

Transform AKC- For the best patient experience



Advanced Kidney care in practice – webinar 14 Oct 2025
Transform AKC 1 year on....
Pilot site unit name: Royal Free Hospital – London

What is Health Literacy?

It refers to your knowledge and ability to find, learn, understand and use information and services that help you stay healthy. It depends on the support and resources around you that help keep you well (World Health Organization, 2024).

World Health Organization (2024). *Health Literacy*. [online] World Health Organization. Available at: <https://www.who.int/news-room/fact-sheets/detail/health-literacy> (Accessed 13 Oct 2025)

How to Measure Health Literacy?

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 \(tuftsmedicine.org\)](https://tuftsmedicine.org/health-literacy-tool-shed)

NHS (2023). *Health Literacy Toolkit 2nd Edition*, 2023. [online] Available at: <https://library.nhs.uk/wp-content/uploads/sites/4/2023/06/Health-Literacy-Toolkit.pdf> (Accessed 13 Oct 2025)

Project Aim

(what are you working on & why are you focussing on that?)



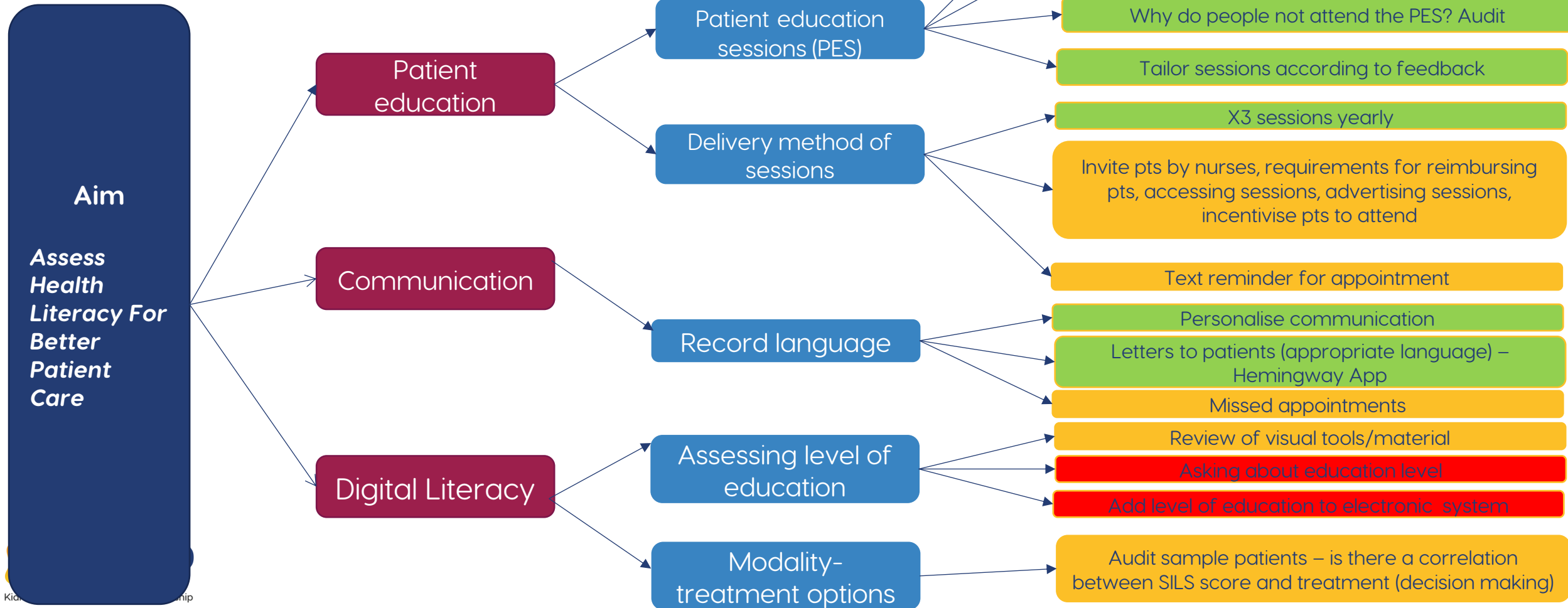
Assess Health Literacy For Better Patient Care

Year 1: 60% of AKC patients to have health literacy documented on renal database using single item literacy screener by 31/12/2025.

Year 2: How to use this information to shape care?

Learning so far...

