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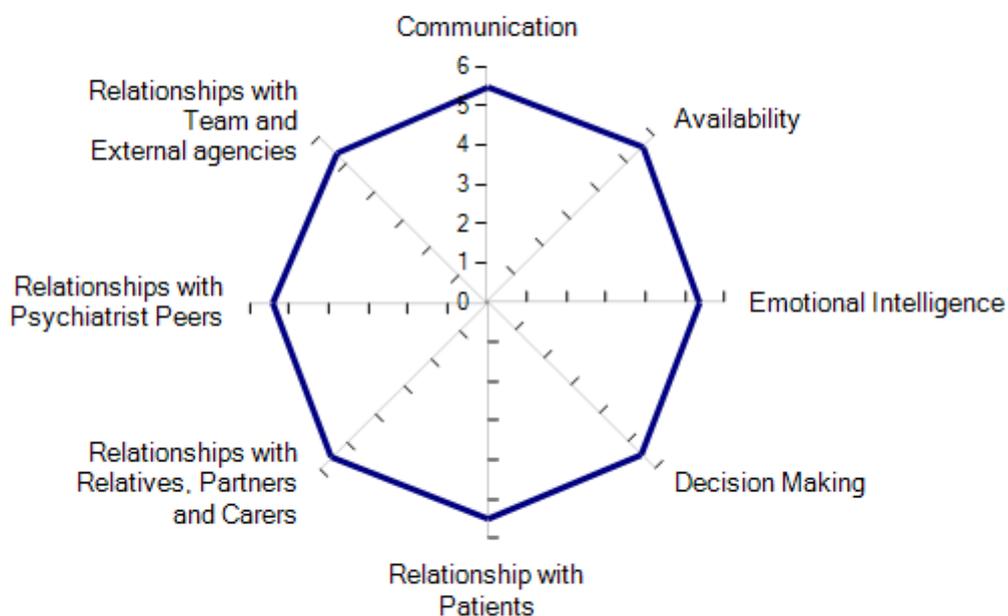
ACP 360 Feedback Report for:

Claudiu Carmaciu

Date: 15 December 2014

The information contained in this report is confidential. It should only be read with the agreement of the person to whom it refers.

How your colleagues rated your core attributes and professional relationships



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360 degree assessment for psychiatrists

THIS REPORT IS BASED ON RETURNS FROM:

1	Self Assessment Questionnaire
18	Colleague Questionnaires
10	Patient Questionnaires

(Please note that there are fewer than the recommended 25 patient returns so please treat the results with caution)

Introduction

Thank you for participating in ACP 360. This report summarises your self-assessment ratings and the ratings made about you by your patients and colleagues from a range of disciplines.

In all three sections of the report, ratings are placed in the context of “benchmark” scores. These are derived from the mean scores of over 5,000 psychiatrists who participated in the general adult version of ACP 360. These benchmarks are updated automatically as more psychiatrists undertake the assessment. All scores, including mean domain scores, use the same scale - 1=very low; 2=low; 3=moderately low; 4=moderately high; 5=high; 6=very high. Higher scores denote better performance. You will notice that the benchmark scores are skewed towards positive responses. This shows that most psychiatrists are held in high regard by both their patients and their colleagues.

Participation in ACP 360 is voluntary and the process is formative. The principal purpose is to help you to identify your strengths and areas that you might want to work on as part of your personal and professional development. The issues covered by ACP 360 are difficult to measure by other means. We recommend that you discuss the report with your appraisal manager.

SECTION 1

SELF AND COLLEAGUE DOMAIN SCORES

Section 1: The domain scores.

The 46 items have been summarised into eight domains:

Core attributes:

- 1.** communication
- 2.** availability
- 3.** emotional intelligence
- 4.** decision making

Quality of relationships with:

- 5.** patients
- 6.** relatives, partners and carers
- 7.** psychiatrists
- 8.** team and external agencies

There are two scores for each domain – a self-rating and the mean rating made by your colleagues. Both are compared with the benchmark scores (see page 3) using box plot graphs. The “radar chart” on the front page of this report is a different representation of how your colleagues rated you on the eight domains.

PLEASE NOTE:

When reading your report, please bear in mind:

- **Each score is a mean average:**

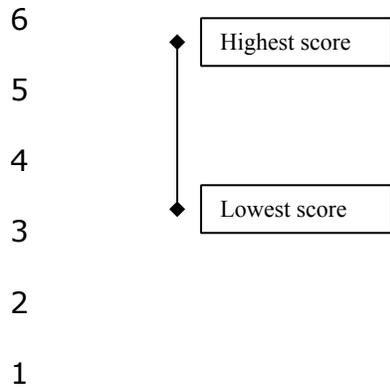
If you are often scoring in the extremes of the benchmark data, this could mean that you have a wide range of responses rather than consistently high or low responses. Also, for particularly high or low scores, check the number of returns for the items in that domain (see Section 2).

- **The purpose of ACP 360 is formative:**

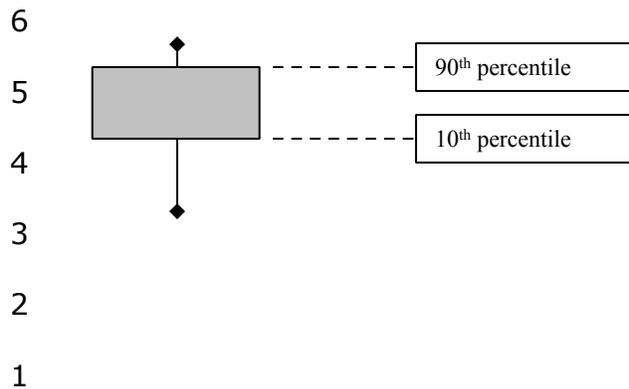
ACP 360 is a voluntary process designed to encourage personal development, not to single out poor practice. A 360 degree assessment should be part of a wider appraisal process and should not be considered in isolation.

