**NHSE Cumbria and NE-Templates for reflection on Patient and Colleague feedback**

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| **Date of patient survey:** |
| **Which survey tool did you use –CFEP/Edgecumbe/Clarity/RCGP/other** |
| **What issues did you identify from the exercise?**  **- Look at your positive findings just as carefully as any negative figures or comments.**  **Compare your self assessment with that of your patients is it similar or quite different –why might that be?** |
| **What actions might you undertake as a result of the survey results?**  **These might include: improving communication techniques, restructuring, negotiating changes to the consulting environment, developing skills with respect to specific cohorts of patients, learning more about sharing decisions with patients or giving explanations** |

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| **Date of colleague survey:** |
| **Which survey tool did you use –CFEP/Edgecumbe/Clarity/RCGP/other** |
| **What issues did you identify from the exercise?**  **Look at your positive findings just as carefully as any negative figures or comments.**  **Compare your self assessment with that of your colleagues is it similar or quite different –why might that be?** |
| **What actions might you undertake as a result of the survey results?**  **These might include issues such as improving communication techniques, restructuring, improving teamwork/leadership skills, learning more about how to manage change, delegate etc** |