Multi-Source Feedback- Does it Really Encourage Change? A Qualitative Study Exploring Paediatric Trainees’ Perceptions of Multisource Feedback

Amin N¹, Uka S²
1.Leeds Children’s Hospital. 2. Calderdale Royal Hospital

Introduction and Aims
Multisource feedback (MSF) is a compulsory part of Paediatric trainees’ annual assessment, and the General Medical Council aims for this to be an opportunity for trainees to learn and develop, with an emphasis on MSF results aiding formative learning.

The aim of this study was to explore Paediatric trainees’ perception of current feedback, and the extent to which trainees feel MSF is an effective tool for facilitating development of their clinical practice.

Methods
This was a qualitative study using in-depth interviews and questionnaires to collect data from ST4-6 paediatric trainees within the Yorkshire deanery. Questionnaires were followed by purposeful sampling of 10 trainees for semi-structured interviews. Fieldwork took place between February 2013 and July 2013.

Transcripts and questionnaires were analysed using thematic analysis.

Results

Key themes from this study:

End self selection of assessors for MSF

“You only ask people who you think probably like you to fill your MSF”

“Since you choose the people who fill in the MSF you get more positive comments than negative. This is good for boosting confidence but limits the usefulness of the assessment”

“I think in principle it’s a good idea, but I don’t think it is working as well as it could be”

“I think I could learn a lot, but not in the format it’s in”

“Most of the time not many people put detailed comments”. “Those that put negative comments don’t really actually do it in a constructive way”

“It’s just a box ticking exercise”

“when you ask your colleagues… they’ll all write good things because in the end they’ll ask for a MSF to be reciprocated”

“good comments made me feel like a valued team member…. Has made me feel better about the work I’ve done”

“She does improve your confidence, and helps you believe more in yourself”

“Most of the time not many people put detailed comments”. “Those that put negative comments don’t really actually do it in a constructive way”

“Learning from MSF is not being optimised in its current format.”

At present MSF rarely changes practice

“good comments made me feel like a valued team member…. Has made me feel better about the work I’ve done”

“I think I could learn a lot, but not in the format it’s in”

“It’s just a box ticking exercise”

“Many of the time not many people put detailed comments”. “Those that put negative comments don’t really actually do it in a constructive way”

“Learning from MSF is not being optimised in its current format.”

Take Home Messages

Change is rare, although trainees found some benefits to the MSF process.

Self selection of assessors needs to end to increase meaningful feedback.