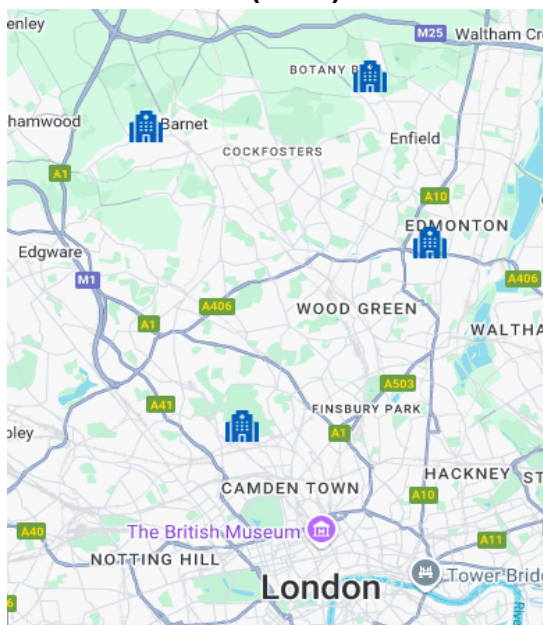


Making the most of the advanced kidney care (AKC) consultation – bridging the health literacy gap

Joanne Henry, Lead nurse Hypertension & CKD Royal Free London

Where is Royal Free London located?

North central London (NCL)



1.8 million people live in NCL

Boroughs – Enfield, Camden, Islington, Barnet and Haringey.

NCL is home to an ethnically diverse population.

30% of children in NCL growing up in poverty.

Factors that determine poor health outcomes.

Sources: NCL Sustainability and transformation plan (case for change), PHE SHAPE, PHE Fin

Royal Free London **NHS**
NHS Foundation Trust

What is literacy?



Literacy is the ability to read, write, speak and listen in a way that lets us communicate effectively and make sense of the world.

Average reading age in the UK is 9 years old.
'Very poor literacy skills'

Literacy in England

43% of adults (18-65) do not have adequate literacy skills to routinely understand health information and 61% of adults do not have adequate numeracy skills to routinely understand health information.

Rowlands, G. et al (2015) British Journal of General Practice 65 e379-e386

What is Health literacy?



WHO define health literacy as
“ the personal characteristics and social resources
for individuals and communities to access,
understand, appraise and use information and
services to make decisions about health”.

