**Personalised care and support planning consultations skills**

**Reflective tool**

From time to time it may be useful to reflect on your consultation skills in a personalised care and support planning appointment. This tool allows you to focus on areas you feel you do well, and areas that are more difficult.

|  |  |
| --- | --- |
| **Consultation skills and competencies** | **Score 1 (unsure) – 10 ( very confident)** |
| 1. | I have a clear understanding of the purpose of personalised care and support planning and the overall structure of the personalised care and support planning consultation |  |
| 2. | I feel confident to set the scene with a patient about the overall personalised care and support planning consultation |  |
| 3. | I feel I can build a good rapport with the patient and get a balance between listening and raising issue |  |
| 4. | I feel I have a good grasp of the skills needed to support the patient to ‘tell their story’ (active listening – non verbal’s/open questions/reflections/paraphrasing) |  |
| 5. | I feel confident that I always elicit the patients agenda before raising issues that I am concerned about |  |
| 6. | I feel able to raise the healthcare professional issues that haven’t been raised by the individual - gently challenging once rapport has been established |  |
| 7. | I can give clear explanations where they are requested and feel able to link and clarify issues raised by the patient |  |
| 8. | I feel confident to explore issues raised by the patient, such as health beliefs, levels of understanding, self-efficacy and motivation  |  |
| 9. | I feel I am good at helping individual prioritise issues and don’t just jump into the first thing that is mentioned |  |
| 10. | I feel confident to work with an individual to support the setting of clear ‘own’ goals, including assessing importance and using scaling questions |  |
| 11. | I feel confident to support an individual to develop a SMART action plan, including assessing self-efficacy using scaling questions |  |
| 12. | I know what do when someone has low levels of motivation or self-efficacy  |  |
| 13. | I feel confident to signpost to resources and local support for self-management  |  |
| 14. | I feel confident about including a range of follow up options other than repeat face to face visits |  |
| 15. | I feel able to review a personalised care and support plan, building on successes and reviewing relapse, ambivalence and maintenance of behaviours |  |