

Talking about 'what matters' and planning ahead



RED - MAP		
R eady	Can we talk about your health and care?	When would be a good time to talk? Who should join us? This about making good plans for your treatment and care.
E xpect	What do you know? What do you want to ask? What are you expecting...?	How have you been doing recently? What has changed? How do you see things going now....? Some people think about what might happen if...? Do you have questions or worries you'd like us to talk about?
D iagnosis	We know... We don't know... Questions or worries?	What is happening with your (<i>health problem</i>) is... We hope that..., but we are worried about... It is possible that you might not get better because... We don't know exactly when..., can we talk about that?
M atters	What matters to you?	What's important to you that we should know about? Are there things you'd like or wouldn't want for you?
A ctions	What can help... This does not work...	Things we can do are.... This will help Options we have are... This does not work because.... It will not help when/if....
P lan	Let's plan ahead for when/ if....	Can we make some plans so everyone knows what to do? Talking and planning ahead 'just in case' helps people get better care.