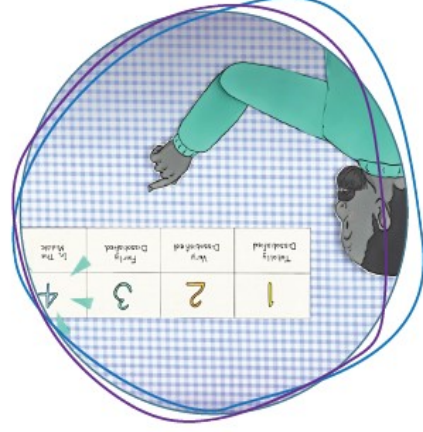


What is DIALOG+?

DIALOG+ is a set of 13 questions where service users are asked to rate their satisfaction and needs for care across different parts of their life and treatment. It helps to guide a structured conversation between a health professional and service user that is patient centred with a focus on change.



You will be asked the three key questions below, but not every time you have an appointment. It helps to be clear with your worker about the important things in your future, and the skills and strengths that will help you get there.

- **What recovery means to you?** Your long-term goals and what you want to achieve in the next year.
- **What matters to you?** Things that are important in your life and help your recovery.
- **What skills, strengths and experiences will support you achieve your goals?**

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your mental health

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your job situation

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your accommodation

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your leisure activities

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your partner and

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your friendships

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your personal safety

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your medication

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your practical help

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your mental health meetings

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your finances

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Your substance/alcohol use

1	Totally dissatisfied
2	Very dissatisfied
3	Fairly dissatisfied
4	In the middle
5	Fairly satisfied
6	Very satisfied
7	Totally satisfied

Choose a number from 1 to 7 that best matches how you feel today, with one being totally dissatisfied and seven being totally satisfied. Draw a circle around the number that fits your mood today.

DIALOG+ is a personal measure. There are no wrong answers so just try to be as honest as you can.

Now think about which three areas you would like to focus on during your appointment.

It may be best to focus on three areas so that we could work together towards smaller, achievable goals.

We will talk through each of your selected three areas to understand why you feel the way you do and what realistic achievable goals we can put in place to support you. We will try to find some actions that you, us and others may be able to work on, to help you on your road to recovery.

What are the benefits of DIALOG+?

DIALOG+ enables proactive, personalised conversations supporting service users to take greater control of their care and supports moving forward with their journey of recovery.

This information also gives a powerful indicator of patient satisfaction levels, where health and social care services need to focus on for improvements and support.

Perhaps you would like to make some notes about the three areas you want to discuss during your appointment.

Other important information that may help you or someone you know

In **Barnet Enfield and Haringey**

If you're experiencing a mental health crisis. You can call **0800 151 0023** to get help or advice in a crisis from our trained mental health advisors and clinicians, 24 hours a day, 7 days a week, 365 days a year.

In **Camden and Islington**,

Urgent mental health support is available via the Crisis Single Point of access hotline on Freephone **0800 917 3333**. This number is available 24 hours a day, 7 days a week.

If you're receiving support from a mental health team, please contact them first, between 9am and 5pm.

For emergencies, please go to your nearest accident and emergency department.

For non-emergencies, please call the NHS non-emergency line on **111** from any telephone.

If you are not under the care of mental health services, please call Samaritans on **116 123** from any telephone.

Feedback

Your feedback is really important to us. Please let us know what you think about DIALOG+ by filling in a short and simple survey. Either scan the QR code to the right, or visit <https://tinyurl.com/25jv3n8m>



My DIALOG+ Patient Led Outcomes

Your Name:

You may want to let your clinician know how you would like to be addressed, including your pronouns, for example, he/ him, she/her, they/them etc.

Name of your mental health

professional:

Your CPA Care plan is being replaced. This leaflet will aim to explain our new care planning tool, which is called DIALOG+.