

Practice Learning: A Guide to Providing Feedback and Raising Concerns

**Practice Learning Unit
Division of Nursing, Midwifery and Social Work
The University of Manchester**

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Glossary of Roles and Terms used within this Guide

Title	Role / Remit
Practice Assessor	Registered Nurse or Midwife with the appropriate equivalent experience for the student's field of practice, who collates and conducts objective evidence based assessments, to confirm student achievement of proficiencies and programme outcomes for practice learning.
Practice Supervisor	Registered Nurse, Midwife or Health and Social Care professional who supports learning in line with their scope of practice and contributes to assessment decisions.
Academic Assessor	Registered Nurse, Nursing Associate or Midwife who works in partnership with a nominated Practice Assessor and collates multiple sources of evidence to confirm student achievement of proficiencies and programme outcomes, in order to recommend the student for progression.
Practice Education Facilitator (PEF)	Trust employee whose role is to facilitate learning in practice for all undergraduate healthcare students, with a focus on quality assurance and inter-professional learning.
University Link Lecturer (ULL)	University lecturer who acts as a primary link between the university and the placement.
Academic Advisor (AA)	University member of staff who acts the student's first point of contact for pastoral, general academic and professional development support. Monitors performance and offers guidance to the student to assist progress towards professional practice.
Year Lead	University staff member who acts as the lead academic contact for all students on a particular unit of study. Collaborates with programme and practice colleagues.
Academic Lead for Practice Governance (ALPG)	University member of staff who is the strategic lead for practice learning governance.
Practice Learning Unit (PLU)	Divisional unit responsible for the co-ordination of student placement allocations and the administration of policies and frameworks for the monitoring and enhancement of the student practice learning experience.

Practice Learning Unit Manager (PLUM)	University member of staff who is the administration lead for practice learning and manager of the Practice Learning Unit.
Issues in Practice (IP) Report	A report completed by the AA, ULL and PEF to respond to, monitor and enhance practice learning environments when issues are raised by the student in practice.

Introduction

Welcome to your student guide regarding your practice learning experience. This guide is for pre-registration nursing and midwifery students who wish to report any of the following:

1. An outstanding practice learning experience
2. An unsatisfactory practice learning experience
3. Poor practice and/or an incident in practice

Your course requires you to experience a range of learning experiences, and practice learning accounts for up to fifty percent of the programme hours. It is recognised that your experiences in practice contribute significantly to your professional development, and in the acquisition of the knowledge, skills and competencies required to be eligible to enter the Nursing or Midwifery profession. It is important, therefore, that you have a clear understanding of how to provide feedback on your experiences, and to be aware of your professional and ethical duty requirements of when and how to raise concerns about a colleague's actions or behaviour, or the environment of care.

NMC (2018): The Code: Professional standards of practice and behaviour for nurses and midwives

[The Code](#) (NMC, 2018) refers to four core principles. These are as follows:

1. Prioritise people
2. Practice effectively
3. Preserve safety
4. Promote professionalism and trust

What does this mean to you?

You are required to actively engage with your course. Taking ownership of your learning is an important aspect of your personal and professional development. This also fulfils your professional obligation to uphold the standing of the profession, The Code (NMC 2018) and the reputation of The University of Manchester.

The practice learning environment:

Each learning environment in which summative assessment of practice takes place is required to meet standards for teaching and learning. The NMC states that, as a minimum requirement, such areas must successfully complete a self-assessment audit which is verified by the University. The placement provider and the University are jointly responsible for monitoring the quality of the learning environment. Each practice learning environment is allocated a University Link Lecturer.

Each practice learning environment where the student is summatively assessed **must** have recognised practice assessors and supervisors who are on the Trust's / Organisation recording systems.

Your practice supervisors and practice assessors have demonstrated they have the necessary skills and competence to undertake these roles.

For further information regarding the role of the practice assessor and practice supervisor, please refer to the following:

- NMC (2018a): Future Nurse: Standards of proficiency for registered nurses.

- NMC (2018b): Part 2: Standards for Student Supervision and Assessment.
- NMC (2018c): Part 3: Standards for Pre-Registration Nursing Programmes.
- (NMC 2009): Standards for pre-registration midwifery education

In partnership with placement providers and Health Education England, the University is required to monitor and enhance the quality of the practice learning environment and the students' experience of practice learning in a diverse range of settings i.e. in hospital, community and non-NHS settings.

