

# OXFORD & CAMBRIDGE

Medical Management Course

Feedback from 23<sup>rd</sup> and 24<sup>th</sup> March  
2022

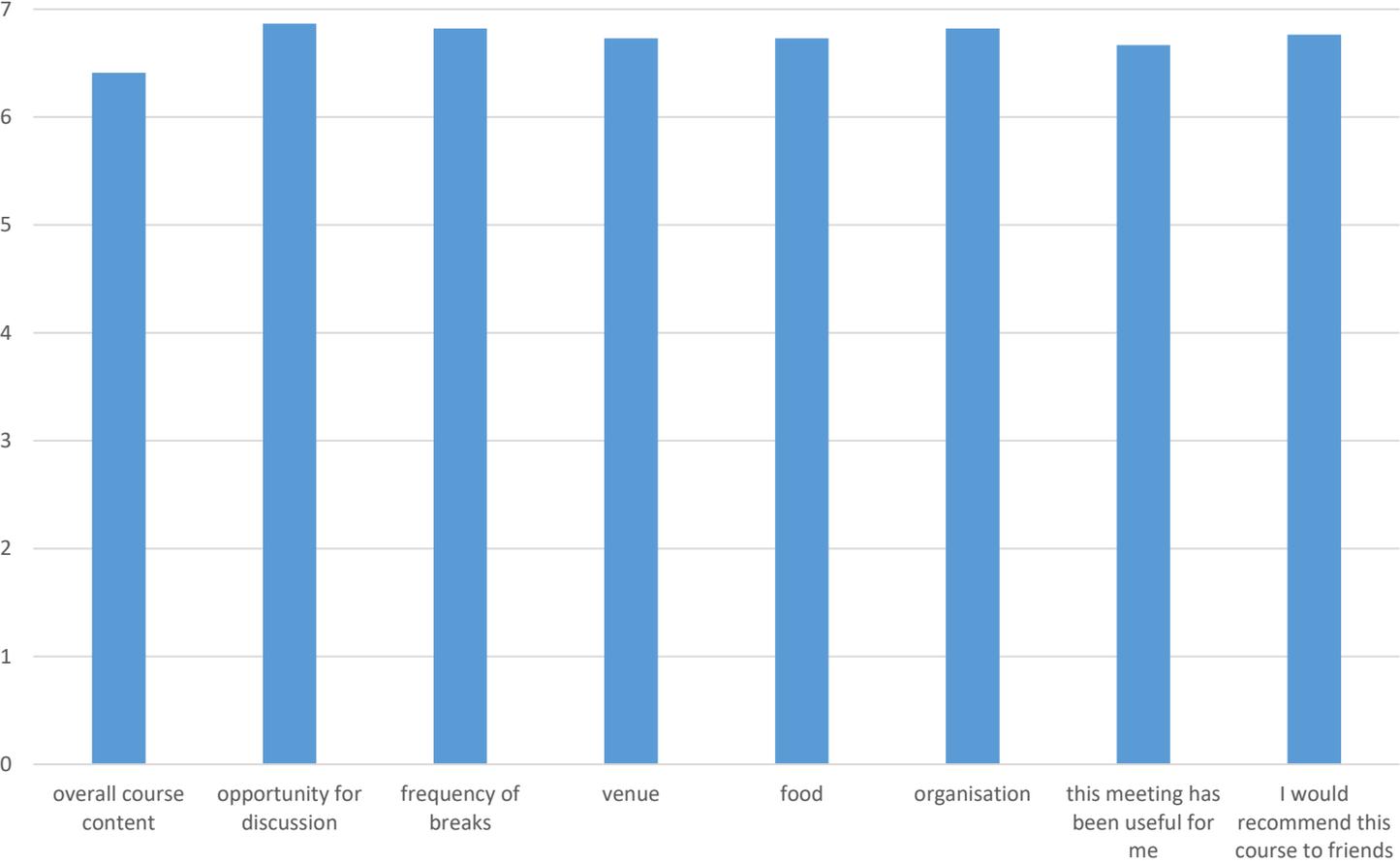
St Catherine's College, Oxford

# Feedback data



- New format feedback form as advised by Oscar Lyons
- All 22 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.

