

Student name..... Date.....



ALPS Knowing when to consult or refer Sept10

Student guidelines

The purpose of this assessment is to enable you to think about how you consult or refer from or to other professions. You are asked to consider how you consulted or referred (self assessment) and seek feedback from a service user or their carer, a peer/student colleague and another qualified professional. This assessment tool is to enable you to understand your communication, team working and ethical practice skills.

Self assessment

The following questions will help you reflect on and learn from the experience you have just had.

>Date and purpose of meeting

>Setting

Please tick a single response.

- Hospital Ward
- Community
- GP Practice
- A&E/Acute Unit
- Out Patient Clinic
- Other

>Explain the situation when you consulted or referred and how you did this.

>How do you know the service user understood the risks and benefits of this course of action and was diversity of needs of the service user considered?

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>How did you ensure this activity was recorded appropriately?

>How did this activity relate to your professional code?

>Ask yourself: What did I do well, what could I do differently? You will need this information to develop your action plan.

>Considering the assessment you have just completed, do you think at this stage in your training you would be able to repeat this aspect of practice?

Please tick a single response.

- Yes in most situations including under pressure
- Yes in similar situations with minimal supervision
- Yes in similar situations under close supervision
- Only if it would be harmful to a service user not to
- No

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Service user assessment

You are obliged to consider the service user's perspective as this is good professional practice.

It is desirable and powerful to get feedback from service users and carers during your placement. However this will always be a voluntary process.

Always discuss with your practice assessor before approaching a service user for feedback to ensure service user needs have been taken into account.

>I (the service user/carer) have agreed to give feedback

Please tick a single response.

- Yes
- No

>Date of assessment

>Did the student introduce themselves fully?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

>Did the student make you feel at ease?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

>Did the student explain your options to you in a way that you could understand?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

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>Did the student ensure that you understood what was happening next?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

>Did you feel that you had a choice about who you were referred to, and that this was explained properly?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

>Considering the assessment you have just completed for the student would you be happy to be seen by this person again?

Please tick a single response.

- Yes in most situations
- Yes in other similar situations
- Only in this particular situation / for this particular need
- Only if there was no-one else to help me
- No

>Would you like to make any further comments on the student's overall performance?

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Peer/student colleague assessment

It is useful to gain feedback from other peers/students and if possible, from a different profession in order to provide an alternative view of your professional practice.

The following questions are rated 1-4 with 1 being “completely” and 4 being “not at all”

>Date of assessment

>Profession

>Did the student appear to put the service user at ease?

Please tick a single response.

- 1
- 2
- 3
- 4

>Did the student recognise when to consult others?

Please tick a single response.

- 1
- 2
- 3
- 4

>Was this communicated to the service user or their carer?

Please tick a single response.

- 1
- 2
- 3
- 4

>Did the student demonstrate an awareness of the service user choice?

Please tick a single response.

- 1
- 2
- 3
- 4

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>Did the students appear to be calm and confident throughout the interaction?

Please tick a single response.

- 1
- 2
- 3
- 4

>Are you from the same profession as the peer you are assessing?

Please tick a single response.

- Yes
- No

>Considering the assessment you have just completed, do you think at this stage in their training, they would be able to repeat this aspect of their practice?

Please tick a single response.

- Yes in most situations including under pressure
- Yes in other similar situations with minimal supervision
- Yes in similar situations under close supervision
- Only if it would be harmful for the service user not to
- No

>Would you like to make any further comments on the student's overall performance?

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Practice Assessor/qualified colleague assessment

It is useful to gain feedback from a Practice Assessor/Qualified colleague and, if possible, from a different profession in order to provide an alternative view of your professional practice. The following questions are rated 1-4 with 1 being “completely” and 4 being “not at all”

>Date of assessment

>Profession

>Name and contact details

>Did the student appear to put the service user and/or carer at ease?

Please tick a single response.

- 1
- 2
- 3
- 4

>Did the student recognise the need to consult or refer to others?

Please tick a single response.

- 1
- 2
- 3
- 4

>Was this decision appropriate and timely?

Please tick a single response.

- 1
- 2
- 3
- 4

>Did the student explain the course of action and take into account the service user’s (or carer’s) level of understanding?

Please tick a single response.

- 1
- 2
- 3
- 4

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>Did the student demonstrate an awareness of service user/carer choice, and that they could refuse the course of action?

Please tick a single response.

- 1
- 2
- 3
- 4

>Did the students appear to be calm and confident throughout the interaction?

Please tick a single response.

- 1
- 2
- 3
- 4

>Are you from the same profession as the student you are assessing?

Please tick a single response.

- Yes
- No

>Considering the assessment the student has just completed, do you think at this stage of their training they would be able to repeat this aspect of practice?

Please tick a single response

- Yes in most situations including under pressure
- Yes in similar situations with minimal supervision
- Yes in similar situations under close supervision
- Only if it would be harmful to the service user not to
- No

>Would you like to make any further comments on the student's overall performance?

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Reflection/action plan

As a result of feedback and reflection on this activity, what do you now plan to do in order to increase your confidence and competence in this area? Don't forget to add timescales to your action planning.

This action plan should be developed with your designated Practice Assessor

>If you were unable to obtain feedback from any sources, please explain why?

>Looking at your reflections and feedback from other sources what were your strengths during this process of consulting and/or referring to others on behalf of the service user?

>Looking at your reflections and feedback from other sources what were your areas for development during this process of consulting and/or referring to others on behalf of the service user?

>What actions are you going to take in order to improve your actions in this area? Include timescales.

>How will you use this assessment as evidence? (e.g. placement assessment/portfolio, PDP etc.)

>I have agreed this plan with my Practice Assessor

Please tick a single response.

Yes

No