Explanation of Box Plot Graphs

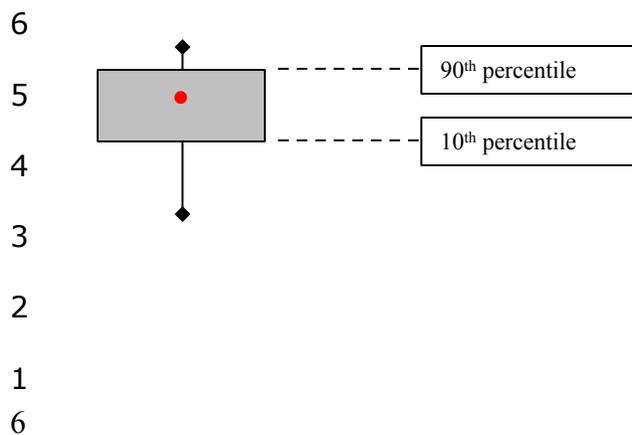
The vertical line shows the range of scores from the benchmark psychiatrists



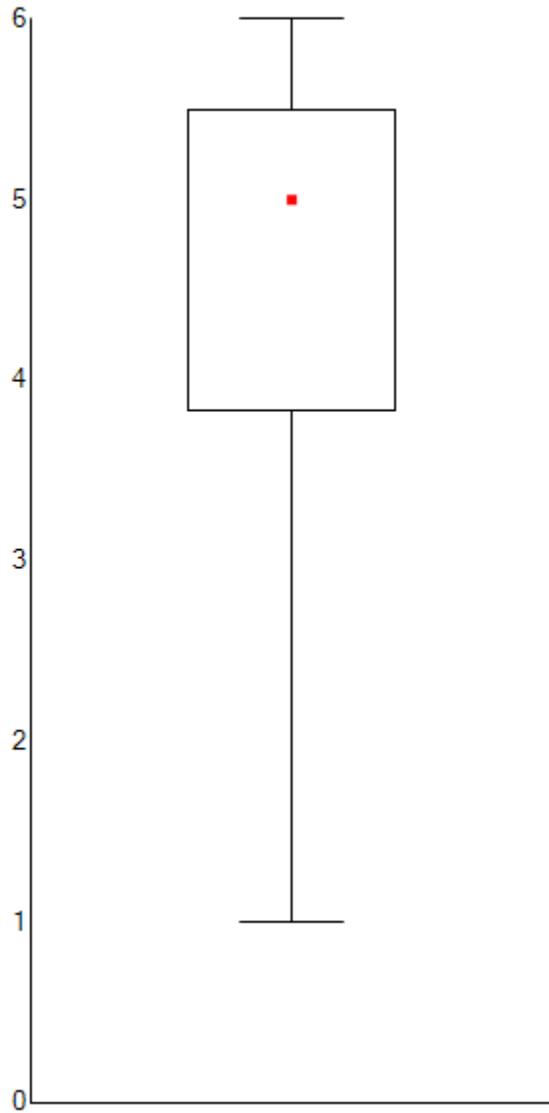
The box shows the range of benchmark scores that fell within the 10th and 90th percentiles



The ● shows your score

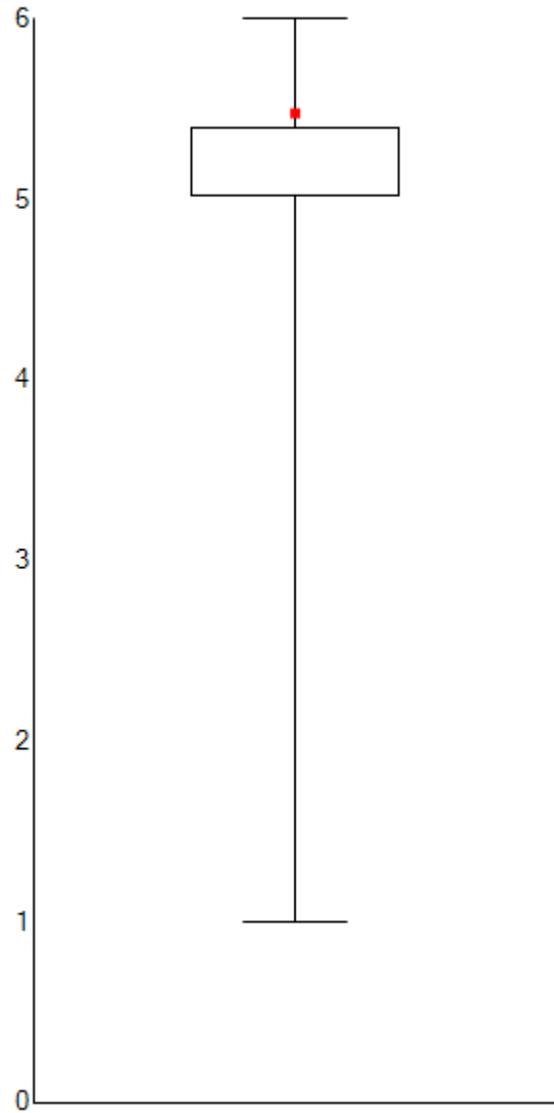


Communication - self ratings



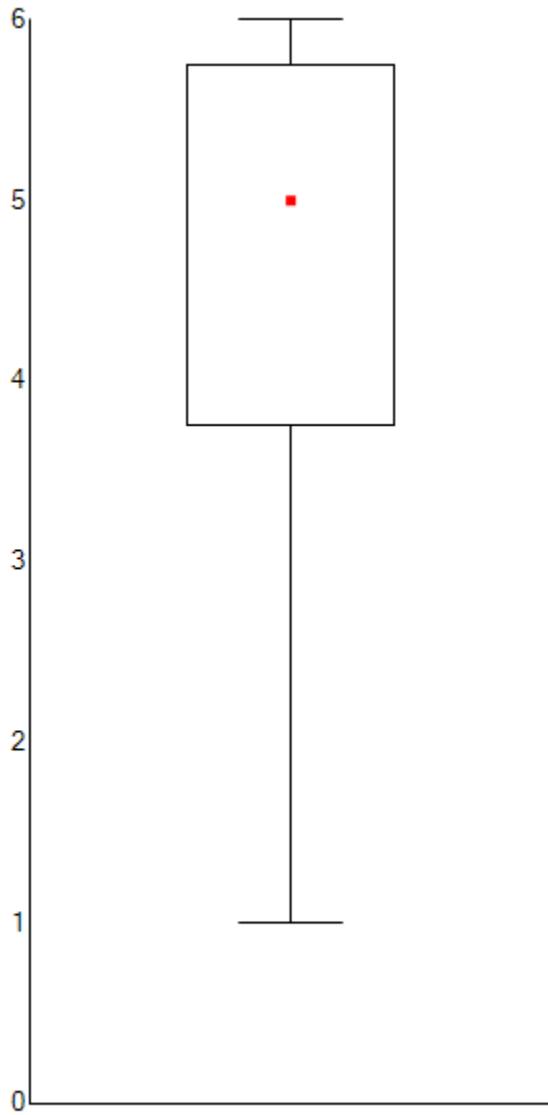
10th perc	3.83
MIN	1
Your score	5
MAX	6
90th perc	5.5

