

Mark Hitchcock

Colleague Feedback Report

21 November 2023



EDGECUMBE doctor 360°

Introduction

This report is based on the Doctor 360 questionnaires completed by yourself and your colleagues. It contains responses to open-ended and narrative questions. The feedback in this report will help you compare the standards of care you feel you deliver with how your colleagues perceive you.

We recommend that, as well as reading through this document with your appraiser, you download and save a copy of the Edgecumbe Doctor 360 Workbook from your online account in order to get the most from your report when interpreting the responses.

Please read the instructions on the following page for how to read your report.

How to review your report

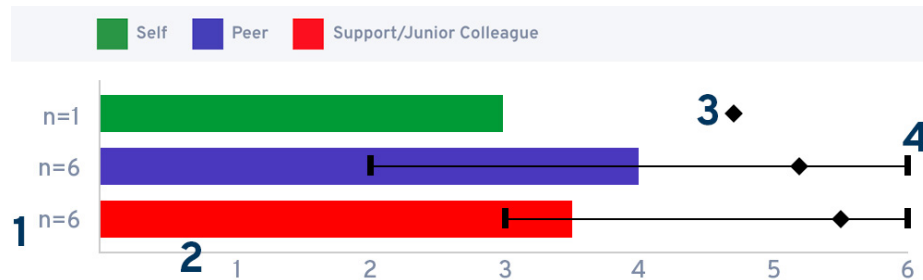
Like the Colleague Feedback questionnaire, your report results are presented in four sections, based on the four domains of Good Medical Practice.

Within each of the four domains you will find:

- A summary bar chart to illustrate your overall performance ratings for that domain
- A bar chart for each specific question. Each bar on the bar chart represents a rater category – self, peer and support/junior colleague, so that you can compare the three alongside each other.
- A ratings distribution table, which illustrates how many raters selected a specific rating in response to each question within that domain.
- Your qualitative data in the form of all free text comments received for that particular domain.

After reviewing each of the domains, you will see the results of the two ‘have you any concerns’ questions. At the end of your report is a summary of each domain, with the resulting general perception gaps, to give you an idea of how variable your colleague responses have been to your own. The report ends with suggestions from raters on how to improve your professional performance.

Bar Charts Explained



1. NUMBER OF RATERS who responded to that question with a rating, rather than ‘can’t comment’

2. RATING SCALE

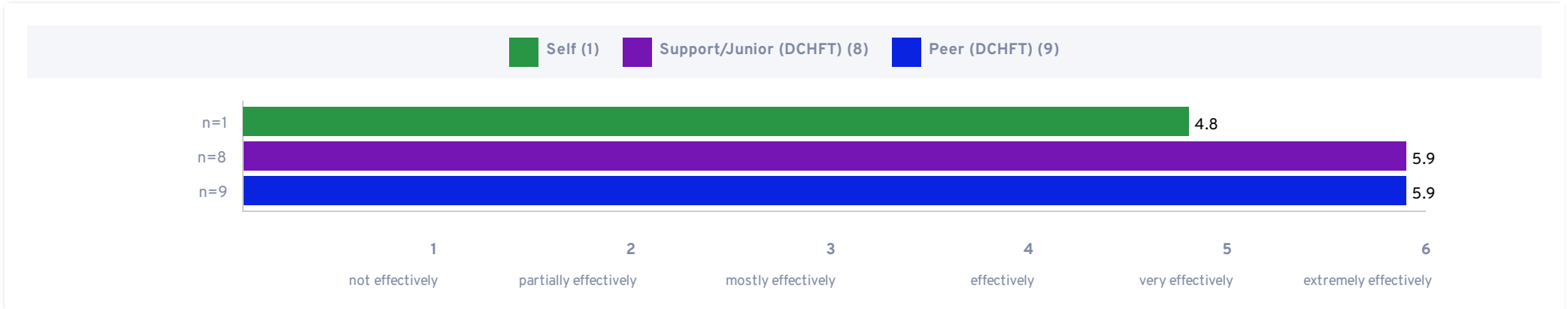
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

3. BENCHMARK: The black diamond symbol represents the Anaesthetics Colleague Report Benchmark (last revised 2021).

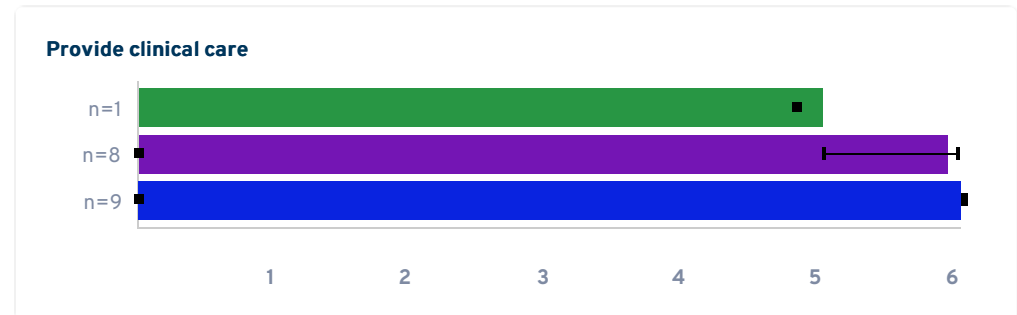
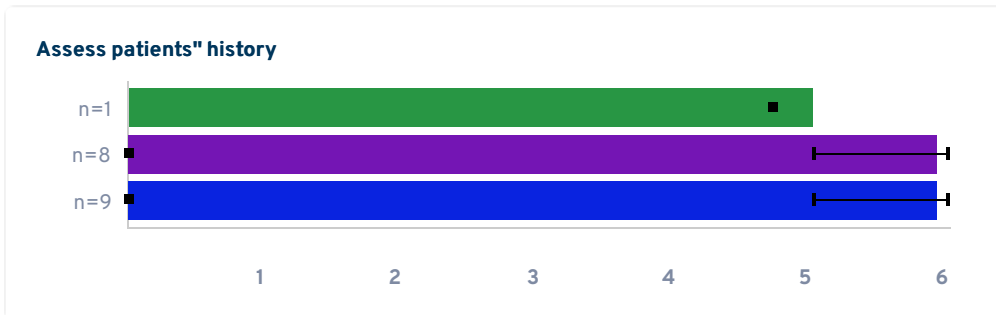
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Domain 1: Knowledge, skills and performance

Summary of Domain

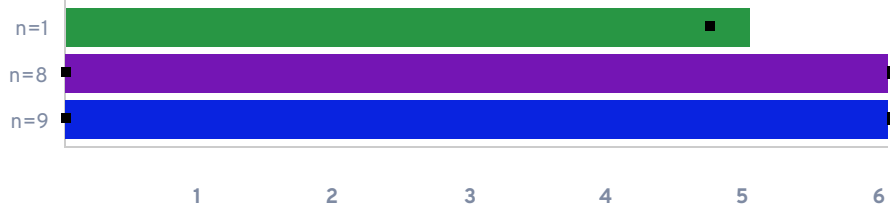


How effective/good am I at...

