

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

Please find attached the aggregated results of your 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 you in clinic.

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

- Does the patient feedback converge with your own impressions of your communication skills? If yes, how does that make you feel? If no, why do you think that might be?
- Does the patient feedback converge with feedback you have received from your clinical supervisors? Can you think of reasons for this?
- Do you have any negative or constructive comments? How do these comments make you feel? Do you think they are valid? What might you try to do differently going forward to address the issues raised?
- How do the positive comments make you feel? Is there anything you might do more of in the future to increase the likelihood of such comments?