

Patient/Carer Feedback: guidelines for students and mentors

Introduction

Where appropriate pre-registered student nurses 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 ongoing achievement record (OAR) which in turn will help the mentor's assessment process.

Students must comply with NMC standards and ensure that patient safety is paramount. Within the process they therefore, need 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 mentor and associate mentors discretion as to which patient is considered appropriate. When the mentor decides this process may take place the choice of patient/carers will be their decision, 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 mentor at the beginning of your placement.

Patients and carers must be reassured that 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 student nurse mentor.

The mentor 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 patient/carers understand they are only assessing the student nurses performance and not any organisational issues. The mentor should also be mindful of additional organisational feedback processes and ensure that patient/carers are not over burdened 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 mentor's responsibility to follow the usual policies and procedures. If this does occur it is suggested that the mentor arranges a copy of the feedback sheet for future investigation and reassures the patient//carer that this information will be acted on.

On completion of the feedback sheet, it should be folded over and ideally handed back to the mentor. At this point, the mentor should remove any personal details that could identify the patient/carer i.e. name /address. The mentor and student should then review the feedback and use this in a constructive method toward the student nurse final summary assessment. There is space for the mentor on the feedback sheet to provide additional comments. Students should discuss the feedback with their mentor and reflect on the implications for future practice.

Feedback will be treated in confidence between the student and mentor and must not affect patient care. Patients or carers should not be approached to discuss points raised about the student's feedback as this could increase anxiety. The completed leaflet is part of the UWE's strategy and should be stored as part of their individual portfolio.