

Patient/Carer Feedback: Guidelines for TNA and Practice Assessor

Introduction

Where appropriate Trainee Nursing Associates (TNAs) are expected to obtain feedback from patients and carers regarding their care delivery. The aim of obtaining feedback from patients and carers is to support evidence of learning for the practice assessment document (PAD) which in turn will help the supervisor's assessment process.

TNA's must ensure that patient safety is paramount. Within the process the TNA, needs to ensure that patients and carers do not feel obligated to take part or feel anxious about any ramifications following their contribution to the process. Throughout the process, it is essential patients and carers are treated as individuals and with respect. It is anticipated that, where possible, patient/carers anonymity is preserved.

The Process

It is at the Practice Assessors discretion as to which patient is considered appropriate, for some cases it may be appropriate to wait until the day of patient discharge. There may be some patients/carers and circumstances that it may not be appropriate to seek patient/carers feedback. This process therefore must be discussed with your supervisor at the beginning of your placement. Patients and carers must be reassured they have a right to refuse with no repercussions. If they agree, but are not able to write on the form, then they can express their thoughts to another person who can write on their behalf. This may be a relative, member of staff or Practice Assessor.

The Practice Assessor should approach the patient/carers and ask if they are able and would like to complete the feedback form. During the explanation of the process it is imperative that the patient/carers understand they are only assessing the TNAs performance and not any organisational issues. The Practice Assessor should also be mindful of additional organisational feedback processes and ensure that patient/carers are not overburdened with simultaneous processes. It is suggested two feedback sheets should be used per clinical experience.

If complaints are mistakenly highlighted, regarding organisational issues it is the Practice Assessor's responsibility to follow the usual policies and procedures. If this does occur it is suggested that the Practice Assessor arranges a copy of the feedback sheet for future investigation and reassures the patient//carers that this information will be acted on.

On completion of the feedback sheet, it should be handed back to the Practice Assessor. It is at this point, the Practice Assessor should remove any personal details that could identify the patient/carers i.e. name /address. The Practice Assessor and TNA should then review the feedback and use this in a constructive method toward the TNA's placement assessment. There is space for the Practice Assessor to add additional comments on the feedback sheet. TNA's should discuss the feedback with their Practice Assessor and reflect on the implications for future practice.

Feedback will be treated in confidence between the TNA and Practice Assessor and must not affect patient care. Patients or carers should not be approached to discuss points raised about the TNA's feedback as this could increase anxiety.

The completed feedback form should be uploaded to PebblePad as part of their TNA's ongoing learning portfolio.