








Guidance for professionals working with inclusion health populations

“It’s OK to ask sensitive questions but...”







Build trust

-  Meet my communication needs
-  Reassure me that this is a safe place
-  Explain that what I tell you is confidential
-  Explain things in a way I can understand
-  Continuity of care is important to me
-  I need to feel welcome, respected and understood
-  Don’t judge or stereotype me


Listen with compassion

-  Show me you are listening by looking at me
-  Check your body language and be engaged
-  Don’t type whilst I’m talking
-  Acknowledge and react to what I say
-  Give me time to talk

Be caring and considerate

-  It’s OK to ask sensitive questions, but ask them carefully and explain why you are asking them
-  Check if I want anyone with me for support
-  I might not be ready to talk but offer me information, helplines or a future appointment
-  Be trauma informed; read my notes and don’t repeat sensitive questions
-  Be culturally responsive
-  Stigma and lack of understanding can make it difficult to talk about “mental health”; ask about mood and feelings and explain help is available.

Act

-  Only ask sensitive questions if you are going to act on what you hear

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