

Step Three

**Check you were clear.
Use Teach-back.**

"We've talked about a lot today. To make sure I've been clear, can you tell me what you are going to do when you get home."

"Just to make sure I haven't missed something, can you tell me what I have told you about your xx medicine."

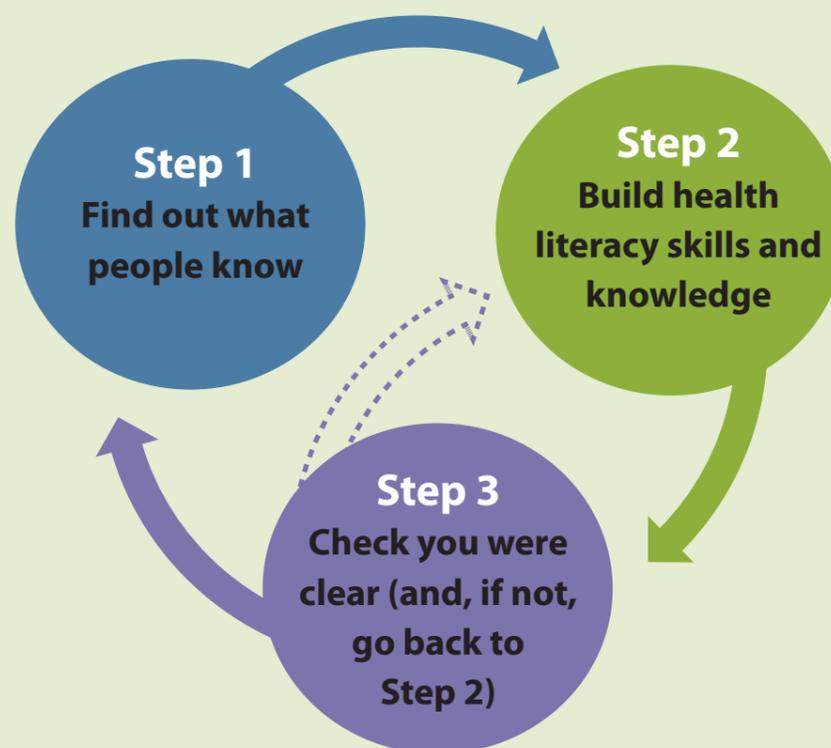
Avoid saying

- "Do you have any questions?"
- "What questions do you have?"

Most people will say "no" or "none" to these types of questions.



The three steps



Three steps to better health literacy



Step One Find out what people know

Questions you could ask:

"Codral has paracetamol in it – are you taking any other products with paracetamol in them like Panadol or Lemsip?"

"Tell me what you know about your heart medicines."



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Step Two

Build health literacy skills and knowledge

Don't forget to link it back to what people already know



Give information in logical steps



"First you need to do this because... and then do this next because."

Link it to what people already know

Rate yourself
/5

Explain technical words

- Teach people the proper names for their medicines and how to say them.
- Use ordinary language instead of technical terms.
- Build on the words people already use.
- If you need to use technical terms, explain them.

You say
"beater blocker"

Rate yourself
/5

Help people to anticipate the next steps

"You will need to go back to see your doctor and get a repeat of this medicine before ..."
"If it doesn't get any better in three days go back to your doctor."

Rate yourself
/5

Give information in manageable chunks

- Don't overwhelm people with too much information.
- Prioritise what people need to know now.

Link it to what people already know.



Rate yourself
/5



Use visuals

- Use lots of pictures and diagrams.
- Use diagrams to explain how their body works.
- Label pictures with technical words.

Rate yourself
/5

Medicine reviews

Use the actual medicines when talking with people. Start with the medicine they know the most about or the one that is causing them concern.



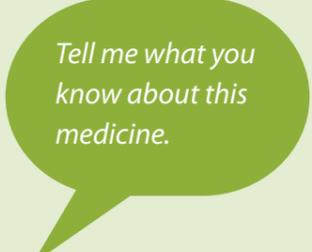
Rate yourself
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Ask questions

Use closed questions to find out specific information e.g.



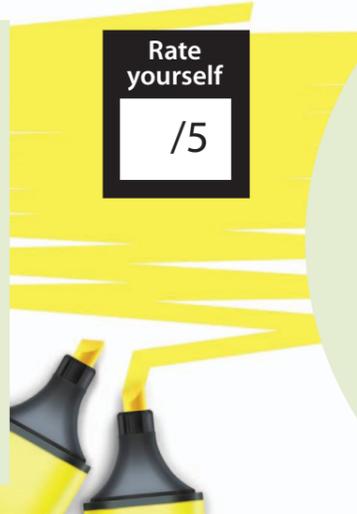
Use open questions to find out more background information and context e.g.



Rate yourself
/5

Use written materials

- Help people understand why they need to read the material and how it will help them.
- Circle, highlight and underline key information.
- Choose written material that isn't too complex and technical.



Rate yourself
/5

Reinforce and emphasise

- Reinforce what people already know – this helps motivate them to learn more.
- Emphasise key points – "it is really important you do these things in this order."

If someone doesn't understand the first time, go over it again in a different way and reinforce what they need to know and do.



Rate yourself
/5