

Premini Mahendra

Colleague Feedback Report

04 February 2021



EDGECUMBE doctor 

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

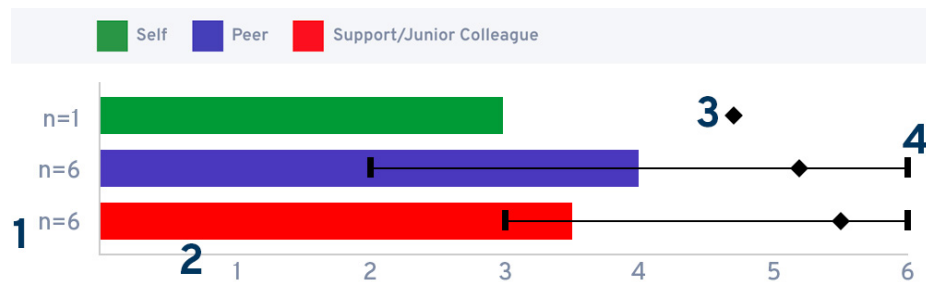
Like the Colleague Feedback questionnaire, your report results are presented in four sections, based on the four domains of Good Medical Practice.

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

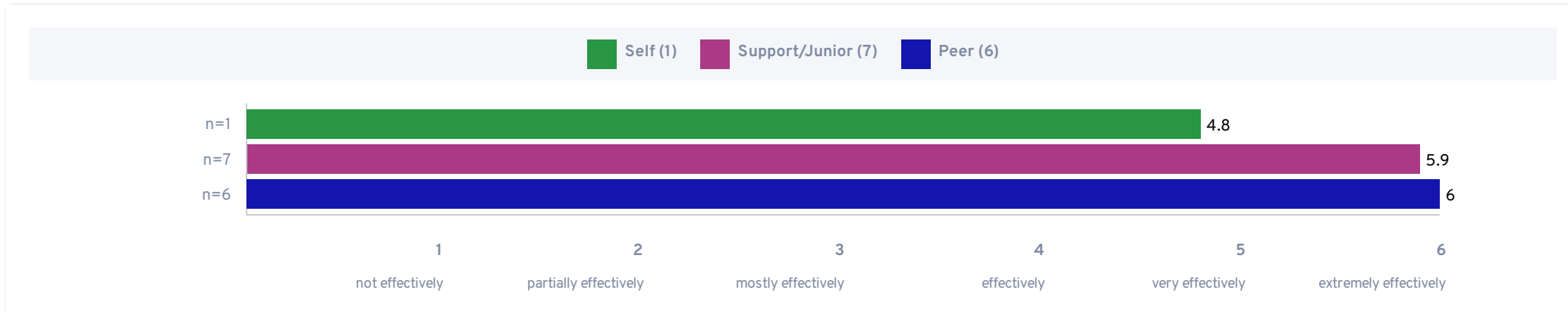
- 1 – not effectively
- 2 – partially effectively
- 3 – mostly effectively
- 4 – effectively
- 5 – very effectively
- 6 – extremely effectively

3. BENCHMARK: The black diamond symbol represents the Haematology Colleague Report Benchmark (last revised 2020).

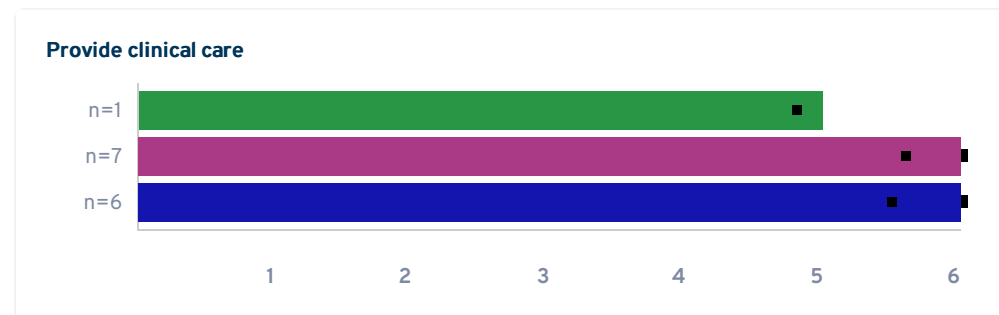
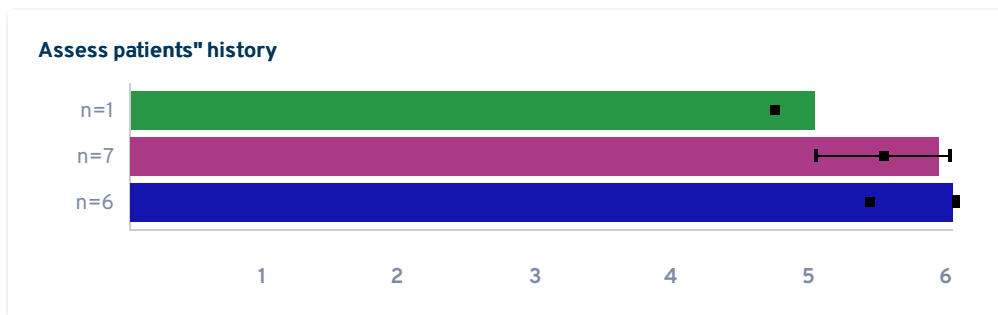
4. RANGE: The black line through each bar represents the range of ratings given by the rater category for that question.

