

# Reflective writing template (ERA model)

## Experience

Fortnightly general practice session. GP had asked me about clinical significance of a drug interaction between itraconazole and dabigatran, wants to rx itraconazole for recurrent pityriasis versicolor. Recommended fluconazole, identified multiple other medication issues. Spoke to patient for clarification, he is very bothered by the pityriasis as the skin colour changes are very embarrassing and stop him from wearing sleeveless tops in summer. I told him I would speak to his GP and see if we could organise some treatment for him. I spoke to his GP who said he would write a script. When I returned to the practice a week later I found that the GP hadn't done the script. I called the patient to apologise and spoke to the GP, who said he didn't want to prescribe the fluconazole without seeing the patient.

## Reflection

I felt really bad because I had told the patient that I would try to organise something to help him and it hadn't been done despite the GP insisting that he would sort it out. I thought the patient would be annoyed and disappointed at having to put up with the pityriasis even longer and that he would feel let down and think badly of me. I was worried that the GP would feel like I had asked him to do something that he was uncomfortable about, even though he had agreed to do it initially, and that might affect our working relationship.

I really like solving problems and helping people, which I think is why I offered to organise some treatment for the patient. I felt bad for him and the impact of the problem on his life and I wanted to make things better for him. I think sometimes this leads me to overstep my boundaries.

I also realise that it is important to me how people see me and what they think of me. I hate letting people down and I want to be a person who does what they say. I think this might stem from childhood experiences of being let down.

## Action

In the future I will be more aware that I can commit to actions that I am in control of but I shouldn't commit to actions that rely on others to do.

## Prompt questions

| Stage of cycle | Prompt questions  |
|----------------|---|
| Experience     | <ul style="list-style-type: none"> <li>• What happened?</li> <li>• When and where did this happen?</li> <li>• Who was involved?</li> <li>• What did I and others do?</li> <li>• What was the context?</li> <li>• What was the result of this situation?</li> </ul>  |
| Reflection     | <ul style="list-style-type: none"> <li>• How did I feel and think at the time?</li> <li>• What impact did my emotions, beliefs and values have?</li> <li>• What do I think other people were feeling?</li> <li>• What did I feel and think about the incident afterwards?</li> <li>• What went well? What didn't go so well in the situation?</li> <li>• What did I and other people do to contribute to the situation (either positively or negatively)?</li> <li>• Were there things that were difficult? Interesting? Surprising? Upsetting?</li> <li>• If I am writing about a difficult incident, did I feel that the situation was resolved afterwards?</li> <li>• Provide some judgement about the event and its possible consequences</li> <li>• Why did things go well? Badly?</li> <li>• How do my past experiences compare to this?</li> <li>• How does theory or evidence fit with this?</li> <li>• Could I have responded in a different way?</li> <li>• What might have helped or improved things?</li> <li>• What else could I have done?</li> <li>• What insights, thoughts, or conclusions, about my role within this event that I can now take away?</li> <li>• What have I learnt for the future?</li> <li>• What skills might I need to develop, so that I can handle this type of situation better?</li> </ul> |
| Action         | <ul style="list-style-type: none"> <li>• What would I do if a similar situation arose again?</li> <li>• What are some indicators that would help me recognise a similar event?</li> <li>• What are some changes I would make?</li> <li>• How /where can I use my new knowledge and experience?</li> <li>• How will I adapt my actions or improve my skills?</li> </ul>  |