

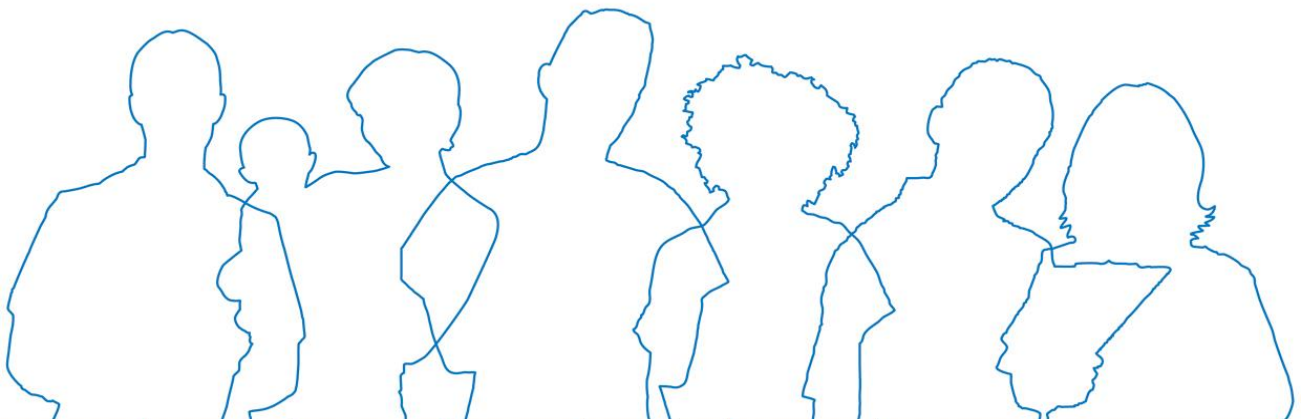
Developed in partnership with



Patient and Colleague feedback Revalidation report

Doctor: Philip Kaloo

Report Date: 3rd July 2014



LISTENING

HELPING

EXCELLING

IMPROVING

UNITING

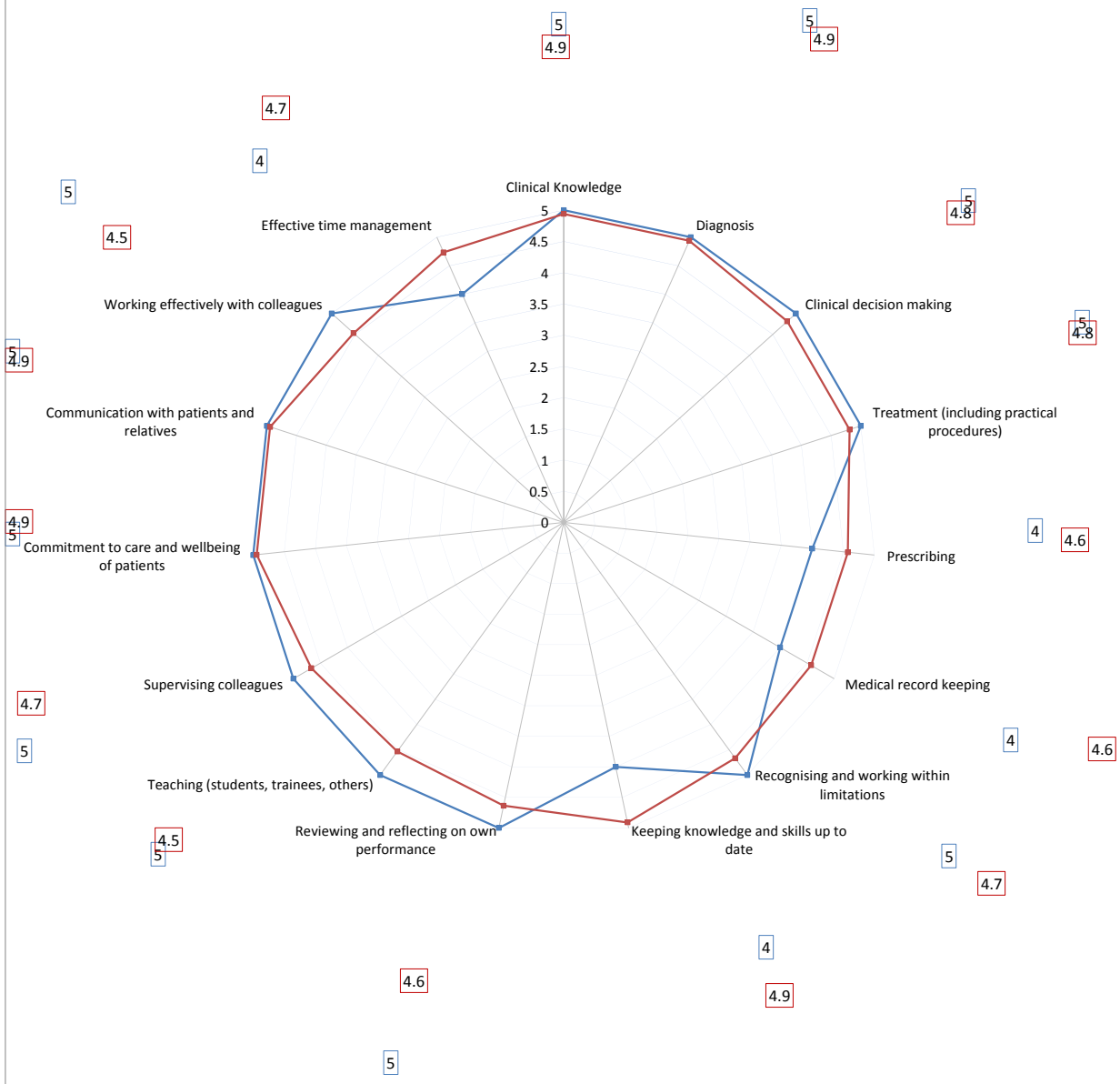
CARING

BETTER FOR YOU

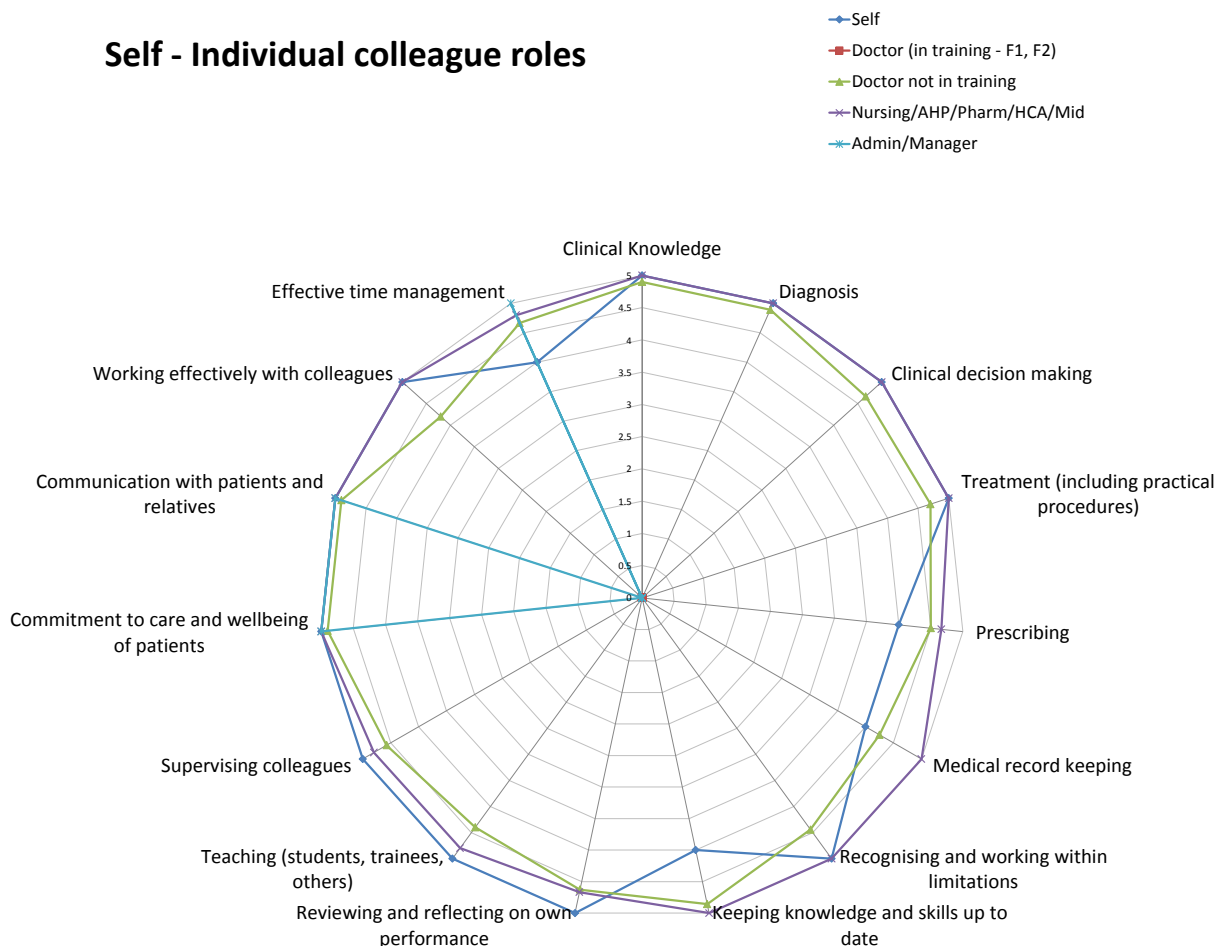
Self - All Colleagues

— Self

— All



Self - Individual colleague roles

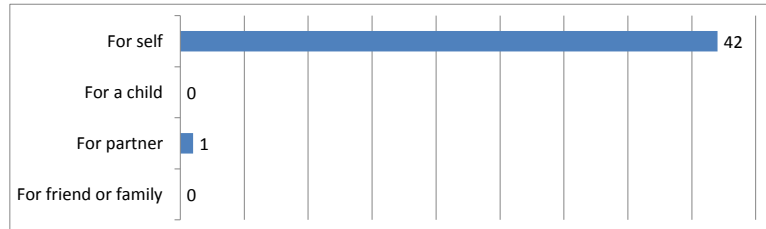


