

Signposting Policy and Procedures for ED and Urgent Care Clinical Teams – Competency Assessment

The Competency Assessment Form must be completed for all staff (including bank/agency/student in all cases). Competency should be reassessed on an annual basis.

Employee Name		Job title	
Location		Ward	
Date training attended		Date of Assessment	

Assessor Name/Designation			
Assessors Comments			
Signature		Date	

Staff Member Comments			
Signature		Date	

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Competency Criteria	Assessment Method	Achieved	Not Achieved	Comments
The staff member can demonstrate awareness of Signposting Policy and associated local procedures.	Verbal			
The staff member can describe their overall responsibilities in relation to the Signposting Policy and local procedure.	Verbal			
The staff member demonstrates an understanding of Signposting.	Verbal			
The staff member can outline appropriate clinical presentations for Signposting.	Verbal			
The staff member can outline the process for Signposting patients to alternative services.	Verbal			
The staff member can demonstrate awareness of clinical presentations that are outwith the criteria for Signposting.	Verbal			
The staff member can describe the required documentation in relation to their local procedure and can demonstrate accurate recording.	Verbal			
The staff member can describe the process for patients to provide experience feedback via the NHS Lothian Internet page.	Verbal			
The staff member can explain the importance of effective communication to other staff in relation to their local procedures and can describe how and when such communication would take place.	Verbal			