Communication - colleague ratings

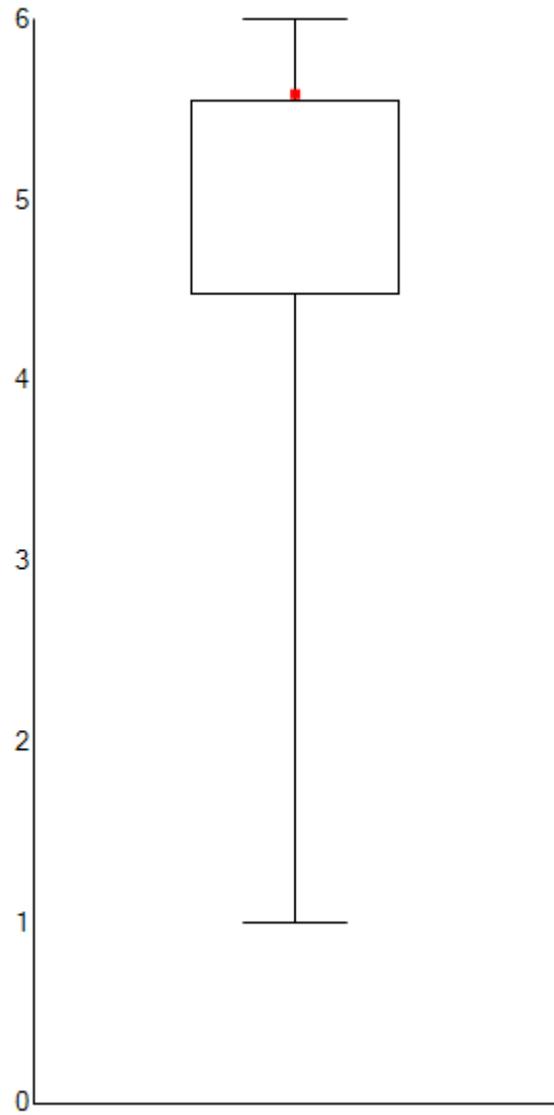


10th perc	5.02
MIN	1
Your score	5.48
MAX	6
90th perc	5.4

Availability - self ratings



Availability - colleague ratings

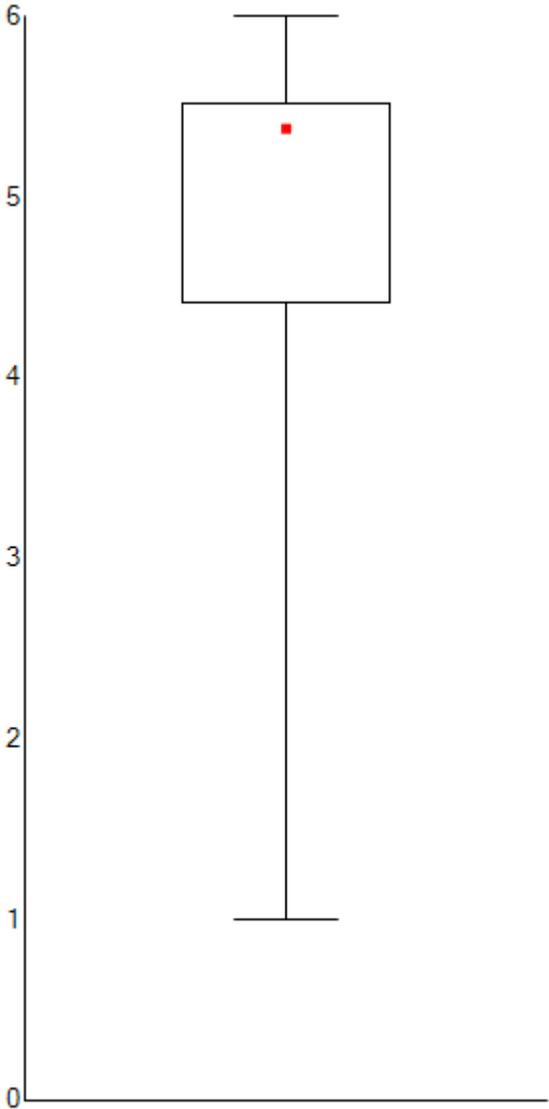
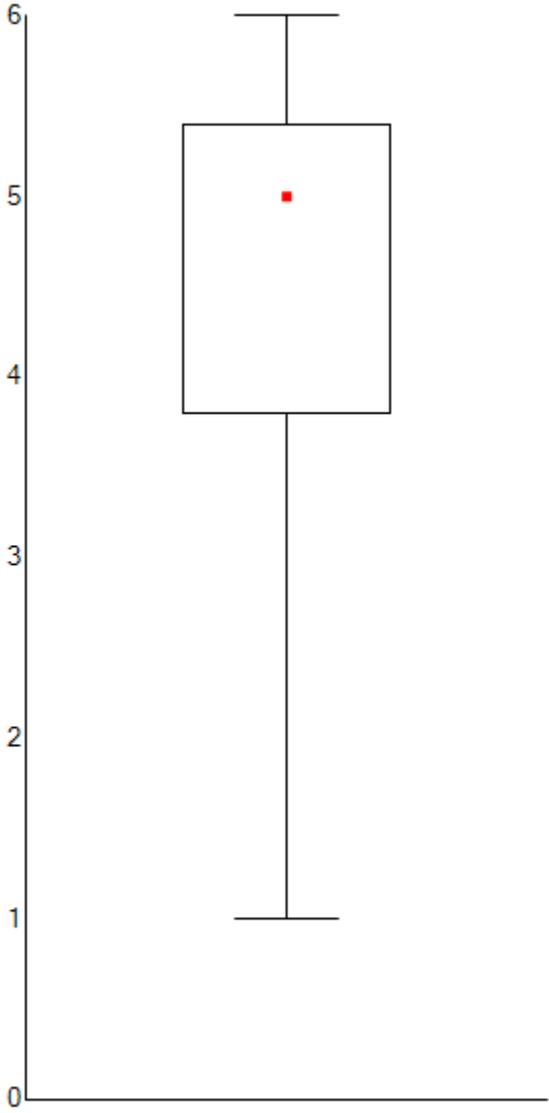


