

# OXFORD & CAMBRIDGE

Medical Management Course

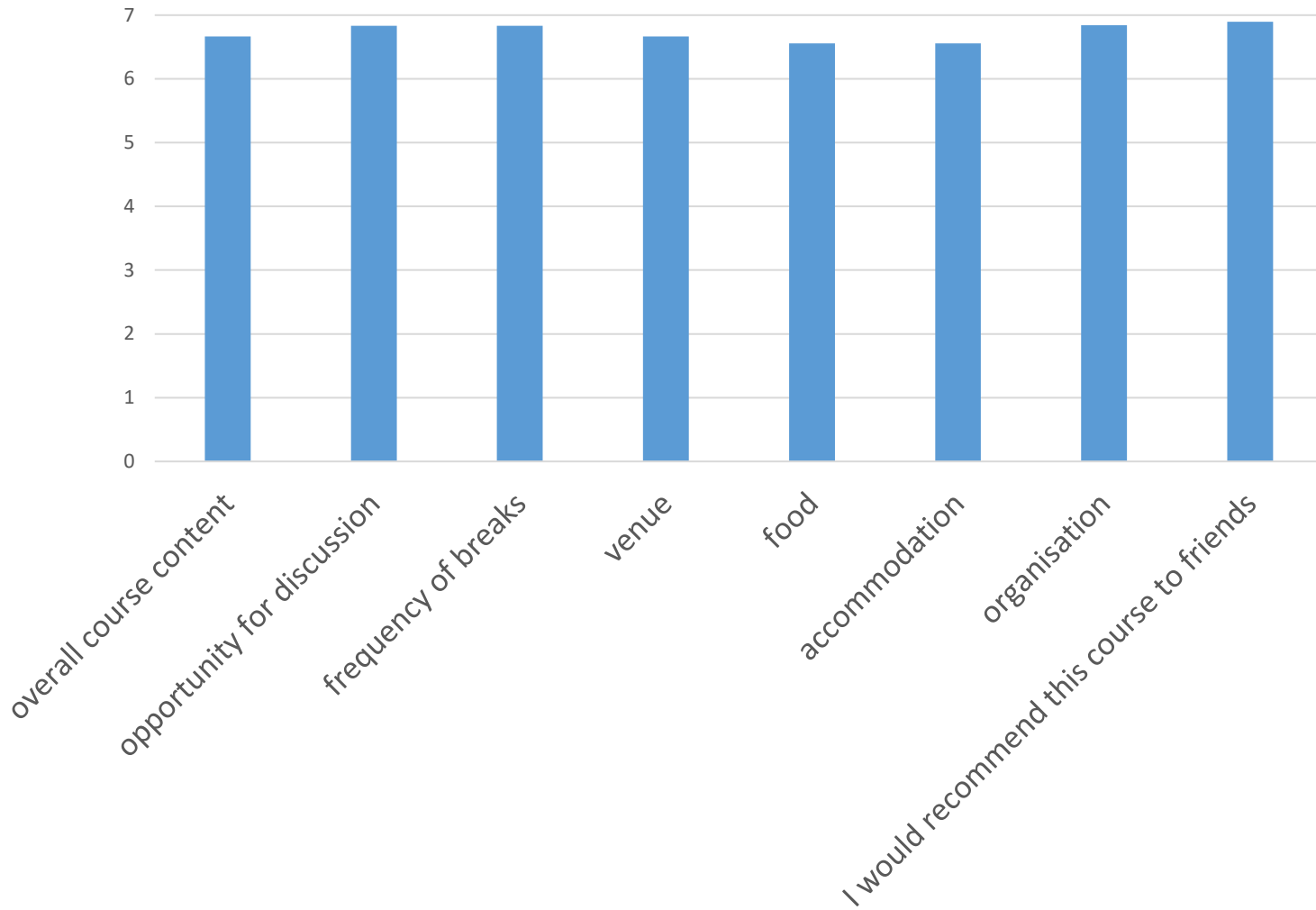
Feedback from 29<sup>th</sup> & 30th March 2023

St Catherine's College, Oxford

# Feedback data

- All 24 delegates submitted feedback forms.
- All data collected is presented here.
- All comments are published unedited.
- Typos are my responsibility. Occasionally I could not read the writing.

