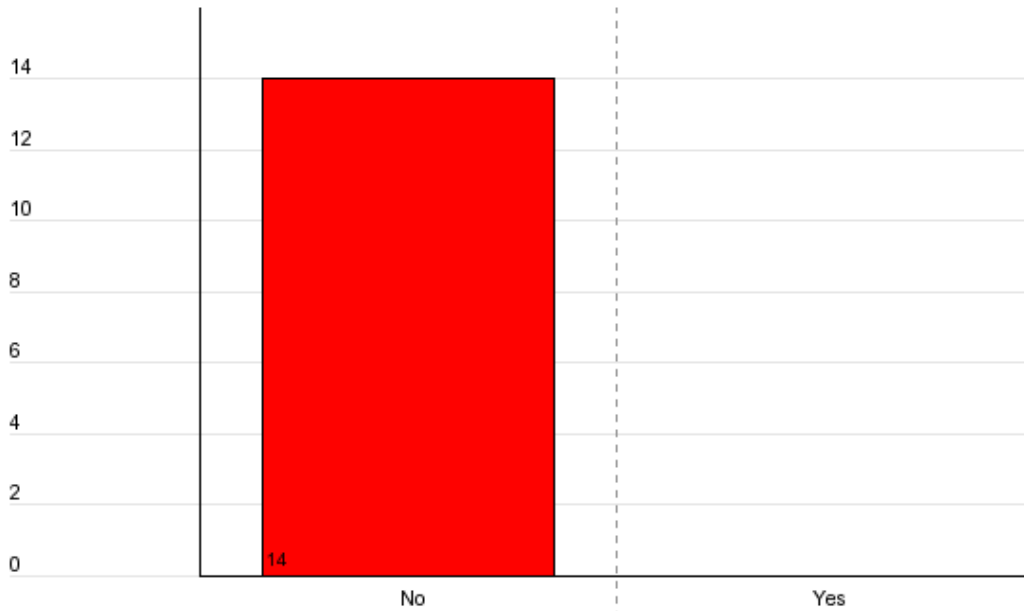


## Summary of colleague results

### Colleague assessment

Q10. Do you have any concerns about the Probity or Health (physical or mental) of this doctor?