Domain 1: Knowledge, skills and performance

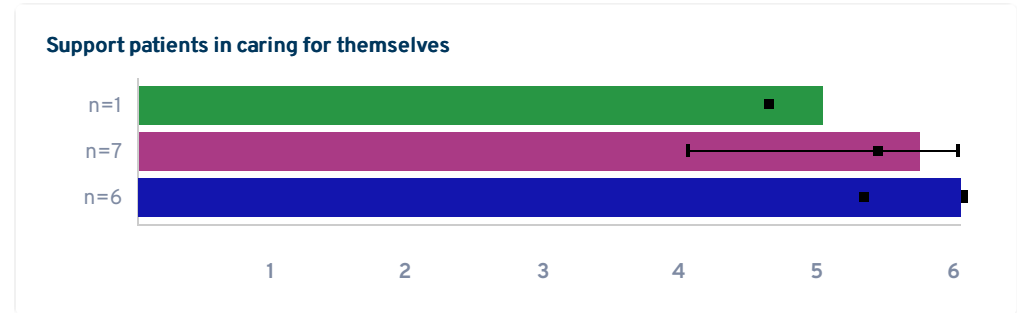
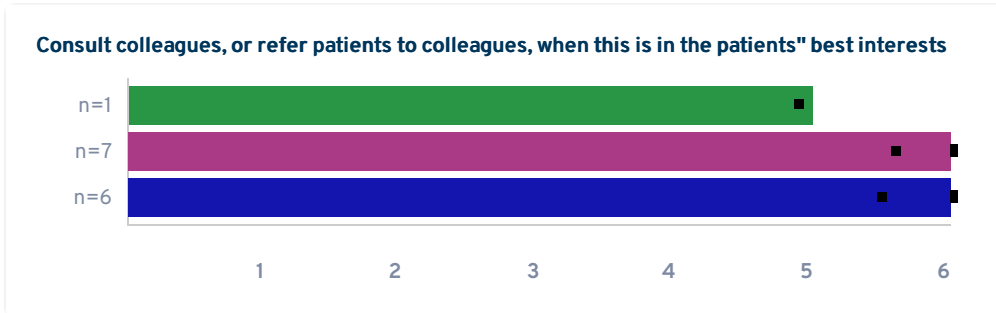
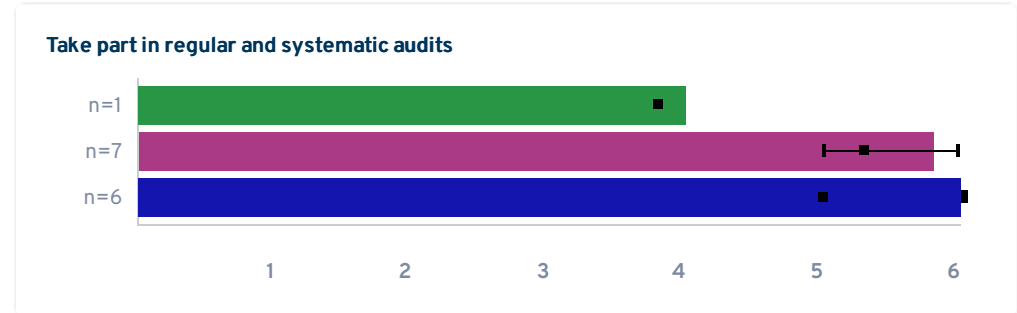
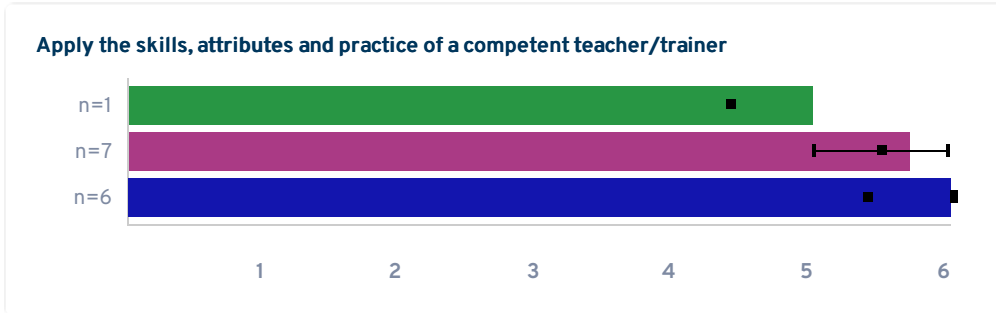
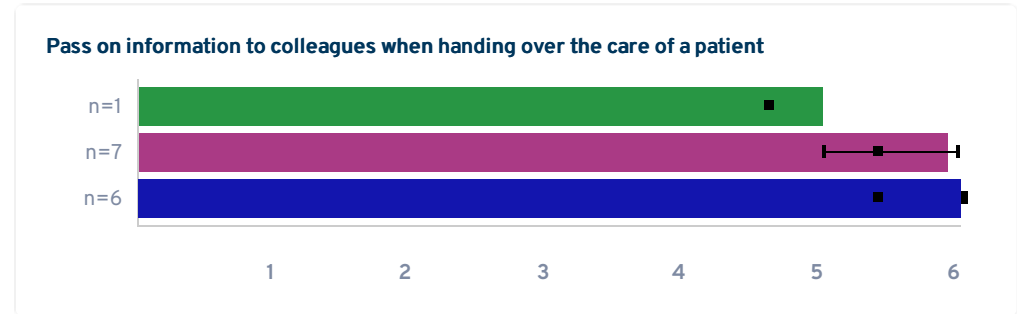
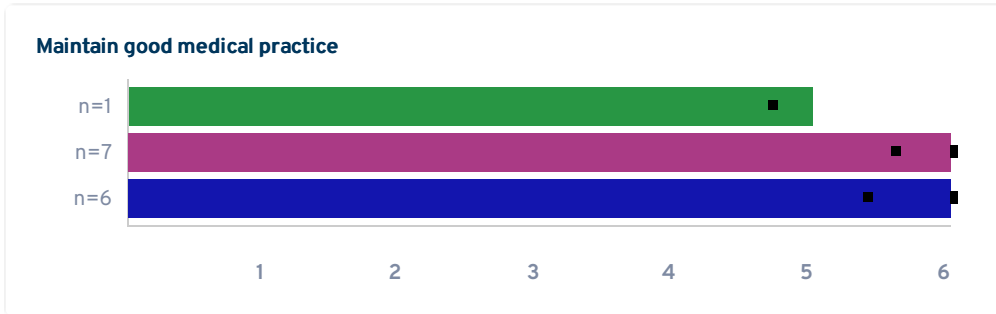
Summary of Domain



