



Simulated Patient Feedback Prompt Sheet

Thoughts:

Was the patient able to share my ideas/concerns?
Was the patient treated as an individual?

Feelings:

How did the patient feel throughout the encounter?
Were the patients' feelings acknowledged?
Did the patient feel respected/valued/important?

Behaviours:

Learners - What did the learner do that led to the patient's satisfaction/dissatisfaction?
Your behaviours – what did the patient do in response to the situation?

Positive words: Happy, delighted, valued, reassured, believed, listened to, respected, calm, welcome, confident, smile, engaged, communicated...

Negative words: Worried, anxious, scared, confused, hurt, upset, hurried, embarrassed, unimportant, unwelcome, withdrawn, disengaged...

Make a statement and follow it up with a specific example:

Positive example: *"You appeared very confident, which was shown in your voice, posture and actions."*

Phrasing improvements: *"You used medical terms that I feel the patient wouldn't understand, and that made it difficult to feel comfortable to ask you what words meant."*