

Service User Evaluation of student nurses

Students Name: _____ [mentor to write student's name here]

Student nurses are expected to seek feedback from patients, carers and colleagues to develop their skills. The purpose of this short questionnaire is to gain feedback from you about the care delivered by the student. It asks you to rate the student on a simple scale in six areas of care delivery. There is space at the end for additional comments if you wish to explain your ratings or add anything else.

Do not write your name on this questionnaire, your identity will not be revealed to the student

Please mark the relevant box with a tick using a ballpoint pen. If you make a mistake simply cross out your old response and make a new choice.

Thank you very much for taking the time to complete this questionnaire. Please hand it back to the staff nurse, sister or charge nurse, rather than the student directly.

Please indicate today's date:

Are you filling in this survey for:

Yourself Your Child Your spouse/partner Relative/Friend

How was the student at the following (please note there is room at the end to explain any of your ratings):

Being friendly?

(Polite, warm and friendly, treating you/ your loved one with respect and not being abrupt)

POOR	FAIR	GOOD	EXCELLENT

Listening to you?

(Listening to you/your loved one and paying attention to you rather than doing other things)

POOR	FAIR	GOOD	EXCELLENT

Explaining things to you?

(Keeping you/your loved one informed in a way which was easy for you to understand)

POOR	FAIR	GOOD	EXCELLENT

Caring for you?

(Providing you/your loved one with care in a sensitive and timely manner)

POOR

FAIR

GOOD

EXCELLENT

Involving you in decisions about you?

(Listening to you/your loved one and acting on your/their choices)

POOR

FAIR

GOOD

EXCELLENT

Showing care and compassion?

(Showing genuine concern, not being disinterested or detached)

POOR

FAIR

GOOD

EXCELLENT

Additional comments:

(Is there anything else you would like to say or explain any of your ratings?)

**Thank you for taking the time to complete this questionnaire.
Please hand it back to the staff nurse / sister (or charge nurse)
rather than the student directly.**