

MSF Report

Mr Amir Morgan

MSF Exercise: 23 October 2022 - 20 February 2023



Table of Contents

1 Patient Feedback

2 Colleague Feedback

2.1 Sample Information

- 2.1.1 Gender
- 2.1.2 Age
- 2.1.3 Professional group
- 2.1.4 Recent contact
- 2.1.5 Recent contact - frequency
- 2.1.6 Ethnicity

2.2 Feedback Data (inc. self assessment)

- 2.2.1 Please rate your colleague in each of the following areas by selecting ONE option in each line.
- 2.2.2 Decide how far you agree with the following statements by selecting ONE option in each line.
- 2.2.3 This doctor is fit to practise medicine
- 2.2.4 Please add any other comments you want to make about this doctor.

3 Explanatory Materials

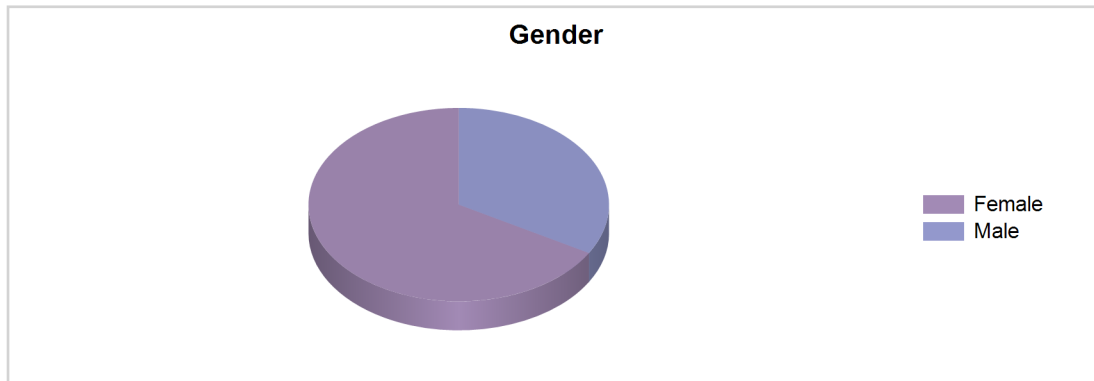
- 3.1 Calculating self assessment scores
- 3.2 Calculating feedback assessment (mean) scores
- 3.3 Calculating mean percentage scores
- 3.4 Calculating benchmark data
- 3.5 Quartile bands

2 Colleague Feedback

2.1 SAMPLE INFORMATION

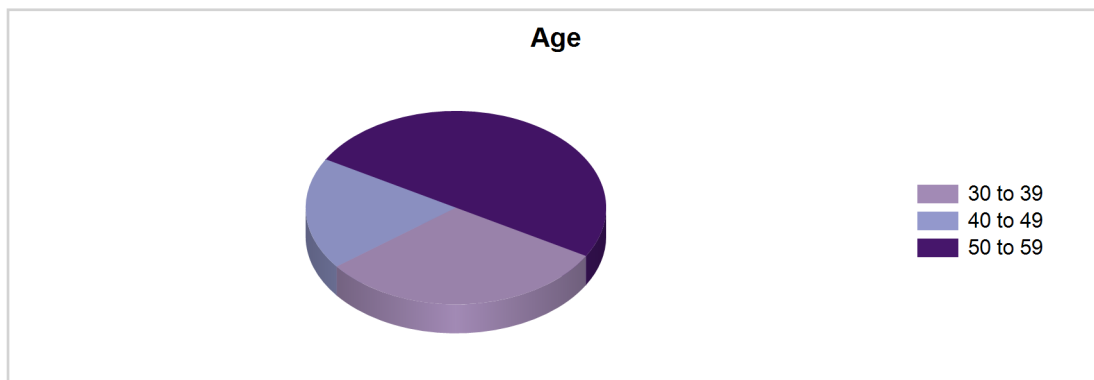
Your colleague feedback is based on responses from 18 colleagues with the following characteristics:

2.1.1 GENDER



Gender	Count	Percentage
Female	12	67%
Male	6	33%

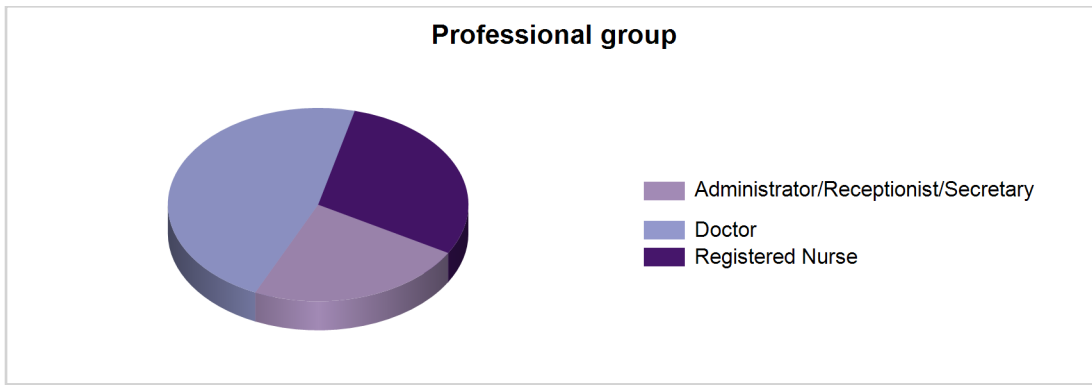
2.1.2 AGE



Please note: to maintain anonymity of participants, if there are less than 3 responses in any category for this question, that category is not reported.

Age	Count	Percentage
30 to 39	5	31%
40 to 49	3	19%
50 to 59	8	50%

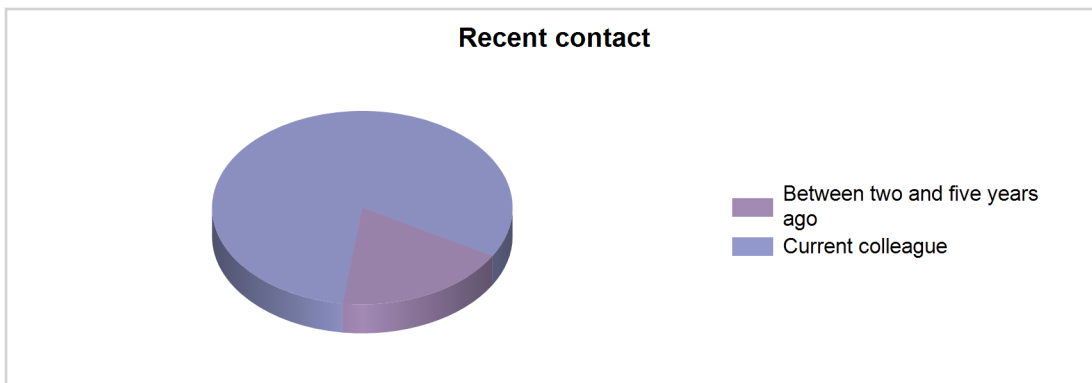
2.1.3 PROFESSIONAL GROUP



Please note: to maintain anonymity of participants, if there are less than 3 responses in any category for this question, that category is not reported.

Professional group	Count	Percentage
Administrator/Receptionist/Secretary	4	24%
Doctor	8	47%
Registered Nurse	5	29%

