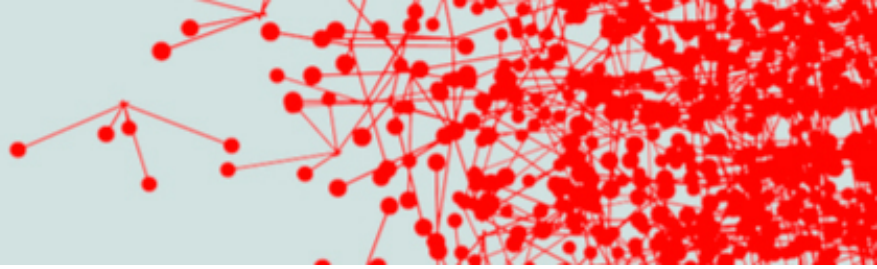


**360 Feedback analysis
for
Mr Shakir Hussain
Trauma and Orthopaedics
2025/01/06**

Mr Shakir Hussain



How to analyse your report

In most instances scores are very high. However, no quick assumptions or conclusions should be drawn from low scores until reasons have been explored. Below is a list of possible reasons for low scores. These have been provided for discussion and reflection. There may well be many other reasons for low scores not included in this list, but many of the more common reasons have been included.

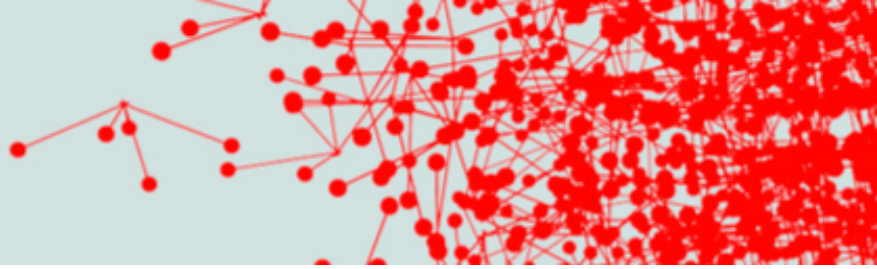
Possible Reasons for Low Scores.

These are listed with no particular weighting: -

- Workload
- Technical support
- Team/Trust failure
- Suitability of selected raters
- Staff shortages
- Specialty
- Personality clashes
- Personal problems / illness
- Patient case load
- Lack of training
- Lack of skills/knowledge
- Lack of information
- Lack of feedback
- Lack of awareness
- Keeping up to date
- Job structure/job role
- Honesty
- Equipment availability/failure
- Cultural issues
- Confidence
- Communication skills
- Awareness of own limitations
- Attitude
- Other (investigate)

If you need any help or have encountered a problem, please contact us on +44 0845 180 1405 or e-mail: info@equiniti360clinical.com

Mr Shakir Hussain



Facilitator Feedback Notes

Feeding back the contents of the 360 report to your colleague

Introduce the feedback session and describe your role as a facilitator to encourage reflection and personal development planning. If appropriate, consider setting some ground rules, such as confidentiality.

Seek your 360 doctor's views first - Ask questions rather than make statements.

If your 360 doctor has low scores in a particular area, do not make assumptions. There are many reasons for low scores some of which are detailed on the previous page. Low scores may be a result of workload or staff shortages. Of course, low scores may also be due to personal competence.

If there are clusters of raters scoring below average/unacceptable, the Medical Director should be informed.

Seek 360 doctors views first: -

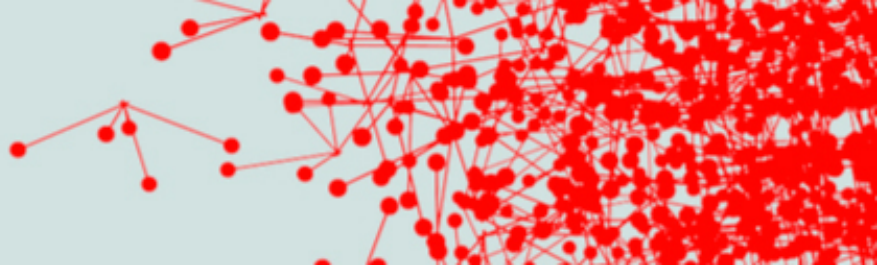
- What went well and why?
- What didn't go so well? and why?
- What changes would you like to see in the future?
- How will these changes be implemented?
- What will happen to reassess / monitor improvements?

Concentrate on specific areas which cause most concern e.g. high variance between self and colleagues assessments. Then focus on specific items of behaviour.

Compliment on the areas where the individual scored highly as well as address areas for improvement. Encourage the individual to build on their strengths. The graphic quantitative feedback report allows you to discuss current, sensitive issues in a direct manner. The feedback interview should be held in private, avoiding interruptions.

Stick to the facts and always avoid becoming emotional or using emotional language. For example, if a doctors has a low score in communication skills you might say 'you have scored below average to unacceptable in the communication skills element please comment on that?' instead of "you didn't do very well in communication skills did you?"