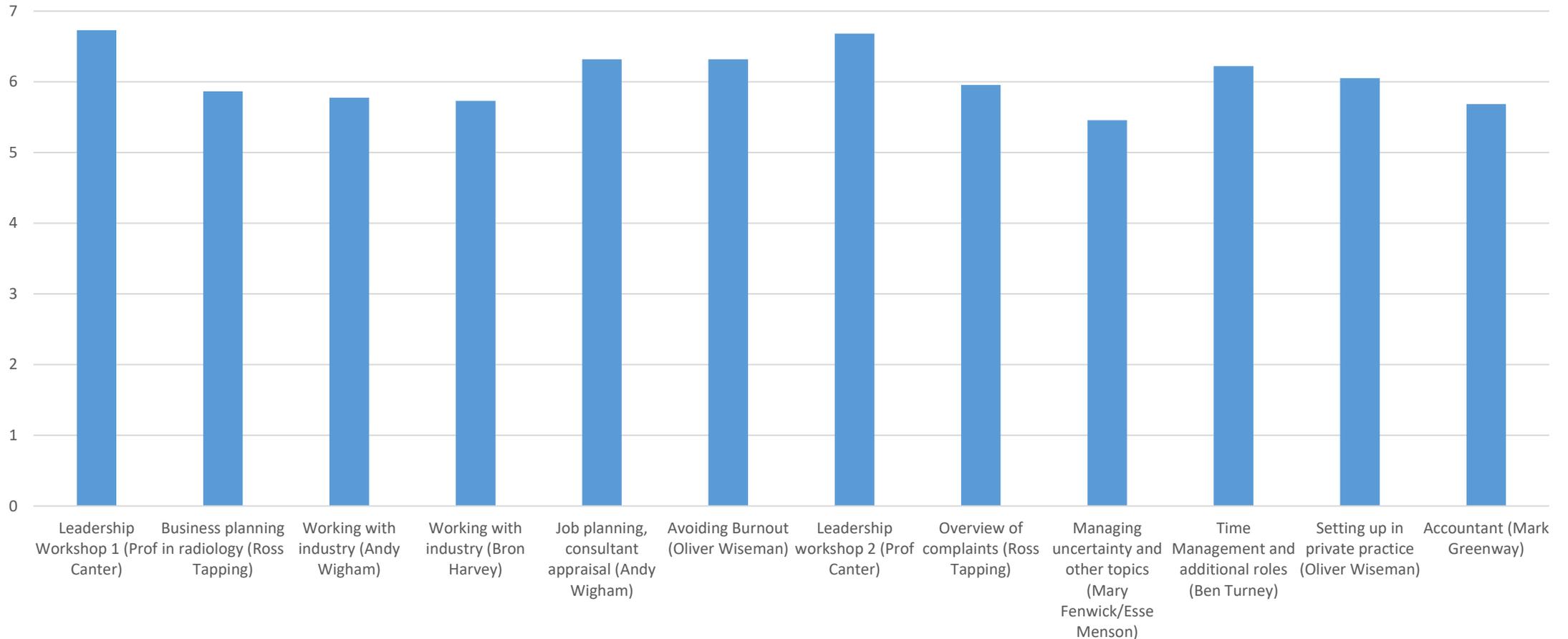
# General feedback



## Scores

- 1- very poor
- 2 – poor
- 3 – a little poor
- 4 – fair
- 5 – somewhat good
- 6 – good
- 7 - excellent

# Feedback for lectures (1 to 7)



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

interactive

insight into the predominant personality types

fantastic speaker & lots of good ideas for how to run workshops. Lost of interesting information to consider.