10th perc	3.75
MIN	1
Your score	5
MAX	6
90th perc	5.75

10th perc	4.48
MIN	1
Your score	5.59
MAX	6
90th perc	5.55

Emotional Intelligence - self ratings

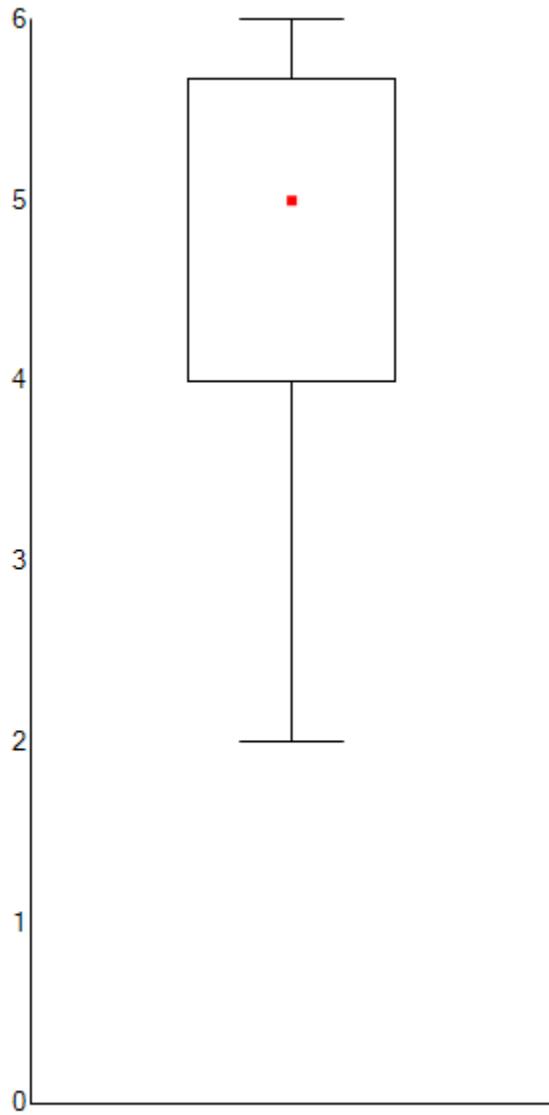
Emotional Intelligence - colleague ratings



10th perc	3.8
MIN	1
Your score	5
MAX	6
90th perc	5.4

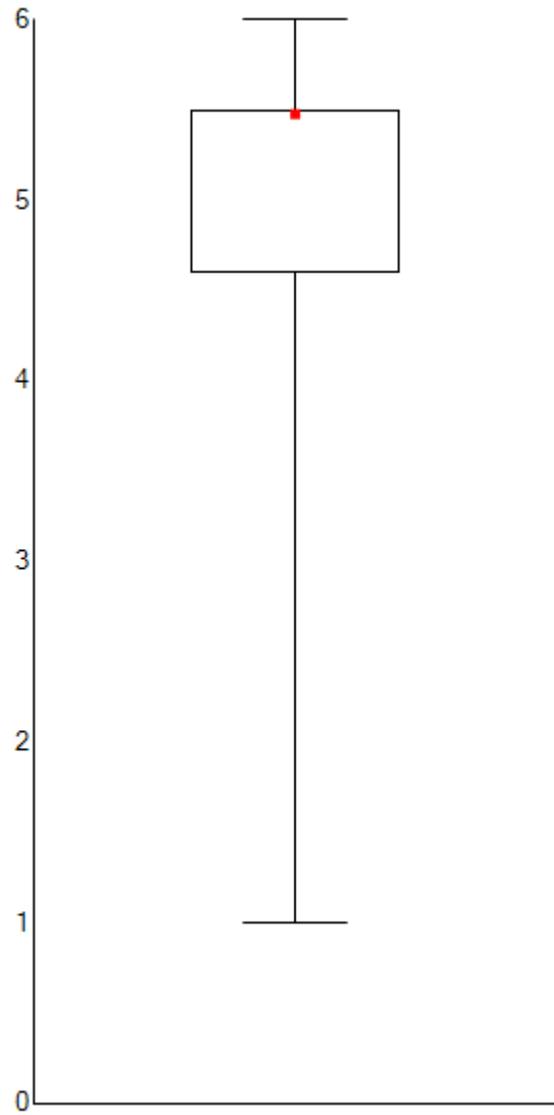
10th perc	4.42
MIN	1
Your score	5.38
MAX	6
90th perc	5.52

Decision Making - self ratings



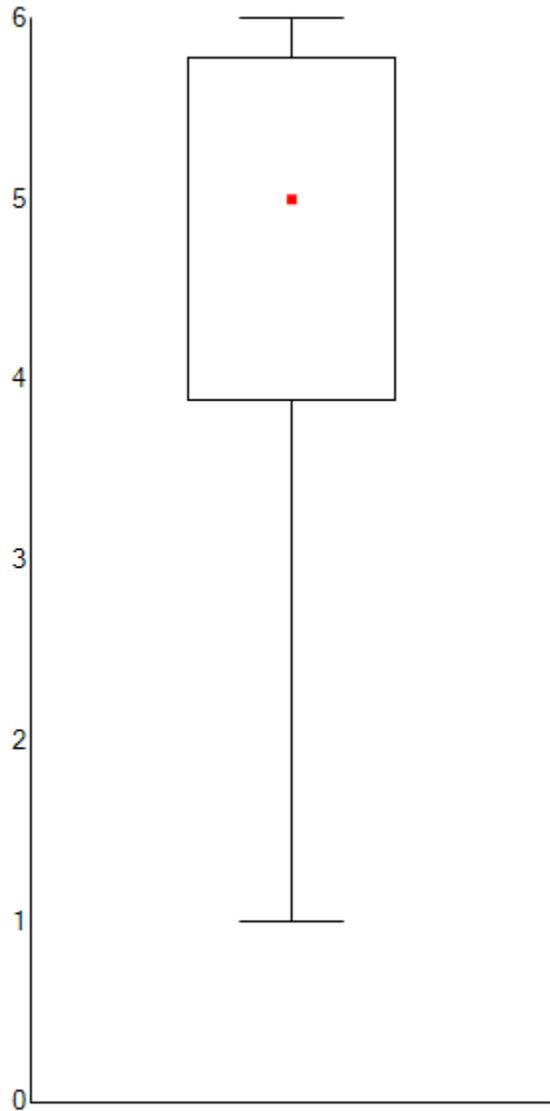
10th perc	4
MIN	2
Your score	5
MAX	6
90th perc	5.67