## General feedback



## Scores

1- very poor

2 – poor

3 – a little poor

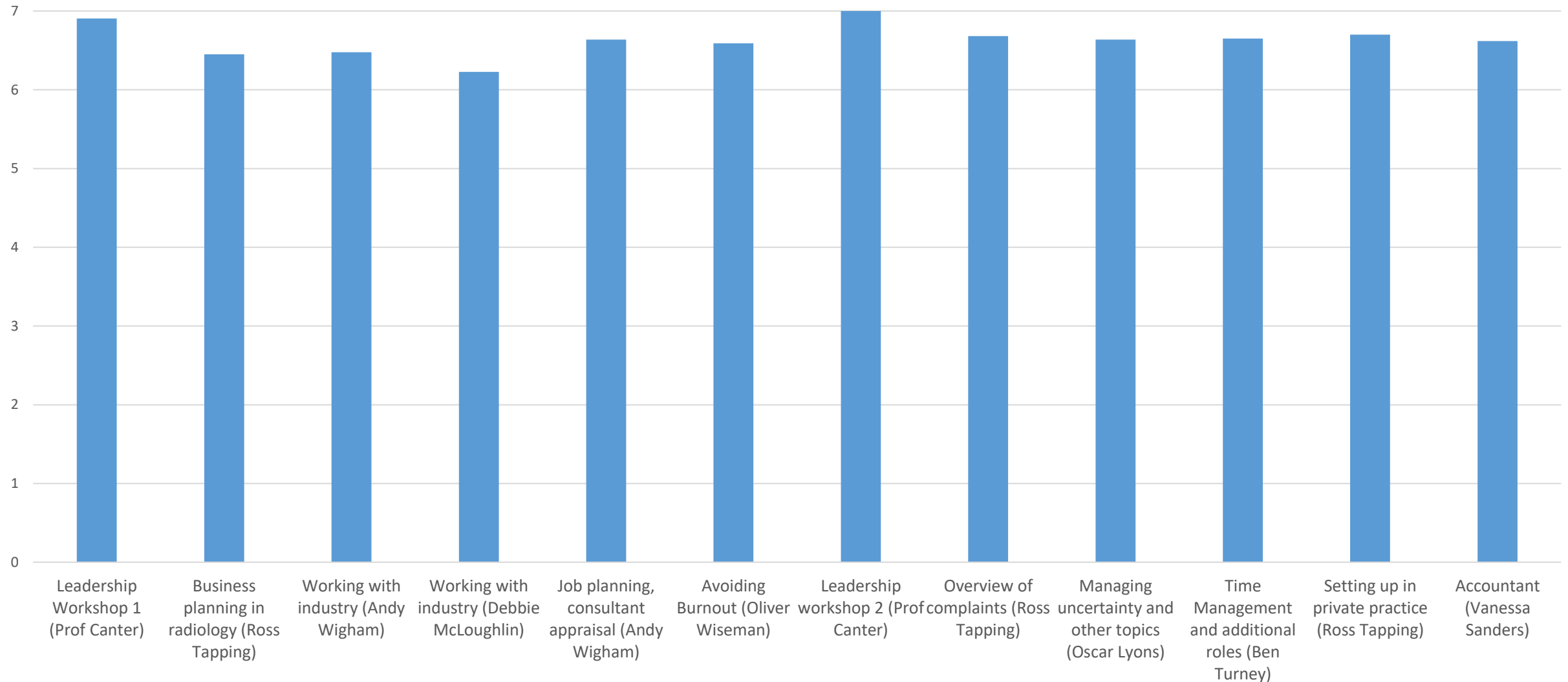
4 – fair

5 – somewhat good

6 – good

7 - excellent

# Feedback for lectures



## “What was the most useful for you?”

This was an absolutely excellent session giving unique insight into working with different people and management and leadership

Case examples

Defining and better understanding leadership and different personality traits of colleagues

Very engaging. Excellent activities

The speaker exuded a charisma and experience. He had a way of giving everyone attention which was exemplary. Obviously a very experienced speaker.

This was an absolutely excellent session giving unique insight into working with different people and management /leadership

Very interactive session and enjoyed learning things in a playful environment

Excellent theory

Natural speaker. interactive

Very interactive with tangible stories

Simple ways identified to improve leadership in workplace. How to bring change

Theory with combination of practical sessions

Personality types and how to better interact with different styles

Personality test and exploring the results

# Leadership Workshop 1 (Prof Canter)

**“What was the most useful for you?”**

Insight into how to improve dept

Appreciating the mechanism for funding acquisition

Really useful step by step approach

Highlighted many steps and organizations that need to approve e.g. NICE, CCG

Discussion of terminology

Relevant to IR

Useful to know the processes and steps involved.

Good to see personal example of how research helped

Business planning in radiology (Ross Tapping)

## “What was the most useful for you?”

Scope of involvement

A very honest insight into a topic that v few people will provide

Great insight and honest reflection of reality.

