

# 360° Feedback frequently asked questions

## What is a 360°/Multi Source Feedback?

- A process of gathering information about someone from a variety of useful people who work closely with them. This information is then fed back to help promote development and continuous improvement
- Feedback from colleagues and patients

## Why do I need to do a 360°?

- All doctors in the UK are required to do colleague and patient questionnaires for revalidation
- Your organisation has requested that you do so

## Why would I want to do a 360°?

- Powerful developmental tool
- Focuses on behavioural and interpersonal relationships
- Different to 'manager-subordinate'
- Feedback on individual rather than team
- Helps structure appraisal conversation
- Pro-active to ID improvement areas
- Can be used as supportive information for good medical practice
- Informs CPD and PDP
- Affirmation of good practice

## What is Equiniti 360° Clinical?

- Market leading 360° provider for the healthcare industry
- Robust, researched and validated 360° using doctors, nurses, midwives, allied healthcare professionals and patients, where appropriate
- A short online questionnaire which you self-assess against and ask 15 others to complete. Data is analysed and a confidential report is sent to your appraiser to present to you as feedback
- An opportunity to receive colleague and patient feedback in one go
- A confidential and anonymous process to give you insight on how you perceive yourself and are perceived by others
- An opportunity to confidentially compare results against regional, national and specialty specific trends
- NOT a pass or fail test

## What is a 360° appraiser?

- Sometimes referred to as a facilitator, an appraiser is someone nominated and trained by your organisation to facilitate the feedback of your report and oversee the process. They also have first sight of your report

## Why do appraisers approve raters?

- To ensure it is a genuine 360° with a good mix of disciplines and that the raters are in line with the organisation's 360° Policy

## How do I find out our 360° Policy?

- Contact the project lead in your organisation
- Ask 360° Clinical

## What is an appraisee?

- An appraisee is someone undergoing the 360° who enters 15 colleagues to take part with them

## What is a rater?

- Someone suitable, chosen by the appraisee and/or the appraiser, to provide feedback on the appraisee

## How many raters are needed?

- We require 15 raters and a minimum of 12 of these to respond
- It is recommended that in the 15 there are at least 2 individuals from the following groups
  1. Doctors: Consultants within your specialty/practice or another specialty, doctors from other organisations, primary and secondary care practitioners who you refer to, junior medical staff, medical students etc.
  2. Nurses: Specialist nurses, district nurses, practice nurses, junior nurses, nursing students etc.
  3. Allied healthcare professionals: Physiotherapists, radiographers, medical care practitioners, clinical technicians, social workers, occupational therapists, dieticians, health visitors etc.
  4. Management/Clerical staff: Secretaries, receptionists, hospital management, practice management, department management etc.

### Guidelines:

8 doctors, 2/3 nurses, 2/3 AHP's. 2 management/clerical. We know this is not always possible so just try to get an accurate reflection of the people you work with and in accordance with your 360° Policy

The ultimate responsibility for the make-up of the raters lies with the appraiser. Raters do not receive their questionnaire until they have been approved by the appraiser. Both appraisee and appraiser should find out if there are any expectations by their employers in regards to who should be included as a rater

## What details should I provide?

- You are required to provide the title, first name, surname, email address and which group they belong to. Please ensure that you spell their names correctly and that you use their correct email address
- You are required to enter them on the system yourself

Make sure all your raters are aware they will be receiving an email from [lucy@equiniti360clinical.com](mailto:lucy@equiniti360clinical.com)

## How long does it take to complete?

- It usually takes 2-5 minutes to complete a questionnaire
- It should only take 5-10 minutes to enter your raters
- The report can be available in a matter of days; however timing is entirely dependent on your colleagues completing the questionnaire in a timely fashion. It is advisable to ask and give them a heads up beforehand
- All reports are ended after 12 weeks whether all information has been gathered or not. If you require an extension please let us know

## How do I enter raters that do not have an email address?

- Enter [info@equiniti360clinical.com](mailto:info@equiniti360clinical.com) in the email address section. We will then forward log in details to those raters via the appraiser so that they can complete the appraisal. It would help to include their telephone number after their surname or alternatively ask them to phone us. Equiniti 360° will randomly audit the process to ensure validity

## Can I add more than 15 raters/I have been asked to add more raters?

- If necessary we can increase the number of raters
- You will be asked for more raters if one of them declines, is rejected by your appraiser or has not responded after 8 weeks