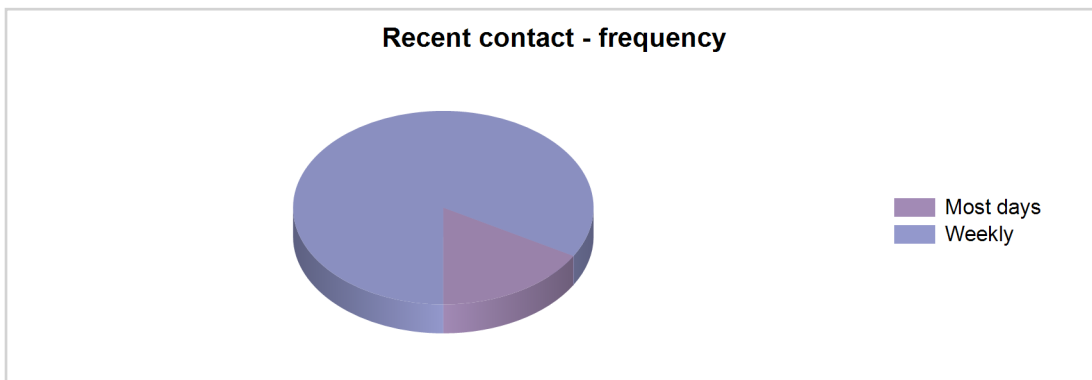
2.1.4 RECENT CONTACT



Please note: to maintain anonymity of participants, if there are less than 3 responses in any category for this question, that category is not reported.

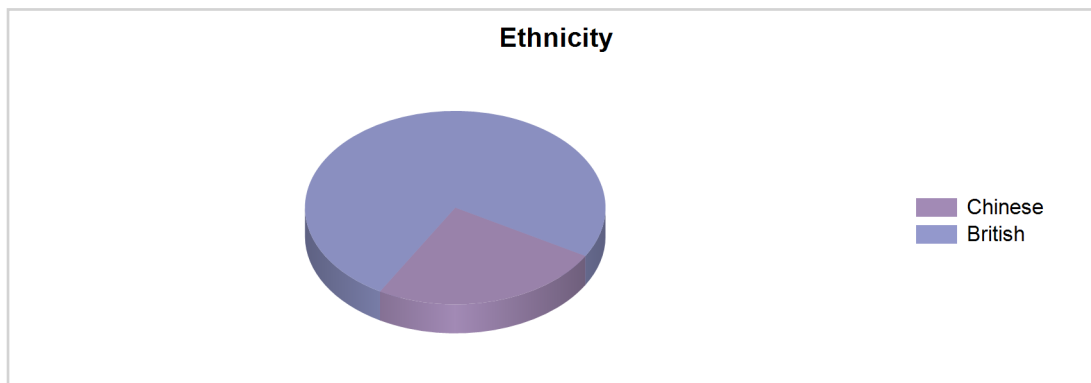
Recent contact	Count	Percentage
Between two and five years ago	3	19%
Current colleague	13	81%

2.1.5 RECENT CONTACT - FREQUENCY



Recent contact - frequency	Count	Percentage
Most days	3	17%
Weekly	15	83%

2.1.6 ETHNICITY



Please note: to maintain anonymity of participants, if there are less than 3 responses in any category for this question, that category is not reported.

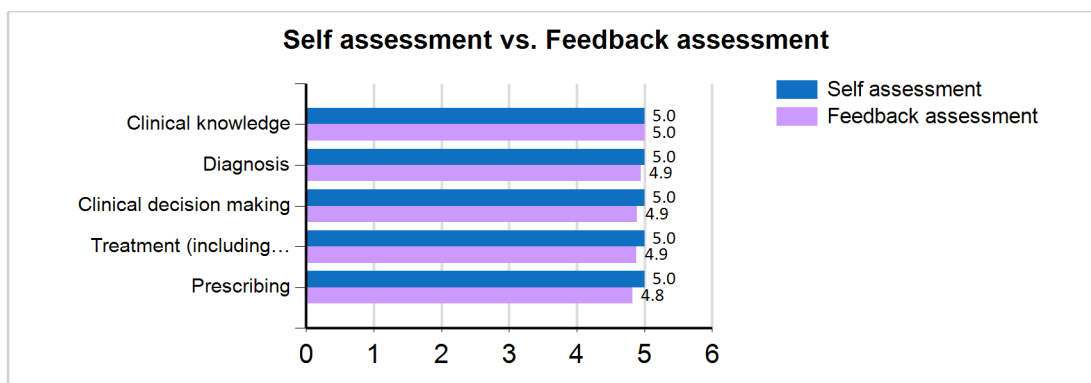
Ethnicity	Cultural background	Count	Percentage
Chinese or other ethnic group	Chinese	3	25%
White	British	9	75%