	Clinical Knowledge	Diagnosis	Clinical decision making	Treatment (including practical procedures)	Prescribing	Medical record keeping	Recognising and working within limitations	Keeping knowledge and skills up to date	Reviewing and reflecting on own performance	Teaching (students, trainees, others)	Supervising colleagues	Commitment to care and wellbeing of patients	Communication with patients and relatives	Working effectively with colleagues	Effective time management
Self	5.0	5.0	5.0	5.0	4.0	4.0	5.0	4.0	5.0	5.0	5.0	5.0	5.0	5.0	4.0
Doctor in training	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Doctor	4.9	4.9	4.7	4.7	4.5	4.3	4.4	4.9	4.6	4.4	4.6	4.9	4.9	4.2	4.7
Other clinical	5.0	5.0	5.0	5.0	4.7	5.0	5.0	5.0	4.7	4.8	4.8	5.0	5.0	5.0	4.8
Non-Clinial	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5.0	5.0	N/A	5.0

Patient figures

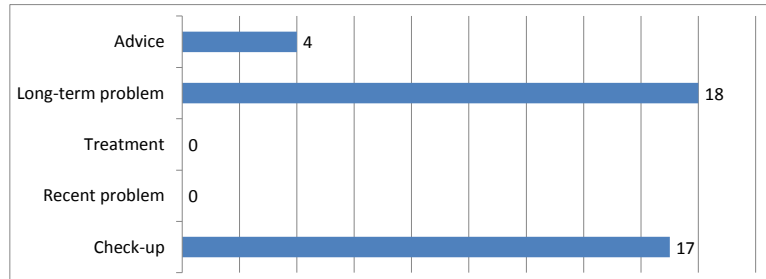
Patients completing forms for:

For self	42
For a child	0
For partner	1
For friend or family	0



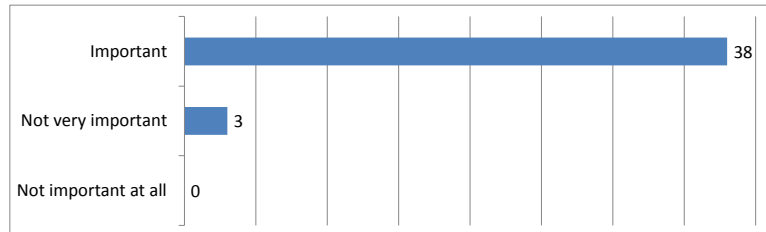
Patients visiting reason:

Advice	4
Long-term problem	18
Treatment	0
Recent problem	0
Check-up	17



Importance to patient of visit

Important	38
Not very important	3
Not important at all	0



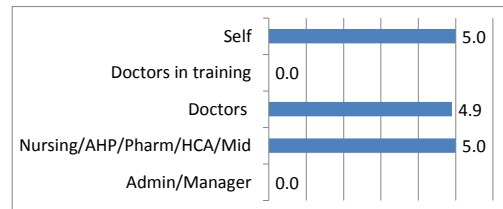
Self & Colleagues

Clinical knowledge

Self	5.0
Doctors in training	N/A
Doctors	4.9
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.9 =Ave Colleague score

5, 5, 5, 5, 5, 5, 5, 5, 4
5, 5, 5, 5, 5, 5

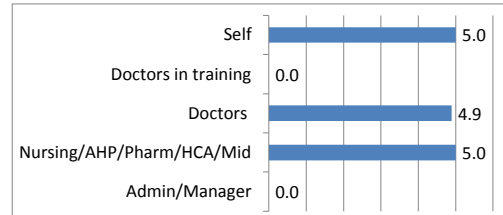


Diagnosis

Self	5.0
Doctors in training	N/A
Doctors	4.9
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.9 =Ave Colleague score

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5, 5, 5, 5, 5, 5

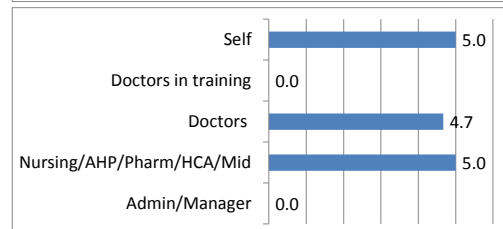


Clinical decision making

Self	5.0
Doctors in training	N/A
Doctors	4.7
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.8 =Ave Colleague score

5, 5, 5, 5, 5, 5, 4, 4, 4
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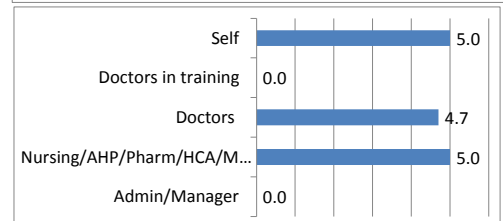


Treatment (including practical procedures)

Self	5.0
Doctors in training	N/A
Doctors	4.7
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.8 =Ave Colleague score

5, 5, 5, 5, 5, 5, 4, 4, 4
5, 5, 5, 5, 5, 5

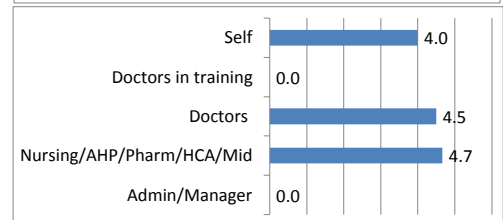


Prescribing

Self	4.0
Doctors in training	N/A
Doctors	4.5
Nursing/AHP/Pharm/HCA/Mid	4.7
Admin/Manager	N/A

4.6 =Ave Colleague score

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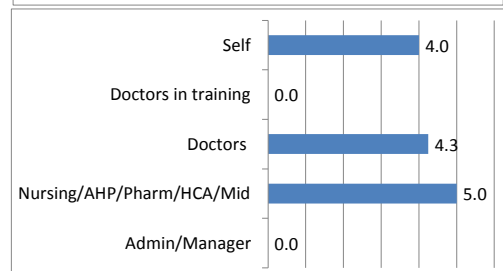


Medical record keeping

Self	4.0
Doctors in training	N/A
Doctors	4.3
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.6 =Ave Colleague score

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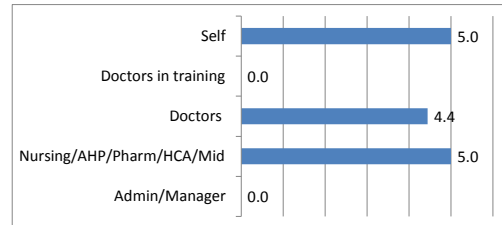


