

What did you learn from the course?

- To be clear with information. Not to bulk things out.
- Feel it might be useful for team leaders who complete some internal reports.
- Time planning. Re%pro (reactive / proactive percentage)
- How to look from different perspectives in the incident report writing.
- Be positive.
- Everyone needs to be on the same page to complete a good report.
- It was useful to identify good ways of gathering information and using to write a good factual report.
- Structured information gathering, layout of report.
- That care home staff need help with most common forms (Accident & Incident).
- I know more than I think I do.
- Mind chart (for organising data) – not used this before.
- Making report writing easy.
- Topics discussed were very useful. Logical order of writing report.
- How to structure a report and information gathering.

What do you intend to put into practice?

- Time line – Re%pro
- Re%pro
- Coaching junior staff to record facts which is a must for reports.
- Organise my work in a different way.
- Teach my team leader how to gather information.
- Delegation tool. Re%pro.
- I intend to deliver this back to my team to help support them on how to write a good report.
- Information gathering – questions to ask.
- I will discuss with staff as would wish my staff to improve with all reporting.
- Like to get clinical lead and unit managers on board with this to roll out others.
- Step by step on how to write good report.
- Use the spidergram model with the questions model. Support / coach staff nurses and team leaders with how to gather information.

Comments about the trainer?

- Very good. Keeps you engaged.
- The training was enjoyable and informative. It was good to get constructive feedback from colleagues on reports.
- Great.
- It was interesting and kept my attention all day.
- Very well presented.
- Knowledgeable and kept us engaged with the topic.

- He was really friendly, clear and supported the fact that we needed to voice our frustrations.
- Clear and concise, relevant.
- Relaxing atmosphere.
- Good. Liked interactions with staff.
- Knowledgeable and able to deliver content well.
- Very interactive and engaging.
- Good delivery, engaging, good pacing.