

# What Matters to Me?

My Health and Wellbeing Diary



## What is this diary for?

**You should be at the centre of any decisions made about your health and care.**

This diary is yours to complete and to share as you wish.

This diary can help you keep track and prepare for appointments with any health or social care provider, for example your GP, physiotherapist, nurse or social worker.

- Note any questions you want to ask or actions you need to take
- Information you think would be helpful to share

**Our Voice** is all about engaging the people of Scotland to make health and social care better.

You should have the information and support you need to make decisions about your care and treatment. Our Voice aims to make your involvement stronger and to make sure that listening improves services for everyone.

This diary is a practical way to help you to be informed and involved in your care.

Contact us:

**Website** [www.ourvoice.scot](http://www.ourvoice.scot)

**Email** [info@ourvoice.scot](mailto:info@ourvoice.scot)

**Twitter:** [@OurVoiceScot](https://twitter.com/OurVoiceScot)



## Why is it important to discuss “What matters?”

‘What matters to you?’ is a question health and social care staff are being asked to discuss with you. What matters can change over time and can be asked in many different ways. For example:

- “What are the things that are important to you at the moment?”
- “What are some of the things you would like to achieve as a result of this support?”
- “When you have a good day, what are the things that make it good?”

Sharing this information helps you to paint a picture of your life and the things that are most important to you. This can help health and social care staff build a relationship with you.



## What are your personal outcomes?

This means the things that are important to you in your life and are often about maintaining or improving your wellbeing.



# About me

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Tel/Mobile \_\_\_\_\_

DOB \_\_\_\_\_

**What Matters to Me today** \_\_/\_\_/\_\_

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**What Matters to Me today** \_\_/\_\_/\_\_

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**What Matters to Me today** \_\_/\_\_/\_\_

\_\_\_\_\_  
\_\_\_\_\_



**NOTHINGABOUTME  
WITHOUTME**

# Those who support me

## My GP

Name \_\_\_\_\_

Surgery \_\_\_\_\_

Tel \_\_\_\_\_

## Other contacts

(such as a Hospital Consultant or Social Worker)

Name \_\_\_\_\_

Job \_\_\_\_\_

Location \_\_\_\_\_

Tel \_\_\_\_\_

## Emergency Contact People/The people who know me best

Name \_\_\_\_\_

Tel/  
Mobile \_\_\_\_\_

Relationship to me \_\_\_\_\_

Name \_\_\_\_\_

Tel/Mobile \_\_\_\_\_

Relationship to me \_\_\_\_\_

## Carer/Guardian (if applicable)

Name \_\_\_\_\_

Tel/Mobile \_\_\_\_\_



Anything I need to bring	Notes
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<b>Anything I need to bring</b>	<b>Notes</b>
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# My medication: Things I may want to share

If you are taking medication make sure you continue to take it as prescribed. Your pharmacist can offer valuable advice.

You might need to share information about your medication with health professionals.

It is important to share your experience as well as to ask the right questions. Here are some prompt questions you may find useful.

## Remember to bring a note of:

- **Up-to-date list of all medications I am taking including:**
  - **prescription medication**
  - **over the counter medicines**
  - **herbal remedies**
- **The effects these medications have on me**
- **Any medication I have tried in the past and any unusual or allergic reactions I have had**
- **Any medical conditions I have**

# Things I may want to ask

Name of medication:

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Do I still need to take this medication?

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What does this medication actually do?

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How and when do I take this medication for best effect?

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Should I avoid any food, other medicines or herbal remedies?

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Are there side effects and if so what are they?

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I am on several medications at the same time – can these all be taken together?

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# Meeting your Nurse, Doctor or other healthcare professional

**Realistic Medicine** is about sharing decision making between health professionals and patients, providing a personalised approach to care and reducing harmful and wasteful care.

The Chief Medical Officer has asked all doctors and nurses to make sure that you are fully involved in making decisions about your healthcare.

- This diary includes questions you are encouraged to ask.
- You can normally take someone else with you into your appointment to support you.
- You don't always need to make a decision about your treatment during the appointment.



**REALISTIC  
MEDICINE**



You can tell your doctor or other healthcare professional about what's important to you such as:

- staying at home for as long as possible
- getting treatment as quickly as possible, and
- feeling better more quickly.

You should ask your healthcare professional if the treatment they suggest is really needed. Some questions you could ask are:

- Do I really need to have this test?
- Do I really need to have this treatment?
- What are the benefits of having this treatment?
- What are the downsides of having this treatment?
- Are there any simpler options?
- Are there any safer options?
- What would happen if I did nothing?