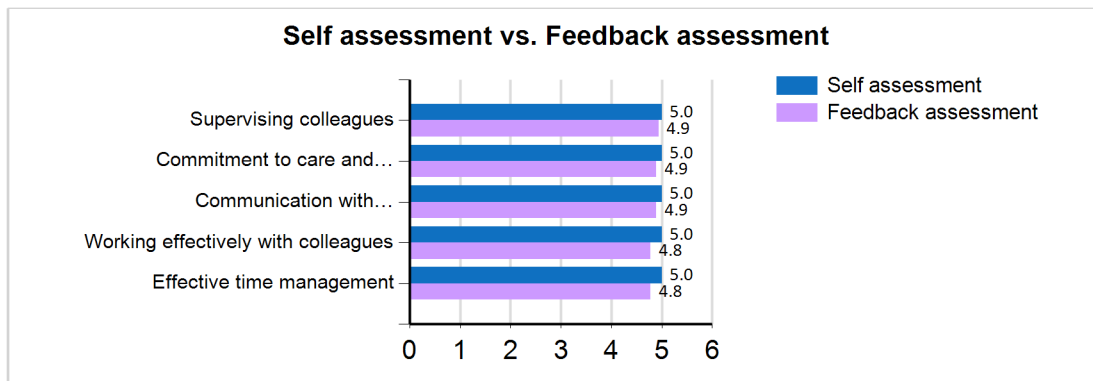
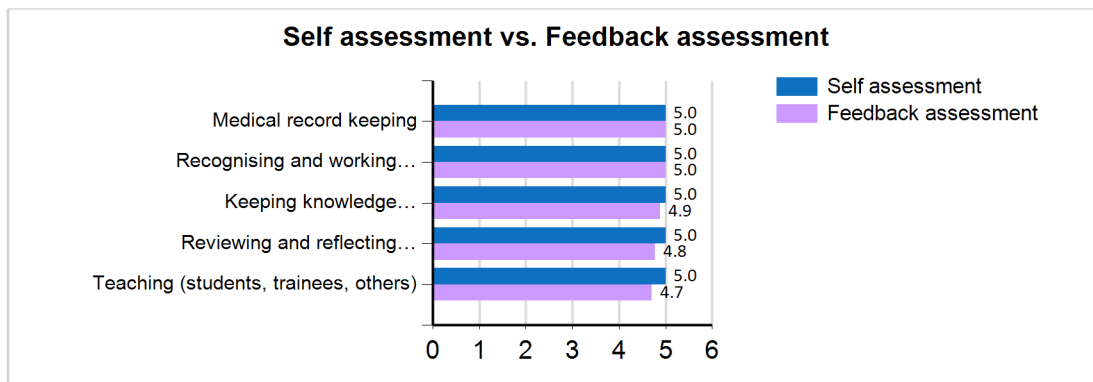
2.2 FEEDBACK DATA (inc. self assessment)

2.2.1 Question: Please rate your colleague in each of the following areas by selecting ONE option in each line.

SELF ASSESSMENT vs. FEEDBACK ASSESSMENT

Evaluation question ratings and scores







BENCHMARK DATA

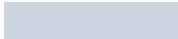
Evaluation question ratings and scores

	Mean score (%)	Benchmark data (%)				
		Min	Lower quartile	Median	Upper quartile	Max
Clinical knowledge	100.0%	82.1%	95.7%	98.2%	100.0%	100.0%
Diagnosis	98.6%	77.5%	95.4%	97.7%	98.8%	100.0%
Clinical decision making	97.2%	75.0%	94.8%	97.2%	98.6%	100.0%
Treatment (including practical procedures)	97.1%	72.2%	94.5%	97.2%	98.9%	100.0%
Prescribing	95.6%	75.0%	93.8%	97.1%	98.6%	100.0%
Medical record keeping	100.0%	72.9%	93.2%	96.6%	98.3%	100.0%
Recognising and working within limitations	100.0%	77.3%	94.2%	96.8%	98.5%	100.0%
Keeping knowledge and skills up to date	97.2%	75.0%	94.2%	97.6%	98.7%	100.0%
Reviewing and reflecting on own performance	94.4%	76.8%	93.8%	96.9%	98.2%	100.0%
Teaching (students, trainees, others)	92.6%	60.7%	91.7%	96.1%	98.4%	100.0%
Supervising colleagues	98.4%	65.6%	92.3%	96.1%	98.2%	100.0%
Commitment to care and wellbeing of patients	97.2%	80.8%	96.2%	98.1%	99.5%	100.0%
Communication with patients and relatives	97.2%	73.1%	93.8%	97.3%	98.7%	100.0%

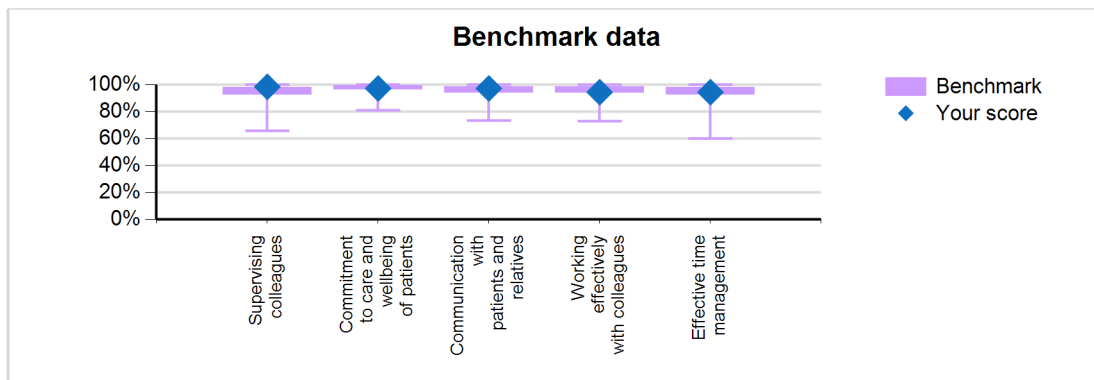
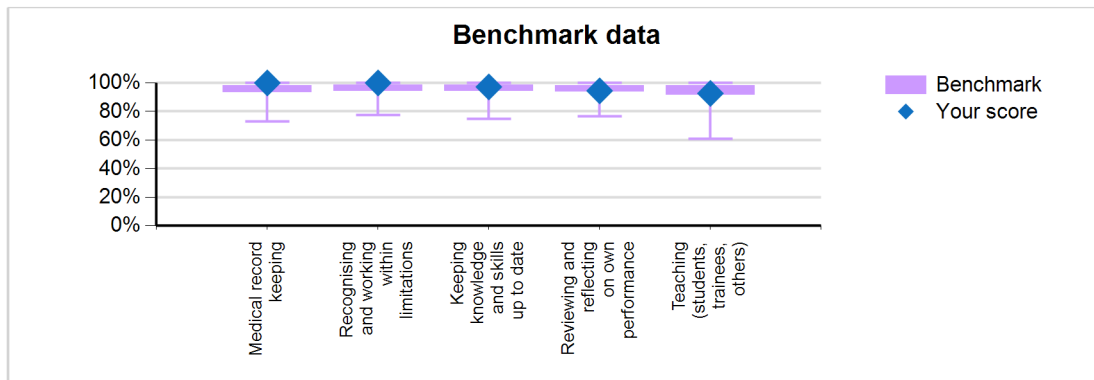
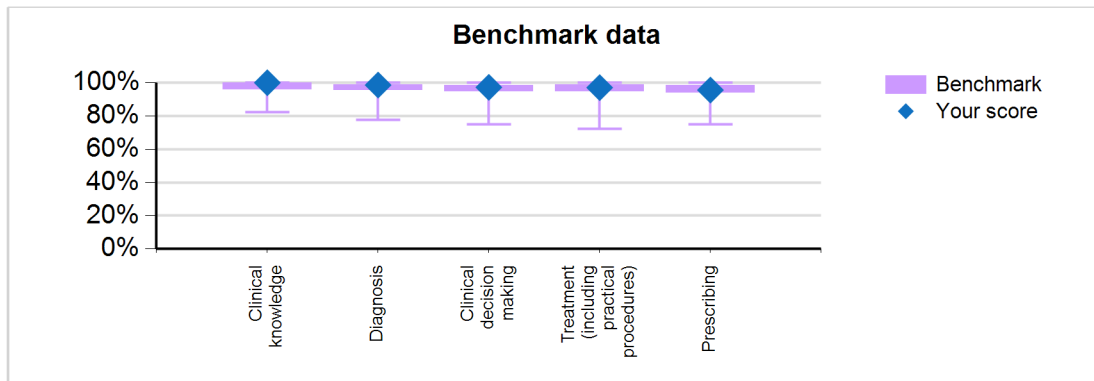
Working effectively with colleagues	94.4%	72.9%	93.8%	97.1%	98.7%	100.0%
Effective time management	94.4%	60.0%	92.2%	95.6%	98.0%	100.0%

