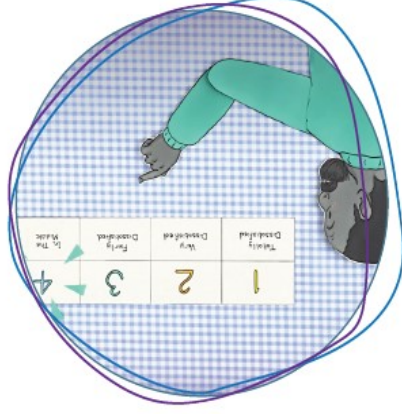


What is DIALOG+?

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
2
3
4
5
6
7

Your mental health

Your physical health

Your job situation

Your accommodation

Your leisure activities

Your partner and family

Your friendships

Your personal safety

Your medication

Your practical help

Your mental health meetings

Your finances

Your substance/alcohol use

13 empty boxes for rating each category.

Choose a number from 1 to 7 that best matches how you feel today, with one being totally dissatisfied and seven being totally satisfied. Put a number in the boxes provided.

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.