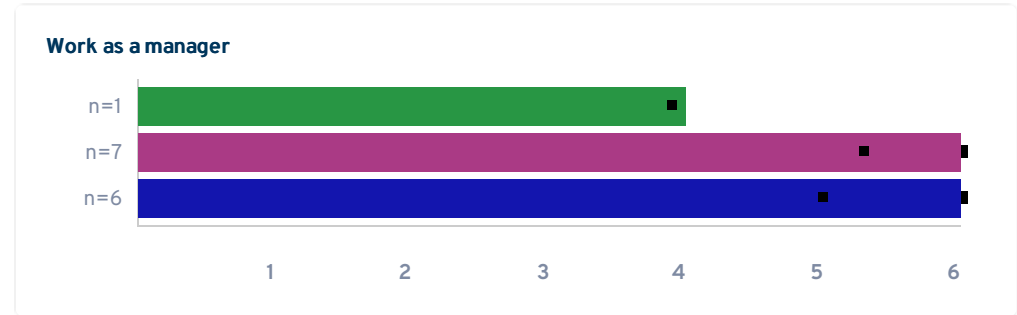
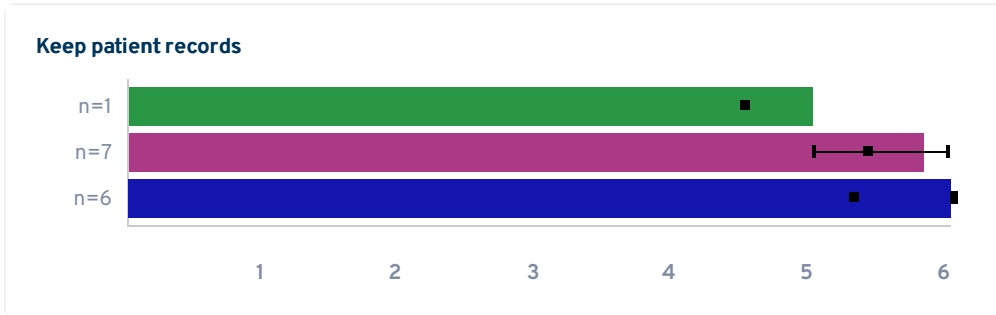
How effective/good am I at...



Domain 1: Knowledge, skills and performance continued



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					1	6	
	Peer						6	
Provide clinical care	Self					1		
	Support/Junior						7	
	Peer						6	
Maintain good medical practice	Self					1		
	Support/Junior						7	
	Peer						6	

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					1	6	
	Peer						6	
Apply the skills, attributes and practice of a competent teacher/trainer	Self					1		
	Support/Junior					2	5	
	Peer						6	
Take part in regular and systematic audits	Self				1			
	Support/Junior					1	3	3
	Peer						5	1
Consult colleagues, or refer patients to colleagues, when this is in the patients' best interests	Self					1		
	Support/Junior						6	1
	Peer						6	

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				1		6	
	Peer						6	
Keep patient records	Self					1		
	Support/Junior					1	5	1
	Peer						6	
Work as a manager	Self				1			
	Support/Junior						5	2
	Peer						6	

Domain 1: Knowledge, skills and performance

Comments

	Does well	Could do differently
Self	Provide good clinical care to my patients. Communicate well with team, keep abreast of new developments	Ongoing tensions with some consultant colleagues which I have adapted to and worked with for over 15 years
Support/Junior	Very knowledgeable, support colleagues well.	-
Support/Junior	Dr Mahendra is an excellent doctor who treats all her patients with respect, dignity, and the utmost care	I cannot think of anything that Dr Mahendra could do to improve her care of patients
Support/Junior	I Find Prem a very approachable and caring Dr and colleague, you can see she really cares about a patients well being whether it be Medical or Emotional. she will always offer good advice and source out help and support to who ever needs it.	I can't think of anything that Prem could do differently.

Domain 1: Knowledge, skills and performance continued

Comments

	Does well	Could do differently
Support/Junior	I have had the pleasure to work with Dr Mahendra for the past 10 years, Dr Mahendra is always professional when at work, Dr Mahendra is approachable with all staff and is always willing to teach new tasks. Dr Mahendra is fast, effective and efficient with her Knowledge and expertise with regards to haematology and we rely on Premini when new treatments are approved, Patients speak very highly of Dr Mahendra and come from all areas and countries for her expertise. Dr Mahendra recognises when patients need urgent treatment and will co-ordinate all care so patients have the fastest access to the most advanced treatment and effective care.	Premini offers a seamless service and it would be difficult for me to suggest what to do differently.
Support/Junior		
Support/Junior	Dr Mahendra is one of the consultants who is not just amazing in her clinical skills but exceptional with her trainees and teaching . She is a role model and always so very helpful . A great guide and a mentor . Always very approachable	Nothing at all
Peer	Prem is decisive and executes plans perfectly. There are no corners cut. Her engagement in sorting patient centric issues are exemplary	She suffers slackers and fools less well. Maybe she could mentor them better, but one can recognise workers with less motivation and I acknowledge it is challenging to slow oneself down.
Peer	She always puts patients first and have a very sharp clinical intelligence She has always been a very fair and approachable colleague and a pleasure to work with since my SpR years During my SpR time at QE she was the only one who cared about providing teaching to myself	Work in a unit where she is valued as I have seen the attitudes of various colleagues and managers on her in a very unfair way

Domain 1: Knowledge, skills and performance continued

Comments

	Does well	Could do differently
Peer	Clear and concise handover information. Ability to see "the wood for the trees". Consistent care of patients across all aspects of her practice. Ability to ask and rely on others opinions when formulating complex care in unusual (COVID) situations. She is not scared to make clinical decisions based on clinical history and examination where it is needed.	Smile more even when the meetings have gone on too long!!
Peer	Exemplary clinician with the highest possible knowledge and expertise. Very supportive of clinical team and very regular attendee at clinical meetings. Excellent relations with patients. Very good supporter for development of strong relationships across the Trust	No concerns

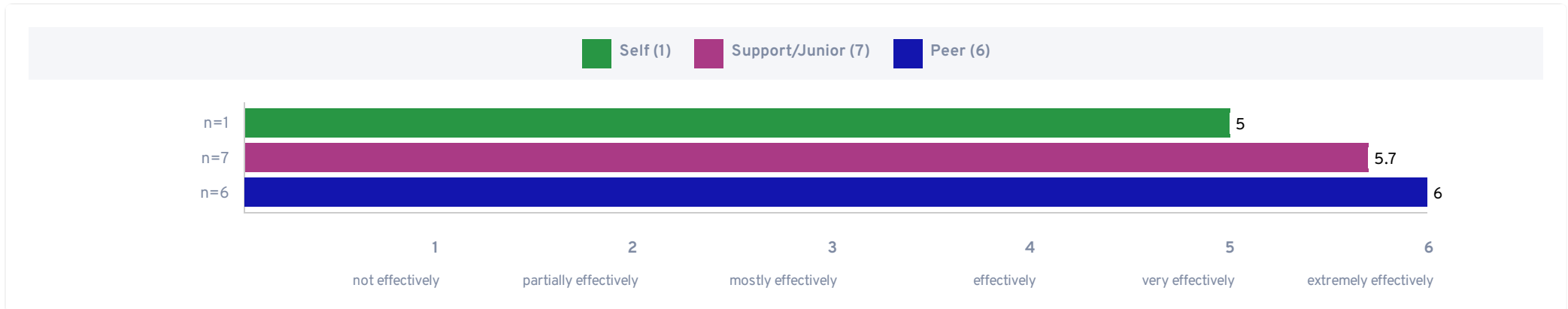
Domain 1: Knowledge, skills and performance continued

