

## Introduction to 'Flow'

**Flow** is a way of helping **you** get the full support **you** need to live the life **you** want.

### How does it all work?

Lots of the people we work with have a combination of needs. Often, people have other factors in their lives that may also affect their physical, mental and emotional wellbeing that cannot be dealt with by one person alone, it needs a wider community of people helping and supporting.

### I like the idea! What would be the next step?

If you are happy and comfortable to give it a go you will be invited by *{add keyworker details here}* to have a '**What Matters to Me**' conversation. This could be face to face but over the phone or on video is also great, whatever feels more comfortable for you. These conversations focus on what matters to you, your goals, your strengths as well as your needs. We can then create a plan and goals.

These conversations may be over a few sessions, there is no rush, we take our time. There may be some structure to the conversation, but it is mainly a chance for us to find out the things **that really matter to you**.

Hopefully out of these conversations will emerge a some goals of what you feel are areas in your life that you would like to focus on and perhaps we can help with.

-----

**You don't have to go ahead it is entirely up to you.**

**You can say no now and decide at a later date you might like to give it a go, that's ok and you can just let us know**

**You can opt out at any time of the process.**

----

If you are happy to go ahead what we would need to do now is for you to sign a **sharing consent form**.

On the consent form you will see that there is a box for your agreement for someone from the One Northern Devon team to call you from time to time just to get your feedback. This is to help us to develop Primary Care Flow and it is important that we hear your thoughts and feedback. Would that be something you would be happy to do?

We also have a Primary Care Flow Patient Focus Group to continue to develop the Flow approach together if you would like to join that group it would be wonderful. This isn't

something you have to think about right now, however the person at One Northern Devon will talk more to you about that this.