

.....'s Clinic Communication Passport

Things I like:



How I communicate:



Things that help if I am stressed/
uncomfortable:



Things I don't like:



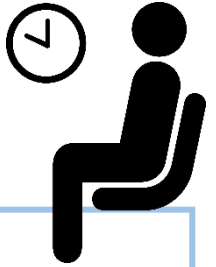
You will know I am
stressed/uncomfortable if:



Other important things you
should know about me:



My Clinic Visit



Blood Tests:

- I have a blood test once a year as part of my annual diabetes review.
- I *like/ do not like* to know about my blood test in advance.
- I like to have my blood test *before/ after* my clinic appointment.

Things that help during my blood test:



Waiting Room

e.g. I prefer to know how many people are in the clinic room

Yes No

e.g. If my appointment is late.....

Things that help me during my clinic appointment:



Introduction to the communication passport:

- We want to try and make your diabetes clinic appointments feel as helpful as possible. We developed the clinic communication passport to help with this.
- The different coloured boxes on the communication passport ask you to tell us important things about you such as things you like and enjoy talking about, how you like to communicate and signs we can look out for to know you are feeling stressed or uncomfortable.
- For example, you might prefer to communicate by writing things down or you might not like people looking directly at you.
- The second page of the communication passport asks about the way you would ideally like your clinic appointment to run. For example, you can let us know if you would prefer to know about your blood tests in advance or if you find waiting stressful if your appointment is late.
- We have found that people like some time to think about these things at home with their families first. You can jot down some ideas and then talk about them with a member of the team.
- We can't promise to be able to meet all of your requests as there are sometimes reasons why we have to do things the way we do. We will however listen to what you tell us is important and try our best to make changes to make your clinic appointments feel as helpful and comfortable as possible for you.
- We know that things change, so please let us know if there have been important changes to the information on your communication passport. We will try to revisit it with you at least once a year- please help us out by reminding us about this!