## Why are my raters not getting emails?

- Your appraiser needs to agree the list. Raters will only get emails once this has been done, please see your appraiser. If you log in to the system it will say whether they have been accepted or not
- Check that you have entered the correct email address as emails are automatically generated by the system using the email address that you have submitted
- Private email addresses, such as Yahoo and Hotmail, are more open to reject our emails as spam. Please ask your raters to check their spam/junk mail folder as they are probably in there. If not, please ask for a new email address and we can change this on the system for you. Everyone receives an email from [lucy@equiniti360clinical.com](mailto:lucy@equiniti360clinical.com)
- We will contact you with any bouncebacks

## Do I have to do the patient feedback part?

- It is expected that everyone, bar some specialties that have no contact with patients, take part in this aspect of this assessment

## How do I give out my patient questionnaires?

- A batch of 30 questionnaires will be sent to the address you provide when you log in. PLEASE NOTE: your organisation may require you to enter the address of a specific person in charge of patient feedback. If so you must put C/O this individual
- They are uniquely coded to you so please treat them with care and do not photocopy them
- Ideally they should be handed out by a third party at random times, or at least to consecutive patients and returned to us. Once we have received 20 back the report can be generated
- Do check with your organisation on their 360 policy in relation to patient feedback
- Do not enter a patient's address

## I do not see many patients, what do I do?

- Hand them out as and when you can. You can always look at the colleague feedback first and then look at the patient feedback later
- I/O does provide reliable feedback but the more the merrier
- Ask us for an extension to give you plenty of opportunity

Please feel free to call in to our helpline at any point during the process, we are here to help

## How is my report progressing?

- Please use your username and password as given to you in any email we send. Enter the site and you should find all the information you need. NB we cannot tell you who has or has not responded as this information is confidential

## Who will get my report?

- It is sent to your appraiser who will give it to you

## Why?

- To ensure that the feedback is handled properly

## What is a rater?

- Someone who the appraisee has chosen to take part in their 360° Feedback as part of that process
- Sometimes known as an assessor

## I have been entered as a rater and I feel I am unable to answer any questions on this candidate

- If you enter the site and you feel you cannot answer a specific question, enter 'Unable to Comment'. This does not have a negative impact on the appraisee's report

- If you do not want to take part at all and no longer wish to receive emails, please enter the site and click on 'I do not wish to participate'. This will not have a negative impact on the report and is entirely anonymous
- Please do not ignore the email as it affects the whole process for everyone

## I want to write comments about a colleague but I do not want them to know it was me

- Every appraisee will receive a copy of the report with all the comments on it. The appraisee will never be told who wrote those comments, but will know it has come from someone they have selected. If you do not wish to be identified choose your words carefully
- It is impossible for us to link a comment with any rater. The system automatically cuts the trail once the comments are submitted
- Please use the comment box as it is a great source of feedback and often the most useful part

## How do I give constructive feedback?

- It is really helpful to all involved if you are able to articulate the reasons for your scores in the free text box
- As a rule of thumb think about what the person does well and why and what they might need to improve on and how

## When I enter my username and password it doesn't let me in

- Please ensure that you copy and paste these details as this will ensure entry. Alternatively print off the email as it shows you the correct way to enter the details

### How to copy and paste

Hover over the username and double (left) click, this should highlight the username in a box. Then right click your mouse and you should get a drop down list (left) click on the word copy. Then go to where you want to paste the username, right click again to find the drop down menu. (left) click paste. The username should then appear in the box. If you are trying to do this to text, go to the start of the text and left click and hold it down. Drag the mouse to the right hand bottom corner of the text, all of the text should be in a highlighted box. When you have highlighted all the text you need to let go of the mouse. Then follow the other instructions as above

## I copied and pasted my username and it still doesn't work

- Check that there are only 8 characters because sometimes an extra one is added in the process. If so, delete the last one

## I am unable to enter the site via the link in my email

- Check you have access to the internet
- In the first instance please try to copy and paste the internet address from the email into the internet address box

- There may be heavy traffic on your provider's broadband

If you are still experiencing difficulties or have another question, please contact the Equiniti 360° Clinical helpline on 0845 180 1405 or email [info@equiniti360clinical.com](mailto:info@equiniti360clinical.com)