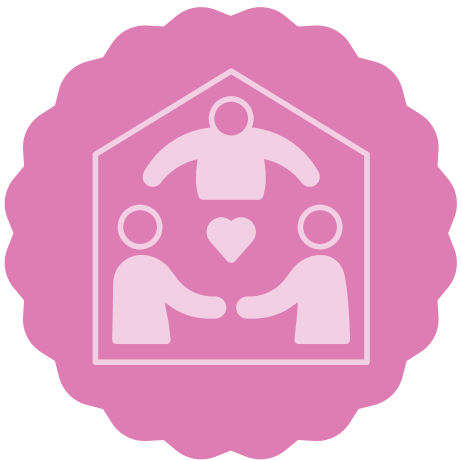


Trauma Informed Practice

Staff Quick Checklist



SAFETY

- Speak **calmly** and **respectfully**
- Be aware that loud voices, rushed behaviour or repeated questioning may cause distress.
- Offer a **private space** if sensitive information is being discussed



TRUST AND TRANSPARENCY

- **Explain** what will happen next and why
- Be **honest** about waiting times, processes and options
- **Avoid surprises** where possible



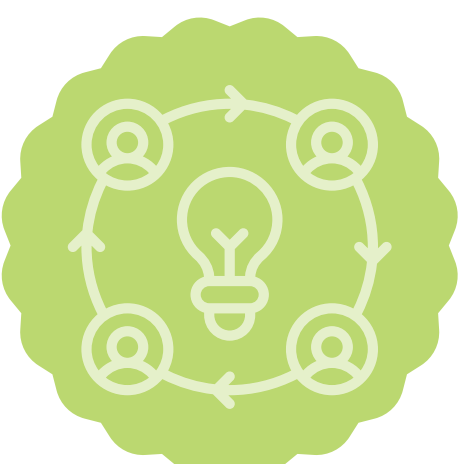
CHOICE & CONTROL

- **Ask permission** before discussing sensitive issues
- **Offer options** - e.g. private discussion, follow-up call, different appointment type
- **Respect** a patient's right not to disclose personal details.



EMPOWERMENT

- **Listen** without judgement
- **Acknowledge** concerns and thank patients for sharing difficult information
- **Avoid** phrases that minimise feelings (e.g. "at least..." or "it's not that bad")



COLLABORATION & SUPPORT

- **Share information appropriately** with colleagues to avoid patients repeating traumatic history
- **Follow** the practice **process** if trauma is disclosed
- **Seek support** if an interaction feels challenging

REMEMBER

Trauma is common and not always visible
Behaviour may be a response to past experiences
Kindness, patience and consistency matter

If you are unsure what to do:

- Follow the practice trauma disclosure protocol
- Speak to a senior colleague or manager

Your Appointment, Your Choice

At our practice, we want you to feel **safe, informed** and **in control** during your care.

You are welcome to tell us what you need

You can ask for:

- A friend, family member or support person to attend with you.
- A quick chat before your appointment to discuss what will happen.
- A step-by-step explanation of any procedure
- Extra time or a slower pace, if something feels difficult
- A specific clinician (e.g. male/female practitioner) where available
- Adjustments that help you feel more comfortable or safe
- A break at any time during an appointment or procedure

You are always welcome to tell us:

- If something makes you anxious
- If you've had a difficult experience in the past
- If you need the appointment to be adapted in any way

Our goal is to make your care

Comfortable

Respectful

Supportive.



If you'd like support before your appointment, please contact reception