Recognising and working within limitations

Self	5.0
Doctors in training	N/A
Doctors	4.4
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.7	=Ave Colleague score
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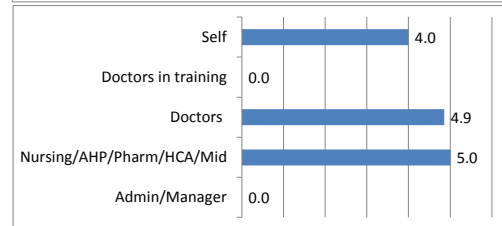
5, 5, 5, 5, 4, 4, 4, 4, 4
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**Keeping knowledge and skills up to date**

Self	4.0
Doctors in training	N/A
Doctors	4.9
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.9	=Ave Colleague score
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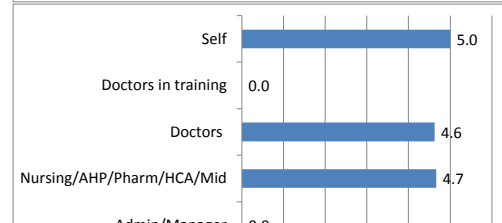
5, 5, 5, 5, 5, 5, 4
5, 5, 5, 5

**Reviewing and reflecting on own performance**

Self	5.0
Doctors in training	N/A
Doctors	4.6
Nursing/AHP/Pharm/HCA/Mid	4.7
Admin/Manager	N/A

4.6	=Ave Colleague score
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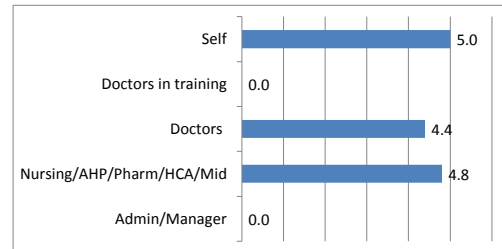
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5, 5, 4

**Teaching (students, trainees, others)**

Self	5.0
Doctors in training	N/A
Doctors	4.4
Nursing/AHP/Pharm/HCA/Mid	4.8
Admin/Manager	N/A

4.5	=Ave Colleague score
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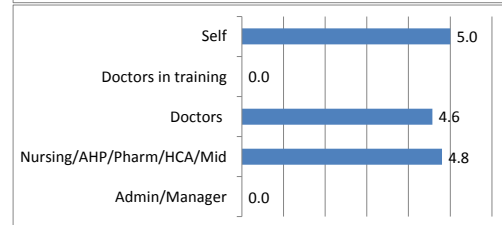
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5, 5, 5, 5, 4

**Supervising colleagues**

Self	5.0
Doctors in training	N/A
Doctors	4.6
Nursing/AHP/Pharm/HCA/Mid	4.8
Admin/Manager	N/A

4.7	=Ave Colleague score
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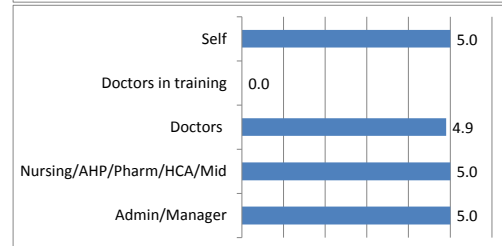
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5, 5, 5, 5, 4

**Commitment to care and wellbeing of patients**

Self	5.0
Doctors in training	N/A
Doctors	4.9
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	5.0

4.9	=Ave Colleague score
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5, 5, 5, 5, 5, 5, 5, 5, 5, 4
5, 5, 5, 5, 5, 5, 5
5

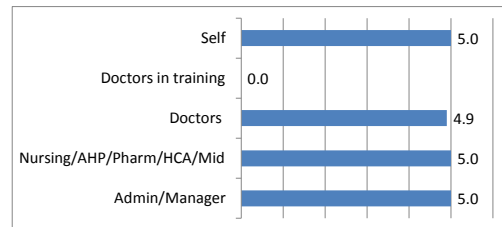


Communication with patients and relatives

Self	5.0
Doctors in training	N/A
Doctors	4.9
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	5.0

