TIPS FIRST 100 DAYS

Progress Tracker

A practical companion to The TIPS Guide to Your First 100 Days in Patient Services

PEOPLE See the person.	PRACTICE Work safely.	POTENTIAL Keep growing.

Name	Practice

Start date	Manager / mentor

Before you begin

Capture where you are today. These are not test questions. They give you something meaningful to look back on at Day 100.

One thing I'm already confident about:

One thing I'm worried about:

One thing I want to be able to do confidently by Day 100:

This tracker is developmental, not pass/fail.
If something is still developing or you need more support, that is useful information. Ask, check and keep learning.

DAYS 1-10	FIND YOUR FEET

Your priority

Understand where you are, who does what, how to stay safe and how to ask for help. Your job is not to know everything at once; it is to build safe foundations.

Progress check

- ☐ I know who manages or supervises me.
- ☐ I know the main members of my practice team and broadly understand their roles.
- ☐ I know who to approach when I'm unsure.
- ☐ I know where to find local procedures and guidance.
- ☐ I understand that different professionals have different scopes of practice.
- ☐ I understand that Patient Services supports navigation but does not replace clinical judgement.
- ☐ I am beginning to understand how information and tasks move through my practice.
- ☐ I have started my own glossary of unfamiliar terms.

Something that makes more sense now:

Something I still need help with:

One question I will ask next:

MANAGER / MENTOR CHECK-IN	What is going well?	What support would help next?

DAYS 11-30	BUILD YOUR CONFIDENCE

Your priority

Build confidence in communication, everyday enquiries, care navigation and the practical situations you encounter repeatedly.

Development check

- ☐ I can communicate clearly and respectfully with patients.
- ☐ I am becoming more confident handling common everyday enquiries.
- ☐ I understand that safe care navigation means helping patients reach the right route without making clinical judgements.
- ☐ I check local processes rather than relying on assumptions.
- ☐ I can explain what can happen next when the patient's first request is not available.
- ☐ I confirm important information and record messages carefully.
- ☐ I know when an enquiry is outside my role or confidence and needs escalation.
- ☐ I am learning from repeated situations and need less prompting than I did at the start.

A situation I can now handle more confidently:

Something I have learned by asking a colleague:

My next confidence-building step:

CHECK THE PRACTICE, NOT JUST YOUR MEMORY.
Local procedures, authorised guidance and appropriate clinical or managerial advice take precedence. If you are unsure, ask.

DAYS 31-60	HANDLE THE DIFFICULT STUFF

Your priority

Develop your response to difficult conversations, anger, professional boundaries, distress, vulnerability, complaints, mistakes and escalation.

Development check

- ☐ I can stay professional when a conversation becomes difficult.
- ☐ I can use CALM: Control myself first; Acknowledge the concern; Lead towards what can happen next; Maintain boundaries.
- ☐ I understand that compassion and professional boundaries belong together.
- ☐ I know when behaviour has crossed a boundary and when to seek support.
- ☐ I can respond with care when somebody is distressed or vulnerable.
- ☐ I understand the importance of complaints, concerns and escalation routes.
- ☐ I know that mistakes should be spoken about, made safe and learned from.
- ☐ I can recognise when something does not feel right and seek appropriate help.

A difficult situation I handled better than I would have on Day 1:

What helped me stay clear, calm, kind and professional?

Something I would do differently next time:

	STOP **Do not rush.**	**CHECK** **What do I know?**	**ACT** **Safely and within role.**

DAYS 61-100	BECOME THE PROFESSIONAL

Your priority

Move beyond simply completing tasks. Think about teamwork, judgement, improvement, development and what excellent Patient Services looks like.

Development check

- ☐ I work effectively as part of the wider practice team.
- ☐ I use judgement while staying within my role and local processes.
- ☐ I know how to ask for support when pressure is affecting me or my work.
- ☐ I notice opportunities to make Patient Services safer, clearer or more efficient.
- ☐ I can raise improvement ideas constructively rather than simply criticising problems.
- ☐ I support colleagues and accept support when I need it.
- ☐ I am beginning to recognise my strengths and development needs.
- ☐ I am thinking deliberately about what I would like to learn or contribute next.

The Golden Thread

PEOPLE How have I helped someone?	PRACTICE How have I become safer or more reliable?	POTENTIAL What am I ready to develop next?

One contribution I am proud of:

DAY 100	LOOK HOW FAR YOU'VE COME

Rate yourself honestly

Not perfect or failure. Use Confident, Developing or Need More Support. The purpose is not to score highly; it is to know what happens next.

DAY 100 SKILLS CHECK	CONFIDENT	DEVELOPING	NEED MORE SUPPORT
I understand my Patient Services role and boundaries	☐	☐	☐
I know who to ask when I am unsure	☐	☐	☐
I can communicate clearly with patients	☐	☐	☐
I understand safe care navigation	☐	☐	☐
I can handle common enquiries	☐	☐	☐
I can use professional language under pressure	☐	☐	☐
I can use CALM in difficult conversations	☐	☐	☐
I understand appropriate boundaries around abuse	☐	☐	☐
I can respond compassionately to distress	☐	☐	☐
I know what to do if something does not feel right	☐	☐	☐
I know how to respond if I make a mistake	☐	☐	☐
I understand our complaints and incident processes	☐	☐	☐
I work effectively as part of the team	☐	☐	☐
I know how to ask for support when under pressure	☐	☐	☐
I can identify improvement opportunities	☐	☐	☐
I have begun thinking about my development	☐	☐	☐

Anything marked NEED MORE SUPPORT is useful. Day 100 does not remove the right to learn. Raise anything you are still unsure about and agree what support comes next.

DAY 100	REFLECT - THEN LOOK FORWARD

Go back to the beginning

Read what you wrote on Page 1. What has changed?

The thing I am most proud of is:

The biggest thing I have learned is:

The situation I now handle more confidently is:

The area I still want help with is:

WRITE THIS TO YOURSELF	On Day 1, I thought...	On Day 100, I know...

My Next 100

ONE THING TO MASTER	
ONE THING TO LEARN	
ONE PROBLEM TO HELP IMPROVE	
ONE PERSON TO LEARN FROM	
ONE PERSON TO SUPPORT	
ONE DEVELOPMENT GOAL	

DAY 100 IS A MILESTONE. NOT A FINISH LINE.
Keep learning. Keep asking. Keep looking for better.