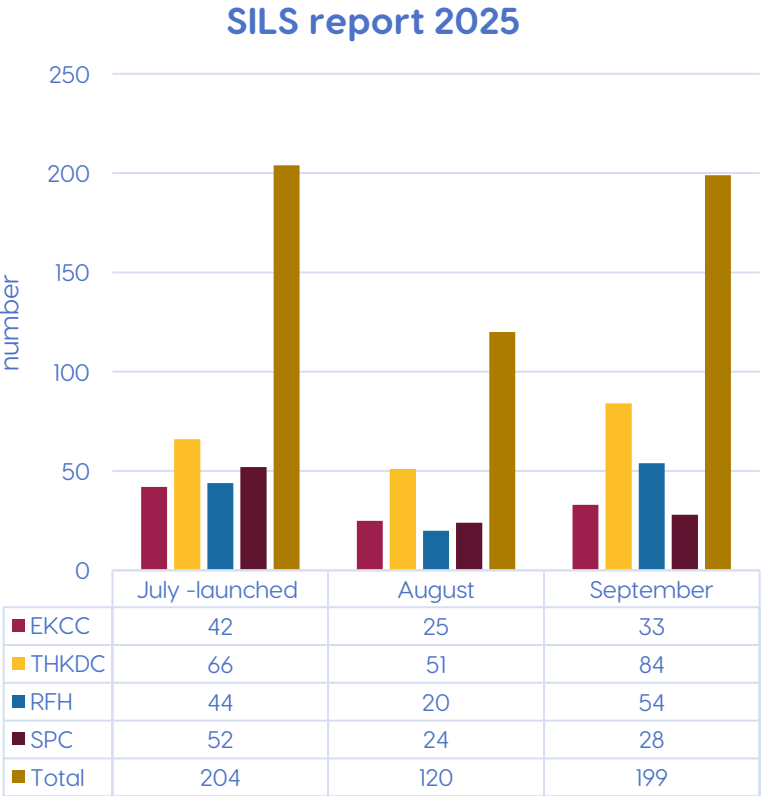
(what have you done so far)



Data

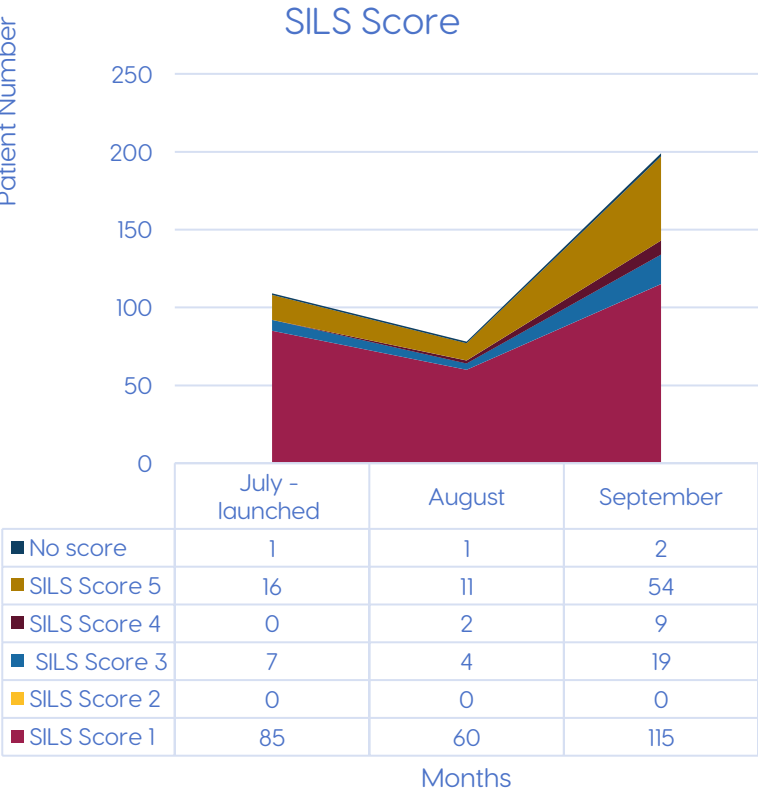
(Show project progress, baseline/impact of project)

SILS July to September report on VD (Target 10% monthly)



Total Number since launched = 528 (36.76%)

■ EKCC ■ THKDC ■ RFH ■ SPC ■ Total



Months

■ SILS Score 1 ■ SILS Score 2 ■ SILS Score 3
■ SILS Score 4 ■ SILS Score 5 ■ No score

Data

(Show project progress, baseline/impact of project)



PES Feedback

All attendees were satisfied or very satisfied.

64.7% had high health literacy, while 17.6% had good, and 17.6% had poor skills.

Reason for non-attendance:

- Mainly attributed to “distance related issues” (52.9%).
- Followed by “feeling unwell” and “forgetfulness” (23.55% respectively).

Quality of Information:

- 80% felt they were spoken to in a way they could understand
- 100% found the information helpful, specially hearing from other patients, observing dialysis equipment, dietary advice, and learning about conservative management.

Need for Improvement

- The least helpful were low sound volume and bright lighting affecting screen visibility.

Other benefits...

(of being involved in the Transform AKC project)



Benefits:

- Allowing us to learn and use a QI approach.
- Networking alongside experienced peers.
- Look further into barriers that impact on attendance to education sessions and or access to information to address inequalities and digital exclusion.

PDSA application:

- Baseline staff survey regarding Health Literacy training.
- Monitor the relation between SILS score and attendance.
- Barriers to attend patient education sessions (PES).
- Make improvements to the future PES based on feedback.