4.9	=Ave Colleague score
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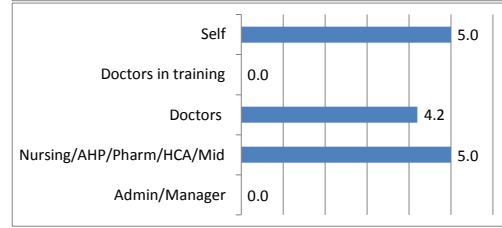
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5, 5, 5, 5, 5, 5, 5
5

**Working effectively with colleagues**

Self	5.0
Doctors in training	N/A
Doctors	4.2
Nursing/AHP/Pharm/HCA/Mid	5.0
Admin/Manager	N/A

4.5	=Ave Colleague score
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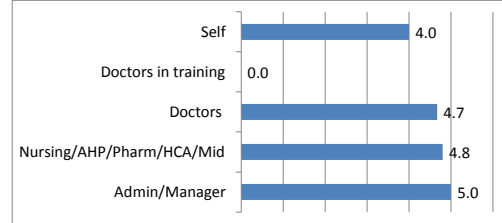
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**Effective time management**

Self	4.0
Doctors in training	N/A
Doctors	4.7
Nursing/AHP/Pharm/HCA/Mid	4.8
Admin/Manager	5.0

4.7	=Ave Colleague score
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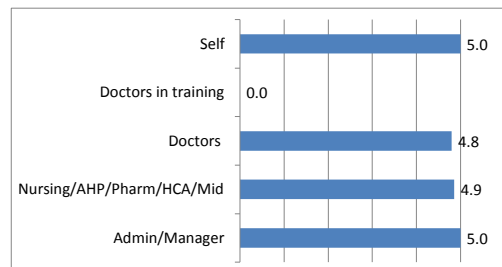
5, 5, 5, 5, 5, 5, 4, 4, 4
5, 5, 5, 5, 4
5

**Respect for confidentiality**

Self	5.0
Doctors in training	N/A
Doctors	4.8
Nursing/AHP/Pharm/HCA/Mid	4.9
Admin/Manager	5.0

4.8	=Ave Colleague score
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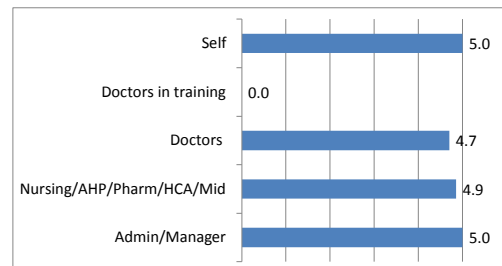
5, 5, 5, 5, 5, 5, 5, 5, 4, 4
5, 5, 5, 5, 5, 5, 4

**Honest and trustworthy**

Self	5.0
Doctors in training	N/A
Doctors	4.7
Nursing/AHP/Pharm/HCA/Mid	4.9
Admin/Manager	5.0

4.8	=Ave Colleague score
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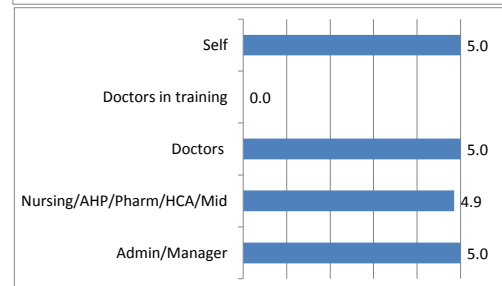
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5, 5, 5, 5, 5, 5, 4

**Impaired by ill health**

Self	5.0
Doctors in training	N/A
Doctors	5.0
Nursing/AHP/Pharm/HCA/Mid	4.9
Admin/Manager	5.0

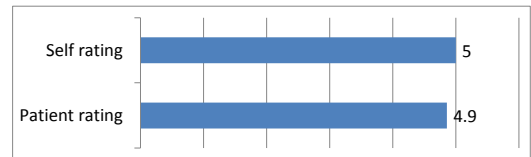
4.9	=Ave Colleague score
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5, 5, 5, 5, 5, 5, 4

