

USE OF PATIENT PARTNERS IN Institute of Education for Medical and Dental Sciences OSCE EXAMS

Patient partners are unpaid volunteers who support teaching within the **Institute of Education for Medical and Dental Sciences**. They are a valuable resource. This SOP is designed to ensure high standards of interaction and information exchange to facilitate partnership working.

Patient partners may be involved at a number of stages within the OSCE development process:

- Providing feedback about new OSCE questions
- Acting in the role of a patient within an OSCE station (including being examined)
- Giving marks to the student to reflect their perception of how they were treated
- Providing feedback on their overall OSCE experience

The patient partner programme manager should have sight of new OSCE questions early in their development, along with the communication/clinical skills team and subject specialists. Patient partners may be asked for their thoughts on the proposed scenario at this stage.

Written information must be provided to the patient partner as part of the OSCE station. Please follow the 'house style' and checklist to ensure that all necessary information is included. Note that this is all the information which should be sent to the relevant patient partner: marking sheets should **not** be shared with patient partners.

The patient partner programme manager should be provided with a list of all OSCE and resit dates at the start of the academic year by the assessment secretary. At this point it is usually possible to give an additional indication of the likely requirement for patient partners (total number required estimated using class size and number of stations). Detailed requests for patient partners should be made at least **10 weeks** prior to the exam date. This should include information on appropriate gender and age, as well as topic/part of body to be examined (especially if a specific clinical sign is required).

The patient partner programme manager should be sent the final version of the patient specific information for each OSCE station to be disseminated to the appropriate patient partners **4 weeks** before the OSCE date. It is not possible to make significant changes to the stations at this stage, so it is important that the patient partner team have been involved at the development stage. If comments are fed back to the patient partner team, these should be discussed with the OSCE coordinator and assessment office for future development of the question.

If needed, a specific training session or briefing for patient partners should be arranged.

During the OSCE, patient partners will be greeted by the patient partner team. They should be introduced to the site coordinator as the best person to approach with any problem. They should be included in the examiner 'huddle' which takes place after the examiner briefing and immediately before the start of the exam. This is an opportunity to clarify any minor points and to aid the exam team in ensuring consistency across the different OSCE sites. It is important that lead examiners know why patients are included at this point, so that they can be appropriately involved in the discussions.

Patient partners have been trained to give a mark to the student based on how they felt they were treated, using a set scale. This should be recorded by the station examiner on the mark sheet or tablet

computer. It is important that this is an independent mark which is not influenced by the examiner. Communication between the patient partner and the examiner should be discreet so that students outside the OSCE who are waiting between stations do not overhear.

Data on inter-rater reliability between patient partners will be analysed as part of the OSCE quality assurance process. Any patient partner who is a statistical outlier will be discussed with the patient partner programme manager.

The Patient Partner Programme Team email is patientPP@abdn.ac.uk.

Checklist for patient partner information (OSCE questions)

Patient name	Own name / character name
Date of birth	Own / character dob
ID Band	Yes / no
Clothing	Gown / own clothes (particular instructions)
Part of body to be examined	
Position	Bed / chair
Specific information to learn	Yes / no