



Reflective account

Please do not include any patient, service or colleague identifiable material, all accounts must be anonymised.

Example of evidence for inclusion in reflective accounts:

Patient episodes, colleague interaction, student supervision, annual appraisal, audits, incidents and reviews, GRS submissions, JAG accreditation, reports.

Reflective account title

COVID impact on infection control

Date of reflection

01/05/2022

Number of hours of CPD

3

What?

What was the nature of the CPD activity, practice event or experience?

During COVID in my unit we had to cut down on the number of people coming through the unit. We had to close our waiting room too for a while because of infection control procedures and this meant that the relatives of patients couldn't come and sit with the patient beforehand or wait in the department.

So what?

What did you learn from the CPD activity, practice event or experience?

I thought this might mean that patients would be more anxious because we had to meet them at the front door of the unit and then they were by themselves. It meant that our job as endoscopy nurses was even more important because we are the patient advocate now from the minute they step into the unit until they leave. It meant we had to really think about the patient journey and how we can support our patients even more. However, this actually meant that patients were spaced out more and the unit was really calm and quiet. Patients seem to prefer this environment.



Now what?

How did you change or improve your practice as a result?

We discussed this at a unit meeting and looked at the patient survey feedback. It appeared that patients were less anxious and found the unit really calm and comforting. We discussed this with our clinical lead and patient representative and decided to keep relatives to a minimum. We are tailoring this according to patient need and we will look at patient feedback next year.