



Dealing with Sensitive Patient Issues:

Good Practice Guide for Healthier Wealthier Children Income Maximisers

- Income Maximisers are not expected to routinely enquire about health or other issues related to money worries or debt (e.g. mental health, gender based violence).
- If sensitive issues are disclosed by patients, Income Maximisers should not ignore these but discuss options (e.g. advise patient to discuss with their midwife, Health Visitor, GP)
- If the money advisor has ongoing concerns for individual patients seeking advice from their Line Manager is advised where required
- Income Maximisers should have access to the NHSGGC Health Improvement Services Directory
- Income Maximisers mainly do direct referrals to employability or social work with client permission. If a patient is being discharged, a direct referral is advised to these agencies. If there is ongoing money advice work, signposting is advised with follow-up by the money advisor. If there is a child protection issues, contact the Social Work Duty Team.
- Income Maximisers are expected to participate in training opportunities (e.g Mental Health First Aid), which increases confidence and skills in responding to sensitive patient issues