If you are looking for additional training then 360 Clinical can help. For further information please visit www.360clinical.com or contact us on telephone +44 0845 180 1405 or email info@equiniti360clinical.com



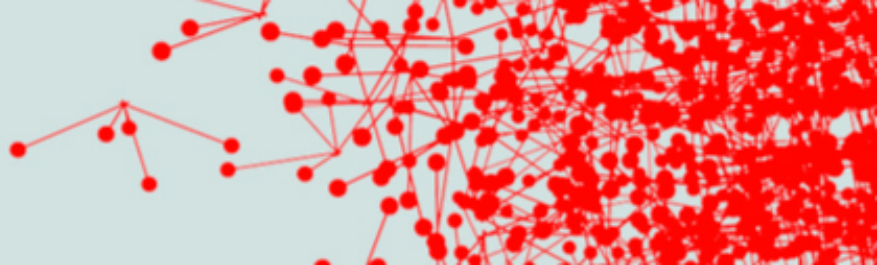
Questionnaire

The following questionnaire was distributed to peers

Page 1

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately
10. Do you have any concerns about the Probity or Health (physical or mental) of this doctor?

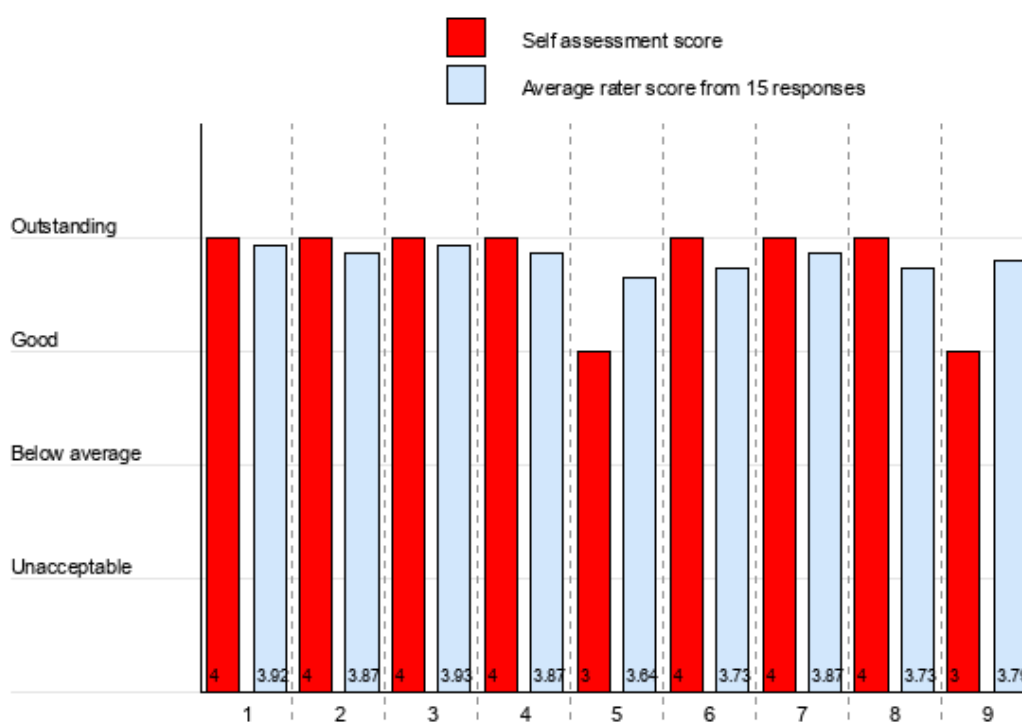
The question numbers correspond to the key on any graph



Summary of colleague results

Colleague assessment

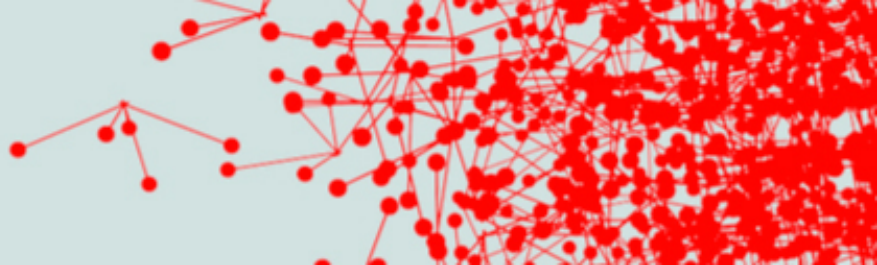
Average score given for the questions below



Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

Mr Shakir Hussain



Summary of colleague results

Colleague assessment

Detailed breakdown of results showing the number of different responses for each question

Self Assessment Score

Q1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Attribute: Maintain your professional performance

Unable to Comment	Unacceptable	Below average	Good	Outstanding
2	0	0	1	12

Q2. Patient Management: Management of complex clinical problems; appropriate use of resources

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Attribute: Maintain your professional performance

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	2	13

Q3. Reliability: Conscientious and reliable; available for advice and help when needed; time management

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	1	14

Q4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills

Domain (UK only): Knowledge skills and performance

Attribute: Maintain your professional performance

Domain (UK only): Safety and quality

Attribute: Put into effect systems to protect patients and improve patient care

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	2	13

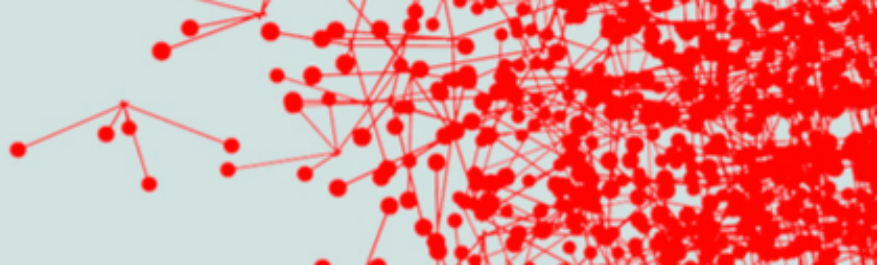
Q5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Unable to Comment	Unacceptable	Below average	Good	Outstanding
1	0	0	5	9

