



Understanding Health Literacy

A highly practical 2-hour workshop for all patient-facing Healthcare Professionals in the West Yorkshire HCP to help understand Health Literacy and minimise its impact.

Commissioned and funded by West Yorkshire HCP, and delivered by DNA Insight, the leading Healthcare Training Consultancy, **Understanding Health Literacy** is a 2-hour online workshop. The course is designed to provide HCP based healthcare professionals with an understanding of the nature of Health Literacy and how to minimise the impact of it when working with your patients and clients.

The 'Understanding Health Literacy' programme comprises a 2-hour workshop. A wide selection of Programme dates and times throughout 2023 offers healthcare professionals a choice of when to take the training, which is delivered via the Zoom Video Conferencing platform.

About 'Understanding Health Literacy'

Health literacy is the ability to access, read, understand, and implement healthcare information or advice, in order to make appropriate health decisions and follow instructions for treatment. Low health literacy has been linked to poor general health, increased hospital admissions, low vaccination uptake and reduced life expectancy.

Groups most likely to experience poor health literacy include communities with language barriers, people with learning disabilities and people living with dementia. In the UK, 7.1 million adults have a reading age of 9 years old or lower, and over 40% of adults struggle to understand healthcare content written specifically for members of the public.

Topics covered include:

- Personalised Care as it relates to community Health Literacy
- Understanding the causes of Health Literacy
- Active and Empathetic Listening Techniques
- Identifying the cohorts of your patients most likely to experience low levels of Health Literacy
- Assessing whether your patients/clients are experiencing a low level of health Literacy
- Tailoring patient education throughout your organisation to improve health outcomes

Who should attend The Understanding Health Literacy Workshop?

The Understanding Health Literacy workshop is suitable for all patient-facing healthcare professionals in West Yorkshire HCP. Irrespective of your sector or healthcare specialism, an understanding of health literacy is crucial to ensuring that your patients and clients can benefit from the information, advice and /or medication you provide for them.

The Understanding Health Literacy Workshop - Syllabus

- **Introduction to Personalised Care and its relevance in Health Literacy.**
- **Understanding the causes of Health Literacy**
- **Active and Empathetic Listening Techniques**
- **Strengths Based Approaches – the client’s central role as the expert in their own health and wellbeing**
- **Identifying which cohorts of patients/clients in your own organisation are likely to experience low health literacy**
- **Assessing whether your own patients/clients are experiencing a low level of health literacy – what questions to ask and how**
- **Tailoring patient education throughout your organisation to reduce poor health literacy and improve health outcomes**

How to Book a Place on The Understanding Health Literacy Programme

1. Please review the Course dates and times below and identify the Programme number you wish to attend.
2. Visit the [Course Booking](#) page, click on the ‘Reserve a Spot’ button and then select the corresponding Ticket to the Programme number you have selected.
3. You will need to provide your name, role, location, email address and contact number, as well as the Programme number you wish to attend.
4. The workshop is funded by West Yorkshire HCP so is free of charge, and you will receive instant confirmation of your booking as well as an email from Eventbrite containing the Zoom link.
5. A few days before the date of the course you will receive another email containing attendee information and a reminder of the date, time and link to join the workshop.

Understanding Health Literacy | for Health, Social Care, VCSE staff and Volunteers

Programme Dates

Serial	Programme Number	Dates	Times
1	Programme HL1	Monday 24 th April 2023	10.30 – 12.30pm
2	Programme HL2	Thursday 4 th May 2023	2pm – 4pm
3	Programme HL3	Wednesday 17 th May 2023	12 midday – 2pm
4	Programme HL4	Thursday 8 th June 2023	9 – 11am
5	Programme HL5	Thursday 29 th June 2023	12.30 – 2.30pm
6	Programme HL6	Monday 17 th July 2023	9.30 – 11.30am
7	Programme HL7	Wednesday 9 th August 2023	12 midday – 2.00pm
8	Programme HL8	Wednesday 6 th September 2023	9.30 – 11.30am
9	Programme HL9	Tuesday 26 th September 2023	9.00 – 11.00am
10	Programme HL10	Friday 20 th October 2023	2.00 – 4pm