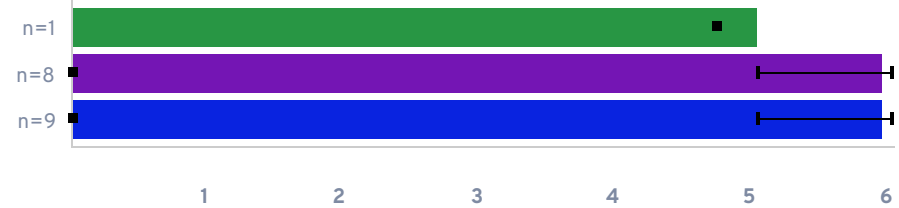


Domain 1: Knowledge, skills and performance continued

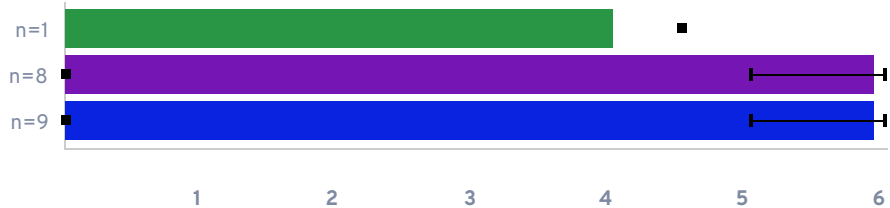
Maintain good medical practice



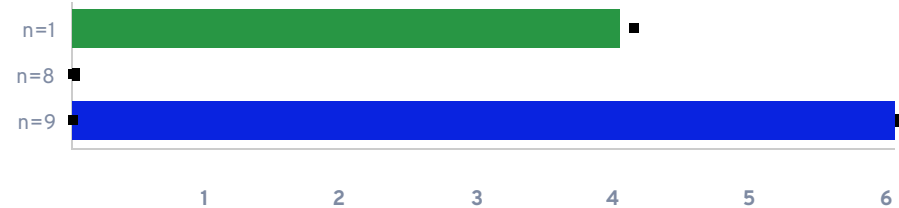
Pass on information to colleagues when handing over the care of a patient



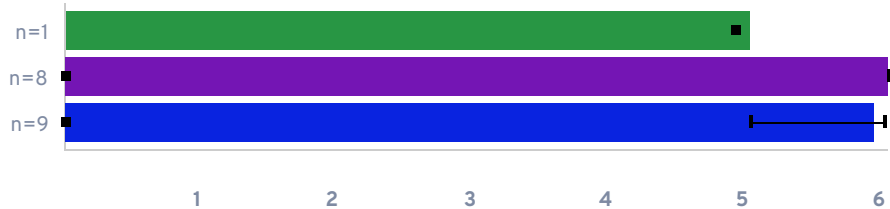
Apply the skills, attributes and practice of a competent teacher/trainer



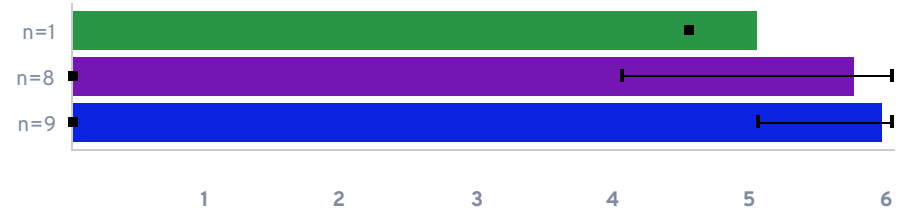
Take part in regular and systematic audits



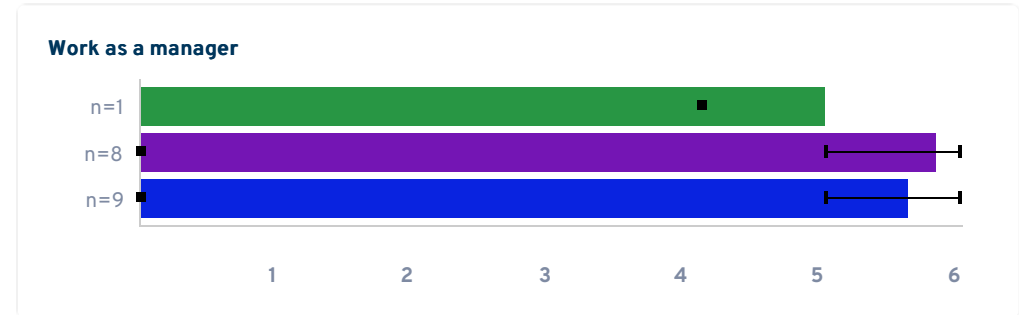
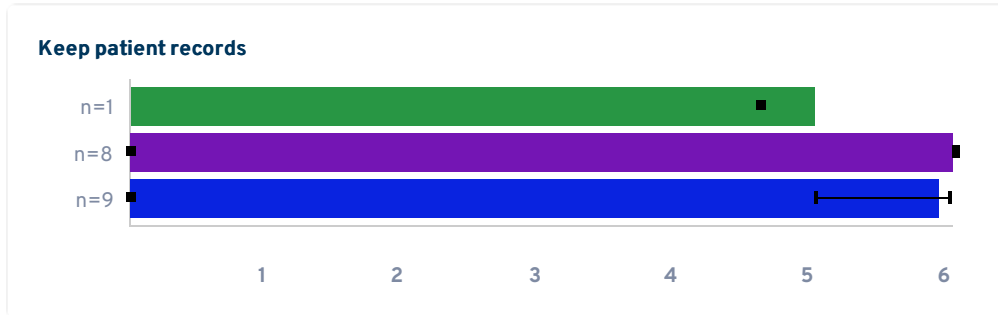
Consult colleagues, or refer patients to colleagues, when this is in the patients' best interests



Support patients in caring for themselves



Domain 1: Knowledge, skills and performance continued



Domain 1: Knowledge, skills and performance

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
Assess patients' history	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					1	8	
Provide clinical care	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)						9	
Maintain good medical practice	Self					1		
	Support/Junior (DCHFT)						7	1
	Peer (DCHFT)						8	1

