

Robert Gordon University Student Pharmacists Experiential Learning:

Facilitator Guide to submitting individual feedback, mini-CEX and Case Based Discussion (CBD) records on Turas Training Portfolio.

This guide provides instructions on how to provide your student pharmacist with the required documentation on Turas Training Portfolio.

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1. General information and identifying what feedback tools must be completed during EL

Why is written feedback required?

Feedback is essential for all student pharmacists to support their learning and development. The written feedback is required to support post-EL assignments that are submitted by the student pharmacist soon after EL, forming part of their assessment portfolio. Without it, they cannot submit their portfolio for assessment.

When should you aim to provide the written feedback?

You should plan time to discuss feedback with your student pharmacist and produce the written feedback before the end of the EL placement. This allows you to involve the student pharmacist, to expand on what you have written and means the student pharmacist has an opportunity to explore any points with you. This will be helpful for them when they are writing their reflection.

RGU Feedback requirements vary by year group and are outlined below:

Stage of Study	Feedback requirements (To be completed by the end of each EL placement)
Stage 1	One Individual Feedback Form
Stage 2	One Individual Feedback Form
Stage 3	One Individual Feedback Form One Mini-CEX
Stage 4	One Individual Feedback Form One mini-CEX One Case Based Discussion (CBD)

Table 1: Feedback requirements for each stage of study. All feedback must be completed on Turas Training Portfolio by the end of each EL placement.

2. Completing the Individual Feedback form

Your student pharmacist will request feedback via their Turas Training Portfolio account. ***To do this they will need the email address that is linked to your Turas account.*** This email address is often different to the email address the student pharmacist has so please ensure you provide the correct email address.

If you wish to change the email linked to your account before the student requests feedback, you can do this easily by following the steps outlined in the section '[Changing your email address on Turas Learn](#)' at the end of this guide.

The student pharmacist should create the request early in the EL placement to allow time to check you receive the request and can access it in Turas Portfolio.

When the student pharmacist has generated the request, you will receive an email to the email address you provided to the student pharmacist. **Please note that you will only be able to access the feedback if the request is sent to the email address linked to your Turas account.**

This email will contain the following:

'Dear <your name>

An 'Individual Feedback Form' has been requested for <student pharmacist's name>.

GETTING A TURAS ACCOUNT

If you do not already have a Turas Account then please first register at

<https://turasdashboard.nes.nhs.scot/User/PersonalDetails/Create?openIdApplicationId=bfdb0e71-e59f-4e9f-88cd-e93712407f02>

HOW TO PROVIDE FEEDBACK

Please login to the Turas Portfolio home page at <https://turasportfolio.nes.nhs.scot/> to review and complete this request.

If you have any problems then please contact support by emailing Turas Portfolio Support (contact.digital@nes.scot.nhs.uk).

Regards

The Turas Portfolio Team'

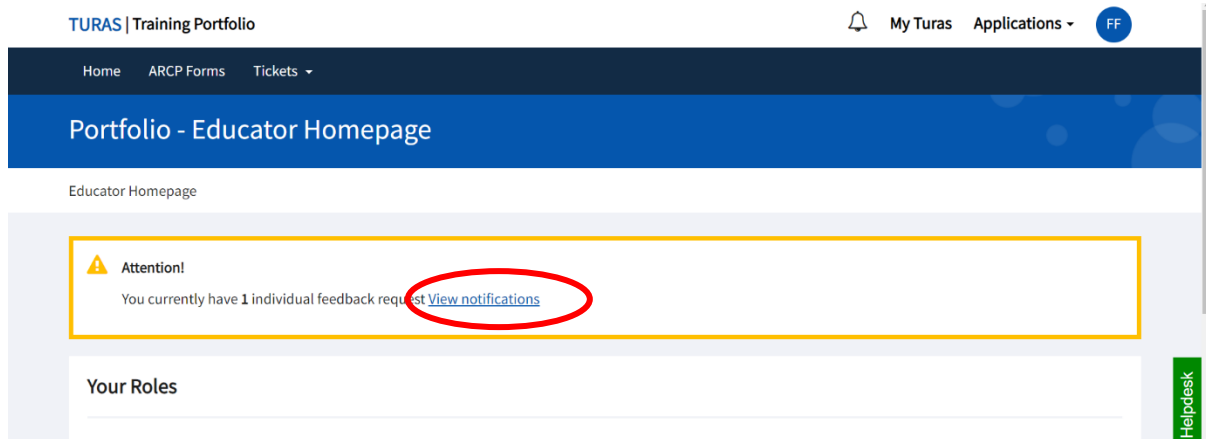
Assuming the student pharmacist has used the email address linked to your Turas account, you can click the link highlighted yellow to see the request.