Decision Making - colleague ratings

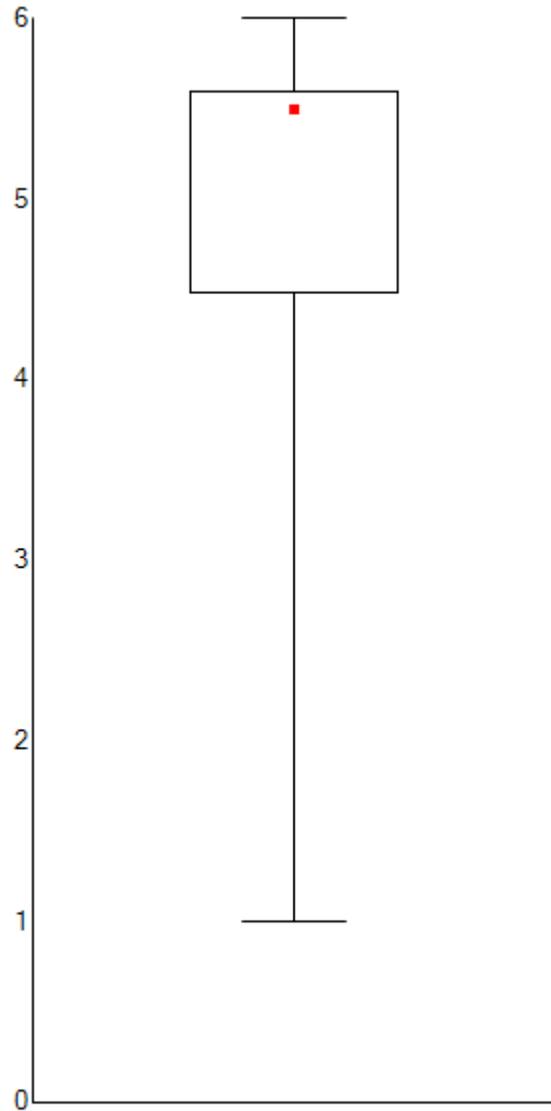


10th perc	4.6
MIN	1
Your score	5.48
MAX	6
90th perc	5.5

Relationship with Patients - self ratings



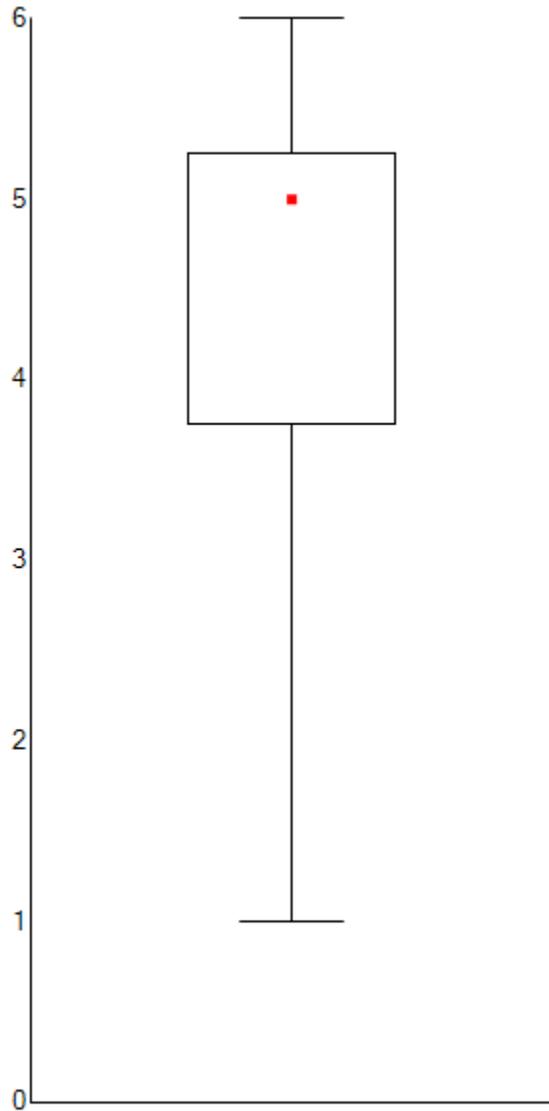
Relationship with Patients - colleague ratings



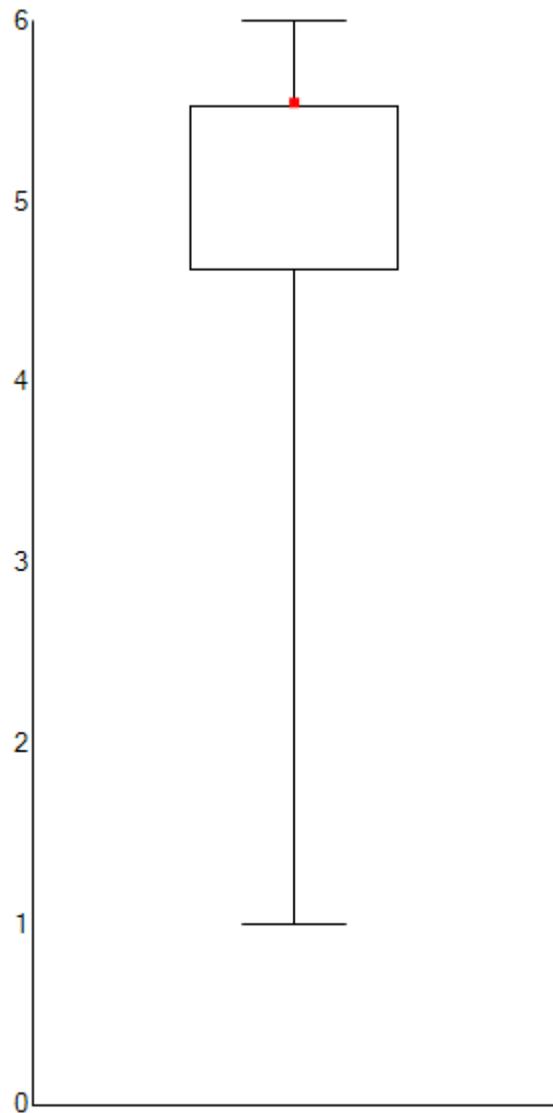
10th perc	3.89
MIN	1
Your score	5
MAX	6
90th perc	5.78