Mr Shakir Hussain



Q6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	4	11

Q7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	2	13

Q8. Team Player: Values the skills and contributions of multi-disciplinary team members

Domain (UK only): Communication partnership and teamwork

Attribute: Work constructively with colleagues and delegate effectively

Unable to Comment	Unacceptable	Below average	Good	Outstanding
0	0	0	4	11

Q9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

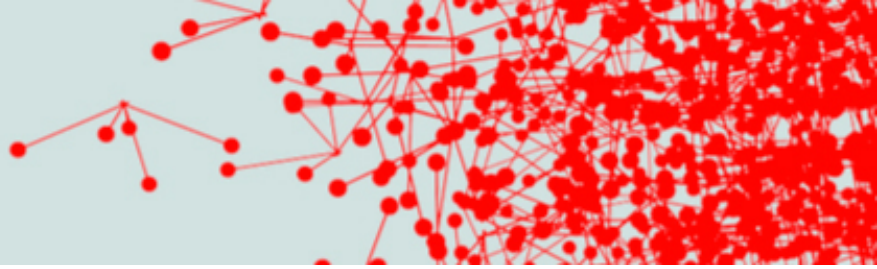
Attribute: Work constructively with colleagues and delegate effectively

Domain (UK only): Safety and quality

Attribute: Put into effect systems to protect patients and improve patient care

Unable to Comment	Unacceptable	Below average	Good	Outstanding
1	0	0	3	11

Mr Shakir Hussain

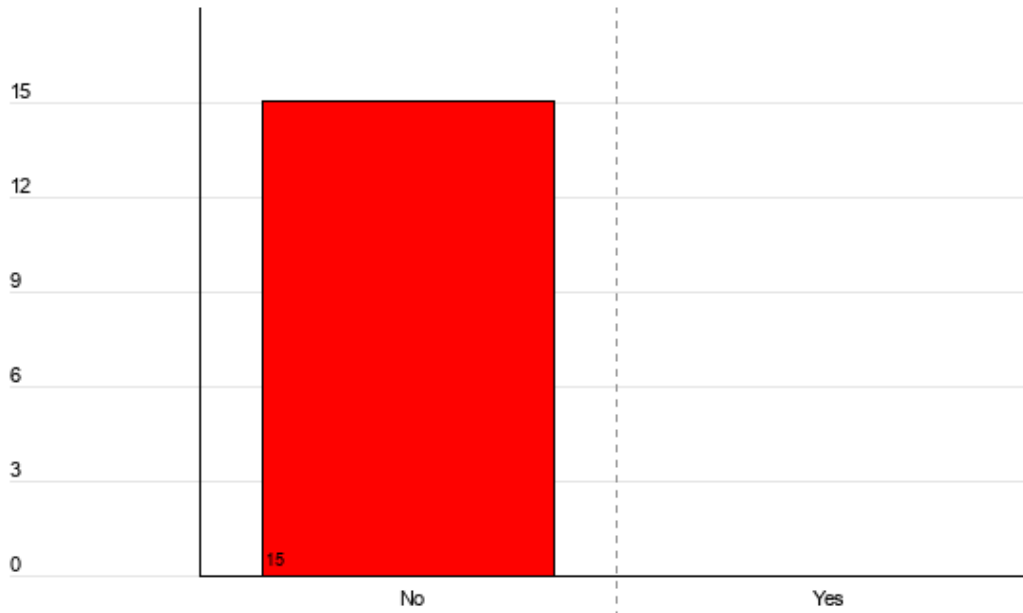


Summary of colleague results

Colleague assessment

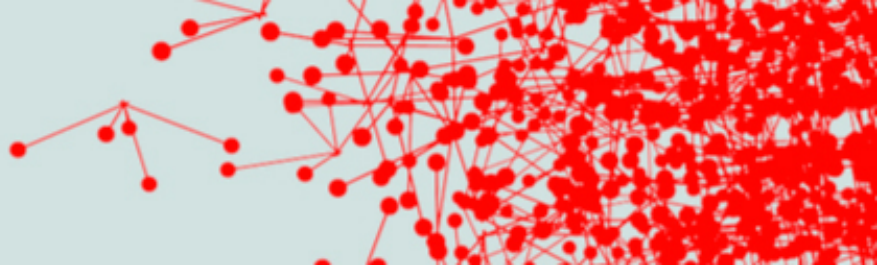
Q10. Do you have any concerns about the Probity or Health (physical or mental) of this doctor?

