

Background

Caring to Ask began as a pilot in Glasgow CHP – North East sector. It was delivered in collaboration with NHSGGC’s Corporate Inequalities Team and Glasgow Centre for Population Health.

Its focus was around [Inequalities Sensitive Practice](#) (ISP) - a person centred approach that responds to the life circumstances that affect people’s health.

A practice inquiry was undertaken and evaluated in three service areas: Children’s Services; Primary Care Mental Health and Homelessness, using simplified tools for staff and patient feedback. The report can be viewed [here](#).

The Caring to Ask tools have also been used in other NHSGGC settings and staff feedback has indicated more positive relationships developing between patients and staff and within teams as a result. Senior Managers would like the tools be used more widely in NHSGGC to support person centred care.

What are the tools?

[Caring Conversations tool](#) - cards showing the “7Cs of Caring Conversations”. NES have developed videos which illustrate Caring Conversations in practice.

[Feedback tool](#) - containing 2 questions. This has been used widely in NHSGGC to gather patient and staff feedback (e.g. in team meetings / supervision) in a simple and easy way.

[Positive practice pointers](#) - comments from frontline staff about the day to day realities of inequalities sensitive practice. These are used as prompts to stimulate conversations in teams.

Information on [national work](#) using the tools is also available.

How do you measure change with Caring to Ask?

North East Homelessness Service has gathered patient feedback using Caring to Ask. Read about their experience [here](#).

A [summary feedback tool](#) for staff and patient feedback has been developed to assist with this process. This tool allows feedback to be themed and include quotes.

Further advice

Supplies of Caring Conversations tools are available from citadminteam@ggc.sco.nhs.uk

For further information, contact:

Yvonne Campbell, OD Advisor, Glasgow City, Tel: 0141 277 7615

Noreen Shields, Corporate Inequalities Team, Tel: 0141 201 4743