

Premini Mahendra 27 March 2017

Part B: Comments Report

This report contains responses to all open-ended questions. The report should be reviewed along with Part A: Self & Colleague Feedback Report.

© Edgumbe Group 2017

EDGECUMBE DOCTOR 360°

Domain 1: Knowledge, Skills and Performance

Peers

Prem is a really supportive colleague She is always there for advice on my head and neck patients All patients are dealt with promptly and efficiently

Excellent clinician. Very high performing manager in hospital Trust.

Excellent colleague. When appointed to UHB the haematology department was on it's knees. It was on the verge of losing a lot of work out of Region (no seriously it was very poor) and Dr Mahendra began the process of rebuilding the service

Support / Junior Colleagues

Prem is excellent at communicating any changes in patient care backing up verbal communication with emails and ensures that CNS' are copied into relevant clinic letters. Patient records are clear, concise and accurate. She has open and honest consultations with patients and supports them to manage their own health as independently as possible.

Makes timely consultant-to-consultant referrals between specialities to provide the best patient care. Considers all aspects of patient care on the ward to ensure patients can care for themselves such as physiotherapy/dietician input.

A very knowledgeable consultant. Always has the answer whenever I ask a question, so is great to work with!

I have seen Prem deal with many difficult situations with patients and her clinical skills, history taking and clinical care have always been faultless. She is an excellent senior colleague, and is always very conscientious and clear when handing over patients. She has good relationships with colleagues in this department, other departments and in other hospitals and is always willing to consult them or transfer the patient to their care as appropriate. Prem is very supportive and helpful as a manager and was an excellent chair of the training programme for the Deanery for many years. She has a reputation amongst junior doctors and nurses for being supportive and approachable, and has always been my first port of call with any issues to do with my training or my experiences at work.

Domain 2: Safety and Quality

Peers

Dr P Mahendra is knowledgeable and has excellent clinical acumen. At MDT discussions, she is fully conversant with all the nuances and complexities in an individual patient's condition. She is a strong and conscientious advocate for her patients, always making decisions in their best interests.

Highly effective clinician and patient advocate.

Support / Junior Colleagues

Provides excellent mentoring support, very approachable.

Dr Mahendra has been an excellent clinical and educational supervisor for my F1 post. She has been extremely approachable and is very quick to respond to email/text messages. I have felt well supported and guided through a clinical audit. Prem has also helped me to arrange a taster week at Great Ormond Street Hospital, which I am very much looking forward to.

Excellent in all areas. She is particularly conscientious about ensuring good supervision and education of junior colleagues. She is prepared to challenge unsafe practices and implement changes if necessary - for example, in neutropenic patients post high dose chemotherapy.

Domain 3: Communication, Partnership and Teamwork

Peers

Not challenged by the principle of raising clinical questions with peer group. Resolution of these debates could be facilitated.

Unfortunately there is some longstanding historical divisions between Prem and some members of the department and this is unfortunate. This can lead a lack of team approach in some areas and is not ideal for the department. I have no personal concerns myself however

Support / Junior Colleagues

Well liked and respected by patients and staff from all parts of the team. Listens to opinions of all staff, even if junior. Happy to advise and problem solve if required.

Very supportive to nursing colleagues

Excellent to work with. Always helpful and approachable. Also teaches well. I really enjoyed working on the non-transplant team with her this year.

Prem encourages discussion amongst all members of the MDT, and listens to concerns and acts upon these accordingly.

Prem is a key member of the MDT and encourages everyone to contribute to discussions regarding patients and the department. I have never seen her show any outward signs of stress despite the enormous pressures under which she works.

Domain 4: Maintaining Trust

Peers

patients who were under her care a decade ago (and have not seen her for years) still have fond memories of her bedside manner.

Outstanding standards of clinical care.

Support / Junior Colleagues

No concerns at all.

Takes time to listen to patients and their families on ward rounds.

Clearly well liked by patients

Professional integrity

Support / Junior Colleagues

No concerns whatsoever.

Summary

Finally, what is the single most important recommendation you would make to help your colleague improve his/her performance?

Peers

Prem is a very experienced Haematologist and highly competent at her job. It is sad that there seems to be a rift with some colleagues in the department which is historical but will inevitably have some impact on the department.

Working at peak of performance in many areas. Effective mediation to resolve clinical debate with peer colleagues might sometimes be useful.

Prem is extremely efficient and systematic and a pleasure to work with. No recommendation to improve her performance.

Support / Junior Colleagues

Just to carry on exactly as she is. From the point of view of a trainee, I think she is pretty much perfect.

Continue to provide teaching/advice to junior members of the team, e.g. explaining reasoning.

EDGECUMBE DOCTOR 360°

Whitefriars Business Centre,
2nd Floor, Whitefriars, Lewins Mead, Bristol, BS1 2NT
Tel: +44 (0)117 332 8255
Email: support@edgcumbe.co.uk
Web: www.doctor360.co.uk