

Multisource Feedback (MSF):

Procedures for best practice for trainee pharmacists and designated supervisors

Introduction

The Multisource feedback (MSF) tool is used to formatively evaluate a trainee pharmacist's professional behaviour, as perceived by their colleagues.

It comprises a self-assessment completed by the trainee pharmacist, and feedback from a range of multi-professional colleagues.

All feedback is then collated into a report to support a reflective discussion between the trainee pharmacist and their designated supervisor.

The following procedures for best practice will support trainee pharmacists and designated supervisors with the MSF process, from initiation through to feedback provision and close.

Initiating the MSF process

- The trainee's programme timeline should be considered to determine the best period to undertake the MSF process. This is particularly important for trainees who have rotations within or across placement sites. Although the MSF can be undertaken at any time during the training year, **it is strongly advised not to start the process during the induction period of the training year**. Any open MSF process should be closed before the final sign-off by the designated supervisor.
- The trainee pharmacist and designated supervisor should make a judgement on a reasonable timeframe to obtain purposeful retrospective feedback from colleagues. Although a minimum of one MSF cycle is required, the number of MSF cycles is unlimited.
- Where a trainee pharmacist has more than one designated supervisor, the designated supervisor responsible for final MSF process sign-off should be clarified before the start of the process.

Selecting potential feedback providers

- The trainee and their designated supervisor should ideally agree on potential feedback providers before the MSF process commences, to ensure a good spread of multi-professional colleagues and to limit biased feedback, for example, from friends or colleagues with minimal professional interactions with the trainee pharmacist. Feedback within this context should not be sought from other trainee pharmacists.
- Although patients are not excluded, a decision on whether to approach patients should be clarified. Feedback from patients may not be ideal in some settings; the Patient Satisfaction Questionnaire is a more suited tool.
- Examples of colleagues that may be approached include those broadly listed below:
 - *Hospitals*: pharmacy team / ward teams / outpatients / other suitable teams.
 - *Community pharmacy/PCN/CCG/GP Practice/Health and Justice/Other*: pharmacy team / GP practice teams / external organisations which liaise closely with the

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pharmacy organisation, e.g. care homes, drug and alcohol clinics and where the trainee pharmacist regularly contributes to service provision.

- An unlimited number of individuals can be approached to provide feedback. Trainees are advised to invite enough individuals to ensure return of the minimum number of 5 responses. Whilst it isn't ideal to include the same individuals in a subsequent MSF process, this can be permissible if, for example, a reasonable timeframe has elapsed between the relevant MSF cycles.
- Directions on how to initiate the MSF process after individuals have been approached and their contact email obtained is covered in the MSF video on the [HEE website](#), along with a flow diagram of the MSF process. Where appropriate, potential feedback providers can be given the feedback provider guide, which is also on the HEE website.
- We advise that trainees inform feedback providers that they will be inviting them to complete an MSF through email, so they know to expect this communication from the MSF platform. This also provides an opportunity for the trainee to check that they have the correct email address.

Monitoring the MSF process

- It is expected that the trainee completes a self-assessment within the initial 30 days of initiating the MSF.
- It is the responsibility of the trainee pharmacist to monitor the feedback process. If the deadline for feedback gathering elapses, the MSF process will close automatically, requiring the start of a new process.
- The trainee should ensure they investigate any delays or reasons why they have not received the feedback responses expected and take action accordingly. The trainee can close the feedback gathering process once a minimum of 5 responses have been submitted and the trainee has completed their own self-assessment.
- Once the process is closed, the link for feedback provision will cease to be active. For technical enquiries please email eportfolio@rpharms.com.
- There are three check points during the MSF process. Each will require 'closing' on the e-portfolio:
 1. MSF gathering stage (trainee pharmacist, described above)
 2. MSF report actions (designated supervisor, described in the next section)
 3. whole MSF process (designated supervisor, described in the final section)

The MSF report

- The MSF summary report, which usually consists of a graphical representation of ratings and text comments from responders, is generated when the MSF gathering process closes. The designated supervisor is expected to review the report and action accordingly before arranging a meeting with the trainee pharmacist.
- The designated supervisor has 30 days to seek further clarification from feedback providers (if needed) and add their own comments to the MSF tool. Following this, the designated supervisor can then send the report to the trainee pharmacist ahead of the discussion meeting or make this available during the meeting. The designated supervisor should make a judgement on the most suitable approach.

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- If the designated supervisor does not include their comments on the MSF tool within the 30-day limit, the opportunity to do so will elapse. The summary report and summary chart comparison will remain blank until the designated supervisor publishes the feedback report.
- The trainee can use the in-built e-portfolio chat function to remind the designated supervisor to action the inclusion of their comments before the 30-day deadline. No reminder will be sent by the e-portfolio platform.

MSF report discussion

For general guidance on how to give constructive feedback, please refer to the [HEE Constructive feedback microlearning](#). The following guidance refers mainly to the MSF process:

- Although the quality of feedback received from responders is beyond the control of the designated supervisor, the quality of feedback communicated to the trainee pharmacist should be sufficient to enable development.
- It is essential to plan the feedback discussion as a learning conversation to enable the provision of constructive feedback. Some preparation time is advised to plan a purposefully framed feedback discussion.
- Feedback provision should include identifying strengths and areas for development from the collective report, rather than going through individual comments. If necessary, the comments provided by responders can be used to exemplify a discussion point.
- To plan a high-quality focused discussion, at least three summary points should be outlined for communication to the trainee pharmacist, prioritising areas for development deemed by the designated supervisor, and then in agreement with the trainee pharmacist.
- A focused discussion supports the provision of meaningful (good) feedback, which in turn increases its usability by the trainee pharmacist (effective). Planning will also help the designated supervisor to prepare for challenging conversations, if relevant. Designated supervisors should prepare for unexpected expression of emotions by their trainee pharmacist during the conversation and remain supportive.
- The conversation should direct towards providing encouragement, promoting reflection, and guiding future development, by inviting the trainee pharmacist to explore how the identified areas for development can be improved. The trainee pharmacist is an active participant in determining their learning and so should occupy a central role in the feedback processes.
- Feedback should be objective and focused on the trainee pharmacist's performance, rather than the trainee themselves. The feedback provided should be clear, and the supervisor should check the trainee's understanding of the feedback to maximise its effectiveness.
- Trainee and supervisor should discuss and agree a plan for how these areas for improvement can be supported. Trainee pharmacists should be given the opportunity to take leadership and own the actions planned for improvement, with the designated supervisor initiating this exploration and supporting as required.
- Action planning should be SMART. More guidance on SMART objectives is available in the [HEE Learning Needs Analysis Microlearning](#).

Closing the MSF process

- The designated supervisor has responsibility to close the whole MSF process following the trainee pharmacist's addition of their reflections to the MSF tool. This is the final 'closing' of the MSF process, following which another MSF cycle can be started.

Further information

For further information on the [learning outcomes for the foundation training year 2021/22](#), please refer to the HEE Foundation Year Assessment Strategy and Guide on the [HEE website](#).