 Your mean score for this question falls in the highest 25% of all means

 Your mean score for this question falls in the middle 50% of all means

 Your mean score for this question falls in the lowest 25% of all means

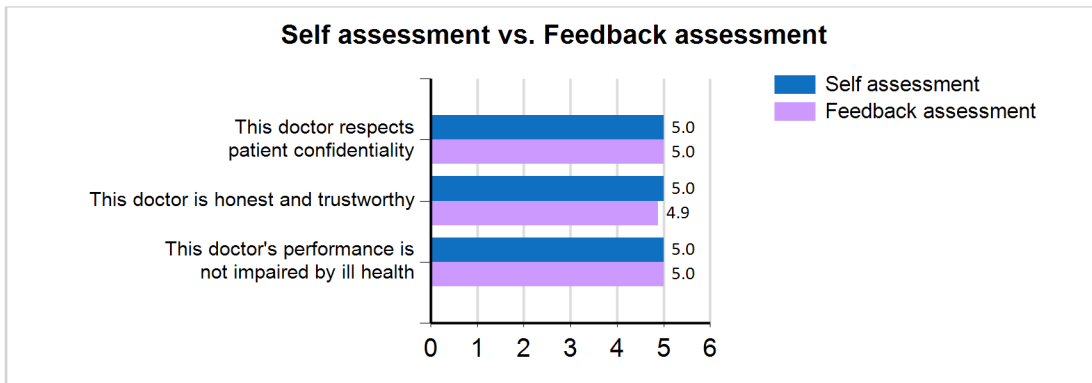
- insufficient number of responses to generate score



