

Critical Reflection using Borton's Framework 1970 Mental Health Care in General Practice 1: Introducing Lisa

Lisa has an appointment to meet with you, the Practice Nurse.

Lisa has an appointment with you, a male practice nurse. You have not met Lisa previously and quickly look through her care summary. The reason for the appointment is not documented.

Lisa enters, greets you without eye contact and takes a seat. You are looking at the computer when you ask what has led her to have an appointment today.

Lisa clutches at her chest, hyperventilates, and is unable to speak to explain. You consider a number of scenarios- anaphylaxis, cardiac event...

You call for help immediately, another practice nurse attends. She recognises Lisa and advises that Lisa experiences a generalised anxiety and when nervous, panic attacks can occur.

The other nurse talks with Lisa and after 15 minutes, Lisa is calmer and able to start the consultation with the known nurse.

When Lisa leaves, you check the notes, where there is limited documentation regarding her anxiety disorder.

Areas for you to reflect on:

What: What is happening here in this situation? Why did you respond in this way?

So What: What more do you need to know to manage this situation? What would make Lisa's experience more manageable and reduce the risk of this occurring again? Who should be involved in this planning? How and where should this plan be recorded?

Now What: What can you learn from this situation? How might you manage this situation if it were to occur again?