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| **Reflection question** | **Notes** |
| **What are the themes, topics or issues?** |  |
| **What’s the context?** |  |
| **Tone of the narrative?** |  |
| **What are the emotions conveyed and emotion words used?** |  |
| **Who is mentioned?** |  |
| **What connections can you make with standards and values of the team / organisation?** |  |
| **What recommendations would you make for improvement?** |  |

\*Adapted with permission of NHS Greater Glasgow and Clyde’s Person-Centred Health and Care Programme Team