

Top Tips:

Be prepared for your conversation

What to think about before you make that call

Be prepared:

What

- * My name is, I'm from.....
- * The person's name and date of birth
- * NHS/AIS numbers
- * Why are you phoning GP/Nurse? I am ringing because...
- * What is normal for the person
- * Has anything changed and over what period?
- * Evidence—is there a tool/score you can provide?
- * What are the 'advance care planning' wishes/preferences?
- * Does the person have a DNACPR/EPaCCS care plan?
- * Has it happened before and is there a pattern? If so, what did you do and what have you done so far?
- * "I need your advice about this please?"



Planning—remember:

Where

- * Sit somewhere quiet
- * If possible, in patient's room (I am with Mr/Mrs....now)
- * Have all information available
- * Remember that neither party is fully aware of each other's priorities on the day that you ring

How

- * Rather than giving an order "I want you to visit..." try "I need your advice about..." (need is always a good word to use)
- * Give the person enough evidence for them to make the correct judgement.
- * What is the follow up plan? Consider what to do if the advice is not working and when should I call again if there is a deterioration? When would I expect an improvement?

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Please answer the questions below:

Name:	
Date of Birth:	
NHS/AIS number:	
Reason for call to GP/Nurse	
What is normal for the person	
Evidence (is there a tool/score you can provide)	
Has it happened before? (Is there a pattern?)	
If so, what did you do and what have you done so far?	
What are the 'advance care planning' wishes/preferences?	
Do they have a DNACPR/EPaCCS care plan?	
Advice received/outcome	
Conversation with:	

Completed by:

Date/Time: