

Health Literacy

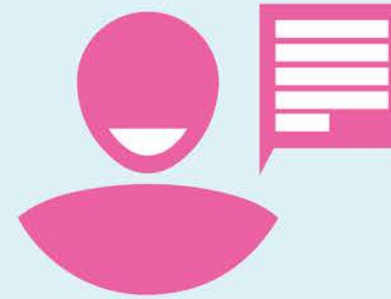
Take time to ask.
Make time to listen

Health Literacy goes further than just giving a health message or information. We need to ensure the person receiving the message has understood it clearly. Here are some top tips.



Use simple language

Avoid jargon and acronyms.



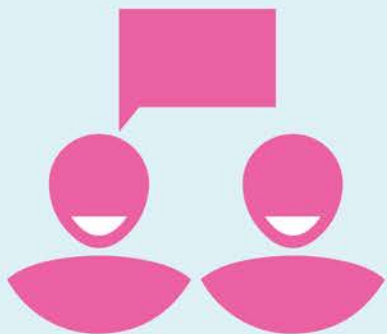
Universal Precautions

Assume that all service users may have difficulty understanding health information and communicate in ways that anyone can understand.



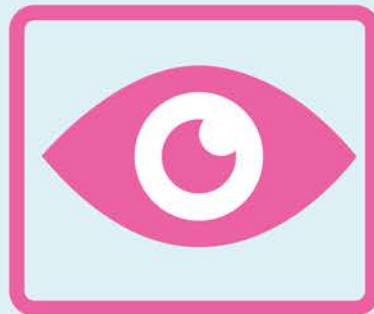
Chunk and check

Simplify the message. Break it down to smaller chunks. Check the service users understanding of each bite size message before adding more information.



Teach-Back

Ask the service user to explain or demonstrate that they have understood what has been discussed.



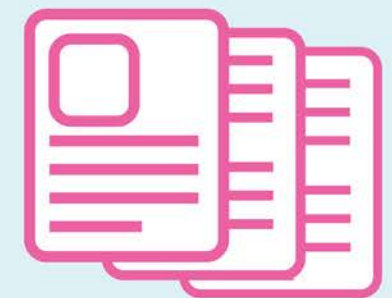
Pictures and visuals

These can improve understanding and reinforce key messages but only use clear and relevant images.



Encourage questions

Expect that service users will have questions. Instead of asking "have you any questions?" ask "what questions do you have?"



Paperwork

Routinely offer help with completing paperwork and keep this to a minimum for service users both before, during and after interventions.