What the NMC says

You must obtain at least five pieces of practice-related feedback over the three years prior to the renewal of your registration.

What this means

As part of revalidation Nurses, Midwives and Specialist Community Public Health Nurses (SCPHNs) will be required to be aware of and record occasions when patients, service users, clients or colleagues, make comments, either positive or negative about their practice.

To get the most out of this process the feedback must be meaningful in order to enable you to actively think about (reflect on) and use it to improve your practice in line with the Code (2015).
What this means

During the normal course of your work, you will need to obtain five pieces of evidence about the way you carry out your duties during the three years prior to the renewal of your registration. This feedback can come back from a variety of sources, for example;

• Patients, clients, service users and their friends and family might talk to you, or send you a card or email, which you can write down (ensuring no identifiable information is recorded), keep and reflect upon and think about why they made this unsolicited contact with you, also how or why this might influence your future practice (You will want to keep repeating something you got right, or change something which went wrong). Obtaining this type of feedback should not be intrusive, should be with consent, and could come from any relevant source.

• Where you have specifically asked for feedback you need to be clear that confidentiality will be maintained and that it is for the purpose of your revalidation.

• If you are a Unite in Health representative, colleagues at all levels of your organisation and students are a valuable source of feedback as they can offer a professional perspective.

• There will be comments about your work in supervision sessions, team performance reports, professional development reviews, 360 degrees appraisals, complaints, serious untoward incidents (SUI) and investigations/reports. The feedback needs to be in some way related to, and reflective of, your role.

• Feedback may be provided verbally, which you would need to document or put in writing, from direct feedback or through, for example, patient surveys/thank you cards.

Regardless of whether the feedback is positive or negative what is important is that it demonstrates to the NMC that you have used this feedback to reflect on and improve your practice in line with the Code.

We recommend that you keep a record of the content of the feedback in your professional portfolio. It is important to remember that you must maintain confidentiality, taking steps to ensure that any information you record does not identify any individuals involved.

We have provided a template that you can use to record your instances of feedback at:

www.unitetheunion.org/health/nmcrevalidation