We will be recording this meeting
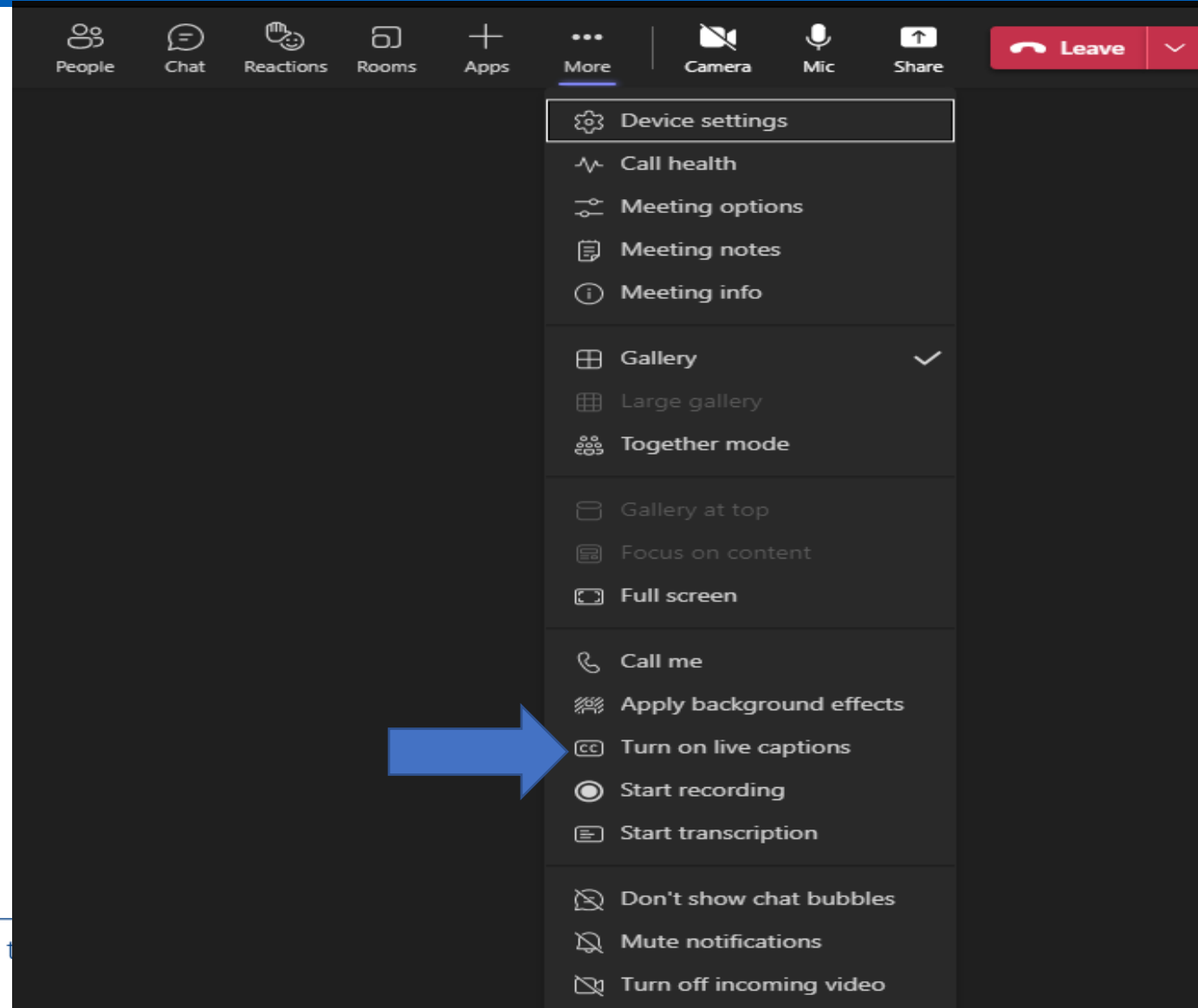
NHS
Health Education England

Whilst you are waiting, please check your settings

People icon to show attendees
Chat for questions and comments
Reactions icon how to put a hand up

How to turn on live captions

We work with partners to plan, recruit, educate and t

People | Chat | Reactions | Rooms | Apps | More | Camera | Mic | Share | Leave

- Device settings
- Call health
- Meeting options
- Meeting notes
- Meeting info
- Gallery ✓
- Large gallery
- Together mode
- Gallery at top
- Focus on content
- Full screen
- Call me
- Apply background effects
- Turn on live captions
- Start recording
- Start transcription
- Don't show chat bubbles
- Mute notifications
- Turn off incoming video

Shared decision making

When you speak to a **health professional** you might need to make **important choices** about **your** healthcare.

