This Toolbox Talk is focused on creating discussion about how your team addresses this theme. Below are listed a number of prompts/questions for discussion. Please pick the ones relevant to your service or indeed feel free to develop a more relevant ones if desired. The main thing is to engage with staff around this theme in order to raise awareness and to elicit from them any suggestions with regard to simple actions your service can take to improve the service user experience.

The detail of what the Healthcare Charter says in relation to what service users can expect and what they can do to help in relation to this theme is outlined overleaf.

Questions

1. How can we as a team help patients to be involved in making informed decisions about treatment and care to the degree and extent that they choose? This includes where appropriate a service users family, carer or other nominated support people?
2. Are we confident that the process for obtaining informed consent conforms with best practice and policy? How can we demonstrate this?
3. Do we support our patients when they want to seek a second opinion at any time during their care?
4. How do we inform service users when student healthcare staff are involved in delivering their care? Do we seek their permission before medical examination or interview? Do you think it is important let them know? Why? Discuss.
5. Do we develop an understanding of the patient as an individual, including how the condition affects the person, and how the person’s circumstances and experiences affect their condition and treatment. Ask the patient about and take into account any factors, such as their domestic, social and work situation and their previous experience of healthcare, that may:
   - impact on their health condition and/or
   - affect their ability or willingness to engage with healthcare services and/or
   - affect their ability to manage their own care and make decisions about self-management and lifestyle choices.

“We will involve you and your family and carers in decision making about your healthcare and will take account of your preferences and values”
6. Do we ensure that factors such as physical or learning disabilities, sight, speech or hearing problems and difficulties with reading, understanding or speaking English are addressed so that the patient is able to participate as fully as possible in consultations and care.

7. Do you have this leaflet displayed in your service? This leaflet advises patients on questions and tips they should ask their healthcare team, to make them more informed and involved in their care. Patients and family members who are more informed and involved in their healthcare often experience safer and better care and have improved quality of life afterwards.

Shared decision making
When discussing decisions about investigations and treatment, do we, do so in a style and manner that enables the patient to express their personal needs and preferences? Do we give the patient the opportunity to discuss their diagnosis, prognosis and treatment options.

What service users can do to help
- Prepare a list of questions, concerns and symptoms to discuss with your GP or healthcare professional. Here are a few suggested questions to get him/her started:
  - Can you please tell me more about my condition?
  - Do you have any information that I can take away with me?
  - Can you tell me where I can find out more information?
  - Why do I need to have this particular test?
  - What are the different treatments for this condition?
  - How will this treatment help me?
  - What does the treatment involve?
  - What are the risks of this treatment?
  - What is likely to happen if I do not have this treatment?
  - What should I look out for?
  - What can I do to help myself?
  - When should I come back to see you?
- Ask what the treatment plan is before discharge and for it to be explained to you.
- Make sure you get the results of any tests or procedures.
- If having surgery, clarify with your surgeon that everyone is clear about exactly what is going to be done.

Acknowledgements