Domain 1: Knowledge, skills and performance continued

	Rater category	1	2	3	4	5	6	CC
Pass on information to colleagues when handing over the care of a patient	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					1	8	
Apply the skills, attributes and practice of a competent teacher/trainer	Self				1			
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					1	8	
Take part in regular and systematic audits	Self				1			
	Support/Junior (DCHFT)							8
	Peer (DCHFT)						6	3
Consult colleagues, or refer patients to colleagues, when this is in the patients' best interests	Self					1		
	Support/Junior (DCHFT)						6	2
	Peer (DCHFT)					1	8	

Domain 1: Knowledge, skills and performance continued

	Rater category	1	2	3	4	5	6	CC
Support patients in caring for themselves	Self					1		
	Support/Junior (DCHFT)				1		5	2
	Peer (DCHFT)					1	8	
Keep patient records	Self					1		
	Support/Junior (DCHFT)						7	1
	Peer (DCHFT)					1	8	
Work as a manager	Self					1		
	Support/Junior (DCHFT)					1	5	2
	Peer (DCHFT)					3	5	1

Domain 1: Knowledge, skills and performance

Comments

	Does well	Could do differently
Self	give safe and high quality anaesthetics	teach more
Support/Junior (DCHFT)	Mark sets a good example to others, his time keeping is exemplary, starting his working day up to an hour before most of his colleagues, this allows staff time for unhurried prep of the anaesthetic environment. At the end of the list, Mark stays to make sure that his patient is safely embedded in recovery before leaving . Mark displays high levels of skill and dexterity when performing regional anaesthesia	Mark is a bit of a one man machine, sometimes staff feel that they are superfluous to the procedure.
Support/Junior (DCHFT)	Excellent care for patients, supportive of the MDT, fantastic anaesthetist	Nothing
Support/Junior (DCHFT)	An excellent clinical anaesthetist, a great teacher and extremely caring with patients.	Come to more departmental outings
Support/Junior (DCHFT)	Always cares for his patients with the utmost respect and integrity. Treating them always with genuine kindness at all times. Hardworking, professional and knowledgeable with great communication to his peers and subordinates in all situations within the Theatre environment.	N/A

Domain 1: Knowledge, skills and performance continued

Comments

	Does well	Could do differently
Support/Junior (DCHFT)	Extremely kind and caring to every patient. Very experienced senior Anaesthetist. Never phased and gives appropriate attention to the varied needs of all patients.	Nothing
Support/Junior (DCHFT)	<p>Dr Hitchcock has a high standard of communication that is continually used with colleagues, patients and team that allows intentions, patient plans and methods to be clearly expressed and followed with ease. Dr Hitchcock is always cheerful and is of good friendly character making it a pleasure to work with.</p> <p>In difficult scenarios, Dr Hitchcock is able to take the lead, and communicate quickly and safely what is required.</p> <p>Dr Hitchcock's manner with patients and colleagues is always in a soft manner and is brilliant at reassuring patients when arriving for surgery, he is vocal at requesting patients consent, informing them what he is doing (and when) and is very calming to them. He keeps the conversations light and personable to the patient so the care provided is very attentive to them.</p> <p>Dr Hitchcock has extensive knowledge and any questions asked are always answered with the clear knowledge behind them.</p>	I am unable to comment on this, Dr Hitchcock is always a pleasure to work with.
Support/Junior (DCHFT)	I work regularly with Mark as the Theatre Co-ordinator. As the anaesthetist for cepod theatre he helps to prioritise the order of the list to ensure the care of the sick patients. As the starred anaesthetist for the day he is supportive in assisting the safe efficient pathway of patents. I feel confident with the support I receive from Mark.	

Domain 1: Knowledge, skills and performance continued

Comments

	Does well	Could do differently
Support/Junior (DCHFT)	<p>Doctor M.H is very professional and flexible in his approach and has a calming influence. He is polite and courteous towards the patients. Takes time with the patient and offers clear concise information, nothing is hurried. He never interrupts the nursing staff but waits patiently until it is appropriate to speak. One is aware of his presence because he is so quiet. He allows the patient to be involved with their care by offering the choices of anaesthetics available to the patient. He will offer his professional opinion of the most suitable approach , considering the patients medical history. He offers loyalty, honesty and integrity. These are qualities that convey a sense of adherence to standards and values outside one self. He has a positive aptitude towards his role and working relationships between the clinical and nursing teams and over time, have earned their respect. He is reliable, punctual and offers a 100% commitment to the post. Has excellent time management skills, arrives early in plenty of time to see his patients. He believes that camaraderie and teamwork are important wok ethics. He is vey much a team player, values collegial relationships and the diversity of the team. First class role model.</p>	
Peer (DCHFT)	Excellent anaesthetist	Nothing
Peer (DCHFT)	mark is an excellent doctor. he has a very calm nature and is very efficient in his work. i would very happily have him care for me.	just keep going
Peer (DCHFT)
Peer (DCHFT)	knowledgeable and very capable doctor who works incredibly hard	work lies. hard

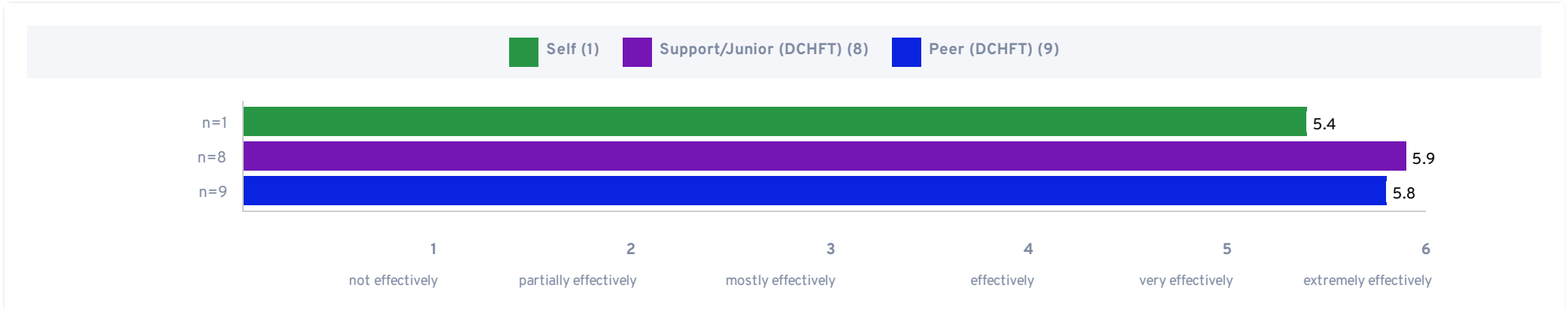
Domain 1: Knowledge, skills and performance continued

