

Our Suggestion for Your (Emma's) Reflection (Using Gibbs, 1988)

Description You (Emma) went to the ward to meet with staff to explain your patient Fred's communication needs. They listened and you left the ward staff to care for Fred.

Feelings / Reactions You felt they heard what you said, but did not really take on the advice as they seemed to think they were very busy (impression). Concern and Frustration

Evaluation You were pleased that they had listened, but worried that nothing would be done to help Fred.

Analysis You think about others who cannot communicate in this way and whether this is a common problem. You wonder if others have tried to have an impact in this way and if it has worked elsewhere. You question whether there are undercurrents of annoyance, as staff maybe short staffed or whether they lack confidence in dealing with people who have communication problems. And yet you feel that what you asking is not such a big deal, but just simple consideration.

Conclusion

(general) Aphasic people are not 'invited' to communicate and are excluded from participating in their care.

(specific) Fred's needs will not be addressed if nothing more is done.

Personal Action Plan You will take the issue to Fred's case conference, as this is an opportunity to influence all those involved in his care. You will record this experience with Patient's Voices for others to discuss and learn from.