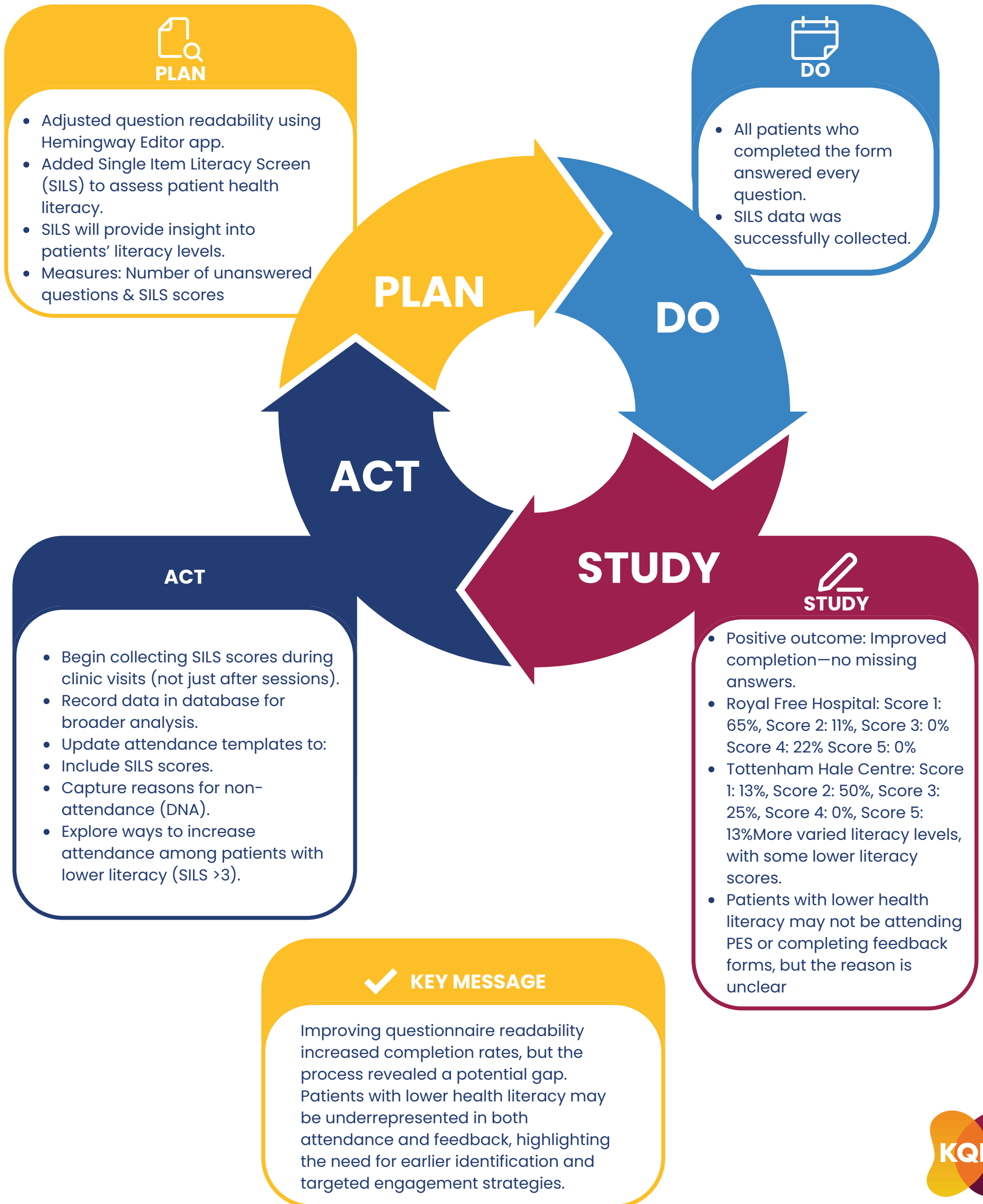


Royal Free

PDSA 1 – Review and update the feedback questionnaire for patient education sessions (PES)