Comments

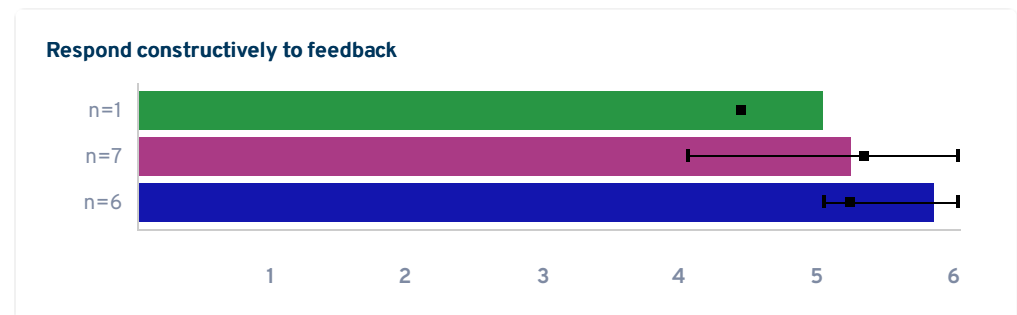
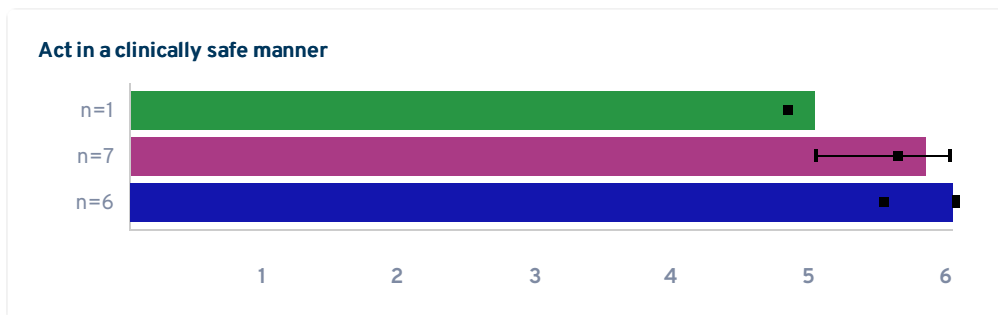
	Does well	Could do differently
Peer	<p>Prem is fully updated,practices evidence based and safe practice.Being the senior most Haematologist in the region and the country,Prem gets involved in all aspects of patient care of complexities.Even at this stage of professional life,I have seen her removing the hickmanlines,performing bone marrows,intra thecal administrations.Prem's consultation with patients are flawless and extremely professional.Her communications with the patients and colleagues are crystal clear and unambiguous.She is an excellent teacher.</p> <p>Her participations in the MDT meetings are enormous guiding the team in decision process in complex scenarios.I have had mutual patients in the clinical management.</p> <p>Patients all feedback very high of her consultations and the time spent with them.</p>	<p>Have no comments to this.</p>
Peer	<p>Premini is an extremely caring doctor. She is absolutely loved by her patients and indeed by all junior staff she comes in contact with. She is a fantastic teacher and mentor and will always take the time out to ensure that everyone is confident and fully briefed on the job at hand. I have never experienced a situation whereby, staff or patients, are not fully confident in the plan of care outlined by her. As a senior clinician in the organisation, she is very much held in esteem, and her patient care is second to none. I would have absolute confidence in the decisions she makes and the delivery of care directed by her, and would feel privilidged to have a doctor who cares so much about her patients, care for any of my family.</p>	<p>Because Premini is both competent and confident in her decision making and deliver of patient care, this could perhaps be slightly intimidating to her peers. I have seen junior doctors line up to receive, education and mentorship/coaching by Premini, as they obviuosly see her ability as a very senior clinician, with excellent patient outcomes and feedback. This however, can also be a double edged sword, if peers are not always held in such esteem. Premini is very clear and directive in her approach to planning patient treatment and care, and whilst this is absolutely what is necessary for junior level staff, as it provides an excellent forum for learning, not all her peers may appreciate this direct approach.</p>

Domain 2: Safety and Quality

Summary of Domain

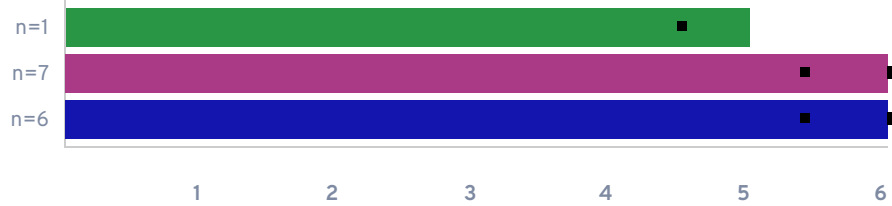


How effective/good am I at...

