This guide is to support conversations between patients and healthcare professionals, this may be:

- Where a serious illness diagnosis has been shared with someone previously,
- And/ or a second conversation is needed to appreciate preferences and decisions associated with their treatment, prognosis or disease progression.

**Outline**

**Setup:**
- Think in advance,
- Hope for the best, prepare for the worst.
- What’s the benefit for patient/ family?
- No decisions necessary today
- Introduce the purpose of the conversation
- Ask permission to continue

**Guide**

- What is your understanding now of where you are with your illness?
- How much information about your condition and the future would you like from me?
  
  e.g. some people like to know about time, others what to expect, some both.
- Share prognosis as a range, tailored to the individual’s preferences
  
  - Frame as ‘wish...worry’, ‘hope...worry’ statement
  - Allow silence, explore emotions
- What are your most important goals?
- What are your biggest fears/ worries about the future and your health?
- How much do your family know about your priorities and wishes?

**Act**

- Who can support you? What support can I give you?
- Acknowledge medical realities and make recommendations about next steps. Summarise goals and priorities.
- Describe treatment options that reflect both of these.
- Document conversation
- Provide individual with any information they requested.
- Affirm decisions made, record these

**Elements**

- Understanding
- Information
- Preferences
- Prognosis
- Goals
- Fears/ worries
- Family
- Support options
- Explore key topics
- Record decisions

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