

LEARNING HANDBOOK

Guidance and tools to support systematic learning before, during and after project activity in health and care

LEARNING

Lessons report

When?

A 'lessons learned report' is created at the end of a phase or project and collates the learning captured throughout its duration. The aim is to aid others in the future when they begin learning before their project begins.

Who?

It is recommended the project manager completes the 'lessons learned report' with relevant input from team members and colleagues within the organisation. As the project manager will have an overview of all the work carried out and will be able to synthesise the separate inputs accordingly, this is often the most effective approach.

How?

Your organisation may have a corporate 'lessons learned report' format that you are able to utilise, and if not, you can easily develop one. To create your own report you might like to use this [template](#) or access one used already by an NHS trust [here](#). Content for the report can be informed by a '[lessons learned log](#)' maintained throughout the lifetime of a project, and an end of phase / project '[retrospect review](#)'.

Further reading:

- NHS England – [Wave 1 CCGs lessons learned report example](#)
- Central & North West London NHS Foundation Trust – [Organisational learning report 2011/12](#)

