

#Hello My Name Is

The Four Core Values

1

Little things matter

- Offer to make a cup of tea,
- Get chairs for people when visiting
- Show you have the time to connect

2

Communication

Communicate with empathy and compassion

- Show you care
- Treat them like your own family
- Find a common thread or interest

3

Person-centred care

Patients need to be:

- Informed
- Involved

You need to:

- Understand what their preferences are

4

“See me, not just my disease”

Remember that patients come with prior relationships: mother, father, brother, friend, work colleague. They are so much more than their disease.