Case study 'Joanne', evidence 3: Service user feedback form

Example of information and feedback sheet to gain a service user's or carer's views about a social work student's practice.

Why am I being asked for my views about the student?

When students are training to become social workers, all aspects of their work are assessed. This includes their work with service users and carers. Their work will be assessed by experienced social workers. Your views about how well the student did in their work with you will help in this assessment. Service user and carer comments also help students to learn from their experience and improve their practice. Your views are therefore very important. Thank you very much for agreeing to complete this form.

Name of the student: Joanne

Date of the contact or period of work with you:

We saw Joanne at our son's recent review.

Please answer the following questions by circling the answer that best describes your views. Please be as honest as you can.

1. How reliable was the student? (This means things like arriving on time for appointments and doing what they said they'd do.)

   not at all reliable a bit not sure quite very

2. How clear was the student in explaining things to you?

   not at all a bit not sure quite very clear

3. How well did the student listen to you?

   not at all a bit not sure quite well very well
Please tell us about any areas you think the student needs to work on:

You can use this space if you would like to give more detail.

We didn’t know that Joanne was a student but we are sure she will make a good social worker.

It would help us to have your name in case there is anything we need to talk to you about some more. However, you do not have to give your name and can leave this part blank if you prefer.

Your name (please print):

Your signature:

Date:

Thank you very much for your help