TIPS FIRST 100 DAYS

Day 100 Skills Check

A developmental check-in to make progress visible and identify what support or learning should come next.

THIS IS NOT A PASS / FAIL ASSESSMENT.
Choose the description that best reflects how you feel today. “Developing” and “Need More Support” are useful answers: they show where further explanation, practice or support would help.

Name	Practice	Date

My Day 100 skills check

Skill / confidence statement	CONFIDENT	DEVELOPING	NEED MORE SUPPORT
1. I understand my Patient Services role and boundaries	☐	☐	☐
2. I know who to ask when I am unsure	☐	☐	☐
3. I can communicate clearly with patients	☐	☐	☐
4. I understand safe care navigation	☐	☐	☐
5. I can handle common enquiries	☐	☐	☐
6. I can use professional language under pressure	☐	☐	☐
7. I can use CALM in difficult conversations	☐	☐	☐
8. I understand appropriate boundaries around abuse	☐	☐	☐

USE YOUR OWN EVIDENCE. Think about real situations you have handled, questions you now know how to ask, and areas where you still rely on support.

Day 100 Skills Check - continued

Skill / confidence statement	CONFIDENT	DEVELOPING	NEED MORE SUPPORT
9. I can respond compassionately to distress	☐	☐	☐
10. I know what to do if something does not feel right	☐	☐	☐
11. I know how to respond if I make a mistake	☐	☐	☐
12. I understand our complaints and incident processes	☐	☐	☐
13. I work effectively as part of the team	☐	☐	☐
14. I know how to ask for support when under pressure	☐	☐	☐
15. I can identify improvement opportunities	☐	☐	☐
16. 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.

What does this tell me?

One area where I can see clear progress:

One area I would like more practice, explanation or support with:

One strength I want to keep developing:

MY NEXT STEP What will I do next?	SUPPORT Who or what will help?	REVIEW When will I revisit this?

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