NB: The processes outlined in this guide must be undertaken in partnership with the placement provider and University staff, and within the guidance of the local placement provider policies.

A) Acknowledging an Outstanding Practice Learning Experience

What is an outstanding practice learning experience?

Your personal experience is unique to you, but there are some factors that are accepted as contributing to creating a quality environment for learning. Key characteristics of a positive learning experience have been identified as values-based practice, which is demonstrated by:

- Care
- Respect
- Equality and diversity
- Ethical practice
- Reflective practice
- Challenging inequality and poor practice
- Working in partnership, and
- Person-centered care

Why is it important to recognise an outstanding practice learning experience?

It is important that your experience informs the Division's and the placement providers' understanding of what is happening to students when in practice. We all recognise the importance of feedback and it is essential that when you have exposure to an excellent or outstanding learning experience, they receive University and placement provider recognition for their positive contribution to your learning and professional development.

Your feedback will form part of the quality monitoring process and the sharing of best practice.

In addition, the Division has developed an annual award scheme for recognising excellence in practice learning.

Who do you report an outstanding practice learning experience to?

There are several key people with whom you can raise your positive practice learning experiences. These are:

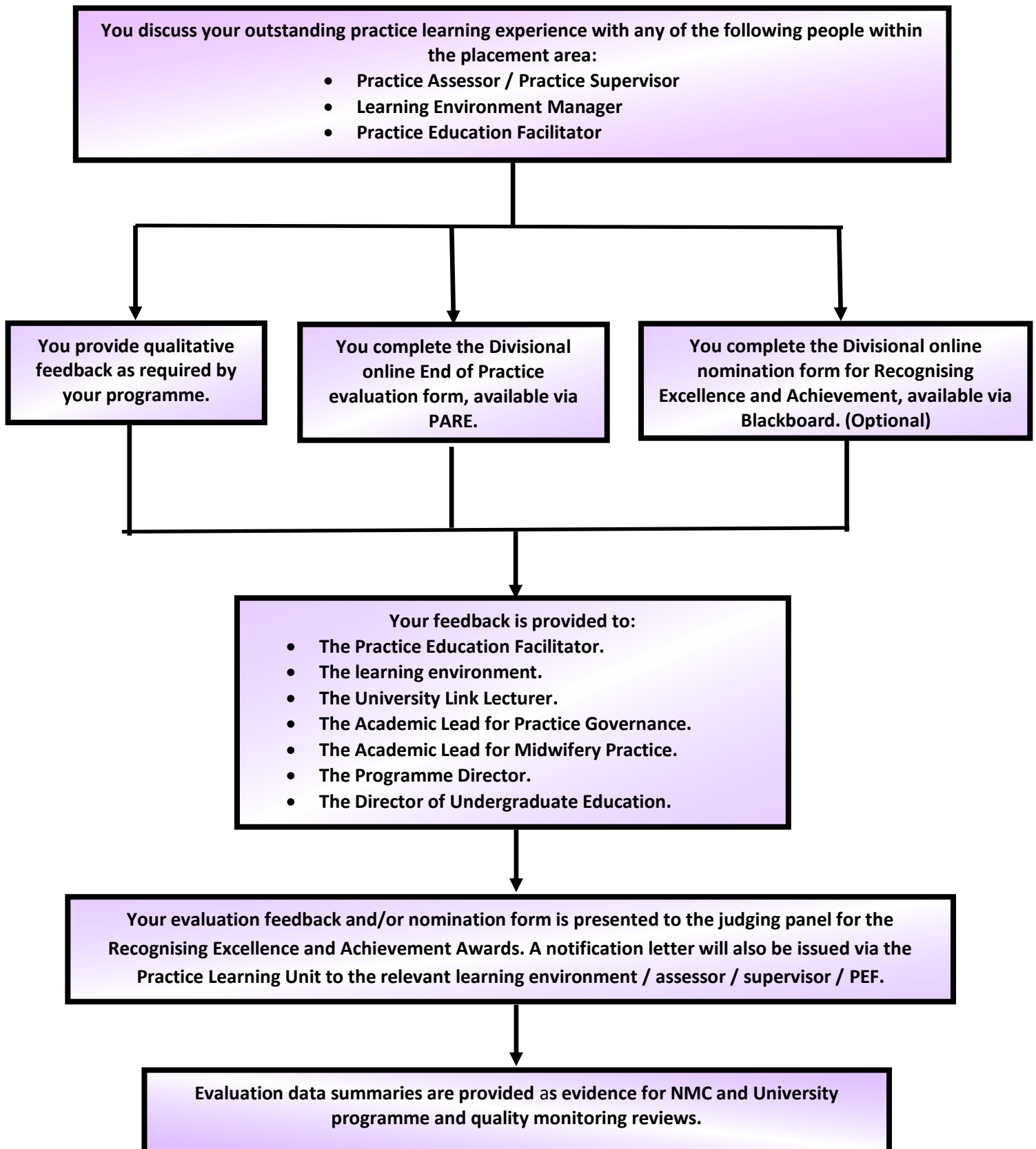
1. Practice Assessor / Practice Supervisor
2. Practice Learning Environment Manager
3. Practice Education Facilitator
4. University Link Lecturer