Enter your sign in details for your Turas account.

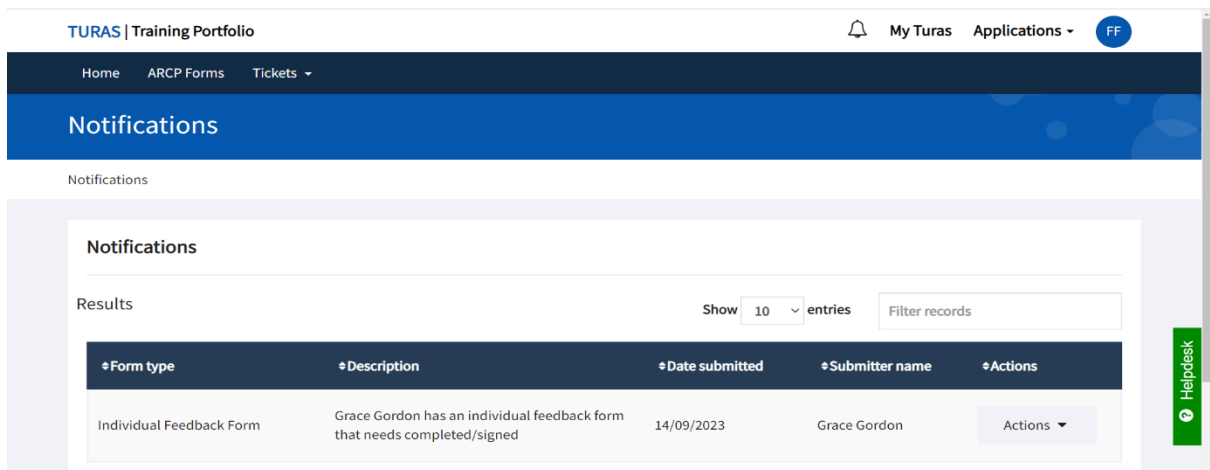
Ignore the first link in the email if you already have a Turas account, this is only required for setting up a new account.

To provide your student pharmacist with feedback:

1. Visit <https://turasportfolio.nes.nhs.scot> (this link will be in your email once the student has requested feedback.)
2. You will see a screen like the one shown below:



3. Select 'view notifications'.
4. You will then see a table with any outstanding requests listed, like the one shown below. Find the feedback request relating to your student pharmacist. Select 'actions' then 'complete' from the dropdown that appears.



5. The individual feedback form will ask for the information shown below:

Complete Individual Feedback Form

Complete Individual Feedback Form

Trainee's Name	Grace Gordon
Trainee's Registration Number	200520222
Trainee Post	Robert Gordon University Stage 1, 20/05/2022 - 20/05/2025, Pharmacy Pharmacy; 8 Main Street Stewarton - Pharmacy - Robert Gordon 1 (PSV),
Activity / Rotation	Year 2 Semester 1 Community EL

How professional is the trainee? *

Very Poor
 Poor
 OK
 Good
 Very Good

How are the trainee's communication skills? *

Very Poor
 Poor
 OK
 Good
 Very Good

How does the trainee relate to other members of the team? *

Very Poor
 Poor
 OK
 Good
 Very Good

How does the trainee interact with patients? *

Very Poor
 Poor
 OK
 Good
 Very Good

Complete Individual Feedback Form

Are there areas that the trainee is undertaking well, that should be recognised? *

Are there areas that the trainee could improve? *

How would you rate the trainee's overall performance to date? *

Very Poor
 Poor
 OK
 Good
 Very Good

Comments *

Assessor's Forename	Freddie
Assessor's Surname	Facilitator
Assessor's Email	freddiefacilitator@example.com

Submit

Cancel

Once you have completed all the information, select 'submit'.

After submitting your feedback form, it is visible by the student pharmacist and the Professional Experiences Team at Robert Gordon University.

Please ensure that you discuss the contents of the feedback with the student pharmacist before the end of their EL placement and that you submit the feedback by the end of the placement.

