**Providing feedback about the trainee clinical psychologist you are/have been working with**

We are seeking your help about the person you have been working with.

The person you have been seeing is training to be a Clinical Psychologist at Lancaster University. Their work is overseen by a qualified Clinical Psychologist or Therapist who is known as their Clinical Supervisor. The Clinical Supervisors job is to help the trainee to learn and develop and do the best they can, as well as provide an assessment of the trainee to Lancaster University. To help the clinical supervisor do this – it is really important that they have feedback from some of the people seen by the trainee. Feedback can include good things which were helpful, or things which didn’t work so well. We are asking for your help with this process, so we can provide feedback to the students to help them to develop which will ultimately help other people receive improved care and treatment.

You are being asked if you would be happy to share some feedback about how you have found/ are finding working with the trainee. You do not have to provide feedback if you don’t want to – it will not affect your care or treatment by the service.

If you are happy to share some feedback it could either be through a conversation with the clinical supervisor (set up at a time which is convenient to you both) or by providing your feedback in a written format (email/letter) or the short feedback form your trainee can give you.

There are some frequently asked questions below to help you to decide and to know what you are being asked to do.

**Why have I been asked?**

People being seen by the trainee are being asked for feedback. You may have some valuable comments to make which will be helpful to the clinical supervisor and the trainee. This is why you have been asked.

**Do I have to give feedback?**

No you don’t. The trainee will ask you politely and if you say no that’s not a problem. You do not need to give a reason. Saying no will not affect your care or treatment in anyway.

**What if I say no but then change my mind?**

That is no problem – just let the trainee know and they can either tell their supervisor that you are happy to be contacted or the trainee can share the feedback form with you, or you can contact the supervisor using the details at the end of this information sheet.

**What if I say yes but then change my mind?**

That is no problem – just let the trainee know and they can tell their supervisor not to contact you, or let the supervisor know you have changed your mind if they get in touch. If you have opted to complete the feedback form, you do not need to complete and return it.

**What will happen to the information I give?**

Any information you give will be treated sensitively and confidentially by the trainee’s clinical supervisor. The information will be used to help the clinical supervisor know what areas they need to be working on with the trainee to help them to develop their skills and/or highlight areas where they are doing well. The information will also be used by the clinical supervisor to inform their overall assessment of the trainee on their placement. People’s names or contact details are never shared with Lancaster University.

**Will the trainee know that it is me who has given the feedback?**

No, not unless you have specifically let the clinical supervisor know that you would like your feedback to be shared with the trainee. The supervisor will be asking several people seen by the trainee for feedback. They will be looking for general themes and patterns in the trainees work to help them to grow and develop their skills.

**What kind of things do you want the feedback to cover?**

The clinical supervisor will be interested to hear about what it has been like working with the trainee from your perspective. Very often people comment on the following (listed below) – but there may be other things you might want to share/feedback about:

* If they felt listened to
* How comfortable they felt with the trainee
* How able they felt to share their points of view and whether this was taken on board by the trainee
* Whether working with the trainee has made a difference
* If they would recommend the trainee to a friend or family member if they needed help
* How professional the trainee was in their approach e.g. being on time, being respectful

Trainees want to know how to do their best for the people they are working with. It is important to know about things that were unhelpful or where things could be done better as well as what has been helpful.

**I am happy to provide feedback – what do I need to do now?**

Please let the trainee know that you are happy to provide feedback and they will let their supervisor know or please feel free to contact their clinical supervisor directly to let them know (their details are at the bottom of this information). If you would prefer to provide some written feedback the trainee can share the short feedback form with you to complete.

The clinical supervisor will choose a number of people who have said yes to providing verbal feedback at random, so if you don’t hear anything it will be because you haven’t been randomly selected. The clinical supervisor does this so that the trainee does not know which of their clients has been approached.

However if you would really like to provide feedback and don’t want to wait to see if you are contacted – the clinical supervisor will be very happy to hear from you. Please contact them via the contact details below.

On behalf of the Lancaster Clinical Psychology Training programme **we thank you for time** in considering whether to provide feedback – if you have any further questions the trainee will be happy to try and answer them, or you are welcome to contact the trainee’s clinical supervisor.

**Contact details are given below:**

**Clinical supervisor**

**ADD CONTACT DETAILS HERE (email/telephone number) – please include a postal address in case people would prefer to write a letter**

**PLEASE CHECK WHAT DETAILS YOUR SUPERVSIOR WOULD LIKE SHARING HERE e.g. central number of service v. mobile number / work email v. central team or service email**