Total responses received



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

*Dr Rina Agrawal*

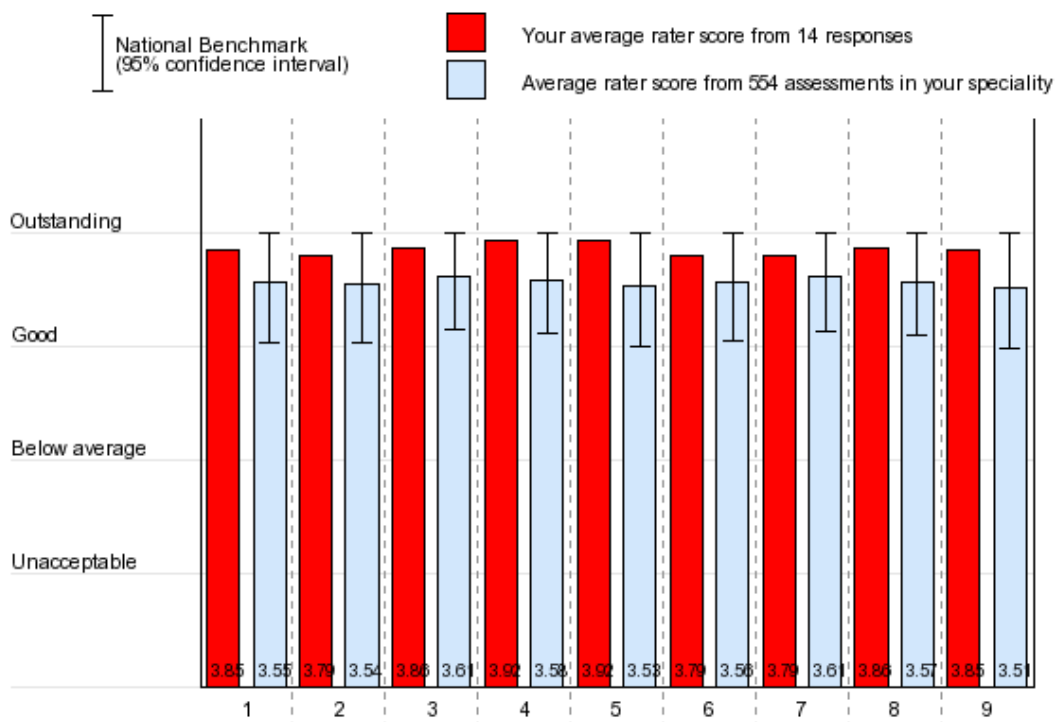




## Summary of colleague results

### Comparisons with your speciality - Obstetrics and Gynaecology

Average score given for the questions below



### Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

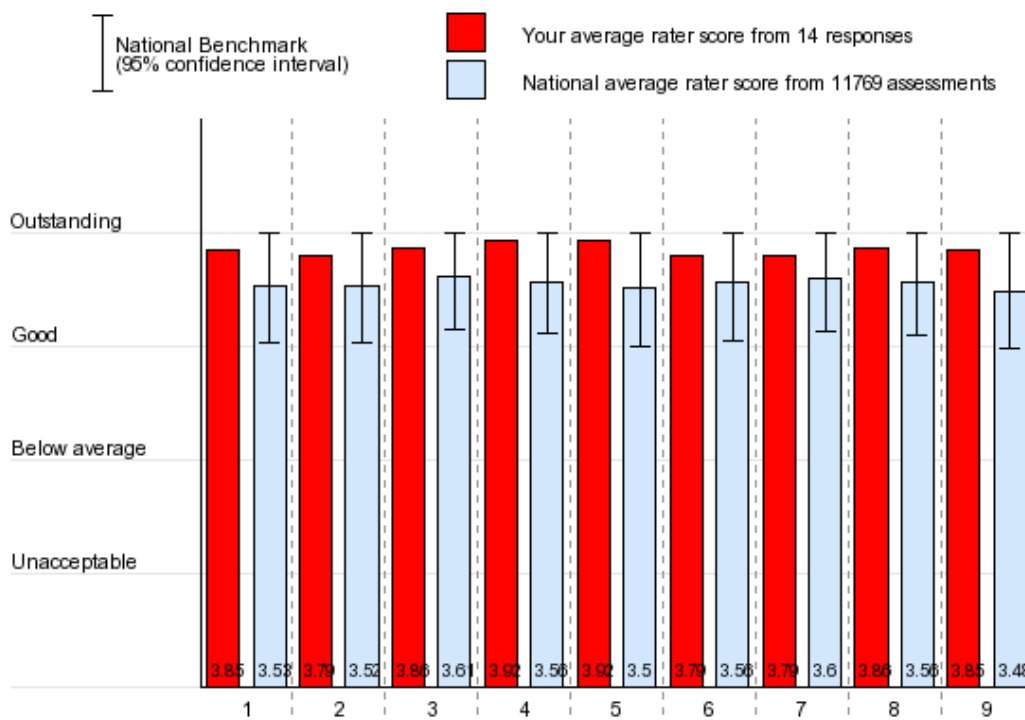
Dr Rina Agrawal



## Summary of colleague results

### Comparisons with National Average

Average score given for the questions below



### Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

Dr Rina Agrawal



## Comments

### Self assessment comments

"I am a conscientious and a hard working doctor who enjoys her job and strives to be the best in all what I do. I have a lot of time for my patients whom I treat with empathy and respect.

Continuous professional development is a part of my daily work routine and I strive to keep up to date with the latest developments in my field. However a blinkered horse approach towards my field of reproductive medicine limits me to the time I spend on general obstetrics and gynaecology.

Although I have an easy manner and am a good team player, I encounter lapses of communication with certain staff. Every attempt is therefore made to enable better communication with these staff members."

### Comments added by rater

"Dr Agrawal is outstanding in all aspects of her profession her commitment to excellence is exemplary , She is totally dedicated to the profession and her patients. She will always go that extra mile for all of her patients and colleagues. Her professional standing as far as mentoring is beyond compare. Rina is always accessible , her communication skills are direct and prompt and she is extremely empathic with both her patients and work colleagues."

"Dr Agrawal is outstanding in all aspects of her profession her commitment to excellence is exemplary , She is totally dedicated to the profession and her patients. She will always go that extra mile for all of her patients and colleagues.

Her professional standing as far as mentoring is beyond compare.

, giving may a hand up and a chance to enhance their skills as in CPD, giving the nursing staff extra training in ultra sound skills etc. Rina is always accessible , her communication skills always timley , informative and prompt she is always extremely empathic with both her patients and work colleagues. I feel that Dr Rina Agrawal is a fantastic role model and out standing medical professional ."