3. Completing a Mini-CEX or Case Based Discussion (CBD)Form

These are both types of supervised learning events (SLEs). More information about how to conduct these SLEs can be found in the [Supervised Learning Event pages on Turas Learn, linked here.](#)

When creating the form to record an SLE, the student pharmacist has two choices:

Are you sitting alongside your assessor? Yes or No

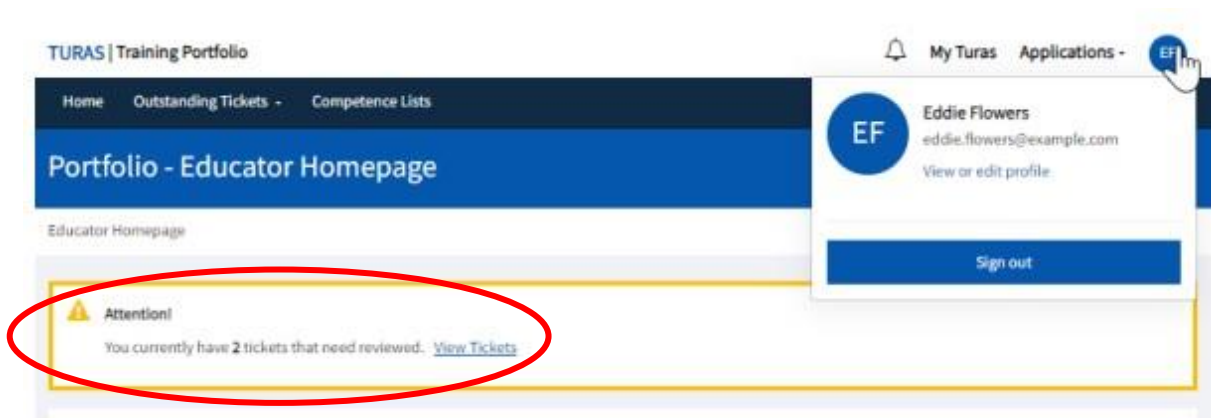
If they choose 'Yes' the facilitator or other collaborator and the student pharmacist will complete all fields of the SLE tool together.

Once the form is submitted, the facilitators (or other team members) details which were inputted will receive a confirmation email.

If they choose 'No' the student pharmacist will complete their part of the form and enter the facilitator (or other collaborator) details to create a ticket which requests the facilitator or other collaborator submit their part of the form. They will require the email address you use to access Turas to make this request.

The facilitator (or person completing the SLE) will receive an email with a link asking to log in to Turas Training Portfolio home page.

On logging into Training Portfolio, there will be a notification on the homepage, as shown below.



Select 'view tickets' and select to complete the ticket.

Form	Form Status	Date Completed	Action
Clinical Examination and Procedural Skills - My big title for CEPS	Incomplete		Complete
Case Based Discussion - On my own CBD 3	Incomplete		Complete
Mini-Clinical Evaluation Exercise - My Mini CEX title here	Incomplete		Complete

Ater selecting a form to complete, you will be taken to the create form page, complete the fields.

You can see example Mini-CEX and SLE forms in sections 4 and 5 of this guide.

Once you have completed all required fields, select 'submit'. The completed form will now be available for viewing by the student pharmacist and the Professional Experiences team at Robert Gordon University.


4. Mini-CEX Form - example

New Mini-Clinical Evaluation Exercise

It is important to anonymise any patient identifiable information.

Trainee's Name	Grace Gordon
Trainee's Registration Number	200520222

Supervised Learning Events (SLE) Details

Post *	<input type="text" value="-- Please Select --"/>
Date of Mini-CEX *	<input type="text" value="12/09/2024"/> 
Title of Mini Clinical Evaluation Exercise *	<input type="text"/>
Here you can record a brief, anonymous description to allow the Mini-CEX to be contextualised *	<div style="border: 1px solid #ccc; height: 50px;"></div>
Clinical Setting *	<p><input type="radio"/> Community Pharmacy</p> <p><input type="radio"/> GP Surgery</p> <p><input type="radio"/> Ward</p> <p><input type="radio"/> Home Visit</p> <p><input type="radio"/> Other</p>
Focus of encounter *	<p><input type="checkbox"/> Consultations Skills</p> <p><input type="checkbox"/> Clinical history taking</p> <p><input type="checkbox"/> Clinical assessment skills</p> <p><input type="checkbox"/> Clinical reasoning</p> <p><input type="checkbox"/> Non-drug management/Health promotion skills</p> <p><input type="checkbox"/> Patient education</p> <p><input type="checkbox"/> Holistic care/patient centred/shared decision making</p> <p><input type="checkbox"/> Professionalism</p> <p><input type="checkbox"/> Clinical documentation</p> <p><input type="checkbox"/> Teamwork</p> <p><input type="checkbox"/> Organisation efficiency</p> <p><input type="checkbox"/> Overall clinical care</p>

To be filled in by Assessor

Feedback on the behaviours
observed during the Mini-CEX *

Help me fill in this field...