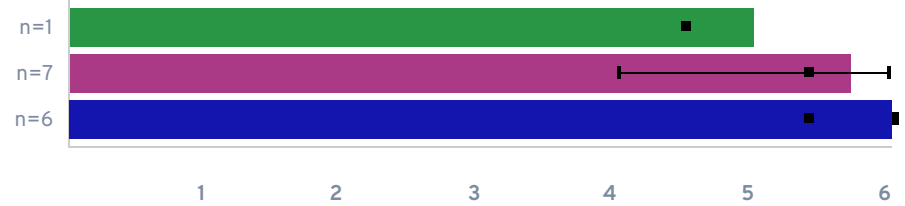


Domain 2: Safety and Quality continued

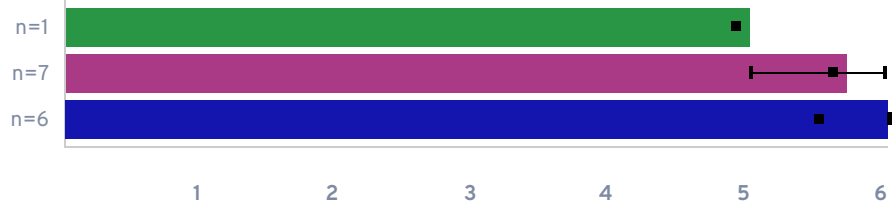
Comply with risk management and clinical governance procedures



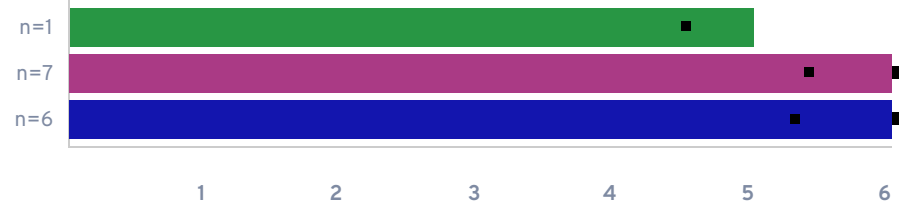
Follow infection control procedures



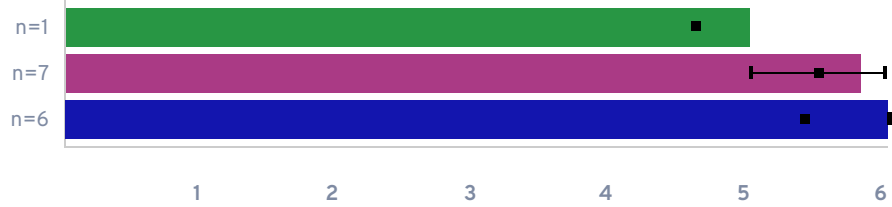
Take appropriate action when patients are at risk



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					1	4	1
	Peer						5	
Respond constructively to feedback	Self					1		
	Support/Junior				1	1	2	2
	Peer					1	4	
Comply with risk management and clinical governance procedures	Self					1		
	Support/Junior						5	1
	Peer						5	

Domain 2: Safety and Quality continued

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

Domain 2: Safety and Quality

Comments

	Does well	Could do differently
Self	I believe I provide safe and high quality care for my patients.	Taken on board opinions of consultant colleagues with whom there have been tensions at work.
Support/Junior	Makes decisions in the best interest of her patients	-
Support/Junior	Prem takes the safety of everyone around her very seriously, bringing to the attention of whom it may concern if there is a safety issue.	Nothing
Support/Junior	Premini always delivers safe, quality care, Patients interest always come first. Documentation is always well explained very well. If Premini is uncertain of anything she is more than happy to find or point us in the right direction to the correct expertise.	Premini is very thorough in this area.
Support/Junior		
Support/Junior	As stated earlier	Nothing else , she is already doing excellent work
Peer	She puts patient safety first	Nil
Peer	Prem will respond quickly proportionately and appropriately to safety and quality. She has driven change in the MDT effectively	Nothing
Peer	Maintains high standards.	Nil