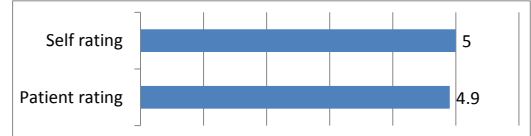


Patient scoring

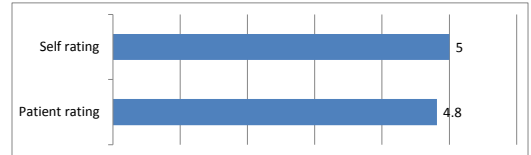
Being polite to patients
 Self rating 5
 Patient rating 4.9



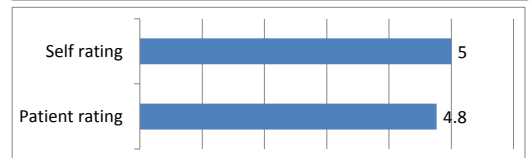
Making patients feel at ease
 Self rating 5
 Patient rating 4.9



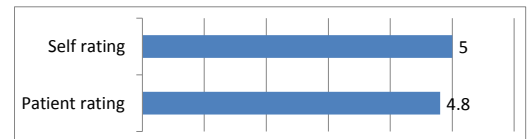
Listening to patients
 Self rating 5
 Patient rating 4.8



Assessing patients' medical condition
 Self rating 5
 Patient rating 4.8



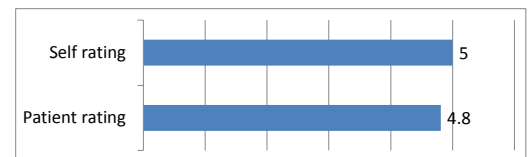
Explaining patients' condition and treatment
 Self rating 5
 Patient rating 4.8



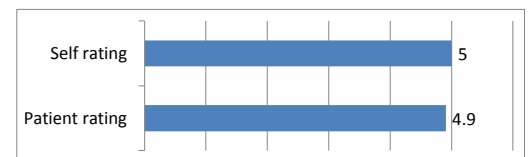
Involving patients in decisions about their treatment
 Self rating 5
 Patient rating 4.8



Providing or arranging treatment for patients
 Self rating 5
 Patient rating 4.8



Respect for confidentiality
 Self rating 5
 Patient rating 4.9



Honest and Trustworthy
 Self rating 5
 Patient rating 5.0



Do you think this doctor is good and will give you the right care?
 Patient rating 5.00

Would you be happy to see this doctor again?
 Patient rating 5.00

Did you see the doctor you usually see?
 Patient rating 3.67

Top three scores

Patient Score - Honest and trustworthy	5.00
Colleague Score - Commitment to care and wellbeing of patients	4.94
Colleague Score - Communication with patients and relatives	4.94

Bottom three scores

Colleague Score - Medical record keeping	4.57
Colleague Score - Teaching (students, trainees, others)	4.53
Colleague Score - Working effectively with colleagues	4.53

Patient: General comments

- Q18
- Very reassuring. Made myself and my partner feel cared for. Was nice he involved my partner just as much as myself through the pregnancy as it made my partner feel apart of everything.
- He is always very kind and considerate. He always seems to have time enough to listen and does not rush the appointment along. I am extremely happy with the care I have recieved.
- Clear and concise, no jargon used which is always helpful.
- The Doctor seemed to be a jolly nice chap
- Excellent manner, approachable and reassuring
- Very reassuring manner
- Very kind and explained things very well.
- Fantastic doctor, very reassuring.

Colleague: General comments

- Mr Kaloo has a very professional manner and is always polite and courteous.
- Mr Kaloo is a supportive senior colleague, and a patient and experienced teacher (particularly of surgical procedures). In addition, he is a good sounding board for reflection on difficult cases as he often provides a holistic and nuanced view of patient care.
- I see Mr Kaloo regularly at his clinic, and he always works professionally and competently at his clinic.
- Always available whilst on call and be involved in decision making.
- Excellent colleague. Enjoyable to work with
- It would be good if he would engage more with the non-clinical aspects of the department; does not come across as a strong team player

Self comments

What does this Doctor need to stop doing or do differently

- nothing,i think he works to a high standard
- Engage more with the department as a whole
- Nothing; all good
- x

What does this Doctor need to keep doing or do more of

- Mr Kaloo is very easy to work for as he is well organised, deals with his post promptly and responds to emails.
- Most patient person I know.
- x