5. Academic Advisor / Academic Assessor
6. Unit Lead
7. Year Lead

And, as required:

8. Programme Director
9. Academic Lead for Practice Development
10. Academic Lead for Practice Governance
11. Academic Lead for Midwifery Practice

Page 8 outlines the process for recognising an outstanding practice learning experience.



B) Raising Concerns Regarding a Practice Learning Experience

What is an unsatisfactory practice learning experience?

Again, your personal experience is unique to you, but you may consider that your practice learning experience has been unsatisfactory. This may relate to issues associated with assessment, support, supervision and learning opportunities.

Why is it important to raise concerns regarding an unsatisfactory practice learning experience?

It is important that we know about your experience because the University and the placement provider are responsible for ensuring that students are exposed to positive learning environments and best practice.

Who do you raise concerns regarding an unsatisfactory practice learning experience to?

It is important that you raise your concerns at the earliest possible time, so they can be quickly addressed and resolved; for this reason you are encouraged to not leave this until you have left the placement. Clinical colleagues should have the opportunity to address your concerns prior to you leaving the learning environment.

It is recognised that you may find raising your concerns to be difficult and stressful, but there are a number of support mechanisms in place in both the University and placement provider to offer you help and guidance. These are:

1. Practice Assessor / Practice Supervisor
2. Practice Learning Environment Manager
3. Practice Education Facilitator
4. University Link Lecturer
5. Academic Advisor / Academic Assessor
6. Unit Lead
7. Year Lead

and as required:

8. Programme Director
9. Academic Lead for Practice Governance
10. Academic Lead for Midwifery Practice

What to do if you have concerns

If you have any concerns regarding your practice placement experience please discuss these with your Practice Assessor and/or Learning Environment Manager in the first instance.

If you feel unable to discuss your concerns with the Practice Assessor or Learning Environment Manager, or your concerns are not resolved at this level, contact your Practice Education Facilitator and Academic Advisor / Academic Assessor for guidance and support.

Provided on page 10 is a flow chart outlining the raising concerns process regarding a practice learning experience, from this point onwards.

NB: If you or your Academic Advisor feel the concerns raised are in relation to a serious or untoward incident (SUI), please refer to the guidelines outlined in section C (page 10).



**Please refer to section D (page 16) for a copy of the IP form.*

***Your AA will continue to offer support and provide feedback to you throughout the above process.*

C) Raising Concerns about Poor Practice or Reporting an Incident in Practice

What is poor practice?

Poor practice may be experienced in relation to the following areas:

- **Safe-guarding and protecting the vulnerable adult/child:** Have you witnessed what you believe to be poor or inappropriate practice? Do you believe the Trust / Organisation policy on the protection of vulnerable adults / children has not been followed? Have you witnessed what you believe to be a breach of The Code (NMC 2018)?
- **Health and Safety:** Are you aware of the Trust / Organisation Health and Safety policy and how to report health and safety incidents in the practice area? Are you aware of the [UCEA Health & Safety Guidance for the Placement of Higher Education Students \(2018\)](#) and the [GMPEG practice placement Health, Safety and Risk Management policy for all Nursing and Midwifery Council Approved Programmes \(2019\)](#)? Are these followed and implemented by the practice learning environment, e.g. have you received your induction on the first day, followed by a discussion regarding local fire, health and safety policy? Have these been recorded in PARE?
- **Personal Health and Wellbeing:** Have you experienced changes to your own health and wellbeing which may impact on your own safety or the safety of others?

