

Will you join the
'What matters to you?'
conversation?



What
matters
to you?

www.whatmatterstoyou.scot



@WMTYScot



whatmatters2you

ask what matters • listen to what matters • do what matters

What is **'What matters to you?'** day?

'What matters to you?' day aims to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care.

This has now become an international movement with many countries around the world participating.



What's involved?

On or around 6 June, we are encouraging as many people as possible who work in public services to have a 'What matters to you?' conversation with the people they support or care for.

You can have more than one conversation if you choose and you can keep having them beyond 6 June too!

All we ask is that once you have had the conversation you come back and tell us what happened.

Some of the things we are interested to learn about and share are:

- > **Who did you talk to?**
- > **How did it feel?**
- > **What did you do differently as a result of the conversation?**

We'd then like you to share your experience with us using the links below so we can collectively learn and share together.

Why is it important to ask ‘What matters to you?’

This person-centred approach can help in a number of ways. First and foremost it can help to establish a relationship, but it also helps you to understand more about the person and the things that are most important to them. With this insight you will be in a better place to work with them to find the best way forward.

Here are a few examples of the sort of things people have told us matters:

“It’s really important that my granddaughter is involved in discussions about my support. She is the main person in my life!”

“I want the sewage to flow away from my toilet not back up my toilet!”

“When I’m in hospital I want to be able to take my medication at a time that suits me rather than on drug rounds.”

“I don’t want to have to choose between heating my house or eating.”

“I can’t focus on my work when I get to school because I’m so hungry.”

When we have a ‘What matters to you?’ conversation it helps us to focus on what provides the most benefit to people and this helps us to do our jobs more effectively. Most importantly, it helps the person to live the sort of life that is meaningful and fulfilling for them – it’s a win win!

How do I start the conversation?

'What matters to you?' can be asked in many ways which can help initiate a conversation. For example:

“What are the things that are important to you at the moment?”

“What would you like to achieve as a result of this care or support?”

“When you have a good day, what are the things that make it good?”

“Is there anything else you want to tell me that I haven't asked about?”

Who should get involved?

Everyone! Ask the people who use your service (and also perhaps your colleagues) what matters to them. And then listen, really listen, to what they say.

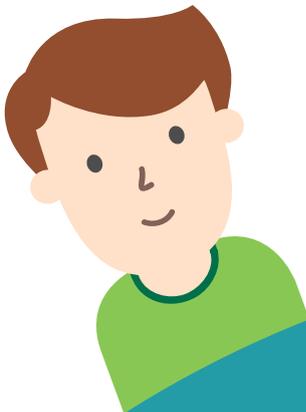


How can you join in?

To join in, all you have to do is register online as an individual or as a team. If you would like materials to help promote the day in your organisation, department or team we can send these to you. These can help you involve the people you are supporting or caring for.

To take part please:

1. Register online at: www.whatmatterstoyou.scot and order the resources you need to support your campaign activities.
2. Have a 'What matters to you?' conversation with at least one person on or around 6 June.
3. Reflect on how it felt and what happened.
4. Share your experience of having the conversation online at www.whatmatterstoyou.scot so we, in turn, can share your learning with others.



For more information about 'What matters to you?' day and for stories about 'What matters to you?' conversations, visit www.whatmatterstoyou.scot or our Facebook page www.facebook.com/whatmatters2you. You can also follow us on Twitter [@WMTYScot](https://twitter.com/WMTYScot) or Tweet using [#wmtty19](https://twitter.com/hashtag/wmtty19)

Frequently asked questions

What happens if the person asks me for something that I can't help them with or that is unrealistic?

This is a common concern, especially among people who work in health or social care. However, all of the evidence and experience we have so far shows that most people ask for much less than we expect. Taking the time to have the conversation will help you to do what the person really needs, rather than all the other things we do that often provide little value.

When someone does ask for something we can't help them with, treat this as an opportunity to have an honest conversation about what is possible. Occasionally, we have to say: "I'm sorry, but I can't help you with that, but perhaps there is something else we can we do to help?"

Finally, don't underestimate the power of listening effectively as an intervention in its own right! We don't always have to fix something.

I've asked someone "What matters to you?" and they didn't seem to understand what I was looking for. It just didn't seem to work."

Asking the question like this often doesn't work very well because it is too vague. You will need to use your judgement and expertise to tailor the question to the person in front of you. The section 'Why is it important to ask 'What matters to you?' has some useful examples.

“I’m too busy to have in-depth conversations like this – I simply don’t have the time.”

This is a very real problem, but the ‘What matters to you?’ conversation is the very thing that can help to reduce your workload.

Often, much of what we are busy with is not what matters most to the people who need our help or support. Finding a way to invest a little time at the beginning and having a good conversation about what matters, often reveals that a lot of things we are busy with are not required. Having a good conversation focused on what the person really needs and wants early on can result in a dramatic reduction in demand.

“I already do this as part of my day-to-day work.”

Great! Get in touch because we would love to hear about your experiences and learn from you. We really mean that!



'What matters to you?' resources

Download and order resources from our website. Please note that paper copies of resources can only be distributed within Scotland and England by Healthcare Improvement Scotland and NHS England.



Public information sheet

To provide people with more information about the day and encourage them to respond to questions about what matters to them? These have also been provided in Arabic, Chinese, Urdu and Polish. The information sheet template is available for local teams to adapt and translate into any other languages that you may require. This information has also been developed using British Sign Language and is available on our website.

Badge

To share with professionals to encourage and promote 'What matters to you?' conversations.

Postcard

To allow people to share what matters to them and share with their local team. A space has been included on the postcard to allow you to add your own return address.

Poster

To help promote 'What matters to you?' day around your local areas.

Statement page

To allow people to share what matters to them, either by text or by drawing.

Sticker

To share with the people to encourage having, and the expectation to have, a 'What matters to you?' conversation.

If you would like to discuss how to use or adapt these resources, please get in touch with the team at hcis.personcentredscot@nhs.net who will support you as much as we can.



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