

## Reflective Accounts

---

### Reflective account: Community – Health visitor

#### What was the nature of the CPD activity and/or practice-related feedback and/or event or experience in your practice?

I received written feedback on a record keeping and documentation and train the trainer training day that I delivered with a colleague. The audience included health visitors, student health visitors and managers. The organisation was in the process of moving to a new record keeping system and had concerns about the quality of their practitioner's records. There had been a number of serious case reviews where poor record keeping was highlighted as a contributing factor. My colleague and I delivered the record keeping session and I delivered the train the trainer session. Feedback was received from participants who completed an evaluation form. I also received a thank you email from the manager who commissioned the session.

#### What did you learn from the CPD activity and/or feedback and/or event or experience in your practice?

The feedback from participants was positive and demonstrated that expectations of the session had been met. The content, materials and delivery of the session were rated excellent or very good, indicating it had been well received and was beneficial. There were a number of additional comments. It was suggested there could have been more focus on the how participants themselves could deliver the training, more on the basics of record keeping in relation to current NMC guidelines and, rather than maintaining the same members of a group within the different interactive sessions, it would have been beneficial if members were moved around. I was pleased with the feedback; in particular the additional comments from participants that would enable me to improve future sessions.

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

I reviewed the training package based on the feedback provided and the programme for future sessions was amended, addressing the suggestions made.

#### How is this relevant to the Code?

##### Select one or more themes: Prioritise people – Practise effectively – Preserve safety – Promote professionalism and trust

It is relevant to the theme 'prioritise people' in terms of listening to people and responding to their preferences and concerns. I had a number of meetings and communications with the management team and representatives to ensure the training day would meet their requirements, and I made changes based on the feedback received. It is also relevant to the themes 'practise effectively' and 'promote professionalism and trust' in terms of practising in line with the best available evidence, working cooperatively, communicating clearly, and sharing skills and knowledge. It was important that the best available evidence was used in the presentation, which required me to research the subject area and ensure I was confident in my knowledge. I also had to ensure that I communicated clearly and varied the teaching methods to facilitate participants' engagement, recognising that people learn in different ways. The session encouraged participants to uphold the standards and values set out in the Code.

---

Source: NMC Revalidation microsite

Download at: <https://www.nmc.org.uk/globalassets/sitedocuments/revalidation/completed-revalidation-forms-and-templates.pdf>