

People at the
Centre of Health
and Care

National Person-Centred
Health and Care Programme



Health Literacy – Making healthcare simple



Graham Kramer & Tim Warren Self Management Team SG



“The single biggest problem with communication is the illusion that it has taken place”

George Bernard Shaw



Q. How do you improve people's computer literacy?



“Making Healthcare Easy”

a national call for action

We want Scotland to be a health literate society which enables all of us to have sufficient confidence, knowledge and skills to live well, on our own terms, with any health condition we have

NHLAG

Half of what a person hears in a consultation is forgotten and half of that is misunderstood

47% have inadequate health literacy to handle demands of modern healthcare

43% working aged adults have insufficient skills to calculate childhood dose of paracetamol

Older adults with lower health literacy **twice** as likely to die in next 5 years

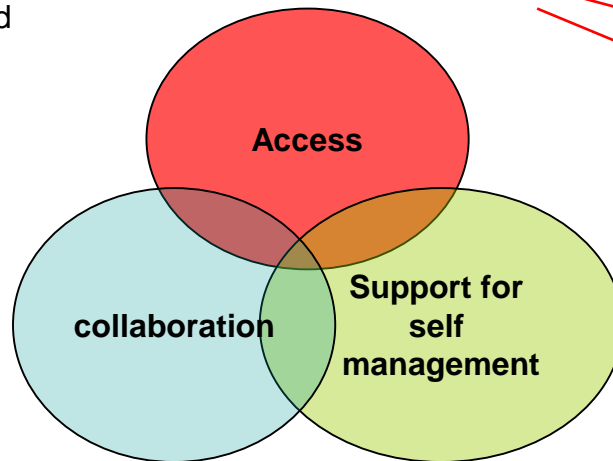
Catering for peoples health literacy needs

Reduces health inequalities

Makes health care accessible

Improves patient safety

Person centred



We must all work **collaboratively** at every level to help make communication and information meaningful and **accessible** that meets peoples needs supported by a range of tools particularly at transitions of care and that **support self management**

National toolkit of health literacy resources

Evaluation

- Teach back
- Sharing correspondence
- Meaningful results
- Discharge information
- Jargon-free

Confidence, knowledge, skills