

## OPAL Technical Guide 13 – Adding Service User Feedback

### Adult Nursing - BSANF

Below you will see your course details and dashboard of your practice placements for that year which will then allow you to record your experience.

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Course	<b>Continuous Assessment</b>	Year 1	Year 2 *
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**Continuous assessment**

Below you will see the forms that allow you to capture other information to add, edit and remove records.

As a practice supervisor and assessor you are able to add service user and colleague feedback documents. These can be scans, word documents or photographs of evidence.

To do this click on the continuous assessment tab. Click on the 'View' button of the 'Service User Feedback' area.

Click on 'Add new'

#### Service User / Carer Feedback:

Practice Assessor/Practice Supervisor: The NMC requires that service users and carers are involved in the assessment of all nursing students (NMC 2010). To ensure that this happens in a safe and ethical way, it is necessary for the practice assessor/practice supervisor to ascertain the views of service users and/or carers, inviting them to give their views about being cared for by the student.

Examples of prompt questions you could ask are included below:

- Was student nurse X polite?
- Do you feel student nurse X listened to you?
- Did student nurse X offer choices about your/their care?
- Did student nurse X make you comfortable?
- Did you feel that student nurse X had a genuine interest in your care?

The feedback should inform related competencies.

**You will be able to attach a file on the next page to support this feedback**

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**Add new**

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Title

Date undertaken  
09/01/2020

Details of feedback  
Edit ▾

**B I A ▾ A ▾** [List icons]

Words: 0

**Quick Save** **Save and Next** **You will be able to attach a file on the next page to support this feedback**

Enter the detail of the feedback. If there is nothing to upload you can place the full detail of the feedback here. If you wish to paste in a comment you can use the 'Control' and 'c' keys to copy and then 'Control' and 'v' keys to paste the text in.

Then click 'save and next'

#### Service user / feedback record

Please complete the fields below to create a feedback record

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**Finish**

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Linked Attachments (0)

Choose file  
 Choose Files No file chosen

File description:

**Save**

Put the name of the file in the description area. Click on choose files, upload the document and press save. You will then be able to add additional documents. When you have completed uploading the document(s) press finish and it will lock the area for you.