

What Matters to Me (WMTM) Conversations

This document provides an outline of ideas that might be useful through the initial WMTM conversation. Please feel free to use or not as needed.

WMTM Principles

A 'what matters' conversation is a discussion between equal partners (also known as 'co-production'), to identify:

- how the patient wants to live
- what is preventing those aspirations
- what support can be put in place to make aspirations a reality.

The 'what matters' conversation between the practitioner and the individual is very important. It may be the first time that someone has been asked to think about how they would like to live their life - what matters to them – why it matters to them or had a conversation about barriers they may face or what support could overcome those barriers.

Some individuals may be very clear about what is important to them. Others may need support to think this through, especially if they have never accessed care and support or have been accessing services for some time.

Note:

Before starting the WMTM conversation it is useful to check with your patient and ask who they have worked with in the past or currently working with.

1. This is useful for the team to know
2. This can then lead on to asking if there is anyone the patient might prefer or feel more comfortable having the WMTM conversation with (and that's ok).
3. If there is another professional identified at this point, then the WMTM conversation would/should be held by them and they would take over as the Key Supporter and a referral should be made accordingly.

*Please keep the Flow Coordinator in the loop to support the professional as needed.

Ideas to help the conversation

Here are some points that you may want to review before having your WMTM conversation. These are just ideas and it is important to be authentic and honest and let the conversation flow naturally (this is not a counselling session).

Starting:

This is a time to get to know one another a little bit and today we are just going to spend a little time finding out more about you, what matters to you in all areas of your life if that's ok? So I'm probably going to be asking some questions that are a little bit different to how we usually talk – would that be ok? And if at any time you want to stop talking about something just say.

Want to give it a go?

Questions that you can use to help as a guide.

Here you can use the **graphic** {'what matters to me_F.pdf' or 'M.pdf'} of the person to jot down ideas. Feel free to be creative, think outside the box. The conversation will no double flow naturally and using the graphic could help to prompt and give ideas.

Here are some ideas for questions/areas to touch on just in case.

- What are the area you would like to improve e.g. social, something in the community, finances, mental health etc
- What really matters to you and why does that matter?
- What's working today?
- Relationships both professional and personal
- What is important to you?
- What is working right now for you / what do you have in place that is working?
- What do you feel you might like to change?
- What is important in the future?
- What has worked in past?
- Tell me more about ...
- Family / Friends system? I'd love to hear more about you. Can you tell me a little more about your day to day life? Who is important to you in your life? Why are these particular people important?
- Strengths – Having an individual focus on a time when they felt their strongest. Ask them to highlight what strengths were present when things were going well. This can be an illuminating activity that helps clients focus on the strengths they already have inside of them.
- Explore ideas and options together

Summarising the session

So, I have loved talking with you today and really enjoyed getting to know much more about you. So if I can summarise and let me know if I have missed anything.

1. I hear that what seems most important to you is xyz (if identified)
2. If I understand correctly, what has worked for you so far ...
3. I notice that your strengths / interests...
4. What sounds really important to you is ...
5. 'Is there someone else that you would you have preferred to have had this conversation with / or have a follow up conversation with?' – if so identify and ask if they would prefer to meet with that person going forward
6. Do you feel I have captured everything? Anything I have missed, or you would like to add?

Setting up for the next session

So, I'd love to have another appointment/session where we meet again next week and we talk a little more like this again, would that be ok with you?

Between now and the next time we meet maybe we can both agree some actions (possible ask the patient to reflect on what matters to them, list some goals if not identified in the session). Also ask your patient to jot down any questions or thoughts and bring them to our next meeting.

Reminder: Setting Expectations

Working in this way doesn't necessarily get the person into a service they currently can't access (i.e. get them higher up a housing waiting list or access to secondary mental health care if they don't meet the criteria) and therefore expectations need to be set throughout. Working in this way does enable us to have a conversation with those services about those needs, provide support around the individual versus feeling pushed around the system as well as gain access to teams and knowledge whilst also providing strong support and networking with any community-based goals.