

## Critical Reflection using Borton's Framework 1970 Mental Health Care in General Practice 2: Introducing Rokeya

**Consider yourself as the practice nurse and need to consider the best way to support Rokeya.**

Rokeya is a 17 year old woman who attends your practice area. She is new to the practice and you undertake a new patient health check.

Rokeya appears introvert and nervous. You are able to complete the majority of the checks, however, when you ask her to step on to the scales she is extremely reluctant. She queries where this information will go, who will have access. After you explain the privacy and data governance protocols, Rokeya continues to refuse and this time mentions the cleanness of the scales as they are multiple use. You disinfect the scales in front of her. Rokeya still declines.

You decide it best to move on to another part of the assessment, taking a blood pressure. She offers you a covered arm. However, the reading is not possible, so you ask her to lift the sleeve above her elbow. After initially refusing, Rokeya agrees (with reassurance) to do so.

You notice old wounds and fresh cuts on her lower arm which require nursing care.

### Areas for you to reflect on:

**What:** What is happening here in this situation? What do you address first?

**So what:** What more do you need to know to manage this situation? How do you ask about the cuts (consider your communication style and attitude)

**Now What?** What actions will you take? Who can support Rokeya? Who can support you?

*Bortons' 1970 Framework Guiding Reflective Activities in Jasper M (2003). Beginning reflective practice. Cheltenham: Nelson Thorn.*