

# Contents

Figures and Tables	viii
Acknowledgements	xi
1 Reflective Writing in Medical Practice	1
1.1 Rationale for this Book	1
1.2 Aim and Scope	3
1.3 Structure of the Book	8
2 Context and Data	10
2.1 The SNSF Project ' <i>Life (Beyond) Writing</i> ': <i>Illness Narratives</i>	10
2.2 The Linguistics Project and its Three Theoretical Fields	13
2.3 The Data Sets	16
2.3.1 Basel (2011)	16
2.3.2 Nottingham I (2010) and II (2011)	21
2.3.3 Expert texts (2009–2010)	26
2.3.4 Caveats and rationale for comparisons	28
3 The Choice of Themes: On Communication Strategies and Challenging Situations	30
3.1 Introduction and Methodology	30
3.2 Range of Themes Raised in the Reflective Writing Texts	31
3.2.1 Focus on the context of the encounter	33
3.2.2 Focus on the patient	36
3.2.3 Focus on the student or expert physician	40
3.2.4 Focus on the insights gained	42
3.3 Theme Distribution in the Three Corpora	45
3.4 Summary and Conclusions	49
4 Communication Skills in Action: From Keeping Eye Contact to Creating Rapport	51
4.1 Introduction	51
4.2 Teaching Communication Skills in Medicine at Basel and Nottingham	51

4.3	Quantitative Overview of Communication Skills	56
4.3.1	Methodology	56
4.3.2	The communication skills chosen for reflection, and their distribution	64
4.4	Communicative Challenges: Discussion and Conclusions	67
5	Reflective Writing as Genre: A Text Linguistic Perspective	72
5.1	Introduction	72
5.2	Reflective Writing in Medical Practice and Theoretical Background on Genre	73
5.3	The Text Features of the Reflective Writing Corpus	77
5.3.1	Location	77
5.3.2	Topic focus	78
5.3.3	Visual aspects and layout	78
5.3.4	Length and structure	81
5.3.5	Discourse modes	83
5.3.6	Style and formality	85
5.3.7	Grammar	87
5.3.8	Lexis	91
5.3.9	Summary of text features	94
5.4	Evidence of Genre Mixing	95
5.4.1	Evidence of 'reflection'	96
5.4.2	Evidence of 'narrative'	97
5.4.3	Evidence of 'medical case report'	107
5.4.4	Other evidence of genre mixing	109
5.5	Summary and Conclusions	112
6	Interpersonal Pragmatics in Reflective Writing	115
6.1	Introduction	115
6.2	Theoretical Background on Interpersonal Pragmatics and Relational Work	116
6.3	Evidence of Interpersonal Issues from the Theme and Communication Skills Analysis	121
6.4	Evidence of Awareness of Interpersonal Concerns	123
6.4.1	Raising awareness about the value of empathy and rapport	124
6.4.2	The presentation of self	127
6.4.3	The role of emotions	128
6.5	Emotions as a Challenge in Doctor–Patient Interaction	130
6.5.1	Emotion vocabulary	131
6.5.2	Emotions in context	134
6.5.3	Discussion	142
6.6	Summary and Conclusions	145

7	Interpersonal Pragmatics and Identity Construction	148
7.1	Introduction	148
7.2	Definitions of Identity in Linguistics	149
7.3	Methodology	152
7.4	Distribution of Acts of Positioning within the Three Corpora	157
7.5	Acts of Identity Construction in Context	160
7.5.1	A student reflective writing text	160
7.5.2	Expert examples: Academic/scientist, mentor/educator and business person	165
7.6	Challenging Situations	167
7.7	Summary and Conclusions	170
8	Conclusions	173
8.1	Linguistic Insights Gained and Outlook	173
8.2	Potential Transfer to Teaching in the Medical Humanities	176
9	Appendices	178
9.1	Consent Form and Questionnaire Basel	178
9.2	German Instructions for the Reflective Writing Task, Basel Corpus	181
9.3	English Instructions for the Reflective Writing Task, Nottingham Corpus	182
9.4	Spreadsheet for the Topic Analysis (Basel as Example)	184
9.5	Spreadsheet for Theme Analysis	185
9.6	Theme Catalogue, Ordered Alphabetically	186
9.7	The Basel Medicine Curriculum, Combining Social and Communication Skills (SOKO)	188
	References	190
	Subject Index	201
	Author Index	203
	About the Author	206