"Dr Agrawal is a diligent, clinically efficient, friendly, flexible expert with good communicational skills. Places patient safety and interests above everything as a priority, and is equally at ease with junior and senior colleagues alike demonstrating comraderie. She is well organised, and is an effective trainer, supervisor and mentor to junior staff."

"To meet a doctor with such wonderful personal skills as well as professional skills is, unfortunately, not that common.

She is an all rounded, excellent doctor and professional."

"Rina is completely committed to her work and patients achieving exceptionally high standards for the Trust and patients. There are also academic publications to support her work. Throughout her working life Rina has wanted to ensure the establishment she worked was at the top of the band but it appears she has never been utilised in a leadership capacity. Its time for Rina to be allowed greater responsibilities to show her worth to the department. She remains a genuine contributor and positive force within any department."

"I work with Dr Agrawal as part of the CRM Management Team although do not work with her on a clinical basis so am unable to comment about her practice with patients/colleagues within the clinical area etc. My impression of Dr Agrawal within senior management meetings, however, is that she is very knowledgeable and keeps up-to-date with current practice. She is always willing to help and is available to answer any queries I may have at all times and is very prompt with her responses. She is always polite and values team work. I have seen her take the lead when required during our meetings."

*Dr Rina Agrawal*



"Dr.Agrawal has effective communication skills and has a very nice way of talking to patients. She is patient and takes time to teach the juniors."

"Rina is a hard working, reliable and trustworthy colleague who strives for the highest standards of working. She is focused and puts patients at the fore front. She is equally very academic as well as clinically excellent a rare combination. She will excel!"

"Dr Agrawal was my Educational / Clinical supervisor when I worked as a Clinical Research Fellow at CRM, UHCW, Coventry between August 2011 to August 2014. Dr Agrawal was a very good reproductive medicine specialist with excellent clinical skills. She was well liked by her patients and the other staff at UHCW as she valued views and contributions of other team members. I have learnt many theoretical and practical skills from Dr Agrawal and she has always been supportive of me for my career progression, both clinically and academically. She was a good leader who would ensure any job to completion with appropriate contribution, delegation, guidance and support. In my future career, it would be a great pleasure to work with Dr Agrawal again."

### **Comments added by patients**

"I have selected the top marks on the basis of true reflection."

"Very kind & understanding & offered big support during my miscarriage which meant alot."

"Always very happy to help."

"Very supportive doctor."

"The loveliest doctor we have ever met."

"A big thank you."

"Absolutely polite & considerate. Yes felt involved in own care & decisions but being able to make them from informed position. I have very high confidence in Dr Agrawal, we are extremely satisfied."

"I felt Rina was very lovely & was considerate to my case. Very approachable & friendly."

"I have had great support & advice from Dr Agrawal. She has been thorough with her tests to be able to diagnose me accurately. Her support has not only been in person but also at short notice via email when I was having side effects with some of the medication - she was very prompt and able to direct me to the right consultant for further specialist advice. Overall I am very happy with everything Dr Agrawal has provided and would recommend her to others."

"During my treatment I felt reassured that she had a huge amount of experience & that we were in good hands. She is always available to discuss concerns & was very reassuring throughout the process. I would recommend to anyone who is considering IVF to have this treatment under guidance of Rina. I am now 10 weeks pregnant & looking forward to a safe and happy pregnancy."

"I saw Rina on several occasions and she was always very understanding to our situation and I had every confidence in the treatment she recommended."

*Dr Rina Agrawal*



"Dr Agrawal each time we have seen her has been kind and understanding in her approach to us. She is quick to respond to emails and available for a consultation if required promptly too."