To report a health and safety issue in relation to practice, please ensure you follow the processes outlined in the flowchart on page 13.

What is a serious and untoward incident or near miss (SUI)?

- **The adverse incident:** Any occurrence which has given or may give rise to actual or possible personal injury, patient dissatisfaction, property loss or damage. The occurrence may be clinical in origin (i.e. related to the direct care of a patient, for example medication error, medical equipment failure, patient fall) or non-clinical in origin (i.e. property loss, theft, fire, verbal abuse or threatening behaviour or an incident involving a member of staff or a member of the public).
- **The near miss:** Any occurrence which does not result in injury, patient death, dissatisfaction, property loss or damage but had the potential to do so.
- **The hazard:** Anything with the potential to cause injury, damage or loss.

Why is it important to raise concerns regarding poor practice or report an incident in practice?

It is important that we know about poor practice or an SUI you have witnessed or been involved in as The University and practice learning environment providers are responsible for ensuring that students are exposed to positive learning experiences and best practice.

The Code (NMC 2018) and legal and ethical frameworks guide our practice and it is essential that the University and placement provider are made aware of your concerns.

If you do suspect or witness poor practice / patient abuse, additional and specific guidance is available via the Care Quality Commission: <http://www.cqc.org.uk/>

Who do you raise concerns regarding poor practice with or report an incident in practice to?

Again, it is important to raise your concerns or report an SUI at the earliest possible time so that clinical colleagues have the opportunity to address them.

If you are raising concerns regarding poor practice, or patient care which involves possible abuse, you are required to fulfil the requirements of The Code (NMC 2018).

It is recognised that you may find raising your concerns or reporting an SUI to be difficult and stressful, but there are various people in place in both the University and placement provider to offer you help, guidance and support along the way. These are:

1. Practice Assessor / Practice Supervisor
2. Practice learning Environment Manager
3. Practice Education Facilitator
4. University Link Lecturer
5. Academic Advisor / Academic Assessor
6. Unit Lead
7. Year Lead

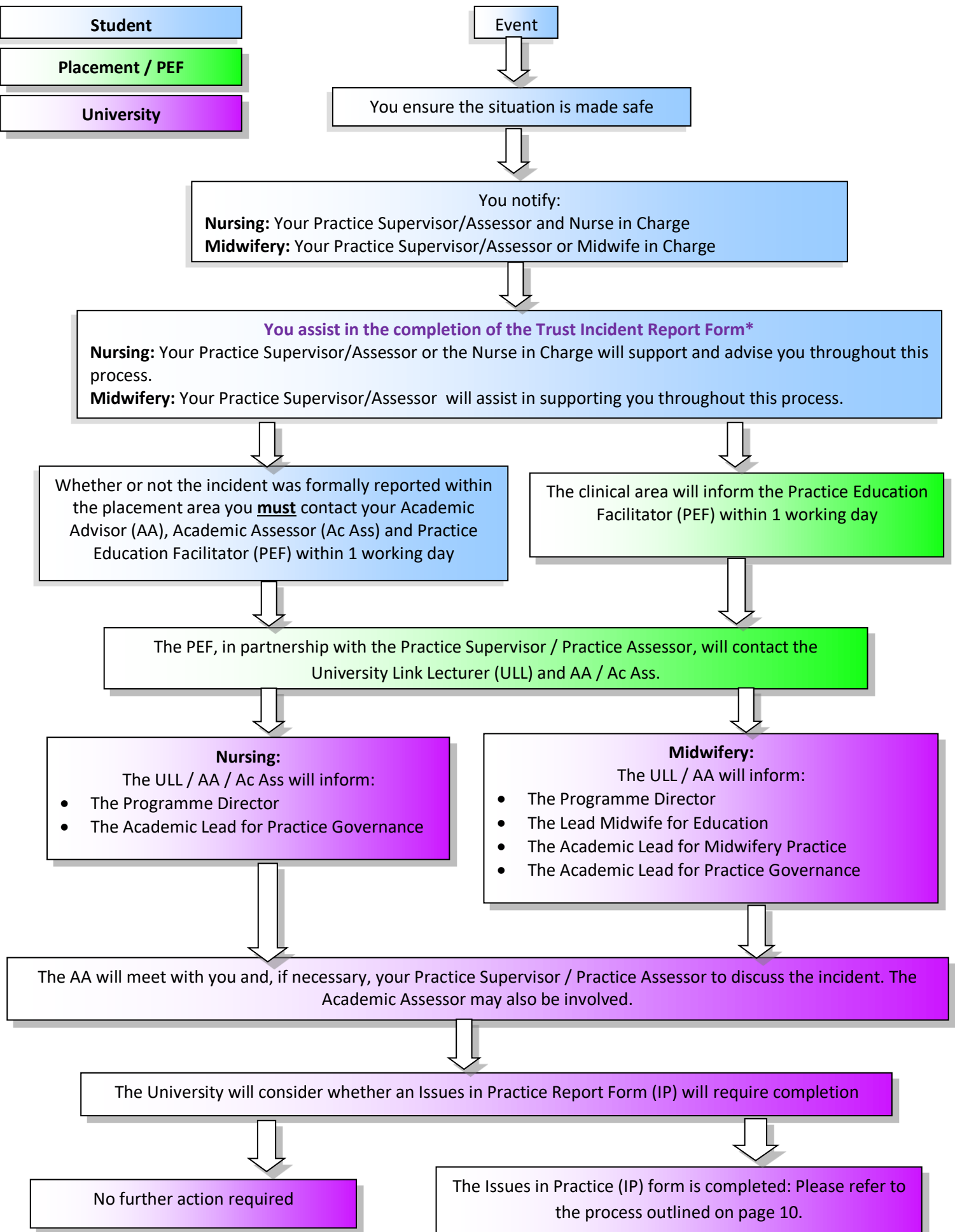
And, as required:

8. Programme Director
9. Academic Lead for Practice Governance
10. Academic Lead for Midwifery Practice

The flowchart on page 13 outlines the processes for raising concerns regarding poor practice and/or reporting an incident in practice.

KEY:

- Student
- Placement / PEF
- University



*If a statement is requested, please refer to page 13 for guidance regarding statement writing.

Statement Requests

There may be times when you are required to write a statement in relation to your practice learning experience. This may be a statement concerning a patient or it could be your opinion of an incident. The checklist below is designed to help support you when completing a statement, but **you must always seek advice from one of the following before submitting the statement to the Trust / Organisation:**

- a) **Academic Advisor and Academic Assessor**
- b) **Year Lead**
- c) **Student Support Office**

Please ensure that that you use the template provided by the Division, a copy of which is available on page 15.

You will be required to sign a hard copy of the statement and this will then be scanned and sent securely to the appropriate Trust / Organisation concerned.

You can also access further information about statement writing via the RCN website at www.rcn.org.uk/direct . You will need to be an RCN member to access this information.

Before writing your statement you need to understand why it has been requested and what is expected of you. If the statement is to be used for legal purposes, legal advice may need to be sought.

Statement writing checklist

- Always anonymise patients, service users and relatives throughout your statement.
- State that you are a student nurse/midwife, the date, the incident occurred, the date of statement completion and identify the placement.
- Start from the beginning of the account and try to state facts in a chronological order. Where possible, provide dates / times and names of other staff present. Can you link these to any documentation made at the time?
- If normal procedure was not followed, state what the normal procedure is first.
- Do not speculate or elaborate.
- The statement should be typed with all pages numbered.
- Be objective and factual. Do not include comments or matters reported to you by others.
- **Only** provide details of your involvement with the patient / incident.
- Do name other staff but leave them to write their account.
- Do not abbreviate. Write all terms in full.
- Write in the first person.

Statement Writing Template

Name:	Programme of study:	Placement and Trust:
Academic Advisor / Academic Assessor:	Date:	Date / Time of incident:
<p>All paragraphs must be numbered. Use subject headings to guide you.</p> <p>Subject of Statement</p> <p><i>e.g. Incident on the night shift of the 23rd November at 22:00 hours on the placement above involving patient X</i></p> <p>Introduction (Start a new paragraph with each point)</p> <p><i>e.g. I am a third year nurse on the second placement within this Trust</i></p> <p><i>I was involved in the care of patient X since...</i></p> <p>Explain the event (in line with the guidance above)</p> <p>Closing statement</p> <p><i>I believe that the facts stated in this statement are true.</i></p> <p>References</p> <p><i>List all documentation you have referred to in you statement (if you have) and where this documentation can be found</i></p>		
Signed:		
Print Name:	Date:	

You can use patient records to assist you in writing your statement. The Division will help to facilitate this.

