

Health Literacy Awareness: an early intervention for long-term impact.



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“I slept very well but they were difficult to swallow!”





Who?

Why?

When?

What?

How?

- Newly registered (or awaiting PIN) nurses- Preceptees
- Allied Health Professionals
- Trainee Nursing Associates
- Assistant Practitioners
- Apprentices

Who?

Why?

When?

What?

How?



To establish these skills at the beginning of careers before bad habits creep in.



Who?

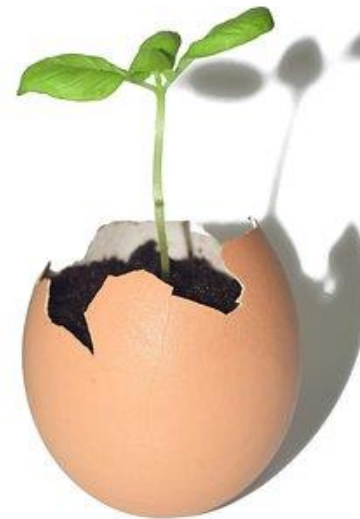
Why?

When?

What?

How?

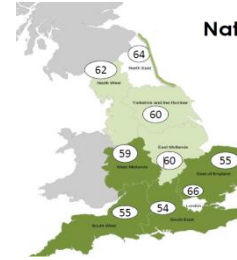
- Keeping in touch days
- Study days/college release days
- Beginning of preceptorship programme



Who?
Why?
When?
What?
How?

1. Health Literacy Facts

Evidence suggests that health literacy interventions at both system and practitioner level can impact positively upon health behaviours and health outcomes in those with low health literacy.



National and regional picture: % of adults aged 16-65 years for whom health information is too complex

Slide taken from Presentation to the Health Literacy Group UK Seminar 'Improving health information to promote health literacy' - Gill Rowlands, Professor, University of Newcastle and Aarhus University, March 2015

2. Methods to improve communication and test understanding

Teach-back



Teach-back technique

Improving communication | Improving patient safety
Improving self management | Improving health literacy

Clear communication is essential for effective healthcare relationships and patient safety. We ensure remember and understand less than half of the information they are given.

Poor understanding can lead to serious health problems.

Simply asking 'is that clear?' or 'have you understood everything?' doesn't work.

Use teach-back, it's an easy and effective way to check patient's understanding.



Offer help



<https://www.youtube.com/watch?v=vFV3HNm6FQA&app=desktop> Accessed 18/02/2019

Chunk and Check

"Mrs Smith we have had the recent results of your test and we need to adjust your dosage from 50mg to 75mg daily. Previously you have had one tablet daily. Now you will have 2 tablets, a 50mg and a 25mg. When you get these from the pharmacy you will be given 2 different packets. To help you remember which is which you will see that the strips containing the 50mg has a silver backing and the strips containing the 25mg a pink backing. These need to be taken in the morning at least 30 minutes before food and 30 minutes before any caffeine containing drinks."

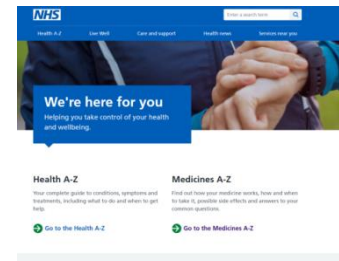
Use simple language

- Hypertension
- Diabetes
- Post-operative
- Acute
- Chronic



• "To check that I've explained everything properly, can you explain to me how you are going to take your medicines?"

3. Signposting to reliable health information websites





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- Established links with practice facilitators
- Promotion to targeted leads (eg. maternity)
- Adapted to level of practitioner in relation to depth of content
- Can be tailored to include any particular topics/scenarios which are an issue, eg. medication changes
- Aiming to embed it as a core component of an induction programme

Thank you



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