

# REVALIDATION

## Activity 3: Gathering and Reflecting on Patient Feedback

### Individual Activity – Feedback and Reflection

This activity could provide 1-2 pieces of feedback for your revalidation (it is good to have a range of feedback within your 5 pieces) and one of your 5 reflections.

During one week, ask five different patients/service users/residents the following questions (explaining that you will use what they tell you to help you learn):

1. What have I done well for you today?
2. What would you have liked me to do differently?
3. What would you have liked me to do more of?

Write down the responses at the time and collect them all together.



Set aside some quiet time so that you can reflect on the responses using the following questions:

1. What do patients tell me I do well?
2. What enables me to do this well?
3. How can I do more of this?
4. What do patients tell me they would like me to do differently?
5. How could I achieve this?
6. What do patients tell me they would like me to do more of?
7. How could I achieve this?
8. What help/resources do I need?
9. What actions will I take now?

Date	Source of feedback	Type of feedback	Comments/Reflections
	Patient	Verbal	Linked to 'Prioritising People' domain of the Code

Now:

- Collate your learning using the NMC Reflective Accounts Form
- Record your feedback on the Log Template
- Remember to link to the code

You can download this from:

<http://revalidation.nmc.org.uk/download-resources/forms-and-templates>