

Multi Source Feedback

Protocols for use of the Multi Source Feedback Templates



The Royal
Australian &
New Zealand
College of
Psychiatrists



MULTI SOURCE FEEDBACK

Undertaking this activity contributes to the requirement for **Section 3: Practice Development, Quality Improvement and Review** activities.

This protocol should be used in conjunction with:

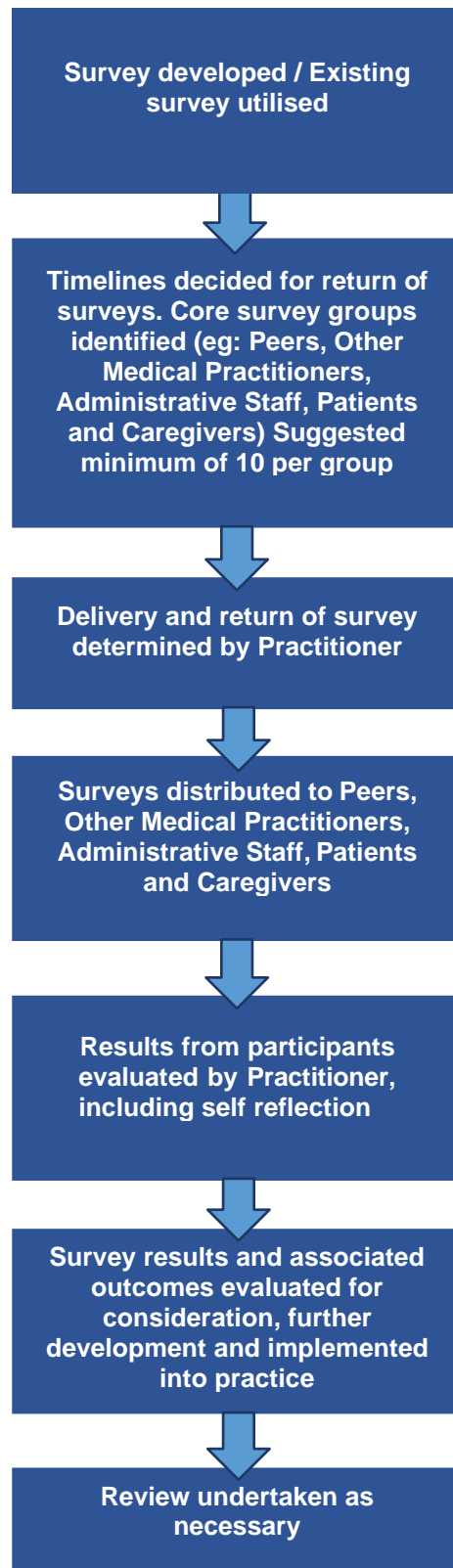
- Multi Source Feedback Peer Questionnaire
- Multi Source Feedback Patient Questionnaire
- Multi Source Feedback Staff Questionnaire
- Multi Source Feedback Self Reflection Questionnaire
- Multi Source Feedback Evaluation Summary
- Multi Source Feedback Invitation Letter

Multi Source Feedback (MSF) is a tool that can be used to gather data from a variety of sources, such as peers, Staff and Patients, on a Psychiatrists behaviour and performance. The purpose of MSF is to provide guidance for further development based on the areas of practice identified by those completing the surveys. For the process to be undertaken effectively and to provide a beneficial outcome for the participant the number of surveys sent out or distributed across Peers, Staff and Patients / Carers (not inclusive of the Self Reflection) should be maximized. Participants should aim for a minimum of 10 surveys for each group. While this may be difficult in small practices consider any external avenues that may be useful.

The questionnaires should be distributed with a letter developed by the participant explaining the process and providing an overview of how the information received from the surveys will be used to further develop the practitioner's skills. The surveys should be provided to the target audience with the ability to provide their feedback anonymously, this can be assisted, for example, by the provision of addressed stamped envelopes or via an online survey tool (this option will require additional development on the participant's behalf). This will allow for honest and open feedback and will maximize the benefit of the activity. Each survey is targeted to a different group to provide an overview of the participant's interactions with each distinct group. Providing respondents with a definitive time frame for responses will ensure the results can be collated and developed into an outcome for the purpose of practice improvement.

The information received will assist to provide an overview of feedback from Peers, Staff and Patients / Carers highlighting professional skills, soft skills (such as communication and interpersonal skills), teamwork, strengths and areas for improvement. The evaluated feedback may then be developed into areas for development in the practitioner's Continuing Professional Development over the following year.

Example Flowchart for Multi Source Feedback



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