**360°/MSF Patient and Colleague Feedback
Reflection guide and review record**

Listed below are a few suggestions as to what to look for in your report and what actions, if any, you may think worthwhile to take as a result of your patient and colleague feedback.
*NB We advise use of this template only where ‘full’ (not ‘abbreviated’) patient and/or colleague feedback report components have been outlined, where there is sufficient feedback for scores and benchmarks to be provided.*

1. Please look at the frequency distribution table and associated scoring and benchmark tables. It is important to look at the spread of the ratings and not just scores achieved. One or two higher or lower ratings for any one question may affect your scores considerably.

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| In which areas did you perform well? |
| Patient feedback | Colleague feedback |
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| Are there any areas which you feel may benefit from further development? |
| Patient feedback | Colleague feedback |
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1. Please look at your patient and colleague comments.

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| Which comments are you most happy with? |
| Patient feedback | Colleague feedback |
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| Which comments are you least happy with? |
| Patient feedback | Colleague feedback |
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| Are there any recurrent themes in the patient and/or colleague comments? Do they tie up with achieved scores? |
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1. Please look at the self-assessment section.

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| Do your self-assessment ratings tie up with achieved scores? Are there specific areas where they deviate more than others? |
| Patient feedback | Colleague feedback |
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| Are you perceived by patients and/or colleagues as you would have expected? |
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1. Planning for the future – having reflected on all the feedback.

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| What do you feel are your areas of greatest strength? What concrete things can you do to build on these? Do you need any resources for this? |
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| What do you feel are your areas of least strength? What concrete things can you do to develop these? Do you need any resources for this? |
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1. Can you identify any goals from this reflection? (It may be helpful to categorise both positive and negative issues raised into ‘keep doing’, ‘start/do more’, ‘stop/do less’ and ‘consider’ categories).

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