

## NHS South Yorkshire & Bassetlaw GPs

# Full Colleague & Patient Feedback Service

### Get started with Doctor 360°

Edgecumbe provide 360° feedback reports for individual doctors and small practices, as well as larger practices and NHS Trusts.

We are able to offer substantial discounts for groups of 10 or more doctors.

#### Gathering patient feedback

Self and colleague feedback is gathered online using our fully updated, highly time efficient website. Patient feedback may be collected online or, as in most cases, on paper.

#### Pricing

The table below shows our pricing as of February 2012.

Number of doctors	OPTION A Cost for online colleague feedback only	OPTION B Cost for paper/online patient feedback only	OPTION C* Cost for colleague + patient feedback	OPTION D Special promotional code (colleague and patient feedback)
Less than 10	£75	£75	£95	TBA

\* Colleague and patient feedback must be gathered at the same time

Nb. All prices are exclusive of VAT.

Please complete all fields.

What is your email address

How many doctors?

(You can buy online for up to 9 doctors. If you'd like to place a larger order or prefer to pay by cheque or bank transfer please Contact Us to discuss your requirements)

Do you want to collect paper-based patient feedback?

Do you have a promotional code? If so please enter this here

Simply visit [www.Doctor360.co.uk](http://www.Doctor360.co.uk) and click buy online

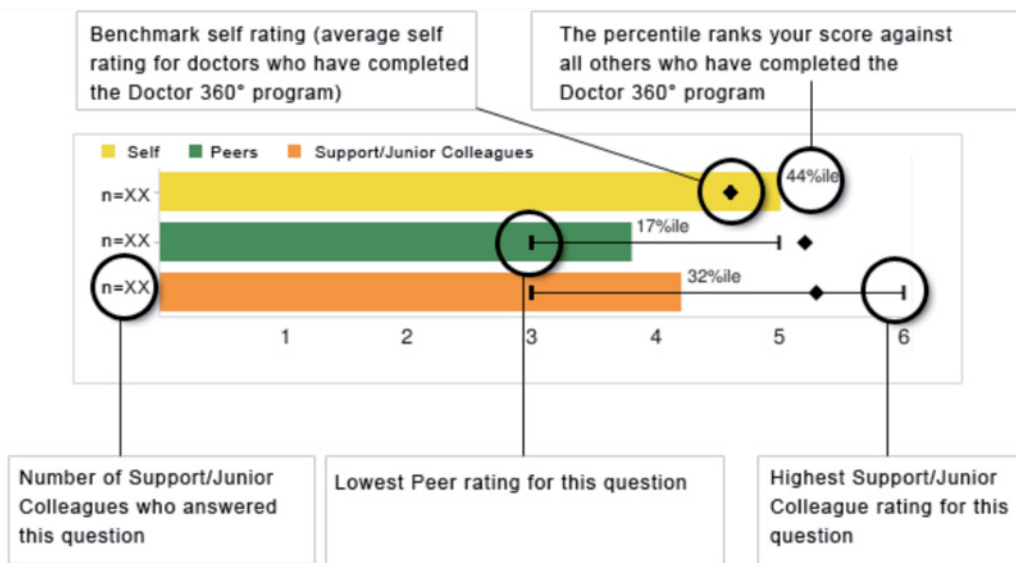
At the Special Price of  
**£59+vat\***

\*To get the Special Price, enter your exclusive NHS South Yorkshire & Bassetlaw GPs Discount Code: **45capf**

## Relevant and reliable

- Questionnaire developed and refined with focus groups of doctors, other professionals and patients since the late 1990s.
- Fully updated in 2009 against the GMC's four domains appraisal framework to ensure we cover all the relevant aspects of a doctor's work.
- Includes a self assessment to allow comparison with self and colleague perception.
- Edgcombe's Doctor 360° questionnaire asks colleagues to judge how well a particular behaviour is performed. This highlights areas of strength as well as a where development should be focused.
- Questionnaire has strong validity and reliability results.
- Comments facility in each section.
- Constantly updated norms to enable analysis of trends.

