

Making Every Contact Count Toolkit

Making Every Contact Count & Healthy Conversation Monthly Record Sheet

Name:		
Job title/Role:		
Date/period (i.e. 1st March – 31st March):		
Using a tally record, make a note of how many people you have used Open Discovery Questions* with during the reporting period:		
*Open Discovery Questions: What? How?		
Using a tally record, make a note of how many people you have had a conversation about health with, during the reporting period:		
If you have had a conversation about health and wellbeing and have provided details of a local service or signposted people to a website please record which area using a tally record below:		
		Service/website signposted to:
Smoking		
Alcohol		
Substances		
Healthy eating		
Physical activity		
Mental health and emotional wellbeing		
Sexual health/contraception		
Healthy lifestyle/general health information (e.g. NHS Choices, NHS Health Checks, Change4Life, Health Trainer):		
Other (Please state):		

Please turn over

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Please share below any useful case studies that will help to evaluate the effectiveness of the training on staff and for customers (both positive and less positive experiences). For example, have you helped a customer with a referral to a service?

Thank you for your time – please forward your completed form to.....