

## What could be helpful to do in clinical practice?

Situation	Patient negative interpretation	Less helpful reply...	More helpful reply...
Avoiding appointments	I will be told off. I will be judged and criticised.	You didn't come to your last appointment. Your health doesn't seem to be your priority.	Is there anything we can do to make it easier for you to attend your appointments?
HbA1c results	This is terrible. I'm failing in the management of my diabetes. I'll never get it right. What's the point of even trying?	The results are not perfect. You are not working hard enough to control your diabetes.	It seems that you have been struggling to manage your diabetes. Is there anything specific that you are struggling with, that we might need to work on?

## What could be helpful to do in clinical practice? (cont.)

Situation	Patient negative interpretation	Less helpful reply...	More helpful reply...
Not carb counting	I am a failure. I will never get this right. It won't help in anyway as I will be ill for life.	You have to help yourself or you won't get better with your diet.	Let's think about how we can help to improve your carb counting – what do you need from our service to enable you to do this?
Not testing blood sugars	It's not worth testing as I always get things wrong. Others manage better than me.	Things won't improve unless you put some effort into it.	What needs to change for you to begin to take more time on your blood glucose testing – is this something we can help/support you with?