If patient has goals/action plan
- Enquire about progress

If yes
- Assess whether future action required
- Record future actions and review date
- Type up new health plan and send to patient

If no
- Discuss reasons and obstacles
- Agree and record future actions
- Agree and record review date
- Type up new health plan and send to patient

If successful
- Congratulate
- Discuss reasons for success
- Ask if they want to continue with current goals or set new goals

If unsuccessful
- Take joint responsibility for setting a goal which was too difficult
- Discuss difficulties
- Praise small successes

Continue with current goal/plan
- Set date and time for review

Set new goal/s
- Continue with case management from goal setting

Review
- Continue with process
- Review weekly increasing time between contacts as needed