

1. What is feedback and why is it so important?

Feedback is about giving information in a way that encourages the recipient to accept it, reflect on it, learn from it, and hopefully make changes for the better. Being able to give feedback is a skill that is useful in our personal and professional lives.

Feedback is important to the ongoing development of learners in healthcare settings. Many clinical situations involve the integration of knowledge, skills and behaviours in complex and often stressful environments with time and service pressures on both teacher and learner. Feedback is central to developing learners' competence and confidence at all stages of their medical careers. As a skill, feedback needs practice to improve.

Specifically, feedback can:

- Clarify good performance
- Help develop self-assessment (reflection)
- Deliver high quality information
- Encourage dialogue
- Encourage motivational belief and self-esteem
- Provide opportunities to close the gap
- Provide information to teachers to improve teaching

Weblinks to resources for information on what feedback is and why it's important:

Bradford GP Training (UK)

<http://www.bradfordvts.co.uk/educational-supervision/feedback/>

Flinders University

http://www.flinders.edu.au/teaching/teachingstrategies/assessment/feedback/feedback_home.cfm

London Deanery

<http://www.faculty.londondeanery.ac.uk/e-learning/feedback/why-is-feedback-so-important-in-healthcare-education-and-training>

http://www.faculty.londondeanery.ac.uk/e-learning/feedback/files/Teachers_toolbox.pdf

University of Western Sydney

http://www.uws.edu.au/qilt/qilt/teaching_practice/staff_feedback_toolkit/the_importance_of_effective_feedback