2.2.2 Question: Decide how far you agree with the following statements by selecting ONE option in each line.

SELF ASSESSMENT vs. FEEDBACK ASSESSMENT

Evaluation question ratings and scores



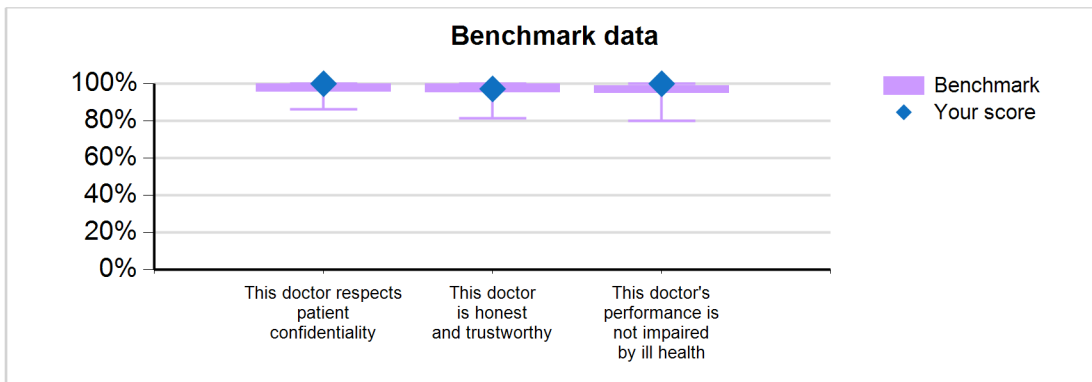
BENCHMARK DATA

Evaluation question ratings and scores

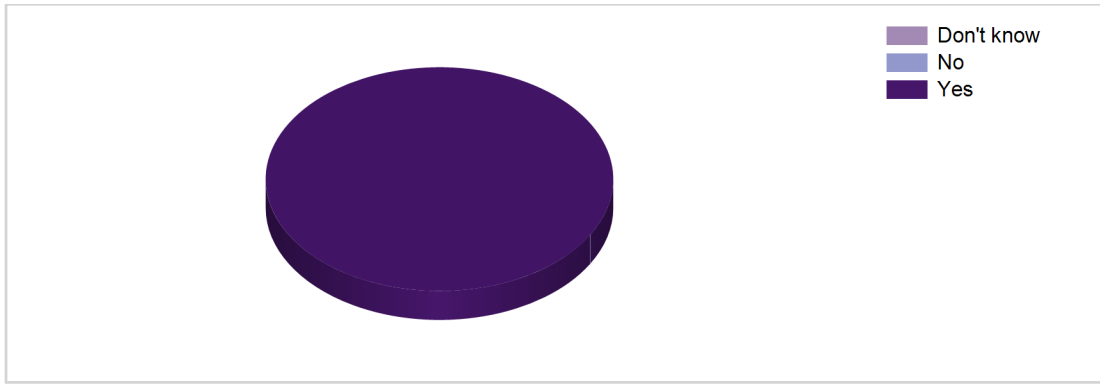
	Mean score (%)	Benchmark data (%)				
		Min	Lower quartile	Median	Upper quartile	Max
This doctor respects patient confidentiality	100.0%	86.4%	95.5%	98.2%	100.0%	100.0%
This doctor is honest and trustworthy	97.2%	81.3%	95.2%	98.2%	100.0%	100.0%
This doctor's performance is not impaired by ill health	100.0%	80.0%	94.7%	97.6%	98.9%	100.0%

- Your mean score for this question falls in the highest 25% of all means
- Your mean score for this question falls in the middle 50% of all means
- Your mean score for this question falls in the lowest 25% of all means

- insufficient number of responses to generate score



2.2.3 Question: This doctor is fit to practise medicine



Answer	Count	Percentage
Yes	18	100%

2.2.4 Question: Please add any other comments you want to make about this doctor.

Description: Please note: No one will be identified when this information is given back to the doctor.

- Mr Morgan is one of the most knowledgeable surgeons that I have had the pleasure to work with. His professionalism and dedication to his work is exceptional, as well as his empathy and kindness with patients and staff. He is also very keen to teaching new members of the staff, dedicating time to give explanations and suggestions.
- Incredibly conscientious hard-working and thorough doctor. Always has time to teach and help colleagues.
- Valuable and nice to work with
- I am very comfortable working with Mr Amir Morgan. I have a great deal of trust in the quality of his work. This opinion is mirrored by the team I staff I work alongside. I have always felt that all of his decisions and actions stem from a desire for the patient's best interests.
- very kind and caring. Always willing to listen and will help where can.

