



Initial conversation

What is it?

The initial conversations template is used when a person is first introduced to the new model. The citizen and a staff member complete it together. It normally takes 20 minutes to complete.

How do you do it?

The staff member and the person with lived experience have the form on the table in front of them. They work through the questions together and the staff member is open about what they are filling in.



About me

ABOUT ME

Name:

NHS No:

Address:

Email:

Phone number:

MY SUPPORTERS

Carer / Supporter:

Email:

Phone Number:



Saying Hello

What has led you to ring us today?

Tell me a bit about what is going on in your life at the moment? Who are you isolating with? Do you have Covid 19?



The tricky bits

What are you finding tricky at the moment? Anything else?

Do you have your basic needs met at the moment? Food? Money? Electricity? Safe Housing?

Do you feel you can keep yourself and others safe at the moment?



The good bits

What are some of the good parts of your life at the moment?

What gets you up in the mornings? What do you enjoy doing or feel good at doing?

What is helping you to cope at the moment? What else?

What have you done in the past that made you feel better than usual?

What support do you have at the moment? How is that helping you?



Our work together

Tell me in detail what life would be like if you were feeling better more of the time?

What could we do together to help you achieve that? What could others do? What else?

Which of these should we focus on first?

Our Conversation

Capturing the conversation and sharing with the person

Name:

My Worker:

NHS No:

Meeting Date:

You said:

We agreed

You will:

My worker will: