

AFTER YOUR APPOINTMENT



You have left your doctor or nurse but the appointment doesn't finish when you walk out of the door. Many people find it useful to make time to reflect on the appointment when they leave the appointment room and are at home or in another neutral place. Sometimes you might find that you didn't get to make all of your points. It can be frustrating and overwhelming sometimes but remember that building a relationship with your doctor or nurse can take time.



"In the past I used to come out of my doctor's surgery and ten minutes later I'd think, Oh I should've asked that, or I wonder if I should've done this."

Eileen

It's good to take some time after your appointment to acknowledge your feelings about how the appointment went. You can then think about your goals. You can also ask yourself if there are any things you would do differently next time. But don't be hard on yourself. Every appointment is different and everyone is learning all the time!

You may have been in a position where you've either remembered what you've gone in to say just as you're leaving – the so-called 'hand on the doorknob' moment that leaves no time for discussion. Or you may have thought of what you could have said after the event. But there is time after the appointment to reflect, make notes and prevent the same thing happening again.

More questions to help you reflect are contained in the appendix.

Any effort you make to get to know the wider team is really helpful. Your nurse can be an ally and support for you and can suggest ways in which you can get more out of your appointment, as well as listening to your problems and helping you find solutions.

"Getting to know my nurse has really helped me. She gives me a different perspective and she can quite often explain things to me that I didn't understand properly. I try to just pop in and say hello every time I visit – or sometimes I book some time with her."

Gill

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Managing your condition doesn't stop after you have seen your doctor or dermatologist! It's a good idea to track the impact your psoriasis is having on your life between appointments. This way if you have a particularly bad or good period in the next appointment you'll be ready to show your healthcare professional how this has impacted you. This is particularly important after a change in treatment to show whether the change has had a positive effect on your quality of life.

Our clear skin champions say the best way to track this is to keep a diary, alternatively you can download SymTrac™ Psoriasis.

SymTrac™ Psoriasis is a free app, which has been developed with patients to help track your psoriasis and the impact it has on your life over time. It has 3 easy to use features which help do this.

Visit www.askforclear.co.uk for more information or search 'SymTrac Psoriasis' in the Apple App Store or Android Google Play Store to download for free!



"I see my specialist nurse every three months...I text her... she's quite like a friend to me now. If I'm feeling emotionally upset about things and stuff, I can talk to her and I can call her on her work mobile or text her and she texts me back. Then also if I needed an appointment, I would probably get in touch with her and say, "Can you get me to see the consultant?" So, she's really lovely and I'm really lucky that I've got that kind of support network, really."

Laura

"Seek out as much advice from different people as possible."

Sharmilee



Whatever stage you are at, whether you've just been diagnosed or whether you've been living with psoriasis for many years, it's good to get as much advice as you can by speaking to different people. That includes people from the medical profession, your doctor, your nurse, people with psoriasis, even people who know someone with psoriasis.

RESOURCES:

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Questions and reflections following your appointment:

My next appointment date:

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Which other members of the healthcare team do I need to see?

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Wider reflections:

Did I get an answer to all my questions?

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Did I say what I wanted clearly and concisely? Could I improve?

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RESOURCES:

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Did my doctor or nurse listen?

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Could I improve my record keeping? If so, how?

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Should I take someone with me next time?

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How do I feel after my appointment? Satisfied? Dissatisfied? Why?

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RESOURCES:

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To change my experience of psoriasis, I will:

(For example, find out from my doctor or nurse about the different treatment options available)

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I will do this before:

(For example, a date or occasion)

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This is important because:

(For example, there may be treatments available that are better suited to my needs)

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I have days to make this happen

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Sources

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