



Multi-source feedback (MSF)

The MSF forms part of the programme of workplace based assessments (WPBAs) in the clinical radiology and interventional radiology curricula. WPBAs are intended to provide opportunities for reflection and feedback that will enhance and drive learning. These assessments should be seen as opportunities for identifying strengths and areas for further development; they are not tests and do not have a pass/fail component.

WPBAs will be reviewed with the trainee's educational and clinical supervisor(s) at each appraisal meeting and will provide evidence of progress throughout the training year. As trainees progress through training, the complexity of the clinical problems addressed during WPBAs should increase.

Aim

The MSF tool is used to assess generic skills such as communication, leadership, team working and reliability, across the domains of Good Medical Practice. It provides objective, systematic collection and feedback of performance data on a trainee, derived from a minimum of 12 'raters.' Raters are individuals with whom the trainee works, and include consultants, more senior trainees, administration staff, and other allied professionals.

The trainee will not see the individual responses by raters. These are collated into an anonymised report, which the educational supervisor will discuss with the trainee to provide overall feedback.

Required number

One MSF should be completed in each year of training for both clinical and interventional radiology. This is a minimum requirement, and trainees may complete additional MSFs if their educational supervisor feels that they need more evidence of their generic capabilities.

Less than full time (LTFT) trainees will be expected to undertake a **pro rata number of assessments**, as set out in the Gold Guide, however the educational supervisor will advise on when the MSF should be completed for LTFT trainees, depending on their working pattern.

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Who can complete an MSF?

The MSF must be completed by a minimum of 12 raters, who will provide feedback on the trainee's generic skills, such as leadership, communication and team working. This feedback is collated into a report and the educational supervisor will provide feedback to the trainee based on this report. The trainee will not see the individual responses by raters.

Raters are individuals with whom the trainee works, and include consultants, more senior trainees, administration staff, and other allied professionals. Raters should be agreed with the educational supervisor and the raters themselves at the start of the training year. The recommended mix of raters/assessors is:

- 2–4 senior doctors
- 2–4 doctors in training
- 2–4 radiographers
- 2–4 nurses/allied health professionals
- 2–4 other team members including clerks, secretaries and auxiliary staff

How to complete an MSF

It is the responsibility of the trainee to arrange assessment and it should be considered good practice for trainees to speak to their chosen raters in advance to check that they are happy to contribute to the MSF.

Trainees will need to create the MSF form in Kaizen and send this to their chosen raters (see instructions below). Responses will be collated and the educational supervisor will have the ability to remove any inappropriate entries. The educational supervisor will then discuss the feedback received with the trainee before making the assessment available on their timeline.

In order for trainees to maximise benefit, trainee reflection and feedback from the educational supervisor on the overall results of the MSF should take place as soon as possible after all responses have been received. Feedback should be given in a setting where discussion can take place without interruption. Feedback should be of high quality and should include an action plan for future development.

Feedback for the MSF should cover communication, leadership, team working and reliability, and should also include discussion of the trainee's self assessment and reflection, and identify their strengths and areas for development in the categories listed on the MSF form. An action plan for further development and review of this should be agreed.

Accessing the MSF in Kaizen

The trainee will need to log in to Kaizen to create the assessment form, fill in some initial information and complete the self assessment. The form will then be sent to the nominated consultants to complete.

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Instructions for trainees:

- Log into Kaizen with your user name and password, then click the 'create' button and select the MSF from the list of assessments that appears.
- Enter the date/date range covered by the MSF using the date selector (this should cover a 12 month period).
- Select your specialty and training grade from the drop down menu.
- To choose your list of raters, use the 'who would you like to fill in the next section.' Start typing in a name and the system will list anyone with a Kaizen account matching your search. If your chosen rater is not listed you can enter a valid email address instead. Raters do not need to have a Kaizen account to complete this assessment.
- Enter all of your chosen raters into one form. Do not create a separate form for each rater; Kaizen cannot merge reports from separate forms.
- Once you have entered your chosen raters click the submit button at the top of the screen.
- You will be able to view the MSF you have created as an event in your timeline. Clicking on the MSF will open a summary that will show you whether your raters have completed the form and will allow you to send reminders if necessary. Further raters can also be added from this screen.
- Once the minimum number of raters have completed their sections you will be able to close the assessment using the button labelled 'close this section' at the bottom of the screen. This will stop any further submissions being recorded to this MSF and send the completed assessment to your educational supervisor.
- Your educational supervisor will review the feedback and discuss with you before releasing the MSF to your timeline. You will then be able to see all of your responses.
- The MSF summary will show anonymised responses from your raters and will randomise their ratings and comments, so that these will not be attributable to any single rater.

Instructions for raters:

- Raters will receive an email from *no-reply@kaizen.com* inviting them to complete the assessment. If you already have a Kaizen account, you will also see a notification in the top right hand corner when you log in to Kaizen. You can open the MSF form either in Kaizen or using the link in the email
- To complete the form, click the blue 'fill in' button at the top right of the screen. You will be asked to enter information about your role and interaction with the trainee. You will then be asked to rate the trainee across a range of generic skills, such as communication and team working. You will also be asked for overall comments on what the trainee has done well and any concerns or suggestions for development.
- Once you have completed the required information, you can click the submit button at the top right of the screen. This will send your response to the trainee's educational supervisor, who is able to remove any inappropriate responses before sharing feedback with the trainee
- When the MSF summary is published to the trainee's timeline, it will show anonymised responses from raters and will randomise ratings so that these will not be attributable to any single assessor.

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Instructions for educational supervisors:

- The trainee will complete the MSF once they have responses from the required number of raters. This will send the form to you.
- You will receive an email from *no-reply@kaizen.com* and see a notification in the top right hand corner when you log in to Kaizen. These will link to the MSF form.
- Click the blue 'fill in' button at the top right of the screen
- You will have full view of all responses and be able to remove any inappropriate feedback. Each response will be listed in full and will have a 'Remove' button at the bottom. This will delete the entire response. You cannot edit the response in any way.
- Once you have reviewed the responses, you should discuss these with the trainee. Feedback should include discussion of the trainee's self assessment and reflection, and identify their strengths and areas for development in the categories listed on the MSF form. An action plan for further development and review of this should be agreed.
- Following discussion with the trainee, you can then release the MSF summary back to your trainee's timeline by clicking 'submit'
- The MSF summary will show anonymised responses from the raters and will randomise their ratings and comments so that these will not be attributable to any single rater.
- Please note: this assessment will not be complete until it has been released to the trainee's timeline.

Further details on using Kaizen can be found in the Kaizen user guides on the RCR website. Please note that once the MSF has been released changes/deletions can only be made by an RCR controller, at the request of the trainee's educational supervisor or training programme director.