Comments

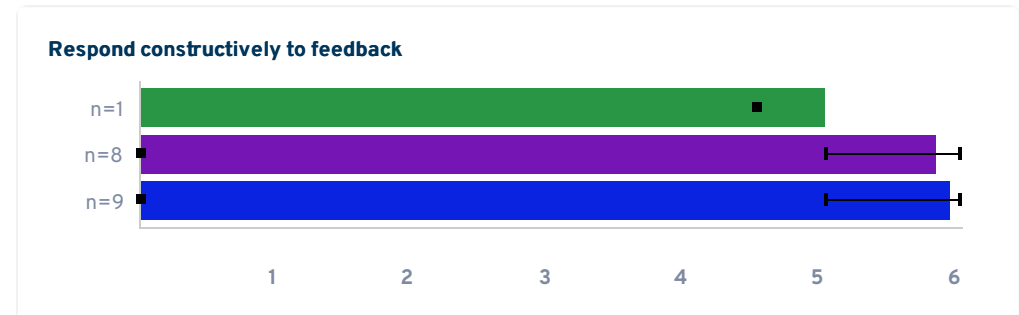
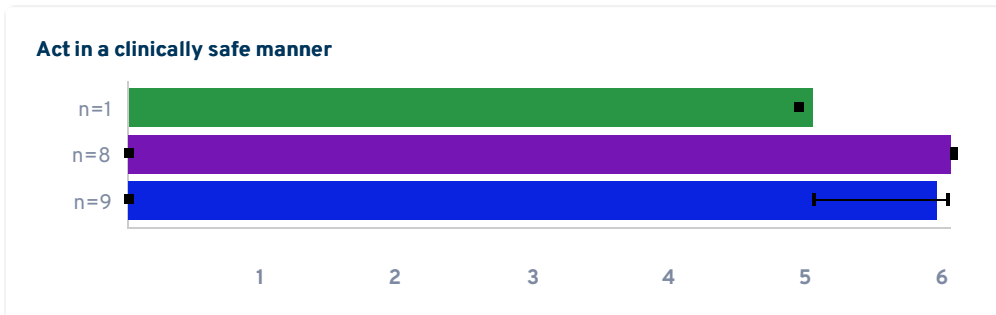
	Does well	Could do differently
Peer (DCHFT)	Treats patients with respect	Continue
Peer (DCHFT)	really hard working old school heavy hitter	nothing
Peer (DCHFT)	Excellent, efficient, professional	
Peer (DCHFT)	Very approachable and professional. Supportive of colleagues.	

Domain 2: Safety and Quality

Summary of Domain

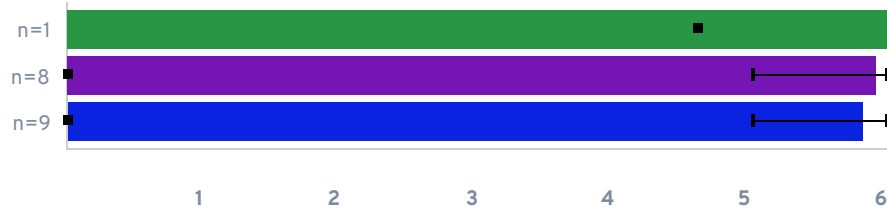


How effective/good am I at...

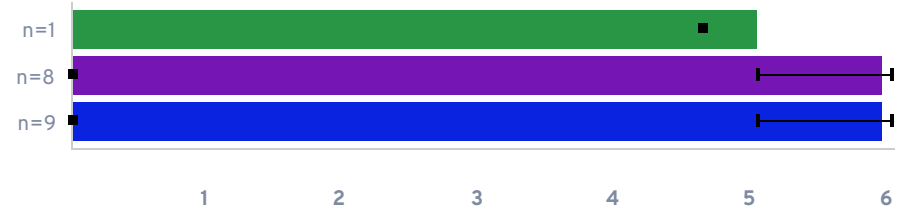


Domain 2: Safety and Quality continued

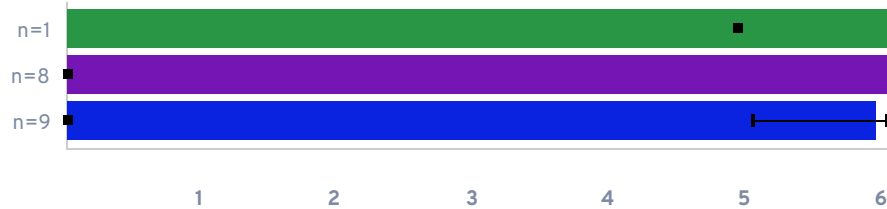
Comply with risk management and clinical governance procedures



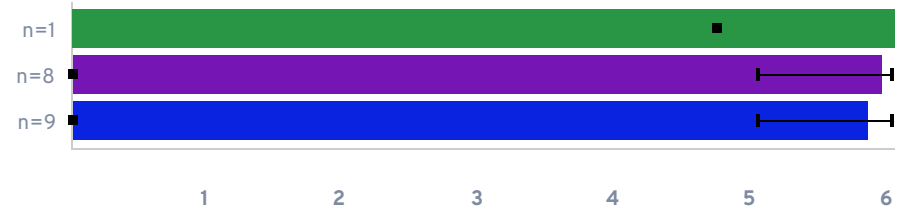
Follow infection control procedures



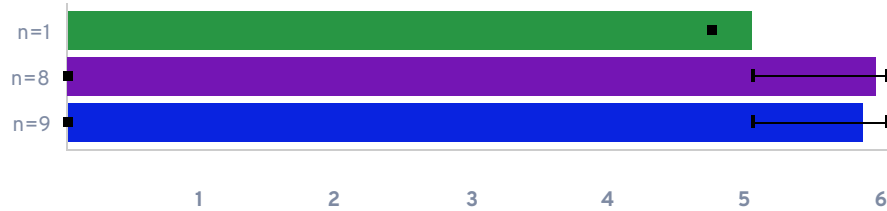
Take appropriate action when patients are at risk



Make sure that all staff for whose performance you are responsible are properly supervised



Safeguard the health and well-being of vulnerable people



Domain 2: Safety and Quality

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
Act in a clinically safe manner	Self					1		
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					1	8	
Respond constructively to feedback	Self					1		
	Support/Junior (DCHFT)					1	5	2
	Peer (DCHFT)					1	8	
Comply with risk management and clinical governance procedures	Self						1	
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					2	7	

