



Provisional Registration E-Portfolio 360° Feedback Tool

Guidance for Feedback Providers

What is the RPS E-portfolio?

The Royal Pharmaceutical Society (RPS) supports pharmacists at all stages of their career across Great Britain. We offer the leadership, support and development that our members need to fulfil their potential.

We launched an E-portfolio for provisionally registered pharmacists in August 2020 to support their professional development. By working their way through the various tools and components pharmacists can identify areas of good practice and areas for development, which will enable them to focus their learning and development. This ultimately benefits patients and supports the delivery of safe and effective care.

The 360° feedback tool is one component of the E-portfolio.

What is the 360° feedback tool?

360° feedback tools, also known as multi-source feedback (MSF), are often used in healthcare as formative assessments. Our tool is based on the miniTAB (mini Team Assessment of Behaviour), evaluating a pharmacist's professional behaviour. It comprises of a self-assessment completed by the pharmacist themselves, and feedback from a range of colleagues and peers, including educational supervisors, tutors, managers, other healthcare professionals and patients.

Pharmacists are recommended to seek feedback from 10-12 individuals who can comment on their breadth of practice in the following areas:

- Attitudes and behaviours
- Verbal communication skills
- Team working
- Accessibility

All feedback is collated into a report which helps pharmacists identify areas for development.

How do I complete the 360° feedback tool?

A pharmacist will usually approach you to ask you if you are able to provide feedback on their practice. If you accept, they will enter your details within their E-portfolio and initiate the feedback process. The platform will then send you an email with a link to a feedback form. You simply need to follow the link and complete the required fields.

Details of the full process are outlined in the following steps.

Step 1

Click on the link in your email.

Invitation to provide 360 degree feedback for Lucy Whitmore

 noreply=messages.axiadigital.co.uk@mg.axia.support on behalf of Education
Wed 09/09/2020 23:00

[Reply](#) [Reply All](#) [Forward](#) [More](#)

i You forwarded this message on 09/09/2020 23:02.
We could not verify the identity of the sender. [Click here to learn more.](#)
The actual sender of this message is different than the normal sender. [Click here to learn more.](#)

Hello Colleague

I'd like to invite you to provide feedback on my professional practice as a provisionally registered pharmacist.

Your feedback, along with feedback from other colleagues, will be regarded as entirely developmental (a formative assessment), as it will highlight my strengths as well as areas requiring further development. This will help guide my learning and development over the next 6-12 months.

Please provide your feedback using the [360° Feedback Tool form](#) by 09/10/2020. The form should take you approximately 5 minutes to complete.

Thank you for taking the time to support my development.

Kind regards,
Sent by the Royal Pharmaceutical Society on behalf of Lucy Whitmore

Further guidance about the 360 degree feedback form can be access from the RPS website.
For technical enquiries please email membership@rpharms.com or call the RPS team on 020 7572 2737.

Step 2

You will be directed to the portfolio. Please check that your details are correct. If they are correct, please proceed and select “**Start 360° feedback for [name]**”. If they are not correct, please let the pharmacist know so this can be corrected.

ROYAL PHARMACEUTICAL SOCIETY E-portfolio

Logout Toggle menu Session expires in 34:42

360° Feedback Tool for Lucy Whitmore

Please use this form to provide feedback on the learner's professional attitude and/or behaviour.
Your feedback will be sent to the learner's senior pharmacist and/or educational supervisor/tutor, who may ask you to expand on any concerns you report.
The learner will receive feedback, but you will not be identified without an advanced discussion with you.

Your Details	
Name	Colleague
Email Address	education@rpharms.com
Role	Patient

Please click the button below to begin the 360° Feedback Tool for Lucy Whitmore

[Start 360° Feedback Tool for Lucy Whitmore](#)

Step 3

Work through the four sections and provide a rating and comments on the pharmacist's practice and behaviour.