Total responses



Self assessment response to this question: No

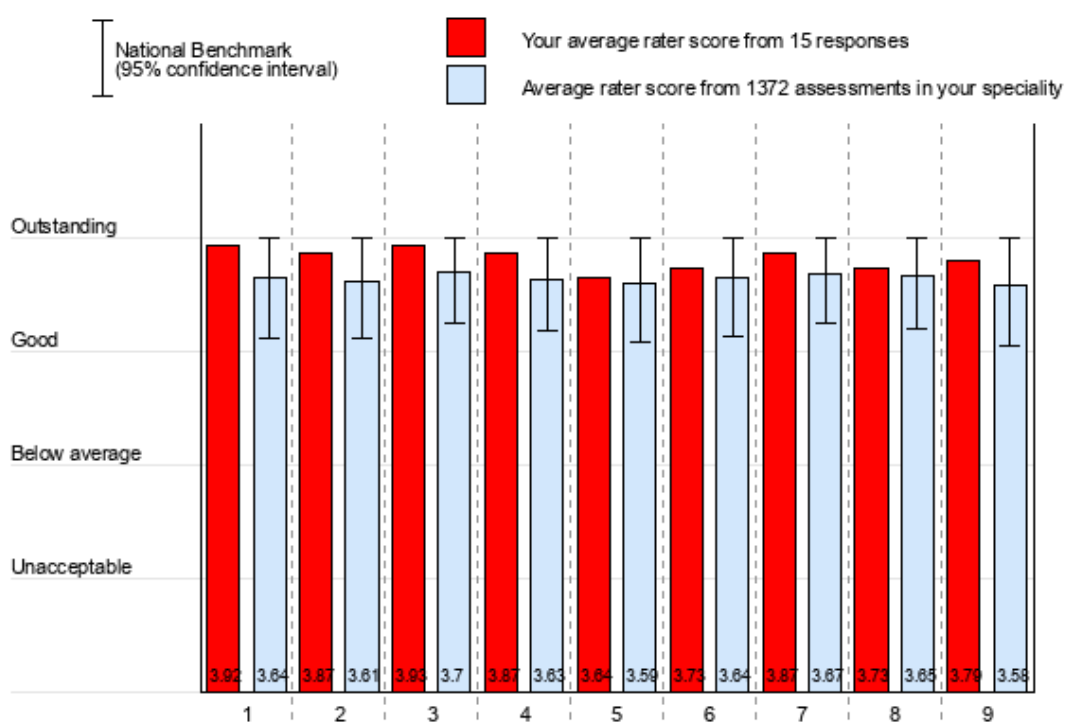
Mr Shakir Hussain



Summary of colleague results

Comparisons with your speciality - Trauma and Orthopaedics

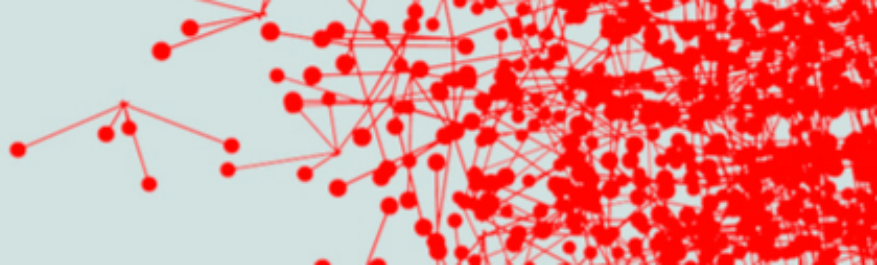
Average score given for the questions below



Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
3. Reliability: Conscientious and reliable; available for advice and help when needed; time management
4. Professional Development: Commitment to improving quality of service; keeps up-to-date with knowledge and skills
5. Teaching and Training: Contributes to the education and supervision of students and junior colleagues
6. Verbal Communication: Spoken English; communication with colleagues, patients, families and carers
7. Empathy and Respect: Is polite, considerate and respectful to patients and colleagues of all levels; compassion and empathy towards patients and their relatives
8. Team Player: Values the skills and contributions of multi-disciplinary team members
9. Leadership: Takes the leadership role when circumstances require; Delegates appropriately

