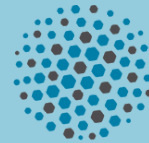


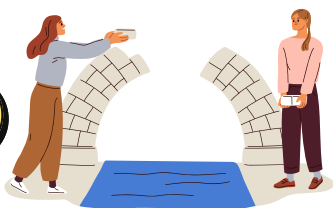


Creating Therapeutic Relationships with Patients

based on experiences of people affected
by a mental health condition



1



Continuity

This is seen as vital to being able to develop a trusting relationship with people. It is the cornerstone on which trust, respect and understanding can be built. It cannot be developed when people are regularly having to see different clinicians and medical staff.

2



Mutual Respect

Demonstrating regard and respect in every aspect of the relationship. Remembering that the person (and any carer they may have) also has important insight and expertise, as well as skills and knowledge way beyond their illness. Showing respect includes giving advance notice of any changes to care.

3



Honesty

Feeling respected enables people to be more open about information, experiences and needs. Consciously choosing to be honest with people and not go behind their back or say one thing but then do another will strengthen this position. A lack of honesty is often taken as a lack of respect.

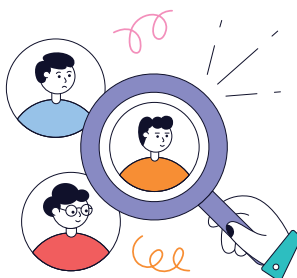
4



Openness

The expression of opinions should be taken as a sign of engagement rather than as a threat of non-compliance. An open and respectful response builds trust and hope. Your body language is a powerful factor too. It will convey whether you are genuinely open and interested in the person in front of you.

5



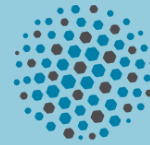
Person Centred

Taking time to understand the unique person in front of you. It is easy for people to feel rushed and that they are not really known other than by a diagnosis. Feeling known and understood as an individual on the other hand is reassuring and motivating.

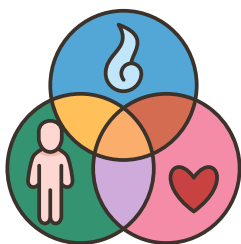


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6



Holistic

People want and need to be seen as a whole person. This means recognising mental and physical health conditions that impact their daily life as well as age or gender related issues. Taking time to understand this impact and making decisions with the person, bearing this in mind is critical.

7



Trauma informed

Showing understanding that a person's experiences of trauma may make them act in different ways. This is fear based and needs all of the above to enable a good trusting relationship to grow between the person and their relevant clinician.

8



Medical Records

People should be shown how they can access their records. An important part of having a therapeutic relationship is that records of meetings and decisions reflect the views of both parties. If the patient's, and potentially carer's views, are not included this affects trust in the relationship.

9



Accessible Information

Using language and leaflets that are appropriate and accessible for the particular person is crucial. Much health information assumes a literacy level well above the UK average. Having access to information is a person's right so it's important not to make assumptions either way.

10



Environmental Factors

The space where appointments take place can have an impact on how therapeutic it feels. The feel of both the building and the meeting room can affect the way a person is able to speak and connect. It can either help people to relax and open up or encourage them to close down and protect themselves.