

Know who I am

Information to support people at hospital appointments

**Please fill in this form to help staff support you
at hospital appointments**

We know that people with dementia, delirium, communication difficulties or other additional needs can find attending hospital appointments difficult. For example, coming to an unfamiliar department, having examinations or meeting new people could be unsettling or challenging.

Completing a 'Know who I am' form can help staff in any of our hospital departments like Outpatients, to better understand an individual's needs and how best to support and care for them.

It should be filled in by someone who knows the person best and, wherever possible, with the person involved.

Please complete it as far ahead of the appointment as possible. This will mean it can be shared in advance with departments and staff who will be supporting the person. It can be updated if the person's needs change.

Whilst we cannot guarantee what support individual departments can offer, they will try their best to accommodate an individual's needs wherever possible. Completing this document will also help hospital departments to provide better care for other patients in the future.

**Please see the notes on the back page which has examples of the
information that you could include when you complete this form.**

Date completed:

Completed by:



My personal information

My full name

Name I like to be called



Key information about me

What I would most like you to know



People who support me

The people who support me the most

Support a relative/friend may need if they attend an appointment with me



My background

My personal history and interests



My communication

How best to communicate with me

What may worry me and what can help



My important routines and beliefs

Routines and beliefs that matter to me

Things I can do without help and things I may need help with



My mobility and health

My health, mobility and medication



Anything else

Anything else I want you to know

Guidance notes to help you complete this 'Know who I am' document

What I would most like you to know:

Include anything particularly important that will help staff to support and care for you. For example, what needs or preferences would you most like staff to know about? If you have dementia, how does it affect you? Is it important you attend your appointments with someone else? Putting key information here will highlight it for staff.

The people who support me the most:

This may be a partner, relative, friend or care/support worker. Include people who may come to an outpatient appointment with you and their contact details in case we need to contact them. Are you happy for information about your care to be shared with these people? Have you appointed someone to act on your behalf (as an attorney)?

Support a relative/friend may need if attending an appointment with me:

If a relative/friend accompanies you, would you like appointment information sending to you both? If you travel by patient transport, would a space for your relative/friend be helpful, if available? Would company or a place to wait whilst your relative/friend gets the car be helpful?

My personal history and interests:

Such as your place of birth, where you grew up, your family, education, jobs, hobbies, interests or achievements.

How best to communicate with me:

How do you usually communicate – verbally, gestures, pointing or a mixture? Do you read and write? Would staff writing things down or using pictures or diagrams help? Can you hear and see well? Do you use hearing aids or glasses? Do you use any other communication aids or need help with giving or understanding information? How do you indicate pain, discomfort, thirst or hunger?

What may worry me and what can help:

Include anything you may find worrying or difficult, such as unfamiliar surroundings or hospital equipment, busy/loud environments, being alone or apart from loved ones, or finding/using the toilet. How can others tell or help if you are anxious or upset? For example, how might you act? What helps you relax? Are there conversation topics or music you enjoy? Would the same staff, the same appointment room or a quieter space help?

Routines and beliefs that matter to me:

Include information about your religious or cultural background if this is important to you. Do you observe certain practices on particular days or times, or have particular hygiene, clothing or other important preferences? Do you take medication at certain times? Are there times of day it is easier to attend appointments, if possible?

Things I can do without help and things I may need help with:

Include anything you like to be independent with, such as dressing, making decisions, getting around or personal hygiene. And any support you might need, such as help finding your way, taking medication, remembering to drink, going to the toilet, getting dressed/undressed or during a treatment or investigation.

My health, mobility and medication:

Do you have any health conditions, mobility needs or take any medication it is helpful for the staff to know about? Does anything help if you are in pain, such as any medication you take? If you take regular medication, might you need to take it whilst you are at the hospital? If so, bring it to your appointment and let the staff know.

Anything else I want you to know:

Include anything here you've not already included and would like staff to know.

LTHT acknowledges the use, with permission, of the Alzheimer's Society 'This Is Me', from which this document was created: alzheimers.org.uk/thisisme

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