Domain 2: Safety and Quality continued

	Rater category	1	2	3	4	5	6	CC
Follow infection control procedures	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					1	8	
Take appropriate action when patients are at risk	Self						1	
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					1	8	
Make sure that all staff for whose performance you are responsible are properly supervised	Self						1	
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					2	7	
Safeguard the health and well-being of vulnerable people	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					2	6	1

Domain 2: Safety and Quality

Comments

	Does well	Could do differently
Self	care for patients and staff colleagues	I do my very best
Support/Junior (DCHFT)	Mark is proactive when it comes to the WHO check list and also Stop Before You Block.	I don't think in the clinical environment there is anything he could change that would improve his patients experience with regards to safety or quality.
Support/Junior (DCHFT)	Quietly gets on with complex cases no-one else will touch.	NA
Support/Junior (DCHFT)	Always delivers safety and quality within the clinical environment.	N/A
Support/Junior (DCHFT)	Always well prepared and gives patients full undivided attention. very pleasant to work with, shows due consideration to all colleagues at all levels.	Nothing

Domain 2: Safety and Quality continued

Comments

	Does well	Could do differently
Support/Junior (DCHFT)	Dr Hitchcock has a high quality of working standard, with patient, team and colleague safety of the utmost importance standard in mind.	I cannot comment on this.
Support/Junior (DCHFT)	Experienced anaesthetist of many years promoting a safe and effective environment for staff and patients,	
Support/Junior (DCHFT)	Dr.M.H always returns the patients notes to the appropriate drawer. he respects individual contributions to their care. listens and offers advice accordingly. he ensures his patients have the relevant information to make an informed choice.	
Peer (DCHFT)	Complies with all safety protocols	Nothing
Peer (DCHFT)	.	.

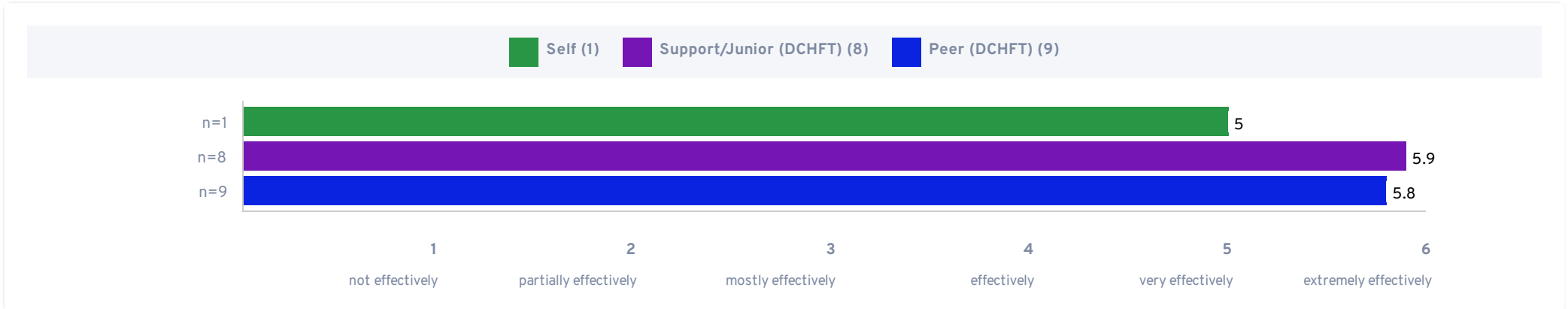
Domain 2: Safety and Quality continued

Comments

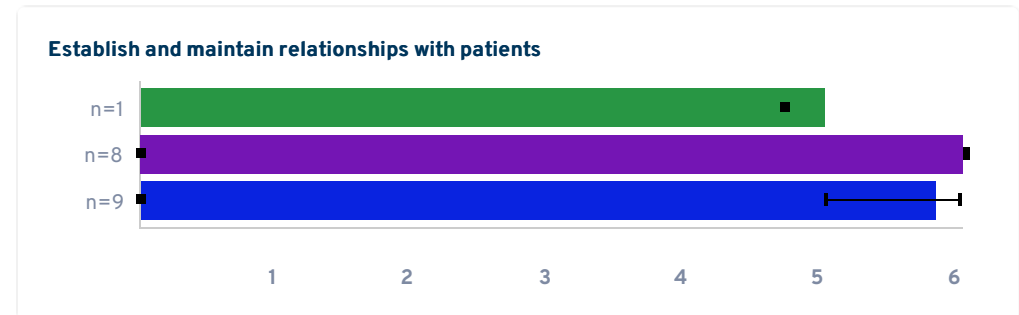
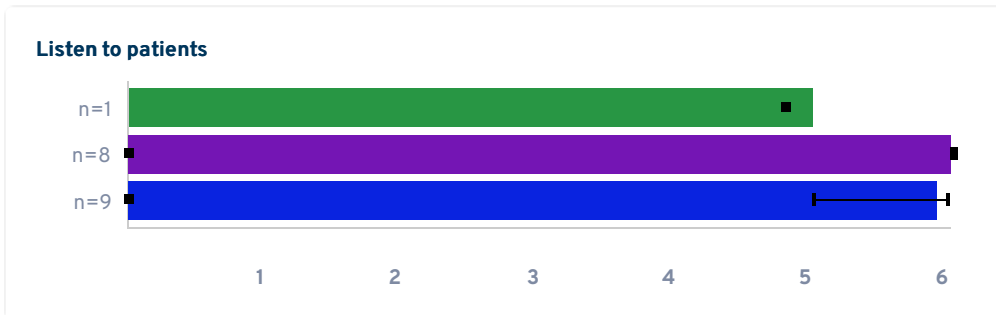
	Does well	Could do differently
Peer (DCHFT)
Peer (DCHFT)	very safety conscious and very keen to provide care of the highest quality	
Peer (DCHFT)	I cannot find fault	I cannot find fault
Peer (DCHFT)	really thorough	turn up even earlier

Domain 3: Communication, Partnership and Teamwork

Summary of Domain

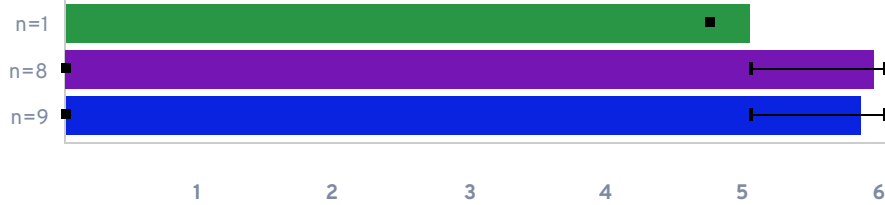


How effective/good am I at...