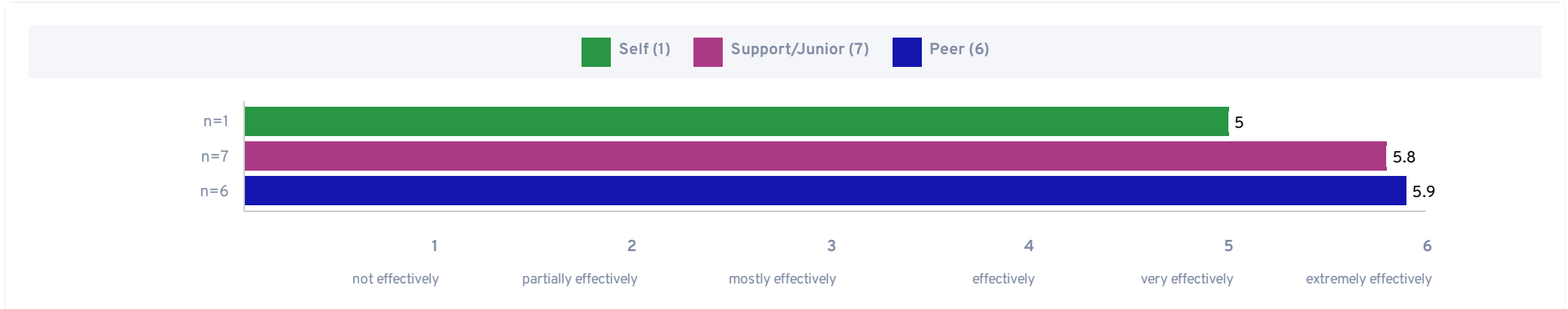
Domain 2: Safety and Quality continued

Comments

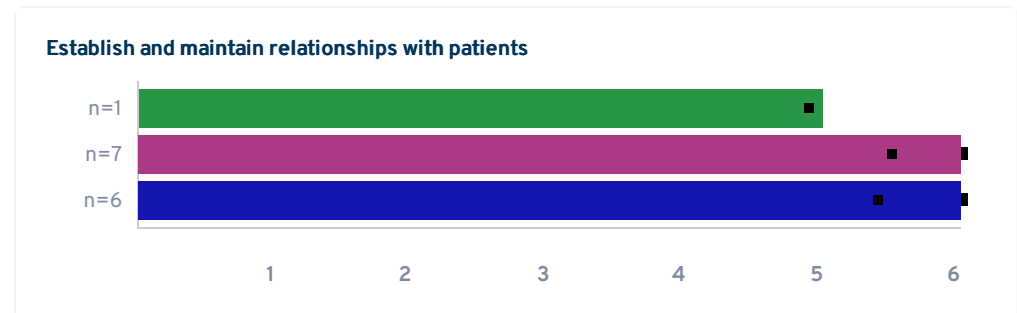
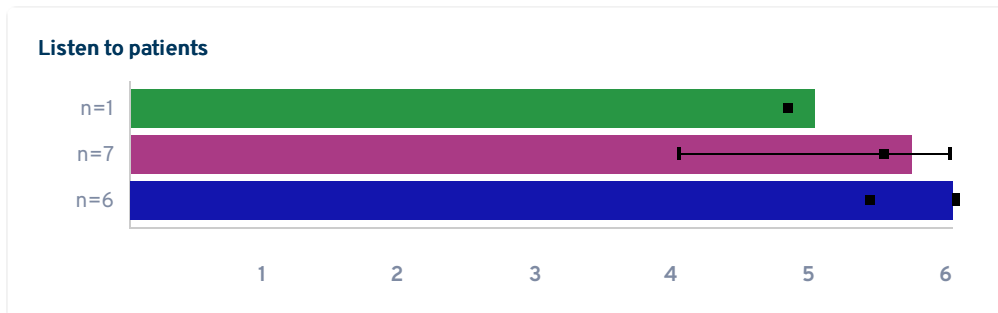
	Does well	Could do differently
Peer	<p>Prem's practice gives utmost importance to safety first. She gets involved intimately with fellow colleagues in ensuring safety and well being similar to how she does with patient care.</p> <p>Never compromises on quality of delivered care, brings out with ideas and suggestions to improve the quality of work place, something she has been acknowledged widely across the country.</p>	<p>Have nothing to comment</p>
Peer	<p>Premini has the wellbeing of her patients and indeed the junior staff under her direction, at the forefront of her mind.</p> <p>She will always provide around the clock support to anyone who needs it.</p> <p>Premini has always promoted a learning environment and this promotes the ability for junior staff to admit to 'near miss' and errors.</p>	<p>I dont know of anything that Premini could do differently in this domain</p>

Domain 3: Communication, Partnership and Teamwork

Summary of Domain

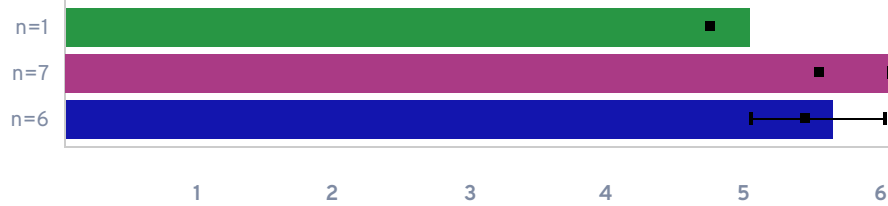


How effective/good am I at...

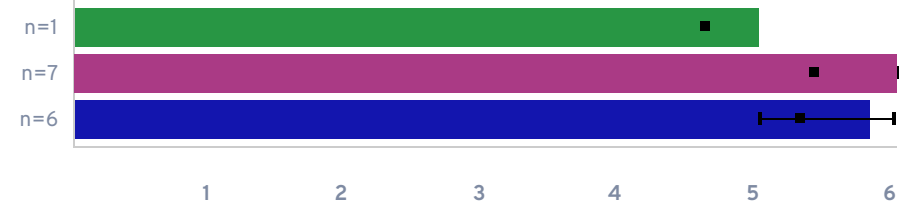


Domain 3: Communication, Partnership and Teamwork continued

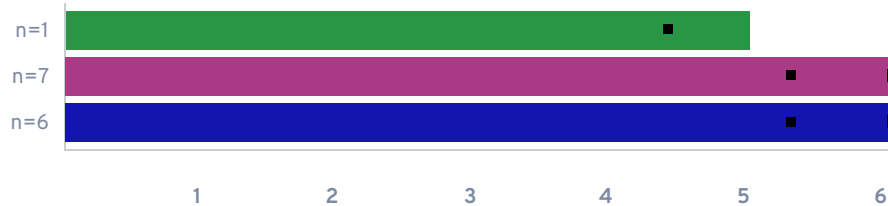
Show respect for colleagues



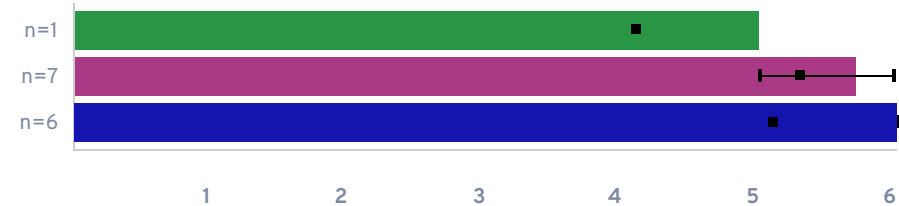
Communicate effectively with staff



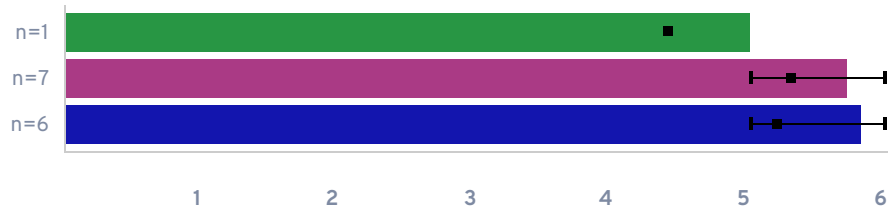
Give praise where appropriate



Provide effective leadership



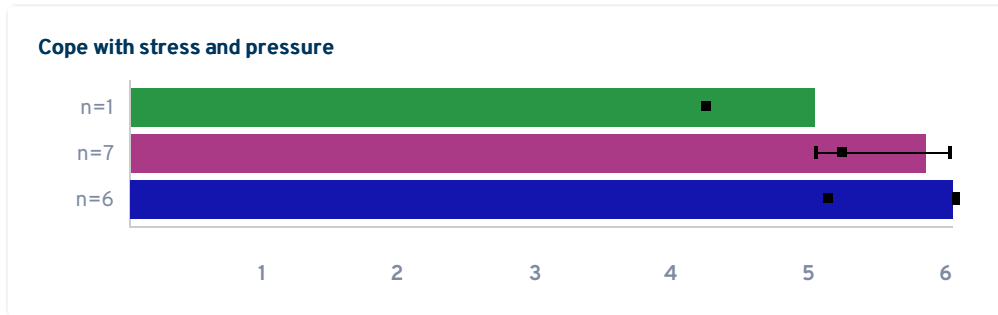
Encourage colleagues to contribute to discussions