The above guidance is based on the NMC guidance and RCN guidance for statement writing

Issues in Practice (IP) Report Form

This form must be completed by the first person (University Link Lecturer / Practice Education Facilitator / Academic Advisor / Academic Assessor) that the student(s) raises any issues in relation to practice learning.

It is essential that the completed IP form is forwarded, along with any related documentation (i.e. statements, incident reports), to the relevant personnel (e.g. the University Link Lecturer, Practice Education Facilitator, Academic Advisor) for action to be taken.

The Practice Learning Unit IP Administrator must be copied into all correspondence via amanda.j.biddulph@manchester.ac.uk

Section A: Nature of Report

Student Concerns
A student or students has/have raised concerns in relation to a practice learning environment issue.

SUI
A student or students has/have been involved in or witnessed a serious or untoward incident (e.g. near miss) whilst in practice.

Risk Status
<input type="checkbox"/> Low <i>(No or minimal risk of harm to student and or service user or the reputation of the academic organisation/ learning environment)</i>
<input type="checkbox"/> Medium <i>(Risk of harm to student and or service user or the reputation of the academic organisation / learning environment)</i>
<input type="checkbox"/> High <i>(Risk of death or serious injury to student and or service user or damage to the reputation of the practice organisation/ learning environment)</i>

Section B: Details

Normally to be completed and forwarded to the relevant personnel (e.g. the University Link Lecturer, Practice Education Facilitator, Academic Advisor/Assessor, Practice Learning Unit IP Administrator, Academic Lead for Practice Governance) within 2 working days of the concern / incident being reported.

Date concerns raised / incident reported	
Name of person completing the IP form	
Title of person completing the IP form	

Learning Environment Name			
Trust / Organisation			
	Name	Programme & Cohort	HEI
Student			
Academic Advisor			
University Link Lecturer			
Practice Education Facilitator			
	Names	Contact Details	

Practice Assessor / Practice Supervisor		
Summary of student concerns / SUI <i>Please ensure full details are provided i.e. dates, names, titles, with the exception of patient details.</i>		
State what immediate action has been taken to resolve the issue(s)		
Has the HEI been notified?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please tick to identify who has been notified:		
<input type="checkbox"/> Academic Advisor / Assessor	<input type="checkbox"/> Practice Learning Unit IP Administrator	
<input type="checkbox"/> University Link Lecturer	<input type="checkbox"/> Academic Lead for Practice Governance	
Has the incident been noted in the student's Practice Assessment Document?	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> N/A

Issue(s) resolved: No further action required	<input type="checkbox"/>
Practice Education Facilitator:	Date:
University Link Lecturer / Academic Advisor/Assessor:	Date:
<i>Please provide a copy of the completed IP Report Form to the Learning Environment Manager, Modern Matron / Organisation Educational Lead</i>	
Issue(s) not resolved: Further action required	<input type="checkbox"/>
<i>Please complete the action plan grid in Section C</i>	

Section C: Action Plan

Normally to be completed by the Practice Education Facilitator and forwarded to the relevant personnel (e.g. the University Link Lecturer, Academic Advisor/Assessor, Practice Learning Unit IP Administrator, Academic Lead for Practice Governance) within 5 working days of the concern / incident being reported.

Achievement of action plan

It is expected that any actions listed will normally be achieved within 30 working days of implementation.

Summary of Actions		Date Agreed	Date to be Achieved	Person Responsible
1				
2				
3				
4				
5				
The learning environment has been temporarily withdrawn from the placement circuit		<input type="checkbox"/> Yes	<input type="checkbox"/> No	

Practice Education Facilitator:	Date:
University Link Lecturer / Academic Advisor/Assessor:	Date:
<i>Please provide a copy of the completed IP Report Form to the Learning Environment Manager, Modern Matron / Organisation Educational Lead</i>	

Following achievement of the action plan please complete Section D.