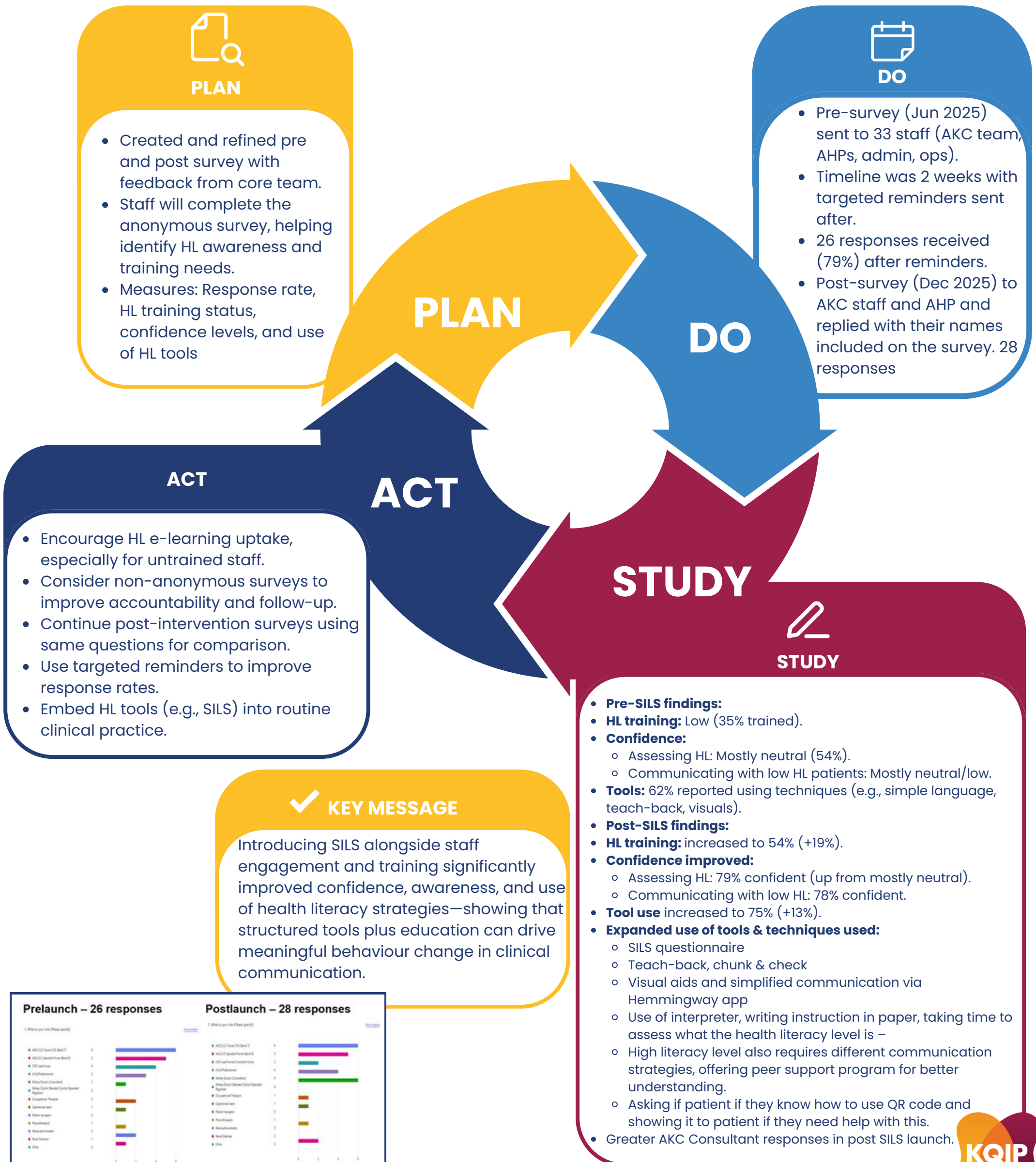
Year 1 Aim -60% of AKC patients to have health literacy documented on Vitaldata using “Single Item Literacy Screen” tool by 31/12/25

Year 2 – To deliver person-centred kidney care which is tailored to Royal Free patients meeting their health literary needs ensuring right decision and kidney treatment is made in a timely manner by Nov 2026.



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PLAN

- Created and refined pre and post survey with feedback from core team.
- Staff will complete the anonymous survey, helping identify HL awareness and training needs.
- Measures: Response rate, HL training status, confidence levels, and use of HL tools



DO

- Pre-survey (Jun 2025) sent to 33 staff (AKC team, AHPs, admin, ops).
- Timeline was 2 weeks with targeted reminders sent after.
- 26 responses received (79%) after reminders.
- Post-survey (Dec 2025) to AKC staff and AHP and replied with their names included on the survey. 28 responses

PLAN

DO

ACT

ACT

- Encourage HL e-learning uptake, especially for untrained staff.
- Consider non-anonymous surveys to improve accountability and follow-up.
- Continue post-intervention surveys using same questions for comparison.
- Use targeted reminders to improve response rates.
- Embed HL tools (e.g., SILS) into routine clinical practice.

STUDY



STUDY

- **Pre-SILS findings:**
- **HL training:** Low (35% trained).
- **Confidence:**
 - Assessing HL: Mostly neutral (54%).
 - Communicating with low HL patients: Mostly neutral/low.
- **Tools:** 62% reported using techniques (e.g., simple language, teach-back, visuals).
- **Post-SILS findings:**
- **HL training:** increased to 54% (+19%).
- **Confidence improved:**
 - Assessing HL: 79% confident (up from mostly neutral).
 - Communicating with low HL: 78% confident.
- **Tool use** increased to 75% (+13%).
- **Expanded use of tools & techniques used:**
 - SILS questionnaire
 - Teach-back, chunk & check
 - Visual aids and simplified communication via Hemmingway app
 - Use of interpreter, writing instruction in paper, taking time to assess what the health literacy level is –
 - High literacy level also requires different communication strategies, offering peer support program for better understanding.
 - Asking if patient if they know how to use QR code and showing it to patient if they need help with this.
- Greater AKC Consultant responses in post SILS launch.



KEY MESSAGE

Introducing SILS alongside staff engagement and training significantly improved confidence, awareness, and use of health literacy strategies—showing that structured tools plus education can drive meaningful behaviour change in clinical communication.

Prelaunch – 26 responses

Postlaunch – 28 responses



All AKC Nursing Team and HCA took part post launch. 5 AKC doctors took part during post launch survey.

Royal Free PDSA 3 Get SILS added to database

Year 1 Aim –60% of AKC patients to have health literacy documented on Vitaldata using “Single Item Literacy Screen” tool by 31/12/25

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