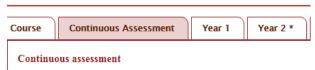
## OPAL Technical Guide 13 – Adding Service User Feedback

## Adult Nursing - BSANF

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



Below you will see the forms that allow you to capture other informat 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 vour/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

Save

Add new		
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Service user / feedback record Please complete the fields below to crea  Finish Linked Attachments (0)		Put the name description ar upload the do You will then documents. V
	Choose Files No file chosen File description:	uploading the

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e of the file in the rea. Click on choose files, ocument and press save. be able to add additional Vhen you have completed document(s) press finish and it will lock the area for you.