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**SNAP: Stage 1 – Introducing SNAP - suggested text for cover letter**

The Support Needs Approach for Patients (SNAP) is a health care intervention which seeks to enable person-centred care for adult patients with chronic or progressive conditions. SNAP uses an evidence-based validated tool, known as the SNAP Tool, to help patients identify and express their support needs, and then discuss them with their health care professional.

How the tool is introduced to patients, and the language used, are key factors in how they then respond to and use it – this can make all the difference to the needs-led conversation you then have with them.

You can introduce the SNAP and the SNAP Tool in three main ways:

1. in person, by handing it over
2. by phone and then send it by post
3. or just by post

If you are sending it by post, then it is essential that you include a cover letter. Below is some suggested text for SNAP cover letter that you can customise to your own style or service model – this text gives you the basic information to get across. You’ll notice that we have been very careful with the language we have suggested, avoiding words like *“questionnaire”* – if you refer to the SNAP Tool as a questionnaire then patients will see it as just that. We don’t use the term “SNAP Tool” with patients, but rather call it the “How are you?” booklet – as that is what it is called on the front and so is much more meaningful to patients. You will remember this from your SNAP training!

Suggested text (to customise to your own style/service model):

* One of the ways *[name your service]* can better support you is by using the “How are you?” booklet enclosed to help us start a conversation about what would be helpful you. Inside the booklet are some questions about different kinds of support that other people in your situation have found helpful.

Take a few minutes to read through the questions to see if there are any areas where you would like a bit more support. Other people have found that completing it was a really useful way to start a conversation about what would be helpful for them.

We can then look at it together and talk about what is most important to discuss.

[OR: We can arrange for XX to get in touch and have a chat with you about this.]

You may find you need different versions of the cover letter depending on the whether you are introducing SNAP and have a follow up contact/appointment already in place or not.