



How do I know that you want to listen to me?

Show me that you want to listen to me

- Introduce yourself to me first #Hellomynameis
- Give me an overview of the key steps of the conversation
- If my parents are with me
 - Let me know that you want to hear from me first and then my parents so we all know that we will be heard
 - Check whether I want to speak to you alone



Why am I here?

Help us all (you, me and my parents) to get a shared understanding of why I am here, my goals, and what the problem is

- ▲ Find out why I think I am here – ask me first and then my parents
- ▲ Ask me about all of my concerns, about my life and not just my condition or symptoms.
- ▲ Explain to me why I am seeing you specifically and what your expertise is
- ▲ Talk with me about why you think I'm here
- ▲ Share information with me to help me to understand my health



What are my choices?

Ensure I understand the choices available to me and their pros and cons

- Share information with me about my options
- Ask me about what I think could help
- Remember there are always choices
 - Options about *what* can happen
 - Options about *how* things can happen
- Talk with me about the pros and cons of my different options



How do you know what is important to me?

Explore my views and preferences

- ◆ Ask me
 - what I think would work best for me and my life
 - about my beliefs or expectations about my health
 - if there is anything I'm worried or unsure about
- ◆ Find out my hopes, aims and goals as these will influence my choices
- ◆ Discuss whether my choices will help me to achieve these goals
- ◆ Acknowledge and respond to my ideas, feelings, and values

HAVE WE FOUND A WAY FORWARD TOGETHER?



What decision have we made?

Help us all to reach a shared agreement on key problems, plans, and what is going to happen next

- Check that we all agree on what is going to happen
- Check that we all agree on how it will happen
- Check how able I feel to follow the plan
- Check when we will next review our decision together



What will happen next?

Summarise the conversation, check our understanding, and help me to remember

- ◆ Summarise and check
 - That we have covered everything
 - If I have any questions
 - That I know what I need to do and look out for
 - That I am clear about what to expect next, what to do if something differs from the agreed plan and how any changes will be communicated with me
 - What will help me to remember this conversation?