10th perc	4.48
MIN	1
Your score	5.5
MAX	6
90th perc	5.6

**Relationships with Relatives,
Partners and Carers - self ratings**



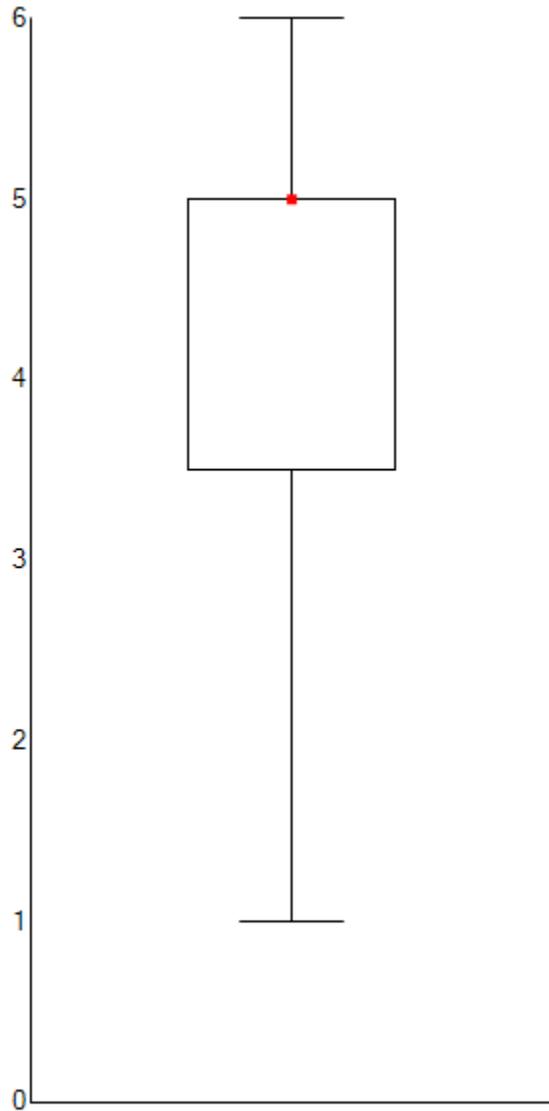
**Relationships with Relatives,
Partners and Carers - colleague ratings**



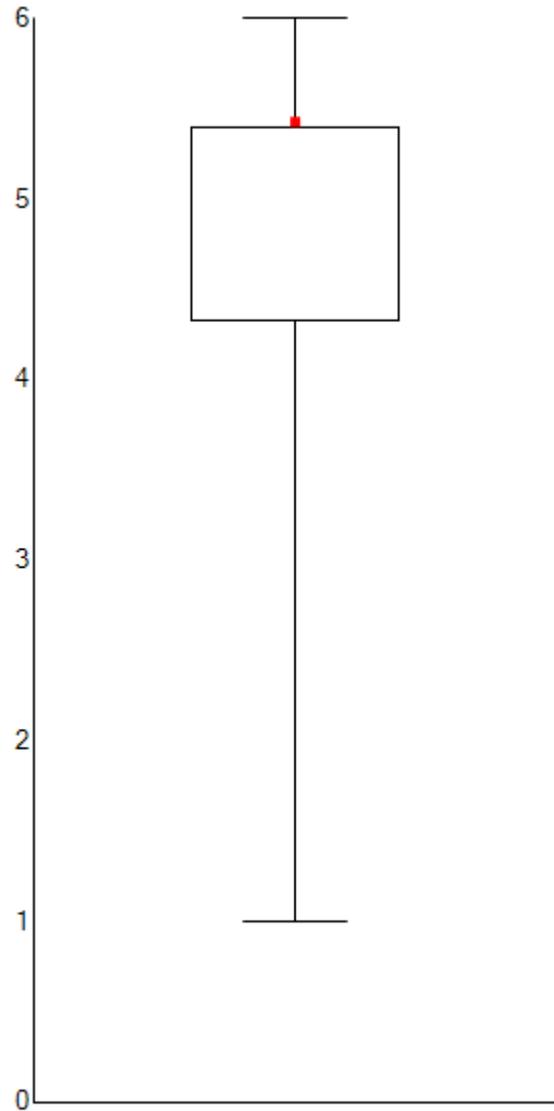
10th perc	3.75
MIN	1
Your score	5
MAX	6
90th perc	5.25

10th perc	4.63
MIN	1
Your score	5.55
MAX	6
90th perc	5.53

Relationships with Psychiatrist Peers - self ratings



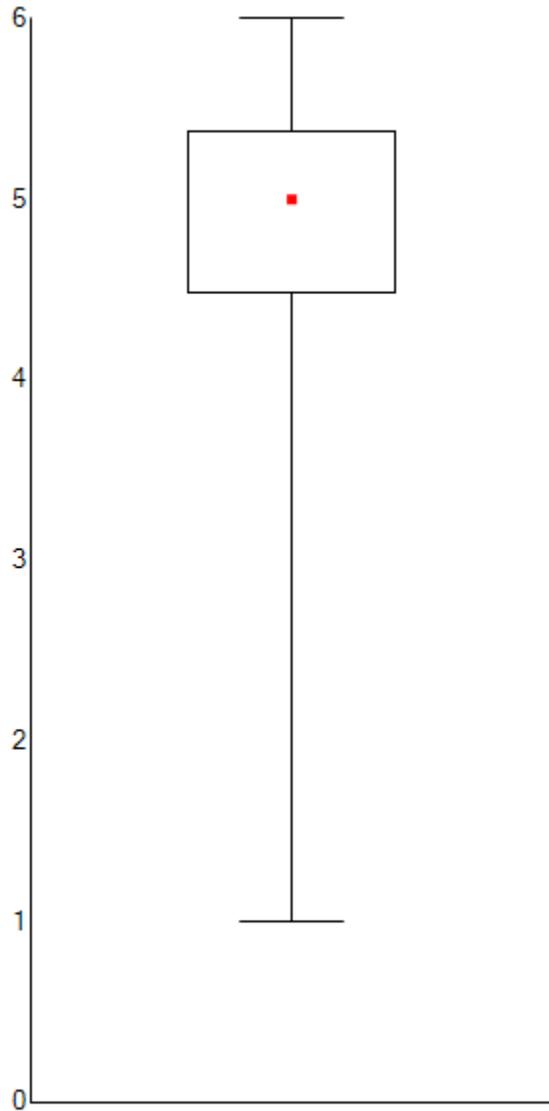
Relationships with Psychiatrist Peers - colleague ratings



