



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

Consent

Date of reflection

01/03/2023

Number of hours of CPD

3

What?

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

Consent. I went to confirm postal consent for a patient who was having an colonoscopy. The patient had signed the consent. But when I asked the patient if they had any questions they said they hadnt read the leaflet because they couldn't read very well.

So what?

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

This problem had not been brought up at preadmission telephone call perhaps because the patient was embarrassed to say. I had to make sure that the patient understood the procedure and risks and benefits and had informed consent. I sought advice from my manager and the endoscopist and I felt confident to talk the patient through the booklet, but needed time to do it properly. I read the whole booklet to the patient and checked regularly that they understood everything. I answered all the questions. The patient had taken the bowel prep properly because of the pictures on the leaflet and their relative had explained some things. The endoscopist came and explained again and confirmed consent.



Now what?

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

This has highlighted my understanding of the amount of people who may not be able to read our leaflets. I will be mindful to try and ensure all patients have information in formats that they understand. We do use interpreters a lot, and have opportunities for help for people who are blind or have learning difficulties, but this has highlighted this group of patients and how hard it can be for them.