

Case Study: North West London – West London Trust - Reflective Practice

Reflective Practice (RP) is, in its simplest form, thinking about or reflecting on what we do in the workplace. It is closely linked to the concept of learning from experience, in that thought is given to what was done, and what happened, and decisions might then be made as to what to keep the same or do differently next time, in relation to a process or an intervention undertaken by members of a team.

RP is a way of studying our own experiences to improve the way we work. It is useful for health professionals who want to carry on learning throughout their working lives. The act of reflection is one option that should be available to teams working with challenges and complexity to improve confidence and sponsor the life-long learning of proactive and qualified professionals.

RP can increase self-awareness, which is a key component of emotional intelligence, and in developing a better understanding of others. RP is a way to develop creative thinking skills and encourage active engagement in work processes.

Who facilitates RP across West London NHS Trust?

Staff across the Trust service lines, usually senior clinicians, who have experience in clinical services, of teamwork, of a specialism; or have group-work/group analytic skills can operate as facilitators who are external to the team. All disciplines are represented, including: social workers, psychologists, clinical nurse specialists; Occupational Therapists, Medical psychotherapists (and others): the only requirement is that they also attend a supervision space for RP. These groups are established locally or are supervised by senior clinicians.

Teams were contacted across the Trust via Well-being Champion Leads who were meeting regularly as one of the sub-groups of the Staff Health and Wellbeing Workstream. Staff on in-patient units continued to attend RP wearing PPE; others moved to a digital format using both telephone (less ideal) and MS Teams meeting options.