

Explanations

- Ask **if** the patient wants an explanation
- Asks **what** explanation the patient wants
- Asks for any specific patient questions
- Actively discovers patient's starting point
- Chunks and checks (looks at patient and makes sure they are "getting it")
- Explanation with signposting of process ("firstly... secondly... then...")
- Summarises
- Repeats important points
- Uses simple language – avoiding jargon
- Uses pictures or written text to amplify points
- Explicitly checks patient understanding