10th perc	3.5
MIN	1
Your score	5
MAX	6
90th perc	5

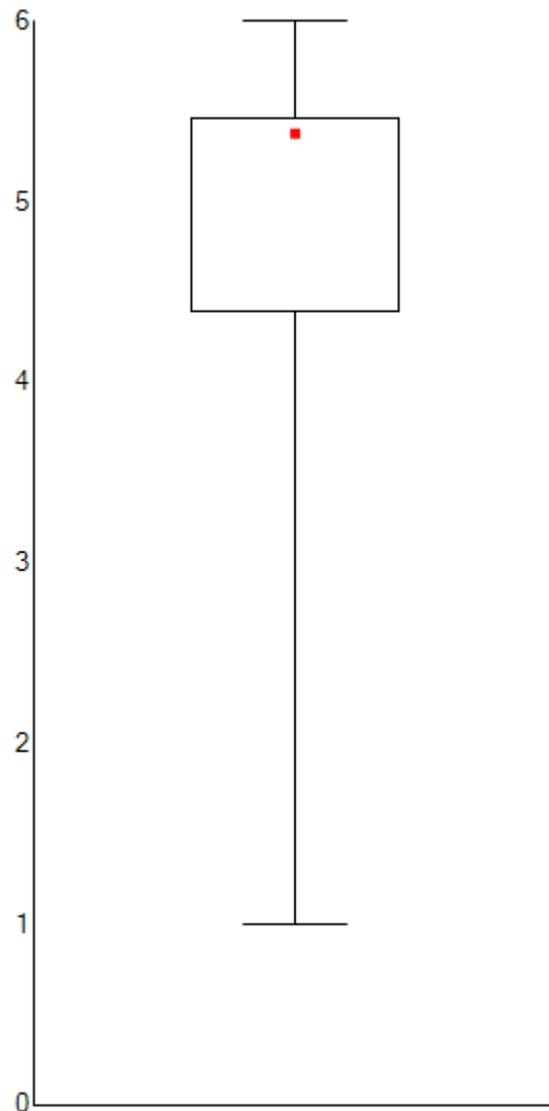
10th perc	4.33
MIN	1
Your score	5.43
MAX	6
90th perc	5.4

Relationships with Team and External agencies - self ratings



10th perc	4.48
MIN	1
Your score	5
MAX	6
90th perc	5.38

Relationships with Team and External agencies - colleague ratings



10th perc	4.39
MIN	1
Your score	5.38
MAX	6
90th perc	5.46

SECTION 2

**SELF AND COLLEAGUE
RATINGS ON THE 46
ITEMS**

Section 2: How you and your colleagues rated you for the 46 items.

This section allows you to make detailed comparisons between how you rated yourself with how your colleagues rated you. Each item is also referenced against the benchmark scores for both self and colleague ratings.

- **Your Self Rating** is the score you gave yourself for each item. This is compared to the **Self Benchmark** - the mean score of self-ratings for over 5,000 psychiatrists who participated in the general adult version of ACP 360.
- **Your Colleague Rating** is the average score given to you by your colleagues for each item. This is compared to the **Colleague Benchmark** - the mean score given to over 5,000 psychiatrists who participated in the general adult version ACP 360 by their colleagues.

Items where your colleague rating is above the 90th percentile of the benchmark, indicating strengths, are flagged with 

Items where your colleague rating is below the 10th percentile of the benchmark *and* below a rating of 4 (i.e. below Moderately High), indicating potential areas for improvement, are flagged with *i*

- The number of **returns** for each question is noted in the final column. Please treat the results of questions with less than 13 returns with caution as this is a lower than recommended amount of responses

Example:

No.	Question	Ratings (Benchmark)			Returns
		Self	Colleagues	Flag	
6	Being a clear communicator	5 (4.3)	5.4 (4.6)		15

No	Question	Ratings (Benchmark)			Returns
		Self	Colleagues	Flag	
Communication					
1	Being approachable	5(4.9)	5.67(5.3)	✓	18
2	Actively listening to others	5(4.7)	5.5(5.1)	✓	18
3	Sharing useful information with others, where and when it is appropriate to do so	5(4.7)	5.35(5.1)		17
4	When in the chair of meetings, encouraging participation of all present	5()	5.5()		12
5	When in the chair of meetings, managing the agenda in purposeful, constructive ways	5(4.4)	5.42(5)	✓	12
6	Being a clear communicator	5(4.4)	5.41(5)	✓	17

Availability					
7	Being readily accessible and contactable via an established method or route	5(4.9)	5.44(5.1)		18
8	Keeping appointments and being consistently punctual	5(4.4)	5.65(5)	✓	17
9	Being available to give and receive information from others	5(4.6)	5.65(5.1)	✓	17
10	Being available to hear others' concerns	5(4.7)	5.65(5.1)	✓	17

Emotional Intelligence					
11	Being consistently respectful of all others	5(4.7)	5.5(5.2)		18
12	Being willing and able to take advice from others	5(4.5)	5.12(4.9)		17
13	Having an appropriate range and flexibility of emotional responses to differing circumstances	5(4.5)	5.33(4.9)		15
14	Being firm when this is required	5(4.3)	5.29(5)		14
15	Showing warmth, empathy and genuine understanding in your relationships	5(4.7)	5.61(5.1)	✓	18

Decision Making					
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16	Ensuring that information is gained from an appropriate range of sources before decisions are made.	5(4.6)	5.5(5.1)	✓	14
17	Ensuring that team members and/or their opinions are included in decision making processes wherever possible	5(4.7)	5.33(5)		15
18	Ensuring that the opinion of patients is included when clinical decisions are made with them.	5(4.7)	5.6(5.2)	✓	15
19	Taking account of matters relating to safety of staff and patients when making decisions.	5(4.8)	5.5(5.2)	✓	14
20	Recognising the impact on other agencies of decisions made by you and your team.	5(4.4)	5.47(5)		15
21	Achieving an appropriate balance between facilitating team based decision-making and the occasional requirement to act incisively and independently on the basis of clinical need.	5(4.5)	5.47(5)		15

Relationship with Patients					
22	Enquiring about the points of view of your patients	5(4.8)	5.57(5.2)		14
23	Ensuring that clear information is provided to patients in terms that they will understand.	5(4.5)	5.6(5.1)	✓	15
24	Including patients and their opinions in appropriate ways and at appropriate levels when formulating care plans.	5(4.6)	5.47(5.1)		15
25	Being willing to engage with demanding, high risk or unpopular patients.	5(4.6)	5.5(5.2)		14
26	Using an appropriate ethical approach to establishing relationships with patients.	5(4.9)	5.67(5.3)	✓	15
27	Being able to forge therapeutic relationships with most patients	5(4.8)	5.6(5.2)	✓	15
28	Being mindful of the responsibilities of patients who are parents and being sensitive to the needs of their children or other family members	5(4.5)	5.4(5.2)		15
29	Being willing and able to confront problems with difficult patients in ways that are effective, proportionate and fair, where possible.	5(4.5)	5.4(5.2)		15
30	Remaining calm under pressure and dissipating difficult situations.	5(4.5)	5.33(5.2)		15