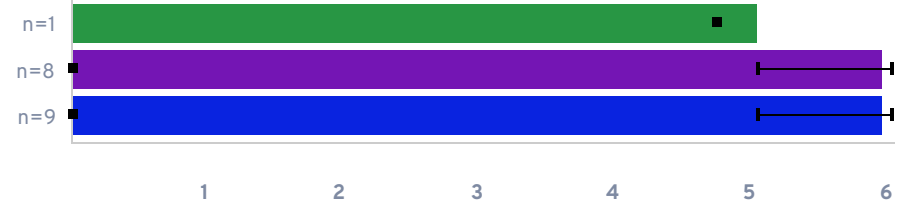


Domain 3: Communication, Partnership and Teamwork continued

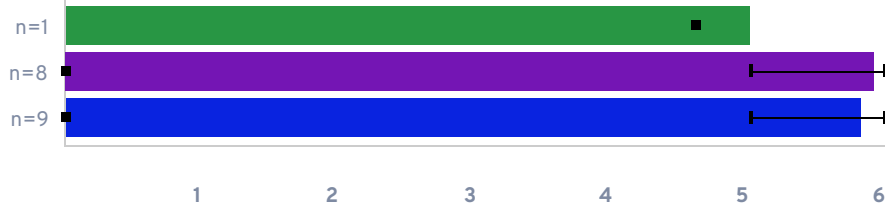
Show respect for colleagues



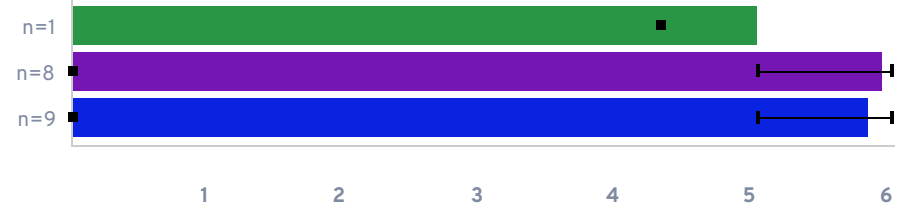
Communicate effectively with staff



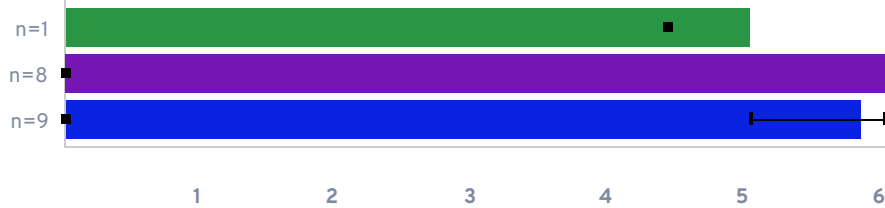
Give praise where appropriate



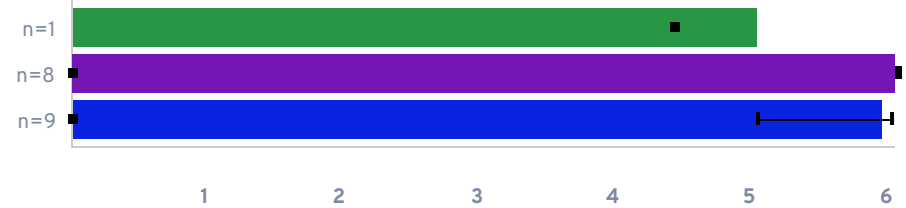
Provide effective leadership



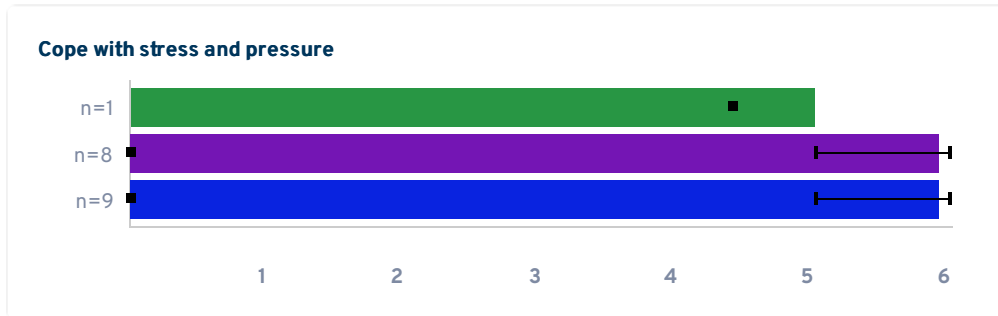
Encourage colleagues to contribute to discussions



Encourage colleagues to communicate effectively with one another



Domain 3: Communication, Partnership and Teamwork continued



Domain 3: Communication, Partnership and Teamwork

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
Listen to patients	Self					1		
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					1	8	
Establish and maintain relationships with patients	Self					1		
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					2	7	
Show respect for colleagues	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					2	7	

Domain 3: Communication, Partnership and Teamwork continued

	Rater category	1	2	3	4	5	6	CC
Communicate effectively with staff	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					1	8	
Give praise where appropriate	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					2	7	
Provide effective leadership	Self					1		
	Support/Junior (DCHFT)					1	7	
	Peer (DCHFT)					2	7	
Encourage colleagues to contribute to discussions	Self					1		
	Support/Junior (DCHFT)						7	1
	Peer (DCHFT)					2	7	

Domain 3: Communication, Partnership and Teamwork continued

	Rater category	1	2	3	4	5	6	CC
Encourage colleagues to communicate effectively with one another	Self					1		
	Support/Junior (DCHFT)						7	1
	Peer (DCHFT)					1	8	
Cope with stress and pressure	Self					1		
	Support/Junior (DCHFT)					1	6	1
	Peer (DCHFT)					1	8	

Domain 3: Communication, Partnership and Teamwork

Comments

	Does well	Could do differently
Self	talk to colleagues and staff members	listen more
Support/Junior (DCHFT)	Mark is a good communicator, with concise requests. He is also good at listening, never making you feel undervalued. This in the small environment of the anaesthetic room produces a good feeling of teamwork.	Nothing.
Support/Junior (DCHFT)	Excellent	
Support/Junior (DCHFT)	Excellent documentation	NA
Support/Junior (DCHFT)	Always communicates well with patients and colleagues alike. Remains calm and polite during stressful situations.	N/A