What good shared decision making looks like – for the system

Figure 1: NHS England shared decision making Implementation Framework

- Ask 3 questions
- It's ok to ask

Prepared public

Supportive systems and processes

- Leadership at every level, including clinical
- Health-literate decision support tools
- Measurement and monitoring

Shared Decision Making

- Redesign pathways to incorporate SDM
- Align measures and incentives SDM in local delivery plans and operational models

Commissioned services

Trained teams

- Accredited training
- SDM champions
- Mixed learning methods
- Mixed levels of learning

Source: https://www.england.nhs.uk/wp-content/uploads/2019/01/shared-decision-making-summary-guide-v1.pdf

Levers for shared decision making

NICE Shared Decision Making Guidance:
https://www.nice.org.uk/guidance/ng197/resources/shared-decision-making-pdf-66142087186885

Accessible Information Standard
https://www.england.nhs.uk/about/equality/equality-hub/patient-equalities-programme/equality-frameworks-and-information-standards/accessibleinfo/

Role of patient information in shared decision making

1.3.5   Organisations should ensure their facilities and systems support staff to provide patient decision aids in multiple ways to suit people's needs, for example, printed or online and available in different languages and formats.

1.3.2   Only use a patient decision aid if it is:

- quality assured and reflects evidence-based best practice

- relevant to that discussion and the decision that needs to be made

- relevant to that clinical setting.

Health and digital literacy: national challenge

Patients, carers and members of the public who access, understand, appraise and use health information have better health-related outcomes.

1 in 6

1 in 6 adults struggle with literacy

6 Million

Cannot switch on a digital device without help

Health literacy levels in England

43%

43% adults aged **16-65** cannot understand word-based health information sufficiently well to make health decisions.

61%

Where numbers are added in, **61%** of adults are unable to understand and act on the information.

www.hee.nhs.uk   We work with partners to plan, recruit, educate and train the health workforce.

7

Health Literacy: local variation

Borough-level geodata commissioned by HEE from University of Southampton:

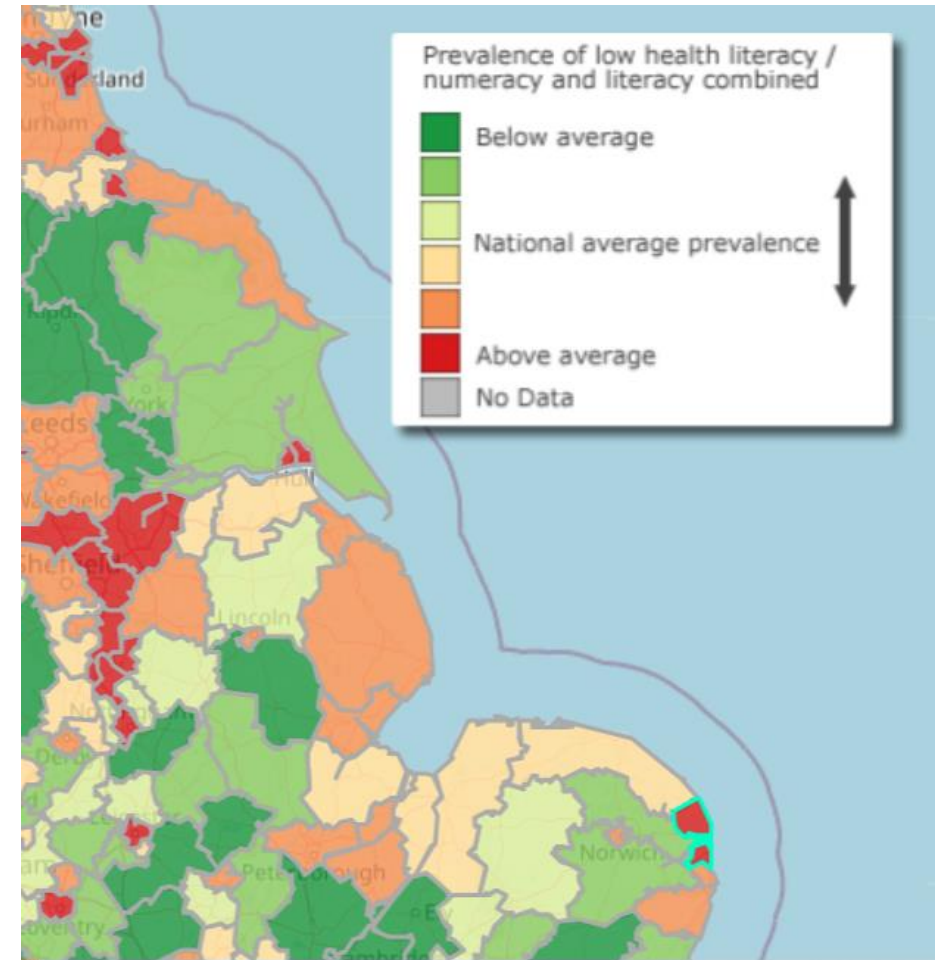**http://healthliteracy.geodata.uk/**

Variation (% struggling words and numbers):
Best - South Cambridgeshire: 46.11%
Worst - Newham: 81.75%

Significant issue in rural and coastal areas

Prevalence of low health literacy / numeracy and literacy combined

Below average

National average prevalence

Above average

No Data

Digital Connectivity: download speed

The 20% worst local authorities for download speeds are found in **rural areas** where the problem of 'last-mile' connectivity is most pronounced, such as:

- the South-West peninsula,

- rural Northern England,

- Shropshire and the Welsh Borders,

- many parts of Eastern England,

- more rural parts of the South Coast.

