**Mind Your Language – activity 2: written materials and statements**

Below is a list of 22 statements. These words have been taken from material *currently* available to people with long term conditions, in use either to support personalised care planning or as general information about disease management.

You are asked to review these and discuss them with your teams and people with long-term conditions. Consider whether the statements support a partnership approach, might actively undermine this, are neutral or may be a combination of all three?

There are often no right or wrong answers to this, although some do not support individual choices or a partnership approach.

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| --- | --- | --- | --- | --- |
| **Statement** | **Supports**  **partnership**  **✓** | **Neutral**  **✓** | **Undermines**  **partnership**  **✓** | **Comments** |
| Please follow the advice given and look after yourself |  |  |  |  |
| Systolic blood pressure is the highest pressure, when the beats or contractions of the heart forces blood around the body |  |  |  |  |
| What aspects of your health would you like to discuss? |  |  |  |  |
| Your HbA1c is an overall measure of glucose control over the last 8-10 weeks. A level of 48–53mmol/mol is associated with the lowest risk of complications |  |  |  |  |
| To help you make decisions it is important that you are prepared for the consultation and have the same information that your doctor, nurse or dietician has access to |  |  |  |  |
| Goal achieved (signed by my healthcare professional) |  |  |  |  |
| Our aim is to control your COPD and keep you as healthy as possible |  |  |  |  |
| We want to empower you to look after your health as well as possible |  |  |  |  |
| **Statement** | **Supports**  **partnership**  **✓** | **Neutral**  **✓** | **Undermines**  **partnership**  **✓** | **Comments** |
| Your nurse doctor and other members of the practice team are there to advise and help you live with your long term conditions. However YOU are the most important member of your health team |  |  |  |  |
| It’s not just your attendance at the surgery or hospital that makes a difference to your heart disease. It is actually following advice that makes a difference. Be honest and discuss difficulties you face in your healthcare with the carers |  |  |  |  |
| Whatever treatment they recommend you will most likely be able to cope with it. There is a team of healthcare professionals looking after you and your diabetes |  |  |  |  |
| What important things have happened to you since your last appointment? |  |  |  |  |
| During your check you will be able to talk about what is important to you and explore what might be available to help you manage and cope with your health issues |  |  |  |  |
| The team will:   * Review information about you and assess the care that you need * Make sure you receive the services that are most appropriate for you * Co-ordinate and plan a programme of care that is tailored to meet your needs |  |  |  |  |
| Once we have your results, we will share them with you |  |  |  |  |
| **Statement** | **Supports**  **partnership**  **✓** | **Neutral**  **✓** | **Undermines**  **partnership**  **✓** | **Comments** |
| Monitoring your own blood pressure can help make you feel more in charge of your care |  |  |  |  |
| HbA1c is a blood test which tells us how your blood sugar has been controlled over the last 2-3 months. For good control we recommend the HbA1c to be below 53mmol/mol |  |  |  |  |
| You need to see the dietician at least once a year. There is no point going to see the dietitian if you do not follow advice given |  |  |  |  |
| Keeping your diabetes under control can reduce your risk of developing health problems, but it is not always easy to manage without help |  |  |  |  |
| It is very important that you fill out the health check forms and bring them along to this appointment |  |  |  |  |
| If you have any symptoms that cause you concern or you need any advice please talk to your GP or practice nurse |  |  |  |  |
| Your sugars are stable at the moment but we have agreed that we will continue to keep a check on them |  |  |  |  |

**Mind Your Language - reflections and ideas - written materials**

Take the opportunity to reflect on your answers either on your own or with colleagues in your team. Consider the differences and reflect on what this might mean about your approach and philosophy towards personalised care and support planning and your thoughts about supporting self-management.

You may also wish to look back and reflect upon things you have written, such as information sheets or clinic letters, or on the things you say in consultations.

There are a number of ways in which a patient can pick up cues to your empathy, enablement and partnership approach in a personalised care and support planning conversation. This not only includes non-verbal cues such as body language and positioning, but also the words you say and the way you say them.

However when these words are written down they become more ‘black and white’ and some of the intonation of how they are said, which might sometimes soften them, are removed. Here are some reflections on some of the statements and the Year of Care perspective on them. Ultimately some words and phrases will feel more comfortable for some of us than others. Some examples of the statements and where our team felt they were are below:

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| --- | --- | --- |
| **Collaborative approach?** | **Statement from the section above** | **Comments and ideas** |
| **Supports partnership** | *What important things have happened to you since your last appointment?*  *During your check you will be able to talk about what is important to you and explore what might be available to help you manage and cope with your health*  *Monitoring your own blood pressure can help make you feel more in charge of your care* | In general these statements show interest in the person’s agenda and life and acknowledge the role of the individual in managing their own health, including the importance of having a sense of control – none of these are perfect! |
| **Neutral** | *Your HbA1c is an overall measure of glucose control over the last 8-10 weeks. A level of 48–53mmol/mol is associated with the lowest risk of complications*  *If you have any symptoms that cause you concern or you need any advice please talk to your GP or practice nurse* | These statements are factual and for information only. |
| **Undermines partnership** | *Goal achieved (signed by my healthcare professional)*  *Our aim is to control your COPD and keep you as healthy as possible* | One of these statements infers a performance management approach to care planning with the authoritative stamp of the healthcare professional. The other infers it’s the professional role to manage someone’s health |

**It is important that written material you use in your clinic also reflects the ethos and philosophy of the personalised care and support planning processes**