Domain 3: Communication, Partnership and Teamwork continued

Comments

	Does well	Could do differently
Support/Junior (DCHFT)	Very mindful of aspects concerning other team members. Regularly mentors other anaesthetists i.e.. trainees or colleagues.	Nothing
Support/Junior (DCHFT)	Dr Hitchcock has a high standard of communication which is essential to the successfulness of great teamwork within multi-disciplinary team.	n/a
Support/Junior (DCHFT)	I feel confident to seek Mark advice he is always approachable and friendly offering support as needed even in very busy stressful situations.	
Support/Junior (DCHFT)	Dr. M.H is an effective communicator. he nurtures and fosters effective communications by working in partnership across all specialities, thus gaining mutual trust, respect and understanding. has developed a positive working relationship between the clinical and nursing teams. takes pride in his work and will work above and beyond to achieve the end result. values collegial relationships and the diversity of the team.	
Peer (DCHFT)	Works well as part of the theatre team	Nothing

Domain 3: Communication, Partnership and Teamwork continued

Comments

	Does well	Could do differently
Peer (DCHFT)
Peer (DCHFT)	great colleague, communicates effortlessly with staff and is very popular with theatre teams	
Peer (DCHFT)	Great leader and communicates well in the team	
Peer (DCHFT)	great team member	nil
Peer (DCHFT)	Excellent communicator	nothing

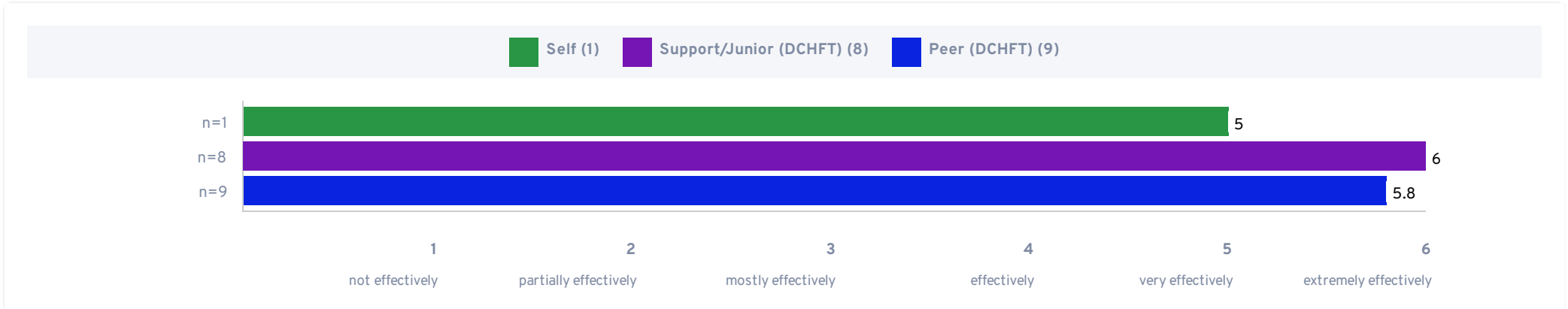
Domain 3: Communication, Partnership and Teamwork continued

Comments

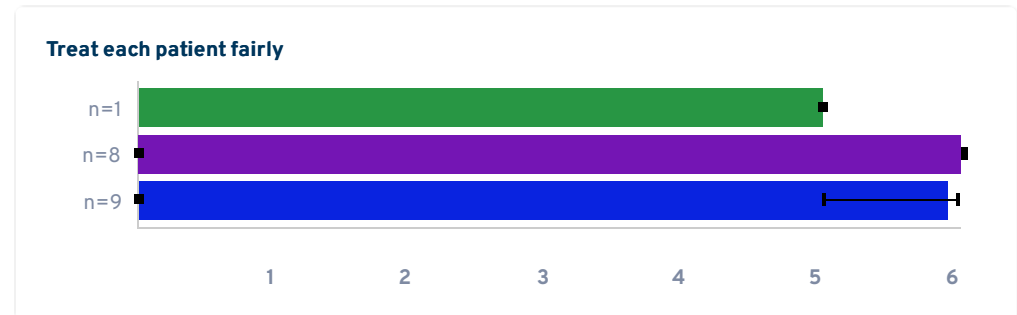
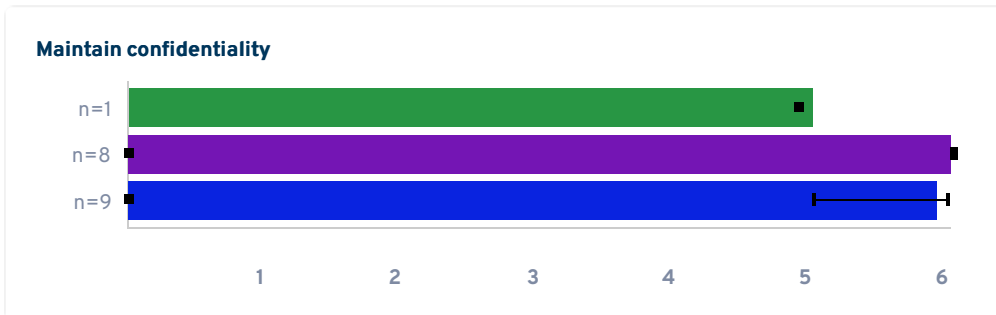
	Does well	Could do differently
Peer (DCHFT)	Is a very good communicator. Excellent teamworking skills.	

