

MOVE & IMPROVE

Please **tick, circle or mark** the scale.



Making you feel at ease?
(Being friendly and warm towards you)



Letting you tell your 'story'?
(Giving you time to fully describe things in your own words)



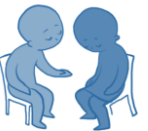
Really listening?
(Paying close attention to what you are saying)



Being interested in you as a whole person?
(Asking/knowing relevant details about your life, your situation)



Understanding your concerns?
(Showing they accurately understood your problems)



Showing care and compassion?
(Seeming genuinely concerned)



Being positive?
(Having a positive approach and positive attitude)



Explaining things clearly?
(Fully answering your questions, giving you enough information)



Helping you to take control?
(Exploring with you what you can do to improve your health yourself)



Making a plan of action?
(Discussing the options, involving you as much as you want)



Please add any comments about your experience.

Who did you see?

Kate Montgomery

Dionne Ryder