

Better Conversations Interactive Skills Day, 14 February 2019

Meeting Details	Name of Meeting: Better Conversations Interactive Skills Day Date of Meeting: 14 February 2019 Third Sector Rep: David Smith, Cross Gates Good Neighbours
Key Issues/Themes/Messages	<ol style="list-style-type: none">1. Better Conversations was established in Leeds last year under the leadership of Jonathan Lace. It promotes a culture change in health and care, transforming the conversation between worker and citizen from one where the worker is the 'expert' and has a role to 'fix' the citizen towards one of an equal partnership where the worker looks to enable the citizen: what's strong, not what's wrong.2. This person-centred approach underpins the Leeds Health & Wellbeing Strategy and the Leeds Health & Care Plan, including the priorities that people should be actively involved in their own health and care, take more ownership of their conditions, and embrace self-care.3. When Better Conversations asked the general public in Leeds "What matters to you in your contacts with the health and care services?" the most common response by far was: "To be listened to".4. The purpose of the Skills Day was to reflect on conversations and how we can improve them.