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				1		5	
	Peer						5	
Establish and maintain relationships with patients	Self					1		
	Support/Junior						5	1
	Peer						5	
Show respect for colleagues	Self					1		
	Support/Junior						6	
	Peer					2	3	

Domain 3: Communication, Partnership and Teamwork continued

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

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					1	4	1
	Peer						5	
Cope with stress and pressure	Self					1		
	Support/Junior					1	4	1
	Peer						5	

Domain 3: Communication, Partnership and Teamwork

Comments

	Does well	Could do differently
Self	Listen to colleagues, am fair and balanced in my approach.	There have been significant tensions and divisions in our team, many are longstanding and have not been resolved. I learn not to react to autocratic opinionated views.
Support/Junior	Supportive to colleagues and juniors	-
Support/Junior	Prem is a very good communicator and will always listen to other peoples ideas and views, i notice that she listens and always has time for her colleagues.	Nothing
Support/Junior	Premini has amazing communciation skills with staff and patients, Premini works well as a team and has very good connections with the outside services. Premini always knows who the best person is to go to when we are unsure. Premini has contact details for almost all specialities.	N/A
Support/Junior		
Support/Junior	Dr Mahendra has been very helpful. She patiently listens to concerns raised , helps trainees to achieve things , inspires us and goes way beyond to help us every single time .	She is perfect the way she is . We are all lucky to be working under her

Domain 3: Communication, Partnership and Teamwork continued

Comments

	Does well	Could do differently
Peer	I have always admired Prem for the way she responds to unnecessary challenges in the Department and keeping her clinical practice at excellent level	Nil
Peer	Copes with the pressures put upon her by others exceptionally well. Responds with dignity and respect.	Prem does come across as aggressive to several male senior consultants however this is a tricky nuance as to whether she is backed into a corner by them (due to their unconscious bias). She is forthright in her views but always has evidence to support her views. There are disagreements as expected in a large team however her ability to remain focussed on the clinical side and to ignore the personalities. The online meetings do not help these complex interactions
Peer	Tries to develop team working across the Trust and effectively challenges dogmatic views	No concerns
Peer	Excellent communication skills something fellow colleagues and patients acknowledged.Despite being a very senior member,she involves every member of the team in decision process and anything to do with patient care and delivery.An absolute pleasure to work with her as she looks after everybody in the team with respect and dignity.	I have no comments for this

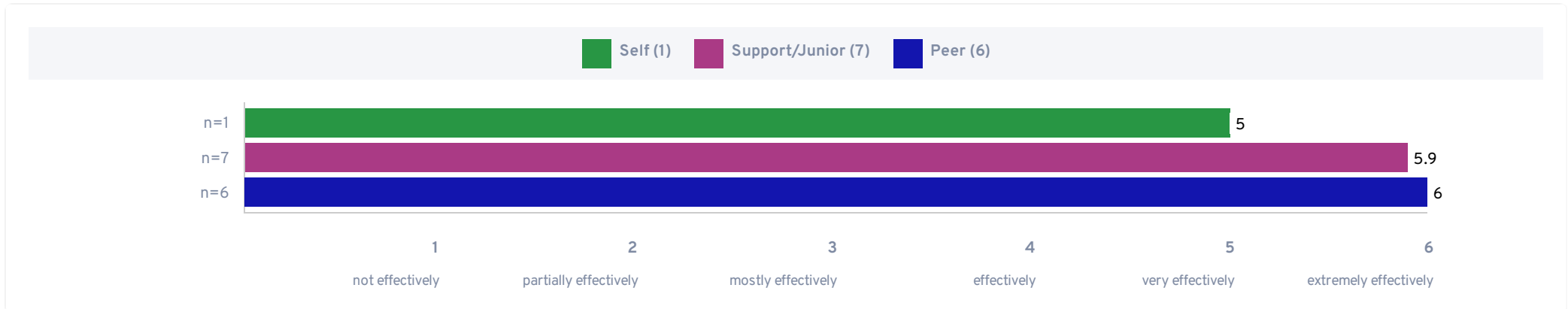
Domain 3: Communication, Partnership and Teamwork continued

Comments

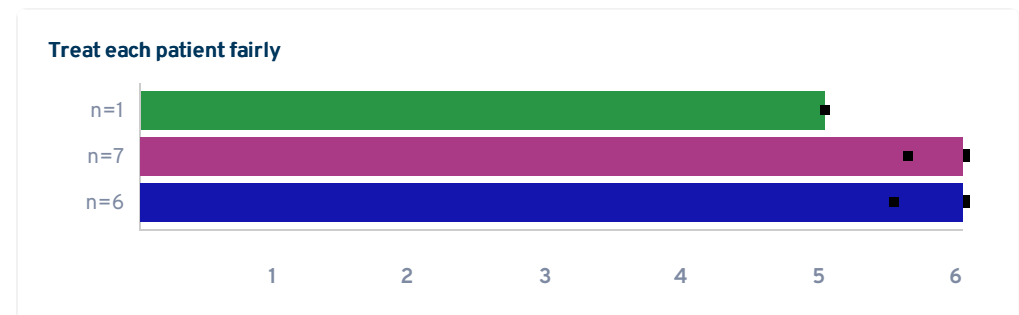
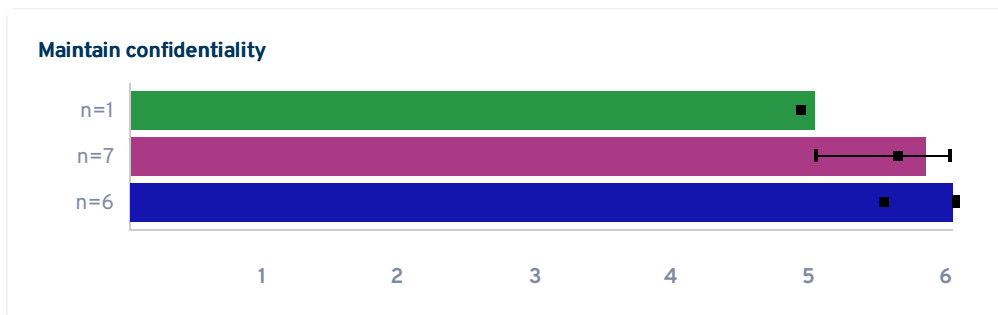
	Does well	Could do differently
Peer	<p>Premini definitely promotes an environment whereby even the most junior of staff has a voice and everyone's opinion matters. She has been instrumental in providing education for the nursing teams as well. During a recent merger of departments, Premini has attended the ward staff briefings to support the nursing, administrative teams etc, advising staff that she and the rest of the Consultant body are there to help with education and day to day support.</p>	<p>I believe if Premini is treated respectfully by her peers, then she returns it in kind. She treats everyone the same - always speaks to domestic staff, secretaries, nursing teams etc in a very respectful manner. She definitely values the role everyone plays in ensuring the safe and timely care of our patients.</p>

