

FEEDBACK REPORT PROCESS: A guide for learning activity leads (LDO's)

Feedback report

A report will be emailed to you on the (usually on the 1st of each month) with a summary of any L&D activity you have led in the preceding month.

Traffic light system

Feedback questions relating to these 5 areas are added up and scored against a green, amber, red traffic light system.

Freetext comments are also provided.

GREEN

Read through free-text feedback and discuss any concerns with peers and your line manager as per current practice. email your data log spreadsheet to kym.edwards@swast.nhs.uk for recording in the central log.

RED

Line manager review: Read through free text comments with a line manager to identify areas for improvement and agree action plans. Then email your data log spreadsheet to kym.edwards@swast.nhs.uk for recording in the central log.

Feedback areas

You will receive a score for each of the following areas:

- Access
- Learning
- Delivery
- Practice
- Overall

FEEDBACK ACTION LOG

An action log is centrally maintained to record any **AMBER** or **RED** areas in your feedback report. It is up to you to ensure this is recorded as per the following steps. . .

AMBER

Peer to peer review: Read through free text comments with another LDO (not involved with your activity) email your data log spreadsheet to kym.edwards@swast.nhs.uk for recording in the central log.

QUALITY COMMITTEE

A L&D feedback quality committee will meet regularly to review the feedback action log and endorse, develop and/or agree upon action and dissemination plans.

FOR MORE INFORMATION VISIT

<https://swastcpd.co.uk/ld-cpd-course-feedback/>