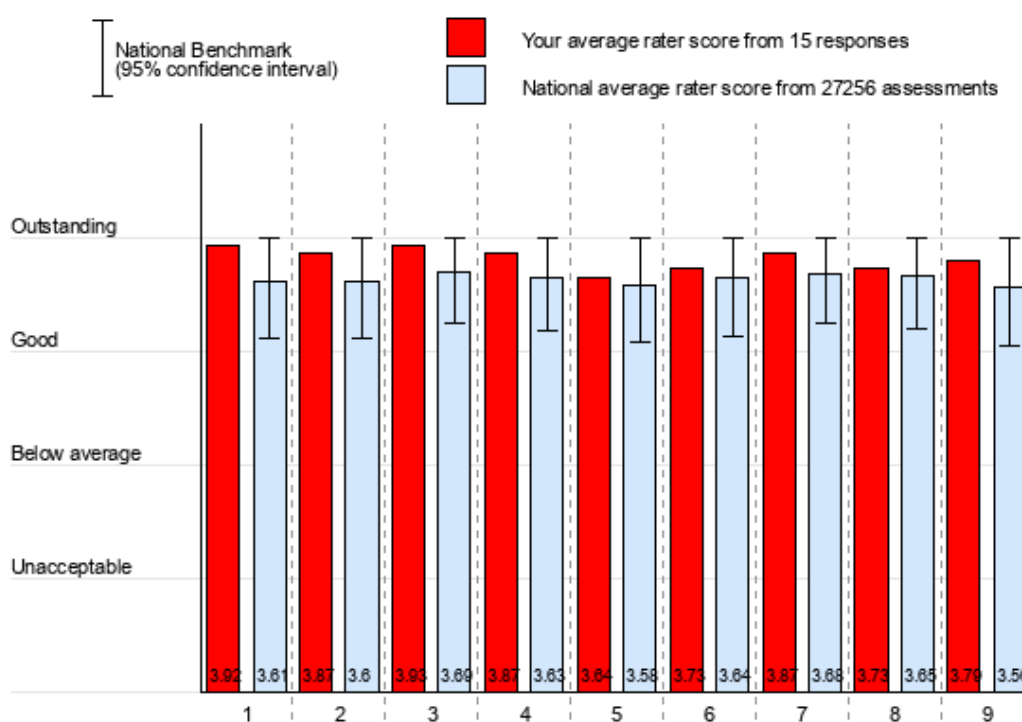
Mr Shakir Hussain



Summary of colleague results

Comparisons with National Average

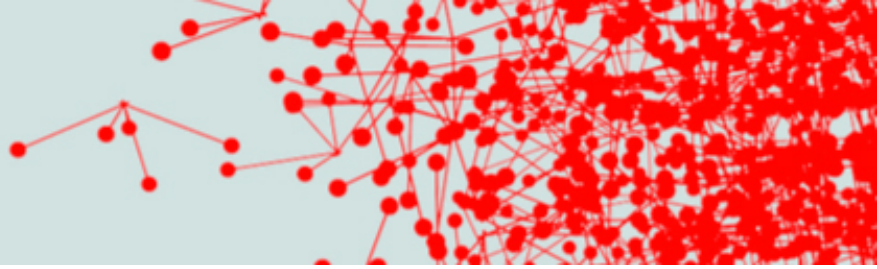
Average score given for the questions below



Questions

1. Clinical Assessment: Diagnostic skill; performance of practical/technical procedures
2. Patient Management: Management of complex clinical problems; appropriate use of resources
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Mr Shakir Hussain



Comments

Self assessment comments

"My strengths, such as patient-centred care and effective communication, have a significant impact on the quality of care I provide. These qualities empower my patients to make informed decisions about their health, as evidenced by their positive feedback. I also excel in team collaboration, often assisting colleagues when needed. My teaching skills have garnered praise from students and registrars. I am currently leading several projects aimed at enhancing patient care and experience within the trust, and I play a crucial role in the trust's initiatives to improve shared decision-making and digital services.

While I am dedicated to delivering the best service to my patients, I recognize the need for balance in my professional responsibilities. I hold high expectations for my colleagues, juniors, and staff, which can sometimes lead to frustration. However, I am committed to fostering a collaborative working environment. My primary fo

Comments added by rater

"Excellent colleague with very good communication skills. Gets on very well with the admin, theatre and outpatients support teams. Provides sensible reliable high quality clinical advice whenever I have asked for support or guidance."

"Always willing to help and support colleagues. Fantastic knowledge and great contributions at the MDT. Fantastic surgeon and excellent decision making in theatre. Credit to the arthroplasty department at the ROH."

"Excellent colleague!! Extremely kind and professional. Hard working. An asset for the Hospital"

"Excellent surgeon and much appreciated colleague. I have no concerns."

"He is outstanding with his patients compassionate.works very well with his team.he is always on time he is very supportive."

"Mr Hussain is a great asset to the Arthroplasty Team

He always puts the pts first he is always willing to go the extra mile for the pts and the service we provide here at the Royal Orthopaedic Hospital

Mr Hussain is a good team player

Mr Hussain is always respectful, and shows empathy to pts and staff

I am never worried about approaching Mr Hussain if I need to discuss anything with him regarding a pts care pathway

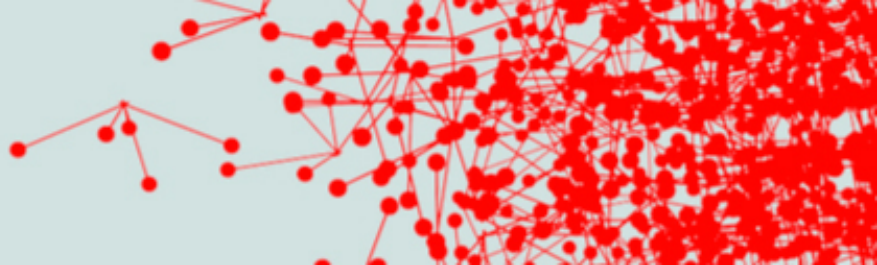
I have an example last week I needed to speak to Mr Hussain about seeing a pt that had waited a long time for their surgery at another trust Mr Hussain did not hesitate to see the pt as an extra on his clinic to me that is patient care

Mr Hussain is a pleasure to work with"

"I have been working with Shakir Hussain for only a few months now, but in that time I have had many dealings with his patients who commend his attitude and work ethic, his manners and professionalism. I have found him approachable and patient, he is a busy consultant with a large practice here, but he finds the time to assist my queries and patient queries."