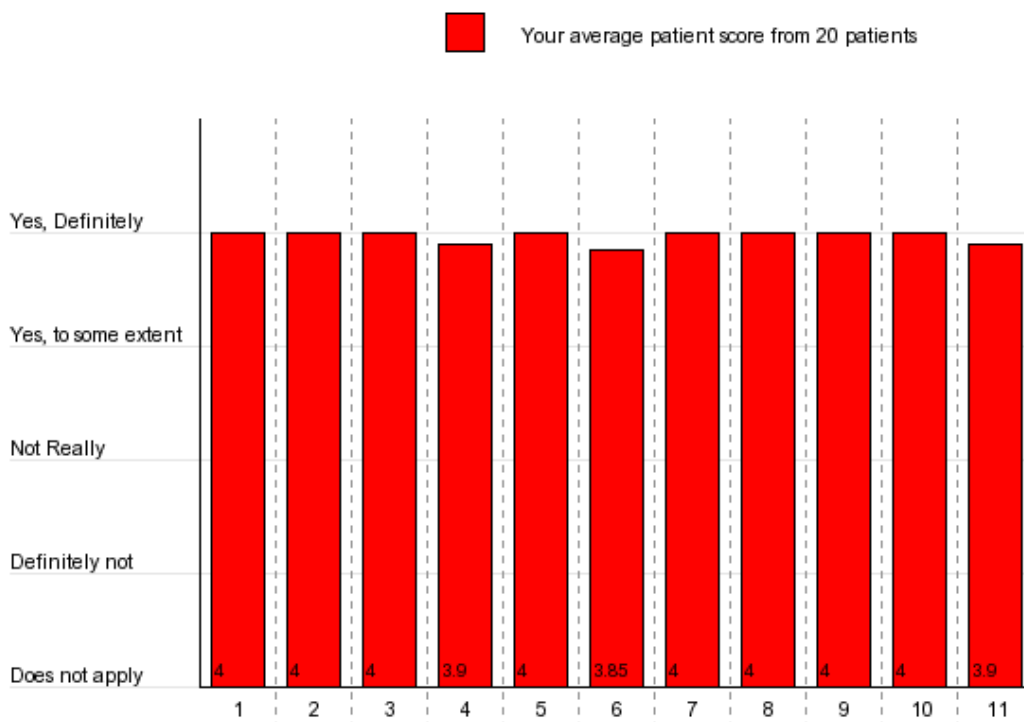
"Yes very happy to see Rina and will be happy to have follow-up care from this consultant."

*Dr Rina Agrawal*



## 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?

*Dr Rina Agrawal*



## 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	20

### 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	20

### 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	0	20

### 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	2	18

### 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	20



**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

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	3	17

**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	20

**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
0	0	0	0	20

**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
0	0	0	0	20

**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
0	0	0	0	20

*Dr Rina Agrawal*





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
0	0	0	2	18

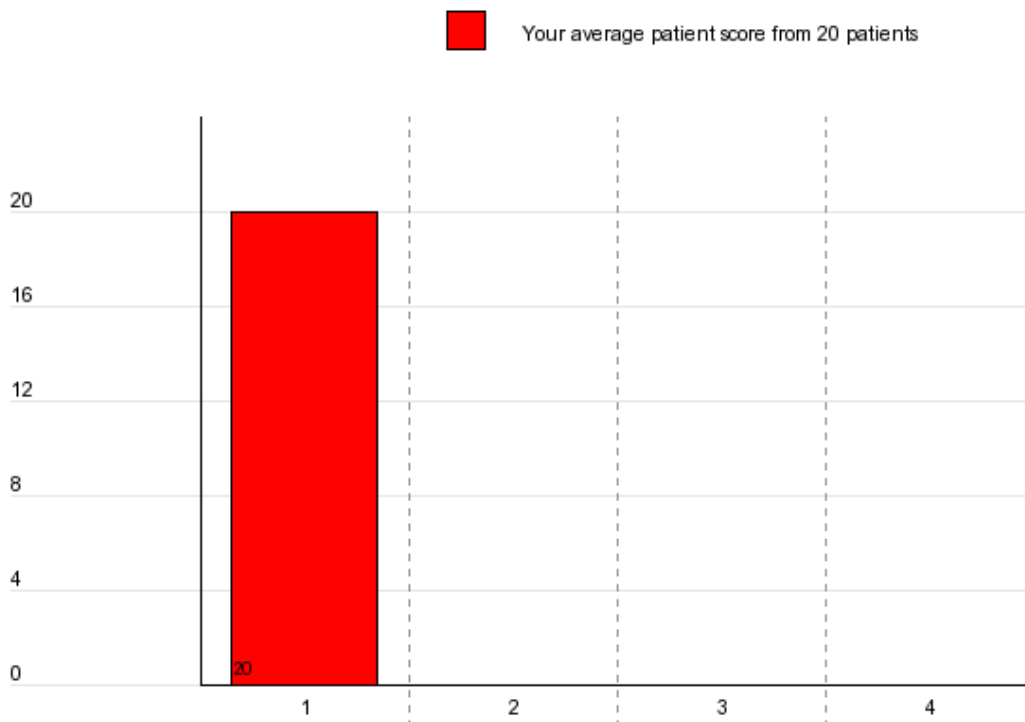
Dr Rina Agrawal



## 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

Dr Rina Agrawal