Provides brilliant care and efficient service to patients

He is a pleasure to work for

- Mr Morgan will always take the time to talk to his patients before any procedure and post procedures. He has good professional manners and is very dedicated in maintaining high standards of care. As a colleague, Mr. Morgan is very friendly and supportive, he is making himself available to help with any inquiries. It is always a good experience to work with Mr. Morgan.
- I have always found Mr Amir Morgan very polite , professional and helpful during my time working with him . He checks regularly with the admin staff if we are well and if everything is correct with the reports and he is always willing to improve if need be . He is very easy to approach if we have a clinical query . I am very satisfied with his working ethics .
- Mr. morgan one of the best doctors in the trust, honest and has unique character makes everybody like him.
- Mr. Morgan is always approachable & has time for patients & staff,

3 Explanatory Materials

3.1. CALCULATING SELF ASSESSMENT SCORES

To calculate the self assessment score for a question, each response is converted to a numerical value. The self assessment score is the numerical value of the corresponding response to the question.

For example: 1=Poor, 2=Less than satisfactory, 3=Satisfactory, 4=Good, 5=Very good

3.2. CALCULATING FEEDBACK ASSESSMENT (MEAN) SCORES

To calculate the mean score for a question, each response is converted to a numerical value. The sum of the numerical values for each response is then divided by the total number of responses received.

So if v is the series of converted numerical values corresponding to the responses to a question and n is the number of responses and $v(i)$ is value of the i th response, then the formula for the mean scores is:

$$\text{Mean score} = \left(\sum_{i=1}^n v(i) \right) / n$$

Nb: The responses Don't know and Does not apply are not included in the mean score calculation.

3.3. CALCULATING MEAN PERCENTAGE SCORES

The mean percentage score represents the average scored on the question as a percentage.

To calculate the mean percentage score for a question, each response is converted to a numerical value on a scale of **0 to (Max - 1)** - where **Max** is the highest possible score that can be scored on the question (5 in this example)

We sum up these numerical values, and divide it by the maximum possible score that could be achieved for all the response, and multiply it by 100 to get a percentage.

So, given

- v is the series of responses
- n is the number of responses received
- **Max** is the maximum that can be scored in the question (in this example, 5)
- $v(i)$ is the value of the i th response converted to a scale of **0 to (Max - 1)**. This is done by subtracting 1 from the response value

$$\text{Mean percentage score} = \left(\left(\sum_{i=1}^n v(i) \right) / n \times (\text{Max} - 1) \right) \times 100$$

Nb: The responses Don't know and Does not apply are not included in the mean percentage score calculation.

3.4. CALCULATING BENCHMARK DATA

All responses from within the Trust that have been submitted within twelve months of the MSF completing and obtained using the same questionnaire are considered for this report. Benchmark data is only calculated when there are at least four appraisees with responses for the same question from across the trust.

The mean percentage score for the appraiser is presented alongside the maximum and minimum mean percentage scores of all appraisees across the trust for the same question. This range is further divided into quartile bands. The appraiser's score is highlighted to help identify the band their score fits into.

3.5. QUARTILE BANDS

The quartile bands are calculated such that 25% of responses fall between the upper and lower values of each band. To calculate the quartile boundaries, we calculate the 25th, 50th (Median) and 75th percentiles. First, the mean percentage scores for the question from all doctors who have surveys containing the question are ordered. Next the position of each quartile is estimated by multiplying the number of responses by 0.25, 0.5 and 0.75 (corresponding to 25th, 50th and 75th percentiles). If the resulting number for each of the quartile is an integer, then the quartile value is the value in position $v(i)$ where v is the set of values and i is the integer part of the previously estimated position.

However, if the estimated position is not an integer, then the quartile value is calculated by adding the values $v(i)$ and $v(i + 1)$ and then dividing them by two.

$$(v(i) + v(i + 1))/2$$

Where i is the integer part of the estimated position and v is the ordered set of converted numerical response values.