

What are the priorities for your visit?

Questions to consider for meeting with service users and carers

Planning and Preparation

- What do you hope to achieve by the end of the meeting? What are your priorities?
- What is your plan for the interview?
- What information is missing from the referral?
- What information should you take with you? In what format?

Establishing and agreeing purpose

- What are the service user's aims and expectations?
- What does what s/he is telling you reveal about his/her perspective?
- How can we develop a shared agenda for the meeting? Which of our aims/concerns cannot be ignored or shelved?

Providing Information

- What information may be relevant to the problems in hand?
- What information will be most useful to the service user/carers?

Explaining

- What is it exactly that needs explanation?
- How is it best explained?
- How can I check that the service user has understood my explanation?