

Facilitating the Discussion

Initiate

What have been the highs of the year?

What has been most important to you this year?

Tell me more about that

Develop

Tell me more about that.

What other things can you think of?

What else is there about that?

What makes you think that?

Probe

Who has helped with this?

How did it affect patients?

How did the team work?

How has that affected you?

What did or didn't work?