360° Feedback Tool for Lucy Whitmore			
Please use this form to provide feedback on the learner's professional attitude and/or behaviour. Your feedback will be sent to the learner's senior pharmacist and/or educational supervisor/tutor, who may ask you to expand on any concerns you report. The learner will receive feedback, but you will not be identified without an advanced discussion with you.			
Your Details			
Name	Colleague		
Email Address	education@rpharms.com		
Role	Patient		
	Major concern	Some concern	No concern
Maintaining trust/professional relationship with patients <ul style="list-style-type: none">Actively ListensIs polite and caringShows respect for patients' opinions, privacy, dignity, and is unprejudiced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbal communication skills <ul style="list-style-type: none">Gives understandable informationspeaks good English, at the appropriate level for the patient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Maintaining trust/professional relationship with patients <i>Please provide comments to support your rating for maintaining trust/professional relationship with patients</i>
<input type="text"/>
Verbal communication skills <i>Please provide comments to support your rating for verbal communication skills</i>
<input type="text"/>
Team-working <i>Please provide comments to support your rating for teamworking with colleagues</i>
<input type="text"/>
Accessibility <i>Please provide comments to support your rating for accessibility</i>
<input type="text"/>

Step 4

When you have completed your feedback, select “**Save and Mark as Complete**” to complete the process.

Responders Overall Comments
Please provide feedback on areas of development for the learner based on your comments above

[Save and Mark as Complete](#)

Please note that once you select this button, you will no longer be able to come back to the form and make edits.

Step 5

You will receive confirmation that the form is completed, and the form becomes read-only.

Thank you for providing feedback
You have completed the 360° Feedback Tool for Lucy Whitmore. Please click [here](#) to exit.

	Major concern	Some concern	No concern
Maintaining trust/professional relationship with patients <ul style="list-style-type: none">Actively ListensIs polite and caringShows respect for patients' opinions, privacy, dignity, and is unprejudiced			✓
Verbal communication skills <ul style="list-style-type: none">Gives understandable informationspeaks good English, at the appropriate level for the patient			✓
Team-working/working with colleagues <ul style="list-style-type: none">Respects others' roles, and works constructively in the teamHands over effectively, and communicates wellIs unprejudiced, supportive and fair		✓	

Step 6

Close the form by clicking on the exit link.

Thank you for providing feedback
You have completed the 360° Feedback Tool for Lucy Whitmore. Please click [here](#) to exit.

TIP: We have included help text in relevant section of the form. Click on the  icon for further details of what to complete for each section.

Common Questions

I agreed to provide feedback for a pharmacist but have not received an email, what should I do?

If you have not received an email, check with the pharmacist that they have initiated the feedback process. Also check that they have your correct email address, and this has been entered in correctly. Invitation emails can sometimes be diverted to junk, so please do check your junk folder and trash bin.

How long do I have to provide feedback and complete the form?

You will have **30 days** to provide feedback and complete the form. Your invitation email will also specify the date for providing feedback. Email reminders will be sent to you throughout the feedback process, reminding you of the deadline until you have completed your feedback. If you do not provide feedback by the specified date, the link will become invalid.

I need more time to provide feedback, can I extend the deadline?

If you need more time to provide feedback, contact the pharmacist and let them know. They will be able to extend the deadline by 14 days.

What if I cannot provide feedback?

If you have already received an email requesting feedback, but you are not able to help, please contact the pharmacist and let them know. Unfortunately, your details cannot be removed from the platform as the feedback process has already been initiated, but the pharmacist can ensure that you do not receive any further email reminders.

Will the pharmacist know which ratings and comments are attributed to me?

No, the pharmacist will not be able to see the specific rating and comments you have provided. All feedback is collated into a summary report. However, there is a collaborator review process where your name will be displayed. Portfolio collaborators, such as educational supervisors/tutors or senior pharmacists review all comments before they are sent to the pharmacist and will be able to see names against comments. They may contact you for further clarification on your feedback as required.

I've made an error and I've saved my rating and comments by mistake, can you give me access to make edits?

Once you have saved the form it becomes read only. If you need to make further edits to your feedback form please contact the RPS for further assistance.

Contact Details



If you have any questions about the 360° feedback tool, or are experiencing any issues please email the RPS team at membership@rpharms.com.