Section D: Action Plan Completion

<i>I, the undersigned, confirm that all actions in relation to the above action plan have been achieved.</i>	
Practice Education Facilitator:	Date:
University Link Lecturer / Academic Advisor/Assessor:	Date:
If the learning environment was withdrawn from the practice learning circuit, can students now return to the learning environment?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
If yes: Is a new audit required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have all relevant personnel been notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please tick to identify who:	
<input type="checkbox"/> Academic Advisor / Assessor	<input type="checkbox"/> Practice Education Facilitator
<input type="checkbox"/> University Link Lecturer	<input type="checkbox"/> Learning Environment Manager / Matron
<input type="checkbox"/> Practice Learning Unit IP Administrator	<input type="checkbox"/> Lead Midwife for Education
<input type="checkbox"/> Academic Lead for Practice Governance	<input type="checkbox"/> Student / Students

Please return the finalised IP form, along with any related documentation (i.e. statements / trust incident reports) to the Practice Learning Unit IP Administrator and Academic Lead for Practice Governance:

- Practice Learning Unit IP Administrator: amanda.j.biddulph@manchester.ac.uk
- Academic Lead for Practice Governance: heather.v.sigley@manchester.ac.uk

Please also provide a copy of the finalised IP Report Form to the Learning Environment Manager, and the Modern Matron / Organisation Educational Lead.

To be completed by the Academic Lead for Practice Learning Governance

Outcome	
Issue(s) resolved: No further action required	<input type="checkbox"/>
Issue(s) not resolved: <i>Please tick as appropriate</i>	<input type="checkbox"/>
<input type="checkbox"/> Learning environment placed on hold for current use	
<input type="checkbox"/> Learning environment removed from the training circuit	
<input type="checkbox"/> Academic Lead for Practice Development informed	
Appropriate external agencies have been notified	<input type="checkbox"/> Yes <input type="checkbox"/> Not required
<i>If yes, please provide details below</i>	

Signature: _____

Date: _____

Student IP (Issues in Practice Report) Feedback Form

- 1) To be completed by the relevant Practice Education Facilitator or academic.
- 2) To be forwarded to the student with the following personnel copied in:
 - o Academic Advisor/Assessor and / or University Link Lecturer
 - o Practice Learning Unit IP Administrator
 - o Academic Lead for Practice Governance

Section A: Summary of IP

IP Report ID No:

Learning Environment Name			
Trust / Organisation			
Student	Name	Programme & Cohort	HEI
Academic Advisor			
University Link Lecturer			
Practice Education Facilitator			
Practice Assessor / Practice Supervisor	Name	Contact Details	
Summary of student concerns / SUI <i>Please ensure full details are provided i.e. dates, names, titles, with the exception of patient details.</i>			
State what immediate action has been taken to resolve the issue(s)			
Has the HEI been notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please tick to identify who has been notified:			
<input type="checkbox"/> Academic Advisor / Assessor		<input type="checkbox"/> Practice Learning Unit IP Administrator	
<input type="checkbox"/> University Link Lecturer		<input type="checkbox"/> Academic Lead for Practice Governance	
Has the incident been noted in the student's Practice Assessment Document?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		

Section B: Summary of Actions Taken

1	
2	
3	

Name: _____

Signature: _____ Date: _____

Contacts

Practice Education Facilitators (PEFs) & University Link Lecturers (ULLs)

PEF and ULL contact details are available via Blackboard (Practice Learning Community Gateway) and the university *Supporting and assessing students in practice* web pages at:

<http://sites.bmh.manchester.ac.uk/nursing-mentors/contacts/>

Year Leads, Unit Leads, Academic Advisors, Academic Assessors

These contact details are available via the relevant programme gateway within Blackboard.

If you are unable to locate this contact information, please contact the relevant Programme Secretary:

BNurs Programme

BNurs Year 1: Bnursyear1@manchester.ac.uk

BNurs Year 2: Bnursyear2@manchester.ac.uk

BNurs Year 3: Bnursyear3@manchester.ac.uk

Telephone: 0161 306 7811

BMidwif Programme

BMidwif (all years): BMidwifery@manchester.ac.uk

Telephone: 0161 306 7805

The Practice Learning Unit

Amanda Biddulph

Senior Allocations Officer & IP Administrator

Telephone: 0161 306 7702

E-mail: Amanda.J.Biddulph@manchester.ac.uk

Lindsay Blanks

Practice Learning Unit Manager

Telephone: 0161 306 7706

E-mail: Lindsay.H.Blanks@manchester.ac.uk