

## **Patient-based Feedback Tool – Preceptor Guide**

Please find attached the aggregated results of your assigned resident's patient-based feedback surveys. As a reminder, the surveys specifically probed patients for feedback relevant to the CanMEDS-FM **Communicator** role.

Surveys were distributed over a period of approximately (#) months.

Surveys were (*emailed/distributed by reception staff*) following a visit with the resident in clinic.

As you review and discuss the results with the resident, please reflect on the following:

- Does the patient feedback converge with your impressions of the resident's communication skills?
- Does the feedback converge with the resident's impression of his/her communication skills? (This is important for fostering self-reflection and critical self-assessment.)
- If the feedback is uniformly positive, consider challenging the resident to identify some "advanced" communication learning goals – e.g., to pursue supplementary learning opportunities in areas such as psychotherapy or counselling.
- If the feedback includes negative comments, reflect with the resident on how valid these may be; e.g., are they rare and potentially representative of a patient with unusually high expectations? Or are they frequent and indicative of a more pervasive communication challenge? What practical changes might they implement to address concerns that are identified?

If you have any concerns about the feedback provided, please consult with the Postgraduate Program Director.