

TABLE 3. THE SAGE & THYME STRUCTURE

Structure	Explanation and/or examples of language
S = SETTING	Notice when a patient seems upset or worried Find or create a good time and place for talking to them. If you are busy, choose a time when you are less busy
A = ASK	"Can I ask what it is you are worried about?"
G = GATHER	Gather all concerns "Can I make notes so I don't miss what you tell me?" Reflect and summarise the concerns disclosed Listen for hints about other concerns "Is something else worrying you?"
E = EMPATHY	"You have a lot on your mind" "No wonder you're upset this morning"
T = TALK	"Who supports you?" "Who can you talk to?" Make a list of the people who support the patient
H = HELP	"How does this person or these people help?" Each person may provide different support
Y = YOU	"What would help?" "What do you think would help?" "What else would help?" Make a list of the things the patient thinks would help
M = ME	"Is there something you would like me to do?"
E = END	Summarise the patient's concerns (first list), who supports them (second list) and what they think would help (third list) "Is it OK to leave it there for now?"

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