Richard Canter - WOW!

learning about current leadership model, new NHS direction

adjusting communication style to suit personality type

types of personality - how to cope or deal with different people

interesting, captivating, relevant in all aspects of life

discovering own personality type

practical elements to cement learning

real world stories and examples

frameworks to work with

identifying my own leadership style

generic leadership model

really useful to learn what type of person i.e. analytical/driver/amiable/ expressive and how others perceive me

the speaker is excellent - very good and engaging

understanding work styles and interacting with people of different styles

# Leadership Workshop 1 (Prof Canter)

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

going through the process would have been useful

practical information for setting up a service

relevant to IR, understanding how to set up a service and their experience

can ask industry to help write a business plan

very useful

getting to hear about his journey and making realize it is something I could also do

practical tips by using case examples

specific examples

interactions with people in positions to make change

discussing issues with coding

simplified the process of starting a new service - more info on how to write business plan would be good

good to learn basics of planning but would be more useful with evidence of specific example

the example

Basics

## Business planning in radiology (Ross Tapping)

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

understanding the relationship is symbiotic not just selling

good talk, but feel less relevant in my current practice

good for IRs

avenues to build relationships

Interesting

insight into an area I wasn't really aware of

overview of what to expect

different opportunities available and how to make relationships

to learn how physicians seek help and importance of relationship with industry

to the point

had no knowledge of this topic beforehand

# Working with industry (Andy Wigham)

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

in depth understanding of working with industry and their role in the relationship supporting clinicians.

Different ways in which industry can support

different perspectives about an industry partner

not relevant for myself personally

great overview of industry from rep perspective was invaluable. Thank you.

interesting insights

better understanding of different industry activities

how industry can help i.e. grants / applications BUT would be helpful with specific example

to learn about the importance

## Working with industry (Bron Harvey)

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

essential info not really addressed elsewhere during training

understanding more about the system was incredibly helpful in preparation for consultancy

occasionally obscure topic not covered well in training. - this session was excellent - very interesting and well delivered.

clear

what comes under DCC/SPA

appraisal can be a joyful process

very useful!

really practical advice with time to ask questions

tips for job planning

advise re taking extra sessions

clear concise explanation

to recognise job plans change regularly

the overview of the 2003 contract

useful as very relevant to me right now

## Job planning, consultant appraisal (Andy Wigham)

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

importance of understanding limitation to avoid burnout

reminding me that you can say no and value of choices and costs involved.

2x2 matrix

excellent

much needed. Define how much your time is worth.

put self/family before work

importance of recognising and managing burnout

hearing sad but honest statistics about how sad and difficult life in medicine can be and importance of taking a break

how relatable this talk was

tips and strategies

# Avoiding Burnout (Oliver Wiseman)

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

everything. Especially lowering criticism and increasing appreciation  
understanding the principles of leadership and how to improve leadership  
appreciative management - I intend to do this myself as have been on receiving end and felt very powerful

Richard Canter and everything he says, I feel privileged to hear him speak.  
how to structure your answers e.g. in an interview

negotiation strategies  
appreciate

fun, insightful, great speaker

negotiation. Appreciation of using "but" and influence on conversation

appreciative management and framing questions

anecdotes. Pointers to improve self

negotiation skills

FRAME - I will use this in my personal life. Thanking people

Prof Canter's two sessions on leadership are perhaps the most useful I have attended on this topic.

# Leadership workshop 2 (Prof Canter)

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

impact on insurance would have been useful

how to deal with complaints

a small insight into complaints process

comprehensive and practical

don't respond yourself straight away

processes in place to help

very important topic, useful Q&As

hearing about personal experience

practical tips and helpful discussion

simplified the process of starting a new service - more info on how to write business plan would be good

Good overview but would be useful if there was an example i.e how to respond to a complaint

the reassurance we are not alone in the process

## Overview of complaints (Ross Tapping)

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

interesting talk and charismatic speakers. A little less immediately practical but good techniques to consider.

