**Considerations when practices first introduce personalised care and support planning consultations**

**Administration**

* How will your administrative staff ensure people get the right appointment with the right member of staff?
* How much time is allocated to the PCSP appointment?
* Which members of the team are involved in PCSP appointments?

**Training and development**

* Have all the staff members who do PCSP attended Year of Care training?
* How will you build the confidence of staff who have previously had little in the way of consultation skills?
* Could some members of staff initially deliver PCSP for the clinical areas they are used to before extending to multiple LTCs?
* What additional training might staff need to feel confident in this approach?
* Are there opportunities for observation and feedback?

**Quality of the conversation**

* How will you know the conversations are based on a PCSP approach?
* How will you get feedback from patients?

**Other considerations**

* How will people with multiple long-term conditions be reviewed?
* How will medicines get reviewed as part of the process?
* How does the practice support patients in accessing a menu of options for social prescribing/ “more than medicine”?