"Mr Hussain is an outstanding colleague, always extremely helpful both in terms of advice and actual help when its needed. I always find him friendly, courteous and openminded. He is technically a superb surgeon as well. A pleasure to be around and is valued by all his colleagues. We are very lucky to have him."

Mr Shakir Hussain



"Outstanding surgeon and great colleague! A pleasure to work with!"

"Mr Hussain is a valued member of the team and is exceptional when reviewing patients with complex needs. He is always considerate and polite and listens, showing compassion to both patients and relatives."

"Excellent and reliable Surgeon"

"Mr. Shakir Hussain has demonstrated remarkable dedication and commitment to patient care, consistently going above and beyond in his role. His expertise in hip and knee arthroplasty management is evident, with his clinical skills contributing greatly to positive patient outcomes and overall service improvement.

Mr. Hussain exemplifies true leadership within the team. His supportive and approachable nature fosters a collaborative environment, enabling others to learn and grow alongside him. He leads by example, showing respect and understanding for each team member's contributions.

A true team player, Mr. Hussain's ability to bring people together, whether through shared decision-making or offering valuable guidance, has been invaluable to our service. His proactive approach and dedication to the highest standards of patient care continue to make a lasting impact."

"Having worked With Mr S. Hussain for nearly three years, I can say that he's one of the best consultants I've had the pleasure of meeting. His patient care is outstanding and always tailored to each individual patient, promoting excellent patient centred care.

Furthermore, Mr S. Hussain is a brilliant member of staff who is always respectful and encouraging to his fellow colleagues, regardless of their healthcare role. Mr S. Hussain ensures all members of staff working with him understand the care plans for each patient pre and post surgery.

I had the delightful opportunity to be mentored and tutored by Mr S Hussain. Progressing in my own healthcare career, I aspire to provide the same level of care and compassion Mr S Hussain shows every one of his patients. He is truly an asset to the NHS and an exemplary healthcare model to all who have the pleasure of working with him."

Comments added by patients

"ALL EXPLAINED CLEARLY."

"Very kind and considerate and very helpful even helped in organising a referral for the xxx dept to arranged an urgent appointment. The doctor was Mr Hussain."

"Very empathetic, transparent discussions approached well, very welcoming."

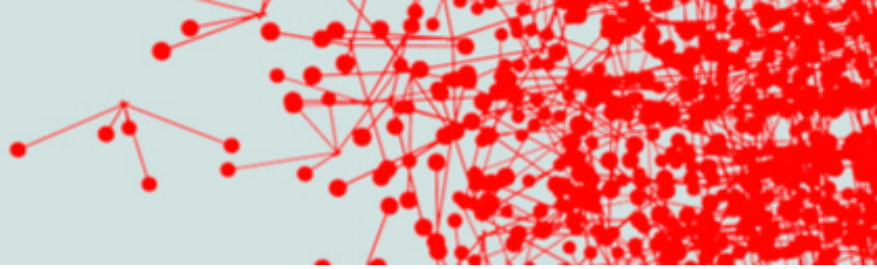
"Many thanks for incredible care, expertise and consideration. Eternally grateful."

"The Doctor explained everything perfectly I am very satisfied."

"MORE THAN SATISFIED WITH EVERYTHING."

"NO."

Mr Shakir Hussain



"Excellent treatment. Thank you."

"MR HUSSAIN HAS SPENT A LOT OF TIME GIVING ME REASSURANCE AFTER MY OPERATION. HE IS VERY THOROUGH AND EXPLAINS THINGS VERY CLEARLY. I AM VERY PLEASED WITH THE CONSULTATION."

"I am extremely happy with Mr S. Hussain. He listened to my needs and explained everything in great details. He reassured me before the operation. Aftercare explanation was excellent, all my questions were answered. I would highly recommend Mr Hussain with confidence."

"I cannot express enough, How fantastic my consultant was. Kind, understanding, informative & supportive. A total credit to the hospital."

"The surgeon whom I've just seen inspires my confidence because he is an expert in revising the Birmingham hip, mine still works well and doesn't cause me pain, but his analysis of my hip xrays, & of the metal ions causing the fluid accumulation around the"

"Mr Hussain is very empathetic, very polite and friendly and professional. I have nothing but positive experiences to relate. I feel very confident in my treatment at the hands of Mr Hussain."

"The care my mom has received from Mr Hussain, his Team and everyone at ROH is exemplary."

"Very Informative and encouraging."

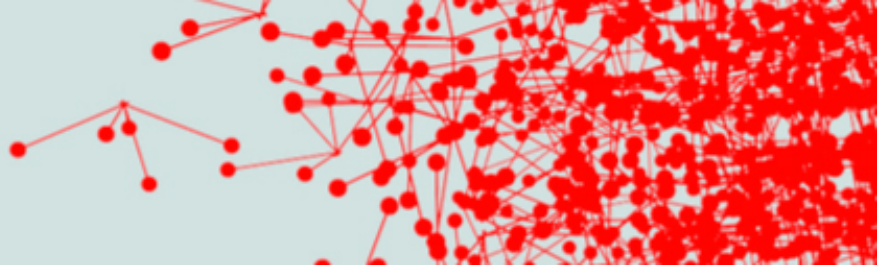
"Felt better looked after and cared for here, compared to other hospitals."

"Miracle worker, patient, caring with sincere thanks."

"It was a pleasure to have been treated by Mr Hussain."

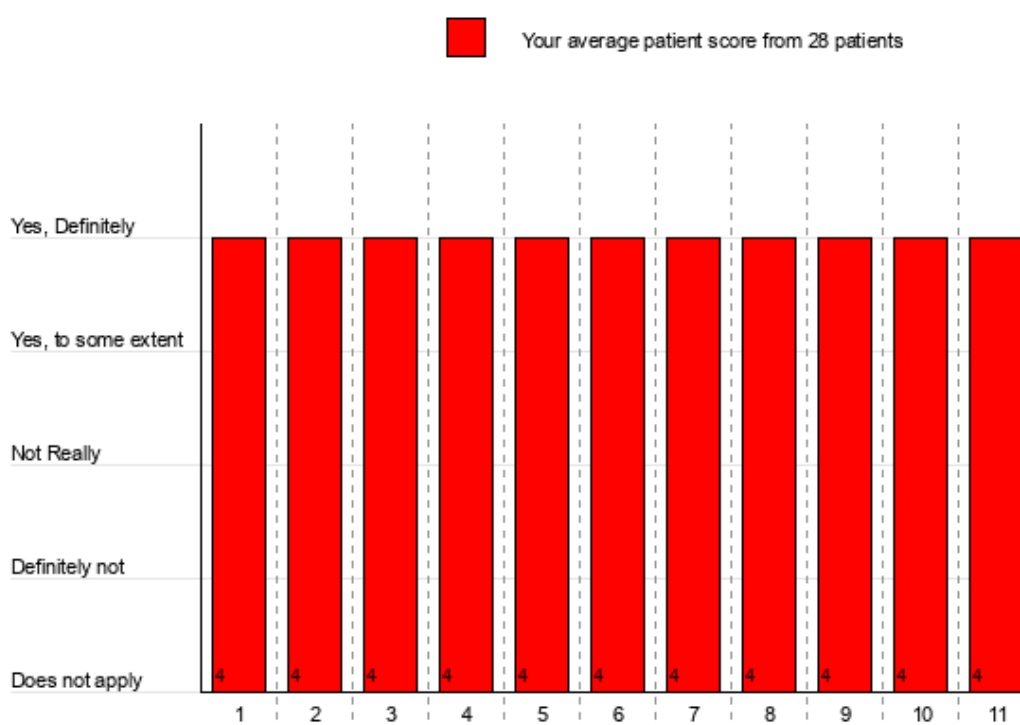
"CONSIDERATE PATIENT LISTENS INSPIRES CONFIDENCE."

Mr Shakir Hussain



Summary of patient results

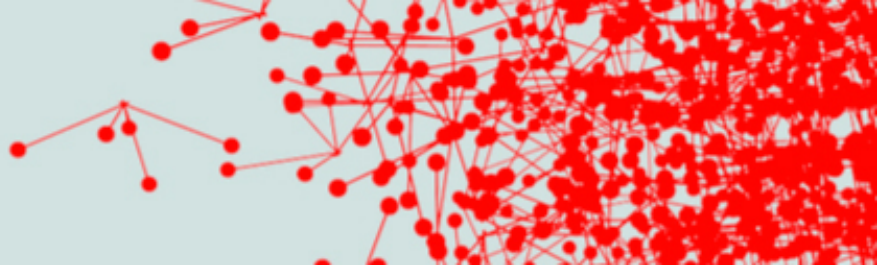
Average score given for the questions below



Questions

1. Was the doctor polite and considerate?
2. Did the doctor listen to what you had to say?
3. Did the doctor give you enough opportunity to ask questions?
4. Did the doctor answer all your questions?
5. Did the doctor explain things in a way you could understand?
6. Are you involved as much as you want to be in the decisions about your care and treatment?
7. Did you have confidence in the doctor?
8. Did the doctor respect your views?
9. If the doctor examined you, did he or she ask your permission?
10. If the doctor examined you, did he or she respect your privacy and dignity?
11. By the end of the consultation did you feel better able to understand and/or manage your condition and your care?

Mr Shakir Hussain



Summary of patient results

Detailed breakdown of results showing the number of different responses for each question

Q1. Was the doctor polite and considerate?

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q2. Did the doctor listen to what you had to say?

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q3. Did the doctor give you enough opportunity to ask questions?

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q4. Did the doctor answer all your questions?

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q5. Did the doctor explain things in a way you could understand?

Domain (UK only): Knowledge skills and performance

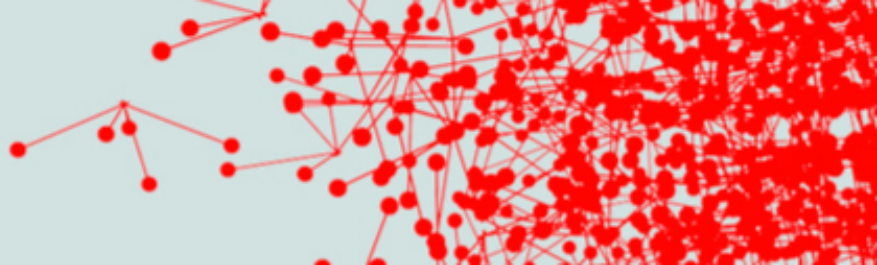
Attribute: Keep clear accurate and legible records

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Mr Shakir Hussain



Q6. Are you involved as much as you want to be in the decisions about your care and treatment?

