

Reflection – The what, why, how approach (Example 1)

What do you want to reflect on?

This should contain enough information to allow you to recall the event.

e.g. The handover May 2018

The oncology clinic I did in January

The Datix report of March 2018

Why do you want to reflect on it?

What do you hope to get out of this reflection – how will it help you

e.g. I want to explore what the consultant did that made it such a successful handover

I really felt I handled the difficult conversation well and wanted to capture what I did.

I want to think about how I can incorporate some of the recommendations of the Datix report into my daily practice.

How did you and how will you learn from this?

How will this affect your practice and make you a better doctor.

e.g. I noticed that the consultant was very pro-active in seeking each individual's opinion and I will try and do this when doing handover myself.

I realised that I gave the patient time to talk. By conquering my own apprehensions and not 'trying to help' by talking and filling in the silences, the patient felt more comfortable themselves and more able to express their concerns.

I realised that there were several ways I can make my practice safer. I will ensure that I always confirm the patients date of birth when speaking to them on the telephone...

How have you been affected by this?

What are your overall conclusions from this episode. How do you feel about the reflection?

e.g. I feel I will much more confident in giving a handover.

This has really helped me break bad news. I felt nervous at the time but now realise that doing this well can give me great satisfaction, however distressing the news is.

It was upsetting to read the Datix report, but in a way I felt better after doing so since it did demonstrate that the problems were systemic rather than due to myself. Knowing that I have learnt from this shows that I can take pride in being a responsible professional.