NHS Improving Quality

Lessons learned log

When?

'Lessons learned logs' are designed to be updated immediately or as soon as possible after an issue or problem has been detected or an unexpectedly positive outcome has occurred.

The log should be updated frequently to ensure all team members are aware of actions taken forward and progress made. It is recommended that 'lessons learned logs' form part of a regular team meeting agenda, to reinforce the importance of capturing and acting on learning.

A 'lessons learned log' is also updated after an 'after action review' to capture the learning from the activity.

Who?

The 'lessons learned log' should be contributed to by all team members and overseen by the project manager.

How?

Your organisation may have a corporate 'lessons learned log' format that you are able to utilise and if not, it is quick and easy to develop your own.

To create your own log you might like to use this template or access NHS Scotland's Quality Improvement Hub here. Should you decide to begin a brand new log of your own the tick list below will help you decide what you need to capture within it.

For each lesson the following should be documented:

- ✓ A unique reference number (i.e. LL1) so that lessons can be easily found and referenced
- ✓ A description of the problem or issue identified and the impact on project progress
- ✓ The type of lesson (start - a suggestion for improvement, stop - something that should not be continued in the future, and continue - something that went well and should be continued)
- ✓ A description of the lesson learned
- ✓ The action that has/will be taken to address the problem or issue or mitigate the risk of repetition
- ✓ The date the lesson learned was raised
- ✓ The person(s) who raised the lesson learned

Further reading:
- NHS Scotland Quality Improvement Hub – Lessons learned log