Domain 4: Maintaining Trust

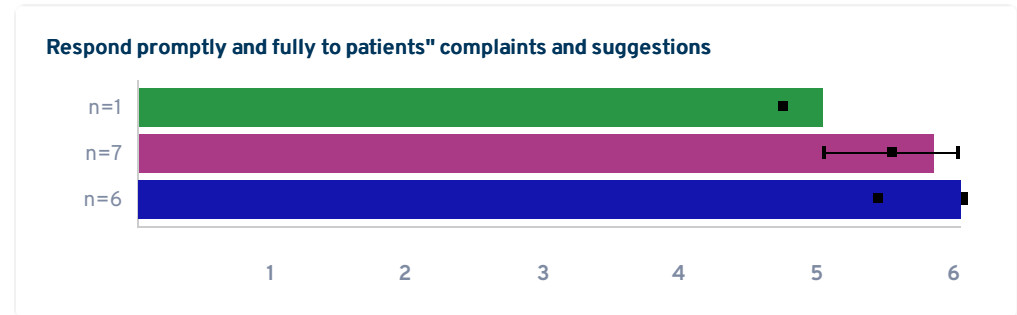
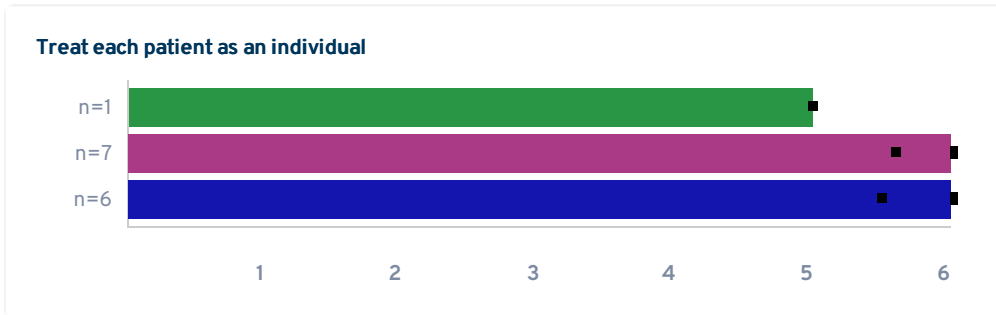
Summary of Domain



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					1	4	1
	Peer						5	
Treat each patient fairly	Self					1		
	Support/Junior						6	
	Peer						5	
Treat each patient as an individual	Self					1		
	Support/Junior						6	
	Peer						5	

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					1	4	1
	Peer						3	2

Domain 4: Maintaining Trust

Comments

	Does well	Could do differently
Self	Trust between patient and doctor is sacrosanct and know to respect and value it.	Not sure if there is anything I need to do differently
Support/Junior	-	-
Support/Junior	I would imagine that Prem would be very trusting and confidential in anything she is told, i personally feel i could tell her anything and it would stay with her.	Nothing
Support/Junior	All of Premini's patients have the highest trust for her, Dr Mahendra is always willing to go that extra mile for her patients. Staff find Premini approachable and can talk to her with confidence.	N/A
Support/Junior		
Support/Junior	Very well	No
Peer	Always maintains Trust with her patients	Nil
Peer	Listens and responds. She has a unique ability to hold the trust and confidence of trainees colleagues and nursing staff no mean feat	Nothing
Peer	Very strong professional values	Nil
Peer	Prem has consistently maintained the trust among the ex-colleagues to present colleagues and patients.	I have nothing to comment otherwise

Domain 4: Maintaining Trust continued

Comments

	Does well	Could do differently
Peer	<p>I have never witnessed a doctor before who builds such trust with their patients, as Premini does. I have seen patients wait to see her in clinic, as they would prefer to wait longer, rather than see someone else. She is a very popular doctor.</p>	<p>I dont think she could do anything differently in this domain. Her patients trust her implicitly</p>

Professional Integrity

Responses

Rater category	No concerns	Some concerns	Serious concerns
Support/Junior	1		
Peer	1		

Comments

Health

Responses

Rater category	No concerns	Some concerns	Serious concerns
Support/Junior	1		
Peer	1		

Comments

Overall Summary By Domain



Summary Comments - Stop

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

Self	Reacting to autocratic, opinionated individuals.
Support/Junior	-
Support/Junior	I have known Prem as a work colleague for a number of years and have always found her to be supportive, trusting and honest. I know and have heard many comments from her patients what a very helpful and caring Dr she is.
Support/Junior	N/A
Support/Junior	No comments
Support/Junior	NO COMMENT
Support/Junior	-
Peer	Prem is an excellent colleague who always puts patients first She is a role mode for many trainees and Consultants for her decision making process and her excellent clinical skills
Peer	Putting yourself in the background

Summary Comments - Start

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

Self	Ignoring the noise and continue what I love doing which is being a doctor, it is not what I do but who I am.
Support/Junior	-
Support/Junior	If she needs help with patients well being she will always source out the help they need.
Support/Junior	N/A
Support/Junior	No comments
Support/Junior	NO COMMENT
Support/Junior	-
Peer	Nik
Peer	Smiling more

Summary Comments - Continue

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

Self	Continue what I believe I do best which is to provide excellent clinical care
Support/Junior	To be supportive to juniors
Support/Junior	Nothing else to add
Support/Junior	N/A
Support/Junior	No comments
Support/Junior	NOT COMMENT
Support/Junior	As mentioned earlier , we are very fortunate to have gotten opportunity to work under her . She is one of the consultants who always stands up for her trainees and supports them even during their difficult times . Cannot thank her enough for all she does .
Peer	Nik
Peer	Being an excellent clinician and well respected authority in so many ways



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