**Don't be shy.**

**These questions are recommended by the chief medical officer.**

# Thinking about each of my ap

1. My appointment Details

3. What questions matter to me?

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5. My response to the answers to my questions

7. What next for me to do?

How did I feel this appointment went?



**GOOD**



**CONFUSING**

## appointments in more detail...

2. Plan my trip

4. The answers I got to my questions....

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

6. Any notes?

8. What next for my service to do?



**UPSETTING**



**FRUSTRATING**

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**UPSETTING**



**FRUSTRATING**

Sometimes it helps to keep a record of the number of times in a month you have experienced your symptoms. This could be relating to the number of times you have had a seizure, experienced incontinence, had a fall, had a headache/migraine, or any other symptom that you would like to be able to describe to your health or social care professional. You can use these two pages to mark the dates and frequency of your symptoms to give you an “at a glance” record you can share.

**Month** \_\_\_\_\_

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						

**Dates of the month**







# Providing feedback about health and social care

**Giving feedback** is an important way to improve services and help you get the support you need.

Health and social care services welcome feedback, comments and complaints from people who use services, carers and family members about the care and treatment they have received.

## Where can I share my feedback?

### Directly with your service provider

Every NHS Board and local authority will have its own system for people to give feedback. This can often be the best way to resolve issues quickly. Ways to give your feedback can include:

- **talking to a member of staff involved in your care**
- **contacting your NHS Board or local authority by phone, email or online (see below)**
- **filling in a patient survey or questionnaire, and**
- **putting your comments in a suggestion box**

If you want to contact your local NHS Board or social care department you will find contact details on the Our Voice website [www.ourvoice.scot/feedback](http://www.ourvoice.scot/feedback)



**Care Opinion** is an independent website where people can share their stories and experiences of health and social care services in an open and transparent way.

All stories are shared anonymously and sent to the right staff so they can hear what people are saying, learn from feedback and initiate improvement as a result.

Share your story on the  
Care Opinion website:

[www.careopinion.org.uk](http://www.careopinion.org.uk)



## Where to find support?

**Patient Advice and Support Service (PASS)** is an independent service which provides free, accessible and confidential information, advice and support to patients, their carers and families who want to give feedback or make complaints about NHS treatment.

Specialist advisers can help you understand your rights and responsibilities, write letters and make phone calls, and access your medical records. You can contact PASS at your local citizens advice bureau, by phoning 0800 917 2127 or at [www.patientadviceScotland.org.uk](http://www.patientadviceScotland.org.uk)



## Being better informed

**NHS inform** ([www.nhsinform.scot](http://www.nhsinform.scot)) aims to provide you with accurate and relevant information to help make informed decisions about your health and the health of the people you care for. NHS inform provides information and tools about:

- illnesses, injuries and conditions
- tests and treatments
- services provided by GPs, pharmacies and dental surgeries in Scotland
- your rights when using these services
- self-help guides for common illnesses and injuries
- a National Services directory containing thousands of NHS services in Scotland
- Info for Me tool that helps you to gather, and share your own health information.



## The Health and Social Care Alliance Scotland (the ALLIANCE)

The ALLIANCE Involvement Network is free and open to people who are disabled or living with long-term conditions who want to contribute to campaigning and policy activities. Unpaid carers can also join the network. By joining the network you will be kept up to date with opportunities to get involved in different meetings and events.

To join or to find out more email [membership@alliance-scotland.org.uk](mailto:membership@alliance-scotland.org.uk) or call 0141 404 0231



## **Voices Scotland: Working together to empower people and communities**



Voices Scotland is a free and flexible workshop that has been developed to help support people, groups and communities to explore issues that are important to them.

Voices Scotland aims to provide you and your community with the knowledge, skills and confidence to have your voices heard in the shaping of local and national health and social care services.

Voices Scotland workshops can help you to:

- Gain an understanding of how health and social care services work in Scotland
- Understand the benefits and barriers to public involvement
- Discover how personal experience can influence improvement
- Identify the issues which matter to communities

The **Scottish Health Council** delivers these workshops across Scotland with members of the public, community groups and staff working across health and social care.

Find the contact details for your local office by visiting [www.scottishhealthcouncil.org](http://www.scottishhealthcouncil.org) or call 0141 241 6308

scottish  
health  
council

making sure  
your voice counts

# This diary includes information from...



Working together to improve health and social care



making sure your voice counts