<https://www.who.int/news-room/fact-sheets/detail/health-literacy>

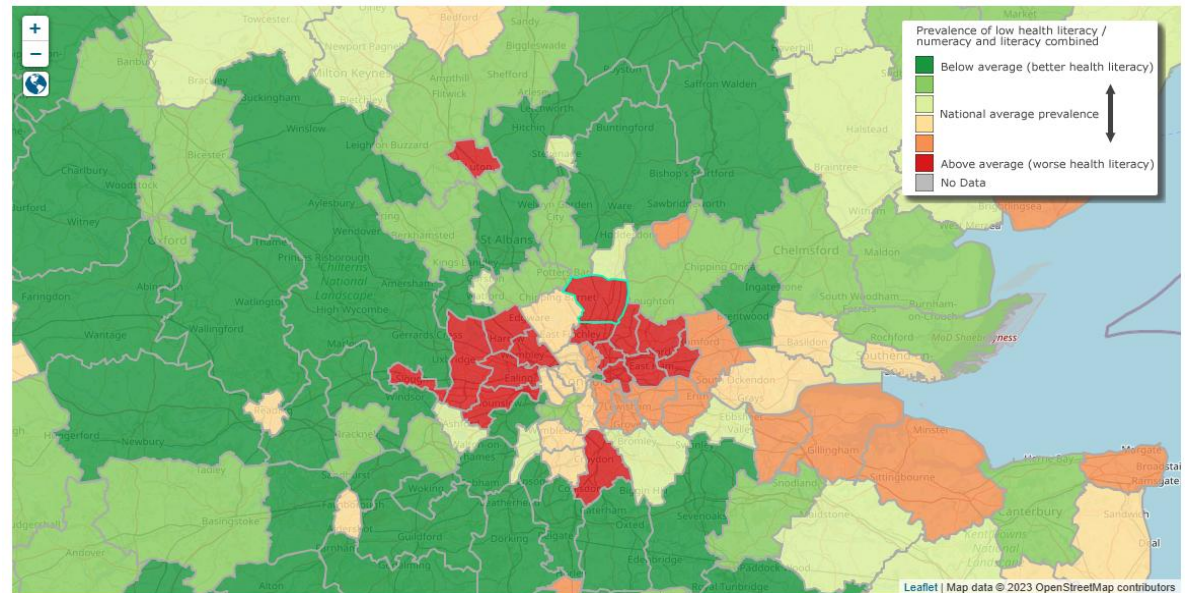
Taking action: what we have done

Estimated prevalence of low health literacy Enfield

Map shows the level of prevalence in the chosen Local Authority. Click on a neighbouring Authority to display its value.

Zoom in and out of the map using the '+' and '-' controls in the top left-hand corner. Zoom to the extent of England using the 'zoom to max extent' button.

<https://healthliteracy.geodata.uk/>



Health literacy screening tool

Single Item Literacy Screener (SILS):

How often do you need someone to help you when you read instructions, leaflets or letters from your doctor or pharmacy?

- 1 – Never
- 2 – Rarely
- 3 – Sometimes
- 4 – Often
- 5 – Always

SCORE >2 is POSITIVE
for reduced reading ability



[Health Literacy Tool Shed \(tuftsmedicine.org\)](http://tuftsmedicine.org)

How do we prepare for a consultation?



What does their SILS score tell us?

Is Interpreter needed?

Where did we leave it last time?

How are you?

What do you want to tell us?

It's ok to ask questions –

What information do you need? How can I break it down?

How can I check your understanding?

Could this be true?



Half of what a person is told is forgotten and half of what they remember is misunderstood

Chunk and check



When we provide a lot of information at once it can be too much.

C+C techniques allows you break down what you need to discuss and what you need the person to understand into chunks.

In between each chunk use teach back to check their understanding before moving on.

What is teach back?



Teach back is away to check for understanding.

Teach back is asking someone to repeat what you've told them in their own words.

The responsibility for communicating clearly is with health professional.

Phrase in a way that doesn't make people feel they are being tested.

Teach back sample phrases

Transform AKC

1. We have been talking about lots of different things, and I've given you some instruction about how to take this medication.

Would you mind saying it back to me, **so I know if I was clear?**

2. To get a broader understanding of how the appointment went you may ask.

After you leave this visit, I know your family is going to ask you what happened today, **what are you going to tell them?**

It helps us understand what they understood and what they thought was important out of the visit.....

Health literacy tools



Chunk and check

Teach back

Check readability written information

Offer easy read information

Write letter to patient – plain English.

Use short sentences <25 words. Use active verbs.

Single item literacy screener (SILS)

Pictures

Videos

Hemmingway app (gives reading age as a US school grade. 1 yr less than UK system).

NHS medical document readability tool

NHS health literacy toolkit

What do we know so far?

52% AKC population live in the two most deprived areas by IMD.

70% of population have SILS score documented on renal database.

Proportion of AKC population with SILS score ≥ 3 = 43%.

43% have limited reading ability and need help reading health related material.

Low SILS score 1 & 2 more likely to attend patient education sessions.

Staff confidence in assessing HL level improved by 60%.

And by 47% in giving information to patients with low HL.

Take home



Using Chunk & check and teach back helps patients use their own words to describe what is happening to them.

Make all health communication accessible to as many people as possible by making it easier to understand. Use readability tools.

Offer easy read booklets rather than standard booklets— (we do if score 3 or more on Sils).

And now.....



Example of chunk and check and teach back in action.

Please join us at the world café session later to discuss further and see our plan. do, study, act (PDSA's) and poster.

You can check health literacy in your borough.

world class expertise  local care


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