



EUROPEAN
FEDERATION
FOR COLPOSCOPY

5th Satellite Meeting and Training the Trainers

Hotel Pullman **Brussels** centre Midi

15th December 2017

Training the Trainers

16th December 2017

5th EFC Satellite Meeting





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Training the Trainers

Prof Maggie Cruickshank

*Professor MB ChB MD FRCOG Division of Medical and
Dental Education and Medical Sciences*



Providing Feedback and making an action plan

Professor Maggie Cruickshank
University of Aberdeen

Overview

- What is feedback?
- Why is feedback useful?
- How do you give feedback?
- What is an action plan?

Feedback

Before working as independent colposcopist:

- Trainee: *How am I doing?*
- Trainer: *Has the trainee achieved competency?*
- Employer/National Colposcopy Society/EFC: *Does the trainee have the competence to perform colposcopy and to train new trainees?*

More on Feedback

- Must address three learner questions:
 - *How am I doing?*
 - *Where am I going?*
 - *How do I get there?*
- Factors affecting the impact of feedback
 - Focus
 - Trainee
 - Technique
 - Action plan

(Hattie & Timperley 2007)

Feedback: Focus

- Focus on the process (how the trainee did it): encourages deeper learning and improved performance
- Focus on behaviour (i.e., things you cannot change): Rarely successful

Feedback : Trainee

- Response to feedback is influenced by:
 - Trainee's level of achievement
 - Culture
 - Perceptions of accuracy
 - Perceptions of credibility
 - Perceptions of usefulness

Feedback : Technique

- Techniques used have a huge influence on impact
 - Appropriate location
 - Ask trainee to give their own view early
 - Non judgemental
 - Specific comments
 - Right amount vs too much

Approaches to feedback

- Structured and positive
- Interactive with trainee
- Ask Trainee to reflect on observations in a chronological fashion
- Replay the events that occurred during the session back to the learner
- Colposcopy: specific short comments appropriate

Feedback

- Start with the trainee's agenda

What is your trainee trying to achieve?

- Encourage self-assessment and self-problem-solving
- Use descriptive feedback
- Feedback should be balanced

What worked and what could be done differently?

- At the end, summarise what has been learnt

Agree on an action plan



That was terrible

*I noticed that Mrs X
seemed to be in pain when
you inserted the speculum*

Action Plan

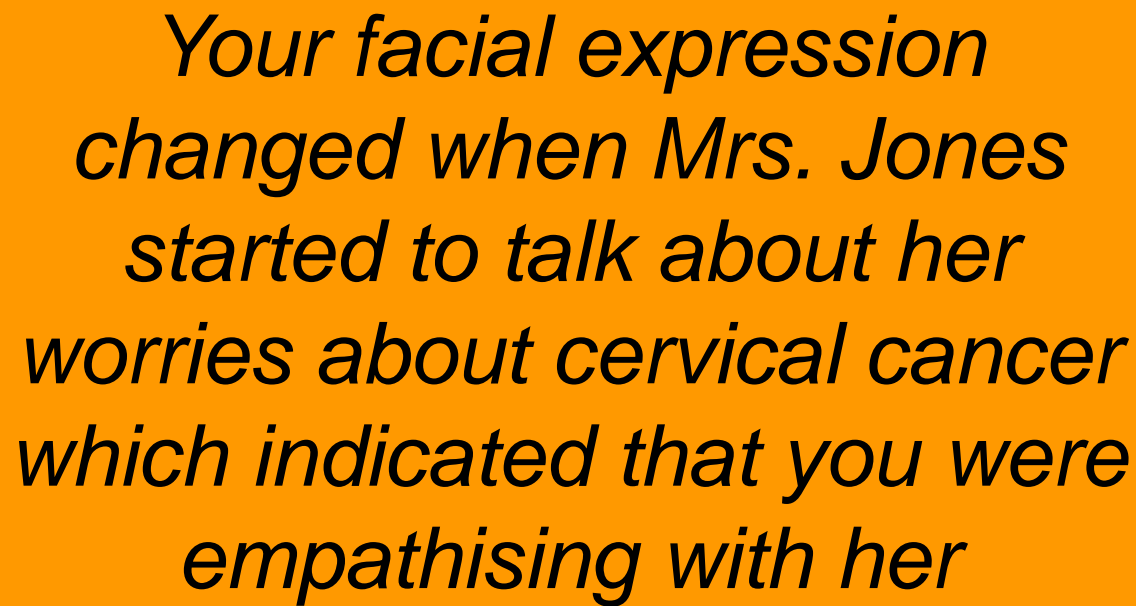
Revue speculum technique

Offer advice to patient on how to relax

Watch patient for signs of discomfort



That was great!



*Your facial expression
changed when Mrs. Jones
started to talk about her
worries about cervical cancer
which indicated that you were
empathising with her*

Action Plan

Use other non-verbal techniques to help communication, such as unfolding your arms and stopping writing

Action Plan leads to change

- “Feedback alone does not cause change, it is the goals that people set in response to feedback”
- Ensure you agree together on the plan
- Colposcopy is often a short episode and an action plan may be a single action or reflection for future practice

(Hewson 1998)

Pendleton's rules

1. Check the learner wants and is ready for feedback.
2. Let the learner give comments.
3. The learner states what was done well.
4. The observer(s) state what was done well.
5. The learner states what could be improved.
6. The observer(s) state how it could be improved.
7. An action plan for improvement is made.

Let's try giving feedback

- Interactive session with DVD consultation