Agreed action *

To be filled in by Trainee

Reflection *

Assessor Details

Assessor's Surname *

Assessor's Forename *

Assessor's Position *

- Consultant
- GP
- Pharmacist
- Pharmacy Technician
- SAS Doctor
- Senior Pharmacist
- ST/CT 1/2
- ST3 or above
- Other

Assessor's Registration Number (e.g.
GMC, GDC, NMC number)

Assessor's Email *

Submit

Cancel

5. Case Based Discussion (CBD) Form – example

Portfolio Homepage > Supervised Learning Event Forms > Create Ticket

Create Ticket

Select Post

Remember that you can only request a form for a post during the post and up to 90 days after completion of the post, so if a previous post does not display here that's the reason why!

Post *

Robert Gordon University Stage 1, 11/06/2024 - 11/06/2026, Pharmacy ▼

Select Supervised Learning Event Forms

Select the Form(s) you want included in this ticket, entering further information to help the person you are ticketing contextualise the SLE.

Case Based Discussion (CBD)

Title of Case Based Discussion *

Here you can record a brief, anonymous description to allow the CBD to be contextualised *

Reflection

Clinical Examination and Procedural Skills (CEPS)

Mini Clinical Evaluation Exercise (Mini CEX)

Dental Non Technical Skill (DeNTs)

Select Recipient

Who do you want to ticket? You can ticket either one of your current/previous supervisors or another assessor.

Recipient *

Debbie Director (Programme Director)

Other Assessor

Comments and Confirmation

Enter any comments, confirm the details and submit the ticket

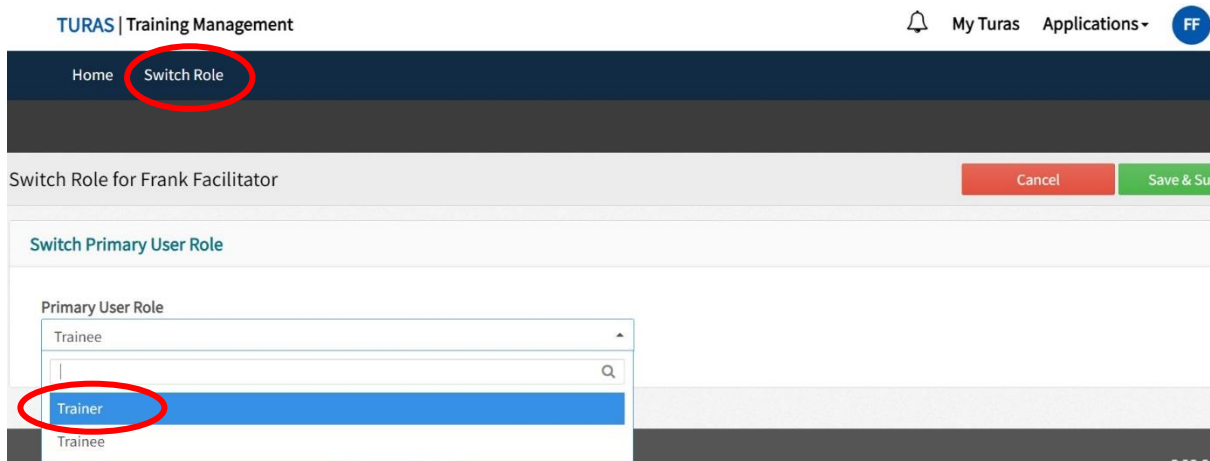
Comments

Submit

Cancel

6. What to do if you have not received a request?

1. Check that your student pharmacist has actioned the request in their Turas Training Portfolio.
2. Check that you have provided them with the correct email address, which must be the one linked to your own Turas account.
3. Ask them to check that they have entered your email address correctly.
4. Ask them to create a new request, ensuring they use the correct details – this should trigger a new email.
5. If you still cannot access the feedback request it may be you have a dual role in Turas (trainee and trainer) – If this is the case please log in to <https://turasportfolio.nes.nhs.scot/> using the personal email you usually use for Turas, then look for an option to change your role to 'trainer'. That should then allow you to see the feedback request – see below.



6. If you have tried all of this and still cannot see the feedback request, contact nes.elpharmacy@nhs.scot for support.

7. Changing your email address on Turas Learn

1. If you wish to change your email address linked to your Turas Learn account before sharing with your student pharmacist this is simple to do.
2. Log in to Turas <https://turasdashboard.nes.nhs.scot/> using your current details. Select view my personal details, shown below – then select edit email address.
3. Enter your preferred email and save the change.
4. You will now log on with your updated email address and can share this one with students to request feedback.

