

Nothing about me without me

Involve my family and others involved in my care

Give me choice about where and how I talk to you

Try to support me earlier on in my health and care journey

Give me useful information but don't overload me

Don't make assumptions without my viewpoint

Listen to me with due care and attention

Support me to remain in control of decisions

Treat me as a whole person and don't define me by my condition

Remove any jargon in your communication with me

Have someone who is the main point of contact or 'co-ordinator' of my care

Talk to other services and ensure any support I need is working together

Help me to use technology where it might be appropriate

Don't avoid any difficult conversations I need to hear

Getting it Right For Me