Esse and Mary - perfect combination of activity/menti/loved this

use playdoh to take a break

getting into happy zone, psychological safety

Fun & interactive

great practical ways to manage anxiety , promote self care

good tips for self compassion

importance of maintaining and acknowledging thoughts. Big topic covered well in short space of time.

the use of mentimeter

tips and exercises

Managing uncertainty and other topics (Mary Fenwick/Esse Menson)

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

importance of understanding the price of your time

understanding the balance between life and the job. More conscious of the costs involved not just money, but time and enjoyment

2x2 matrix

great practical tips.

real world examples

demistified many questions - excellent advice for new consultants

insight into different roles available in day to day medicine

Time Management and additional roles (Ben Turney)

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

good understanding of the principles of setting up pp

useful information if keen on private work but of limited interest for me.

very useful, no one teaches you this

one of the best sessions - concise intro to private practice

this topic is important - please keep it in the course

good intro

Setting up in private practice (Oliver Wiseman)

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

a broader talk on consultant finance, particularly pensions might be more useful.

in depth understanding of the tax and business of private practice

potentially very useful for the future, and obviously very knowledgeable speaker, but very complicated. Takehome message - employ an accountant if interested in private work.

I don't know how to grade this session the accountant is clearly knowledgeable. Quite complex information for me. Most of the lecture beyond my head better to contextualise with examples.

some basic understanding of different options

not something I'm currently interested in.

very useful, no one teaches you this

thorough review. May be a bit dry to end the course.

excellent talk from Mark - entire talk was brilliant

# Accountant (Mark Greenway)

introduction to management and NHS

a course on aspects of radiology life which no one tells you anything about. The course is excellent value for money - thank you Boston Scientific.

good place to learn about yourself and how to manage/deal with others. Useful to know about private practice and pensions

must attend

A course which includes leadership and management ..... by colleagues in the same field.

More than just a certificate for your CV. Helps prepare for the reality of consultant life.

compassionate coverage of all areas people worry about consultancy but are rarely talked about. Practical course in leadership that transforms theory into practice.

insightful. Learned about myself as well as things I hadn't considered e.g. private practice and job planning

A fun course, very relevant, however not medical but very useful info no one tells you about becoming a consultant

Great management course tailored towards radiologists and an essential course to attend in the run up to consultant interview

How to improve your value as a team member

Good opportunity to meet other radiologists at a similar stage and share ideas. Open minded discussion on a wide range of topics.

You have to do something in leadership, so might as well do this course - it is good fun. Content is what you expect from this kind of course

Holistic course about medical management

Not just a tick-box course to get through ARCP - well run and genuinely useful course that will change how I look at adopting leadership role. Some very practical aspects e.g. covering complaints &

consultant job planning

An invaluable insight into the ins and outs of the consultant job, but also thinking about personal healthcare wellbeing and the wellbeing of others and leadership

learning essential skills which is beneficial for working & personal life

Useful, enjoyable and good value

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

Very good course. Thank you.

Useful if no knowledge of subject before starting job

Absolutely

Yes

The only course available which covers these topics to a high standard

especially useful to colleagues taking the plunge into consultant life. All the issues no-one tells you about are addressed. DO NOT TAKE OUT PART ABOUT PRIVATE PRACTICE.

In person - post covid I cannot do another Zoom course!

More than just a certificate for your CV. Helps prepare for the reality of consultant life.

Wholeheartedly. Thank you so much. This is such a special course. So glad invested in coming.

Fun, interactive, I learnt a lot about myself and others. Met interesting people.

Comprehensive coverage of NHS consultant level management issues your training hasn't prepared you for.

Useful to understand yourself and your colleagues better with whom you probably spend more time than family at times.

Useful preparation for consultant interviews, give confidence in job planning.

Quality of speaker. Privilege to listen to Richard Canter.

Great choice of topics, very well run in excellent venue. Very convenient location / travel options (particularly for us in Midlands)

These are topic not typically covered in training and should be taught about / addressed.

great price and venue

yes

Why would you recommend this course to a colleague?