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q7. Did you have confidence in the doctor?

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Attribute: Treats patients and colleagues fairly and without discrimination

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q8. Did the doctor respect your views?

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

Q9. If the doctor examined you, did he or she ask your permission?

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
6	0	0	0	22

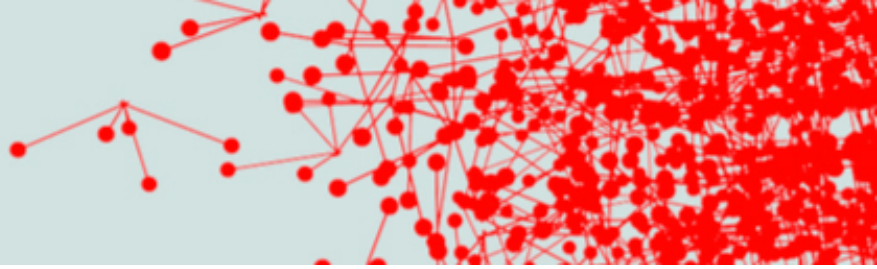
Q10. If the doctor examined you, did he or she respect your privacy and dignity?

Domain (UK only): Maintaining Trust

Attribute: Show respect for patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
5	0	0	0	23

Mr Shakir Hussain



Q11. By the end of the consultation did you feel better able to understand and/or manage your condition and your care?

Domain (UK only): Knowledge skills and performance

Attribute: Apply knowledge and experience to practice

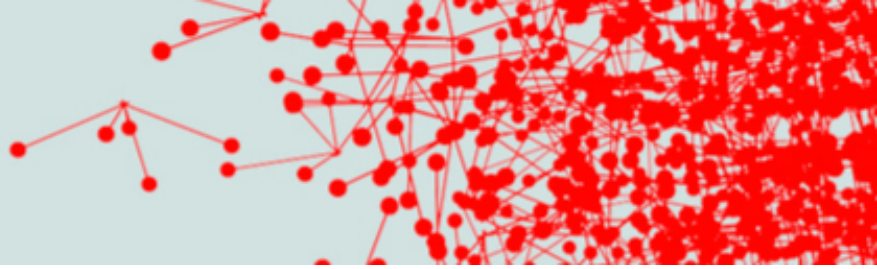
Domain (UK only): Communication partnership and teamwork

Attribute: Communicate effectively

Attribute: Establish and maintain partnerships with patients

Does not apply	Definitely not	Not Really	Yes, to some extent	Yes, Definitely
0	0	0	0	28

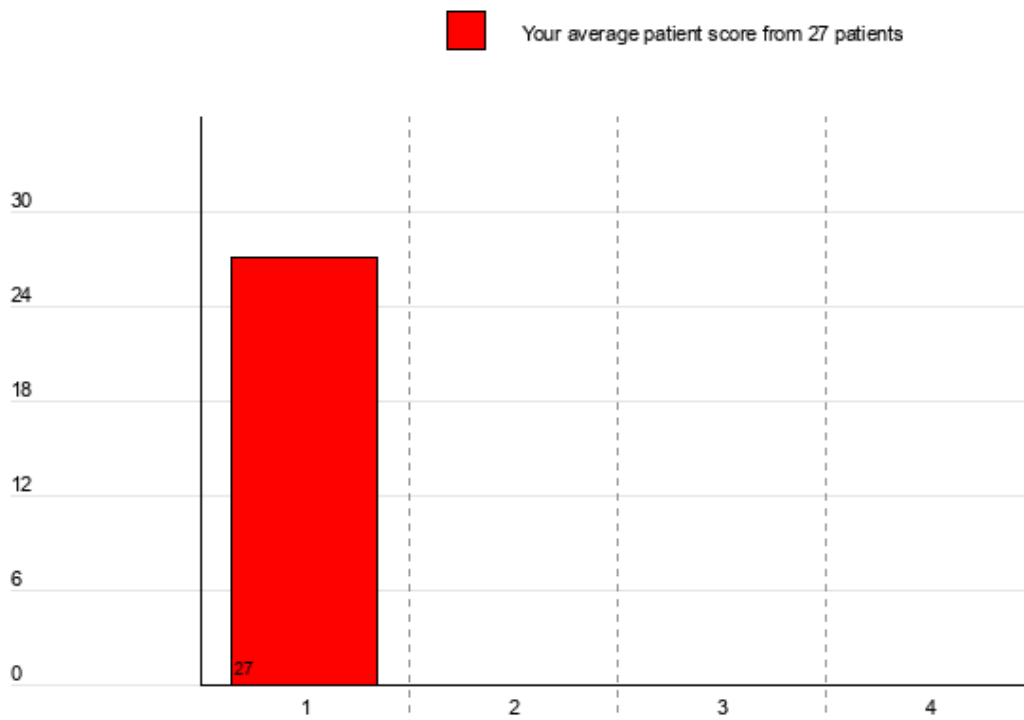
Mr Shakir Hussain



Summary of patient results

Overall how satisfied were you with the doctor you saw?

Total responses



Key

- 1. Very satisfied
- 2. Fairly satisfied
- 3. Not really satisfied
- 4. Not at all satisfied

Mr Shakir Hussain