

Peer Observation

Practitioner name: Jamie

Date: 19/12/24

Peer name: Annie Russell

Location: Courtyard Clinic, Maldon

i. Communication and patient partnership: *For example: communicates effectively; listens to patients; provides information to patients to help their decision making; obtains consent; works in partnership with patients.*

Observation:

- Consent gained throughout
- provides a simple, detailed ^{explanation} including scenarios to help the patient understand why they have pain with reassurance + suitable management plan

ii. Knowledge, skills and performance: *For example: Demonstrates a broad knowledge base and technical skills to support their work as an osteopath.*

Observation:

- red flag questions promptly asked in relation to patients symptoms + location of pain
- uses a range of effective treatment techniques specific to the patient and their needs

iii. Safety and quality in practice: *For example: conducts effective and appropriate evaluation to reach and deliver a justifiable management plan; considerate and caring approach with patients; accurate and clear record keeping.*

Observation:

- works within patients pain barrier - ^{helps} building the patients trust
- assessment is relative + inline with patients symptoms
- good progress of exercises

iv. Professionalism: Some of the standards in this theme relate to issues which will not be apparent with every patient, but some will relate more to day-to-day patient care, for example: treats patients fairly and equally; respects patients rights to confidentiality and privacy; deals effectively with health and safety issues; acts with integrity.

Observation:

- using extra couch roll where appropriate to maintain patient dignity
- all patients treated equally - same length of treatment, amount of relevant advice, price of treatment

Conclusions:

Strengths identified:

- Patients have a positive experience whilst their symptoms decrease
- Practitioner is active within patients short and long term management plan

Areas for development discussed:

- ~~the~~ make patients aware before putting massage cream on them
- maintain couch height
- start @ with 'my' instead of 'no'