

**Preparation**

* Looking at patients record in advance e.g. sensitive issues etc.
* Are you in the right frame of mind to make these calls – best time for you?
* Any resources close to hand e.g. FAQs, script, resources, web pages open.
* Religious and cultural sensitivities taken into account
* Time of contact.
* Information in another language or Easy Read.
* Support suggestions prepared e.g. “Did you know you can take someone with you?”
* Reasonable adjustments/ support needs stated on patient record.

**Checking**

**understanding**



**Listening**

Telephone conversations considerations:

* If possible, find a place to make the call where there will be no distractions.
* Pitch and tone of your voice.
* Use of verbal cues to indicate understanding/ listening.

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Description automatically generated

**For more information about training and support visit:**

**Website:** [www.leedshealthandcareacademy.org](http://www.leedshealthandcareacademy.org); **Email:** [LHCA@nhs.net](mailto:LHCA@nhs.net); **Twitter:** @LeedsHCAcademy

**Solution**

**Empathy**

* Work together to find a solution.
* Reasonable adjustments that can be put in place to lift any barriers or elevate fears e.g. you can bring someone with you, longer appointment, support with completing kit. – [Reasonable Adjustment Alert](https://www.learningdisabilityservice-leeds.nhs.uk/wp-content/uploads/2021/05/Reasonable-Adjustment-Alert.pdf)
* Signposting to resource/ information, such as leaflets or videos, so that patients can make an informed decision around screening or completing screening kit. - see CWL Landing page resource documents. For example,  *Main Support Documents for Cancer Screening*

Use of empathetic Listening - *“Thank you for sharing this with me.”*

Understanding barriers that patients may have in attending/ completing screening:

* Cultural/ religious barriers.
* Previous experiences e.g. abuse or previous screening experiences –e.g. assurance that a smaller speculum can be used.
* Language/ literacy barriers.
* Health literacy.
* Fear of outcome e.g. pain or discomfort from screening, cancer diagnosis/ treatment.
* FGM (Female Genital Mutilation).

**Reflecting** - Using forthcoming responses.

**Summarising –** the person’s words into a series of bullet points.

**Paraphrasing –** Putting the persons words into your words

**Pre-framing –** Maintaining rapport and giving choice *‘I heard you say’.*

**Post framing -** Maintaining rapport / giving choice / maintaining dialogue. *‘I think I just heard you say … is that correct?’*

* Use open questions to gain understanding.
* Be cautious with using ***‘why’*** questions as it can judge a person’s actions.
* Explore assets and strengths e.g. What friends, family, key workers or community group that can support them? –Do you have links with social prescribers/ patient ambassadors.

**Asking**

**questions**