Domain 4: Maintaining Trust

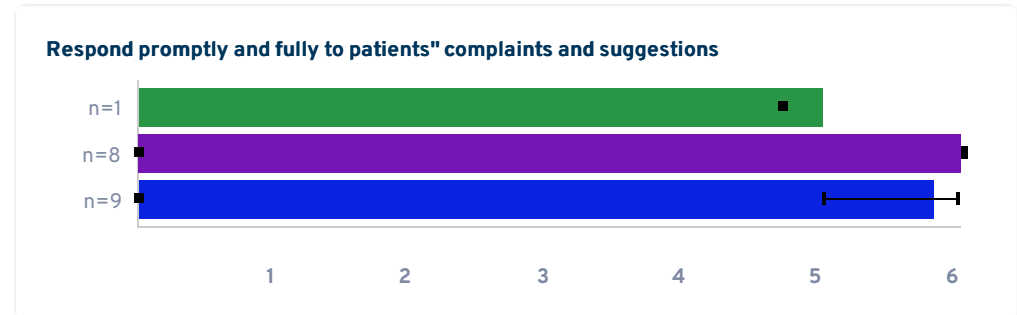
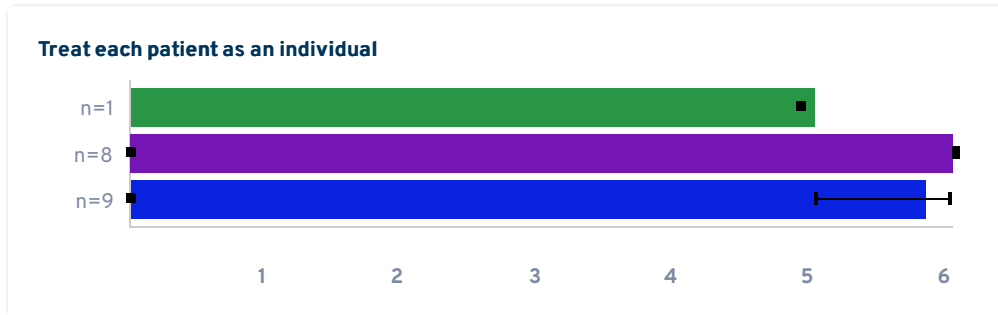
Summary of Domain



How effective/good am I at...



Domain 4: Maintaining Trust continued



Domain 4: Maintaining Trust

Ratings Distribution Table

	Rater category	1	2	3	4	5	6	CC
Maintain confidentiality	Self					1		
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					1	8	
Treat each patient fairly	Self					1		
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					1	8	
Treat each patient as an individual	Self					1		
	Support/Junior (DCHFT)						8	
	Peer (DCHFT)					2	7	

Domain 4: Maintaining Trust continued

	Rater category	1	2	3	4	5	6	CC
Respond promptly and fully to patients' complaints and suggestions	Self					1		
	Support/Junior (DCHFT)						5	3
	Peer (DCHFT)					2	7	

Domain 4: Maintaining Trust

Comments

	Does well	Could do differently
Self	listen to patients	use electronic devices more
Support/Junior (DCHFT)	With the way Mark interacts with his patients he has their total trust, I also believe he has the total trust with those he works with, anything said said in confidence stays that way.	.Nothing.
Support/Junior (DCHFT)	Listens and responds to patient concerns	NA
Support/Junior (DCHFT)	N/A	N/A
Support/Junior (DCHFT)	Appropriately discreet and very considerate to all colleagues.	Nothing

Domain 4: Maintaining Trust continued

Comments

	Does well	Could do differently
Support/Junior (DCHFT)	Dr Hitchcock always gains consent prior to carrying out anything, he has built trust with colleagues through maintaining continually positive working relationships. He builds trust with patient through transparent working, gaining consent, being informative, and always inviting to any questions.	N/A
Support/Junior (DCHFT)	Mark is professional at all times with patients and staff. I would feel confident as his patient.	
Support/Junior (DCHFT)	works in partnership across all specialities, thus gaining mutual trust, respect and understanding. decision making by consensus, listening to the one with the most experience irrespective of ones status. aware of the importance to complete his workload in a safe and timely manner.	
Peer (DCHFT)	Reliable and well respected colleague	Nothing
Peer (DCHFT)	.	

Domain 4: Maintaining Trust continued

Comments

	Does well	Could do differently
Peer (DCHFT)
Peer (DCHFT)	honest , caring and of the highest integrity	
Peer (DCHFT)	great all rounder	nil

Professional Integrity

Responses

Rater category	No concerns	Some concerns	Serious concerns
Support/Junior (DCHFT)	8		
Peer (DCHFT)	9		

Comments

Health

Responses

Rater category	No concerns	Some concerns	Serious concerns
Support/Junior (DCHFT)	8		
Peer (DCHFT)	9		

Comments

Overall Summary By Domain



Summary Comments - Stop

Finally, what is the single most important recommendation you would...

Self	working as many weekends
Support/Junior (DCHFT)	I'm not certain there is very much he could change that would help to develop is professional performance any further.
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	NA
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	I am unable to comment
Support/Junior (DCHFT)	no concerns
Support/Junior (DCHFT)	
Peer (DCHFT)	Nothing

Summary Comments - Stop continued

Finally, what is the single most important recommendation you would...

Peer (DCHFT)	.
Peer (DCHFT)
Peer (DCHFT)	working too hard
Peer (DCHFT)	I have no concerns
Peer (DCHFT)	
Peer (DCHFT)	dont stop working
Peer (DCHFT)	
Peer (DCHFT)	

Summary Comments - Start

Finally, what is the single most important recommendation you would...

Self	using electronic devices more
Support/Junior (DCHFT)	As above.
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	I am unable to comment
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	
Peer (DCHFT)	

Summary Comments - Start continued

Finally, what is the single most important recommendation you would...

Peer (DCHFT)	.
Peer (DCHFT)
Peer (DCHFT)	taking more time for himself
Peer (DCHFT)	Maybe Mark would like to take over the orthopaedic lead role in the future.
Peer (DCHFT)	
Peer (DCHFT)	keep it up
Peer (DCHFT)	
Peer (DCHFT)	

Summary Comments - Continue

Finally, what is the single most important recommendation you would...

Self	giving good anaesthetics
Support/Junior (DCHFT)	Continue working with the respect he has for both the patient and the staff he works with.
Support/Junior (DCHFT)	Being awesome!
Support/Junior (DCHFT)	Being a thorough, caring and kind anaesthetist
Support/Junior (DCHFT)	
Support/Junior (DCHFT)	Continue to provide the Professional and effective service that Dr Hitchcock's patients benefit from.
Support/Junior (DCHFT)	having positive working relationships with colleagues, and providing friendly and in-depth care to patients.
Support/Junior (DCHFT)	As previous feed back.
Support/Junior (DCHFT)	he is a role model, leading by example.. promotes, maintains and sustains a high standard of practice that influences and reflects the quality of care given.
Peer (DCHFT)	

Summary Comments - Continue continued

Finally, what is the single most important recommendation you would...

Peer (DCHFT)	.
Peer (DCHFT)	Dr Hitchcock provides excellent anaesthetic service. He has a great work ethic and uses his enormous experience to good effect. He is pragmatic and manages risk better than anyone.
Peer (DCHFT)	providing great care on a sustainable basis
Peer (DCHFT)	
Peer (DCHFT)	
Peer (DCHFT)	always a great relief to see mark working with me as he is a grafter and not afraid of hard work. Truly superb colleague.
Peer (DCHFT)	exactly as you are
Peer (DCHFT)	Being good at what you do.



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