Honest. Highlighted importance of not chasing money at the risk of reputation

Overview of how the system works

Setting realistic expectations

Regulations

Good insight into industry working

Useful insight on how doctor-industry relationship work

V informative and honest about industry

Good to know what's available

# Working with industry (Andy Wigham)

## **“What was the most useful for you?”**

How to invite and involve industry

A really good insight into the restrictions around industry input and legal requirements

Helpful to hear the human perspective from the corporate side

Important to learn the rules and limits of industry partners

Definitions of roles within industry

Good insight into industry perspective

Perspective of industry useful

Not relevant for diagnostic radiologists

Good to know what's available

To learn ethics and what is allowed

# Working with industry (Debbie McLoughlin)



## **“What was the most useful for you?”**

SPA rights

Understanding the SPA allocation for additional roles (e.g. CSL) and OOH work

Experienced broad picture view

Useful to learn about structuring of PAs

Very relevant session for all new consultants

Relevant to future consultant jobs/interviews

Understanding different terminologies such as PA and what is required for appraisal

Good to know how to approach it

Would be helpful to have a diagnostic job plan info and how to work through it

Job planning, consultant appraisal (Andy Wigham)

**“What was the most useful for you?”**

Strategies to avoid

Recognising burnout in others. Strategies for avoiding burnout

Helpful to hear through the experienced consultant

Very open and useful tips . Good use of Liz and Mollie

Very useful session giving insight into the importance of work-life balance.

Real life examples. Realistic expectations

Enjoyable and practical talk

Reinforcement that we are expected to take it slowly to begin with

Know most of this already

Best talk of the day. Excellent honest examples. Practical steps to prevent

## Avoiding Burnout (Oliver Wiseman)

## “What was the most useful for you?”

Interactivity

Using AND > BUT. Framing problems/ conversations / questions

Fantastic framework and advice

Excellent framing and other frameworks

Great talk – it reminded me of the importance of other people’s point of view

Framing points

Excellent session. Framework structure is fantastic for everyday life

How to frame answers

Interactive. Energetic and motivational speaker

Inspiring and practical. Great stories

Communication framework

Frameworks for negotiation

# Leadership workshop 2 (Prof Canter)

## “What was the most useful for you?”

How to deal with complaints

Excellent and very open/honest accounts and advice regarding PALS/GMC processes

Clear approach. Good opportunity for Q&A

Open honest good personal example

Good examples

Learnt about processes pertaining to complaints process

How to deal with complaints

Good to know what GMC investigations involve

scary

# Overview of complaints (Ross Tapping)

**“What was the most useful for you?”**

Practical cases and applications

Appreciating the role of someone overseeing the process during a crisis and not developing tunnel vision

Really helpful techniques I had not come across before.

Nice evidence based approach. Well polished. Well planned. Good group involvement.

More theory and how it relates to daily practice

Good examples. Good interaction

Managing uncertainty and other topics (Oscar Lyons)

**“What was the most useful for you?”**

Strategizing

Good decision-making advice regarding how to spend your spare time as a consultant

Good outline of the pros and cons

Repetition of principles already mentioned in course earlier

Going to get pulled in multiple different places, time is money / family

Good to learn about PVi

Time Management and additional roles (Ben Turney)

## **“What was the most useful for you?”**

Insight into setting up and paying for PP

A very honest insight into what is normally a taboo subject. Thank you.

Honest answers and clarifications

Great insight into setting up in private practice

Golden rules

Good intro and very informative

Setting up in private practice (Ross Tapping)

## “What was the most useful for you?”

Brilliant. Covered a lot of ground and explained some very difficult concepts clearly

Detailed but clearly explained.

Tax and pension advice

Clear and informative

Accountant (Vanessa Sanders)



A course on the essential soft skills + processes of the job that no one else teaches you (so well!)

A good intro to leadership and management. + intro to life as a junior consultant

Best done as a trainee at /towards end of training to get a useful insight into consultant life. Probably the most useful 2 day course I have been on. Very well taught through content.

excellent

Excellent for trainees about to become consultants

Good starter course

Great boot camp for non-medical aspects of beginning consultant life

Helpful for job planning, time management, job planning, tax issues

Informative. Variety of topic covered

Invaluable

It was a fun but also useful course

The best management course around. Interactive, enjoyable and extremely relatable to practice.

the leadership component makes this course a must do

very informative and enjoyable

What you need to know before consultancy. What we do not get told as a future radiology consultant

Wonderful course. Learnt lots about communication and teamwork. Fantastic faculty

How would you describe this course to someone who knows nothing about it?

Especially useful insights into IR consultant work. You should advertise this via BSIR.

Excellent venue. Entertaining content

Good preparation for junior consultants to learn about things like job plans and setting up private practice.

Interactive, informative, fun

Management in the clinical setting is poorly taught and under-appreciated subject. This course does it exceptionally.

Plenty to learn. Open and Honest

Scope of course. Presenters. Openness of advice.

Thank you very much

yes definitely

Yes, but would say it is better for trainees before they work as a consultant to get the most out of it.

Yes. Definitely. Many thanks

Why would you recommend this course to a colleague?