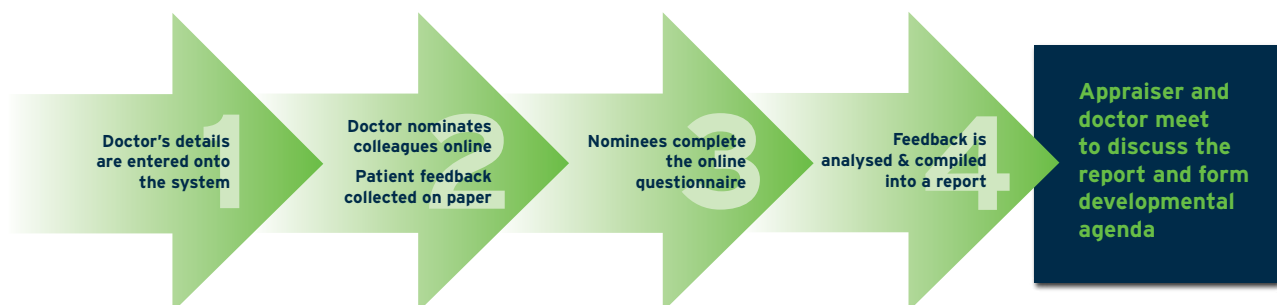
## Enhanced reporting capability



## Easy to use

The process is facilitated by a fully automated and flexible online system

- Secure internet access via any PC/Mac or browser.
- Each doctor has their own home page to keep track of progress.
- Automated invitations and reminders.
- Creates clear but detailed reports with benchmarks, distributed in PDF format.
- Patient feedback facility online or on paper.



## Simple online navigation



### Tried and tested

A survey of over 300 doctors who have used Edgumbe Doctor 360 since 2009 showed:

- 90% agree that the online tool was easy to navigate.
- Over 70% completed the 360 process and received their report in less than 6 weeks.
- 80% said that the report provided useful information for their appraisal.
- Over 80% agree that the questionnaires are relevant.

## Reliability, Relevance, Usability and VALUE

**Edgumbe Doctor 360 offers outstanding value and service, so you do not need to compromise on quality to save on cost.**

### 360 on our 360! Feedback from users

*"Overall helpful, user friendly and relevant."*

*"Results were informative and constructive. Useful for my appraisal."*

*"Easy to carry out and feedback useful, thank you."*

*"Edgumbe support staff always very helpful and fast in replying to queries."*

*"I was very happy with this 360 appraisal and I feel I received more meaningful information than from those I have completed previously."*

*"This tool would be a very efficient and effective tool for CPD and for the requirements of revalidation in the future. I hope it continues to be available."*

## What happens next?

- Once you have placed your order, you will receive confirmation of your payment
- Meanwhile, Edgumbe will receive confirmation of your payment and user details
- Your personal Doctor 360 account login details will be emailed to you within 2 working days

## Complete your self assessments

We advise that you complete your self assessments first.

Once you have logged in, click on the 'Self Assessment' icon from your homepage to complete the following questionnaires:

### Self-colleague Assessment

### Self-patient Assessment

## Nominating colleagues

You are required to nominate a minimum of 12 colleagues for feedback; 6 Peers and 6 Support/Junior colleagues.

Before you start, think carefully about which of your colleagues would be most suitable for providing feedback about you.

These can be made up of nurses, pharmacists, other clinicians and management or administrative staff. You can include people who you no longer work with as long as you have worked with them in the past year and they know you well. When you are ready, click on the 'Nominate Colleagues' icon from your homepage to enter the names and email addresses of your colleagues.

As there is a possibility that not everyone will reply, we suggest that you invite one or two extra in each category. Once you have entered the minimum required amount of colleagues, the system will send automatic feedback invitations out to them and any other colleagues you may add subsequently.

## Automatic reminders

The system sends an automatic reminder to those colleagues who have not yet responded after 3 weeks, followed by a further reminder email each week until the colleague either completes or declines to give feedback. However, it is your responsibility to regularly access your account and check the progression of their feedback.

## Patient feedback

**Once your Doctor 360 account has been activated, we will dispatch a patient pack for you in the post.**

The pack contains 30 questionnaires, of which we require a minimum of 17 to be completed by patients (or carers on behalf of patients) and returned to us.

You must select a colleague to handle the collection of your patient feedback; instructions for this are provided on the enclosed declaration form.

We also provide a pre-paid self-addressed envelope in which to return the completed questionnaires.

All completed questionnaires must be returned in 1 batch.

## Accessing your report

Once 6 Peers and 6 Support/Junior colleagues have completed feedback, a 'Release Reports' button will appear in the bottom right-hand corner of your 'Work with Reports' page.

You can either wait to collect more feedback or release your colleague report straight away.

Once Edgumbe receive a minimum of 17 completed patient questionnaires, we will enter the data from them on to your online account and release your patient report, this will appear as a single link at the bottom of your Work with Reports page.

All links to your PDF reports will appear in the bottom left-hand corner of your 'Work with Reports' page.

## The colleague report comes in 2 parts:

Part A - The numerical information presented as bar charts and benchmarked against the colleague ratings for all other doctors registered on the Doctor 360 System.

Part B - The colleague comments. The patient report is a separate document.

## Appraiser access

If you have an appraiser registered on the system, that person will immediately have access to Parts A & B.

It is then the appraiser's responsibility to review Part B and release this to you, usually either before or during your appraisal.

If you do not have an appraiser registered, you will immediately have access to Parts A & B.

We advise that you start the process around 12 weeks before your appraisal meeting in order to allow plenty of time for gathering feedback and obtaining your report

More information is available on our website and in the Useful Documents tab of your Doctor 360 account homepage.

# EDGECUMBE DOCTOR 360°

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