Relationships with Relatives, Partners and Carers					
31	Enquiring about the points of view of the relatives partners and carers of your patients.	5(4.5)	5.54(5.1)	✓	13
32	Providing clear information to carers and families in terms that they will understand.	5(4.4)	5.6(5.1)	✓	15
33	Being sensitive yet clear when conveying information, including bad news, to carers and families.	5(4.5)	5.53(5.2)	✓	15
34	Including the opinions of carers and families in appropriate ways and at appropriate levels when formulating care plans.	5(4.4)	5.53(5.1)	✓	15

Relationships with Psychiatrist Peers					
35	Being able to reach agreement/consensus with colleagues about difficult issues about which there may be more than one opinion.	5(4.4)	5.38(4.9)		16
36	Using influencing skills with colleagues to take issues forward.	5(4.2)	5.44(4.9)	✓	16
37	Being able to challenge colleagues if this becomes necessary	5(4)	5.31(4.9)		16
38	Being open to and using review and constructive feedback from peers.	5(4.4)	5.6(5)	✓	15

Relationships with Team and External agencies					
39	Contributing positively to creating an atmosphere in meetings that is conducive to team members' full contribution.	5(4.5)	5.23(5)		13
40	Inspiring team members	5(4.2)	5.29(4.8)		14
41	Encouraging innovation	5(4.2)	5.23(4.8)		13
42	Being realistic in recognising and adapting the limits of your own professional expertise.	5(4.5)	5.47(5)	✓	15
43	Recognising the contributions of individual team members.	5(4.7)	5.38(5.1)		16
44	Recognising successes of the team	5(4.6)	5.44(5.1)		16
45	Encouraging team members to think critically about and contribute positively to planning, improvement, monitoring and audit of	5(4.2)	5.4(4.9)		15

	services.				
46	Having appropriate relationships with staff of other agencies	5(4.6)	5.57(5.1)	✓	14

SECTION 3

PATIENT RATINGS ON THE 15 ITEMS

Section 3: Feedback from patients.

This section allows you to compare how your patients rated you on the 15 items with how over 800 psychiatrists who participated in the general adult version of ACP 360 were rated.

- **Your Patient Rating** is the average score given to you on each item by your patients.
- The **Patient Benchmark** is the average score given by over 40,000 Patients to psychiatrists who have taken part in ACP360.

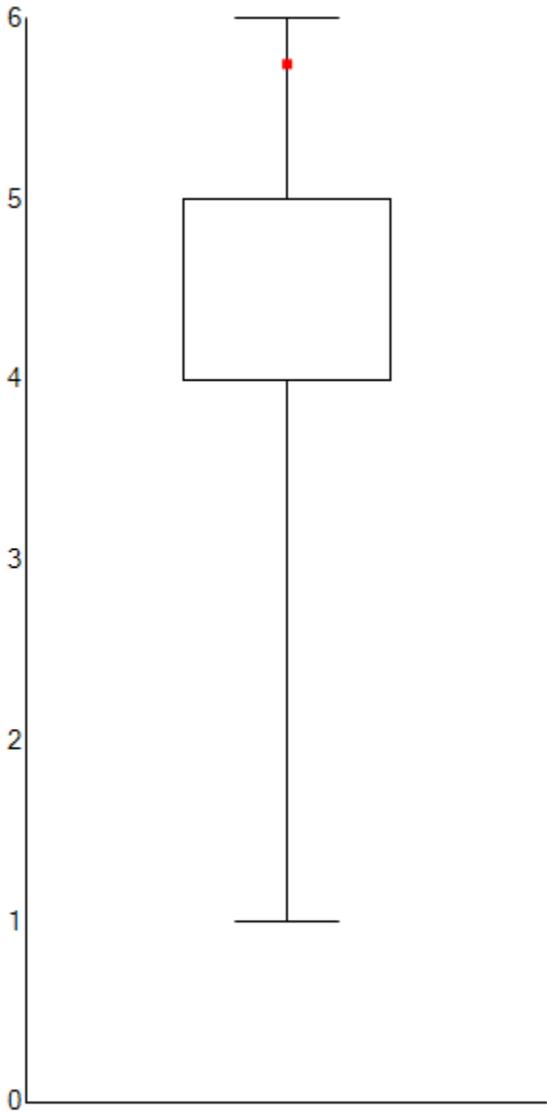
ACP 360 patient questionnaires were tested on patients in community settings under the care of a general psychiatrist and the benchmarks are also largely based on responses for such patients. It is important that patient feedback for psychiatrists in inpatient units is considered with this in mind.

Items where your Patient rating is above the 90th percentile of the Patient benchmark, indicating strengths, are flagged with ✓

Items where your Patient rating is below the 10th percentile of the Patient benchmark *and* below a rating of 4 (i.e. below Moderately High), indicating areas for improvement, are flagged with *i*

- The number of returns for each question is noted in the final column. Please treat the results of questions with less than 25 returns with caution as this is a lower than recommended amount of responses.

Your average score from all 15 service-user items



10th perc	4
MIN	1
Your score	5.75
MAX	6
90th perc	5

No	Question	Patient rating Yours (Benchmark)	Flag	Returns
1	Is friendly and easy to approach	5.5(5.27)	✓	10
2	Listens well to what I say	5.7(5.26)	✓	10
3	Provides useful information about my care and treatment when I need it or ask for it	5.78(5.16)	✓	9
4	Speaks clearly so that I can understand	5.8(5.29)	✓	10
5	Keeps appointments and is on time	5.9(5.18)	✓	10
6	Shows warmth and is genuine and understanding	6(5.25)	✓	10
7	Offers me hope and optimism	5.6(5.07)	✓	10
8	Shows respect for me	5.9(5.35)	✓	10
9	Always values my opinions	5.9(5.15)	✓	10
10	Includes my opinions when making decisions with me	5.6(5.17)	✓	10
11	Asks me about my points of view	5.5(5.17)	✓	10
12	Makes information easy for me to understand	5.8(5.22)	✓	10
13	Takes into consideration the needs of my family and/or carers	5.78(5.18)	✓	9
14	Remains calm under pressure	5.78(5.38)	✓	9
15	Asks the opinions of my family and/or carers where appropriate	5.71(5.18)	✓	7