Mapping commissioned by HEE from University of Southampton

20% worst
Local Authorities
for download speed

East Lindsey

Shropshire

Chichester,
Arun

NHS
Health Education England
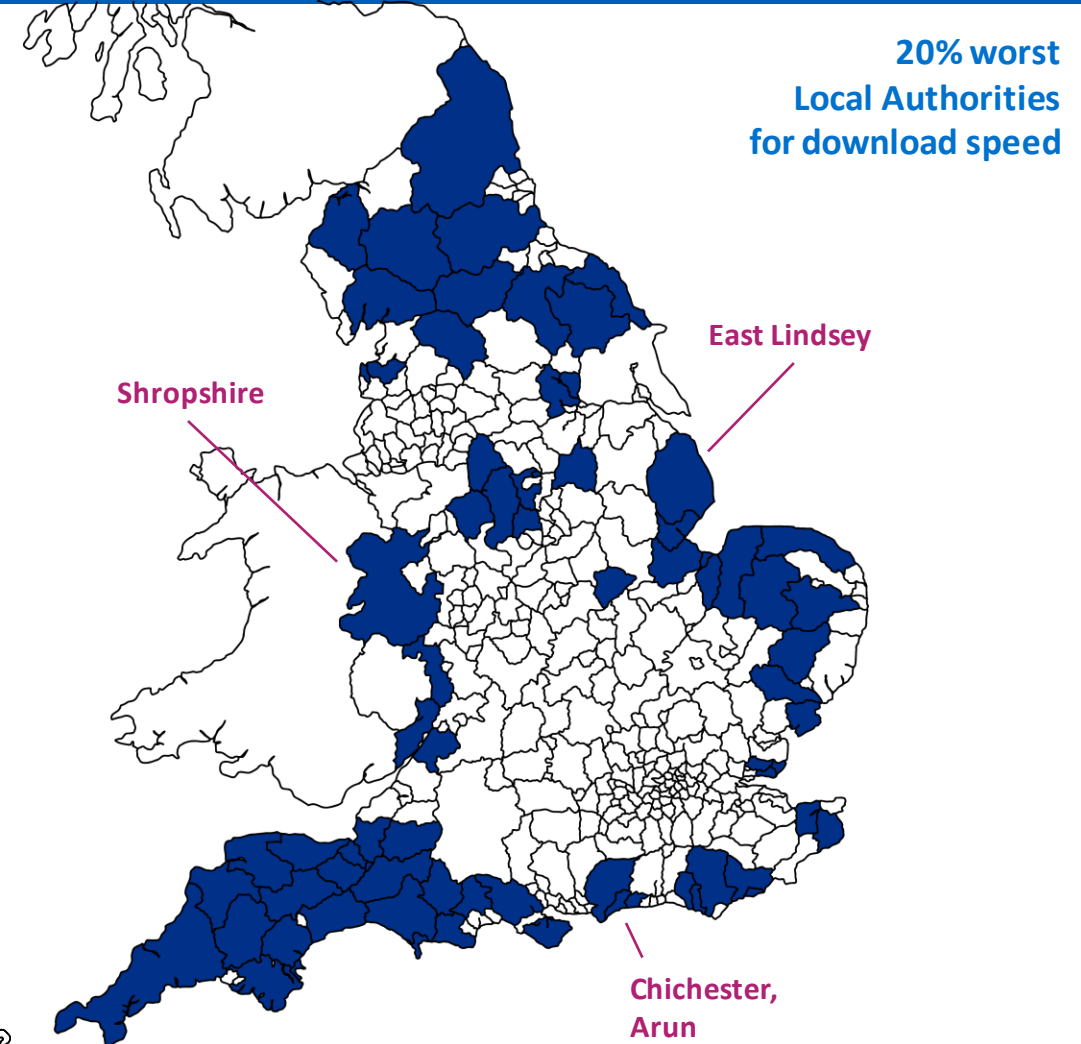
- The overlap between the 20% worst local authorities for health literacy and the 20% worst local authorities for digital access show how:

  - Poor digital access can **limit** the benefits of the highest levels of health literacy.

  - Poor digital access can **compound** the impact of the lowest levels of health literacy.

Download Speed and Health LLiteracy Combined

South Lakeland, Hambleton, Richmondshire

Rutland

Boston

Stroud

Tendring

Hastings

Torbay
South Hams

East Dorset

■ Lowest download speed but highest Health Literacy

■ Lowest download speed and lowest Health Literacy
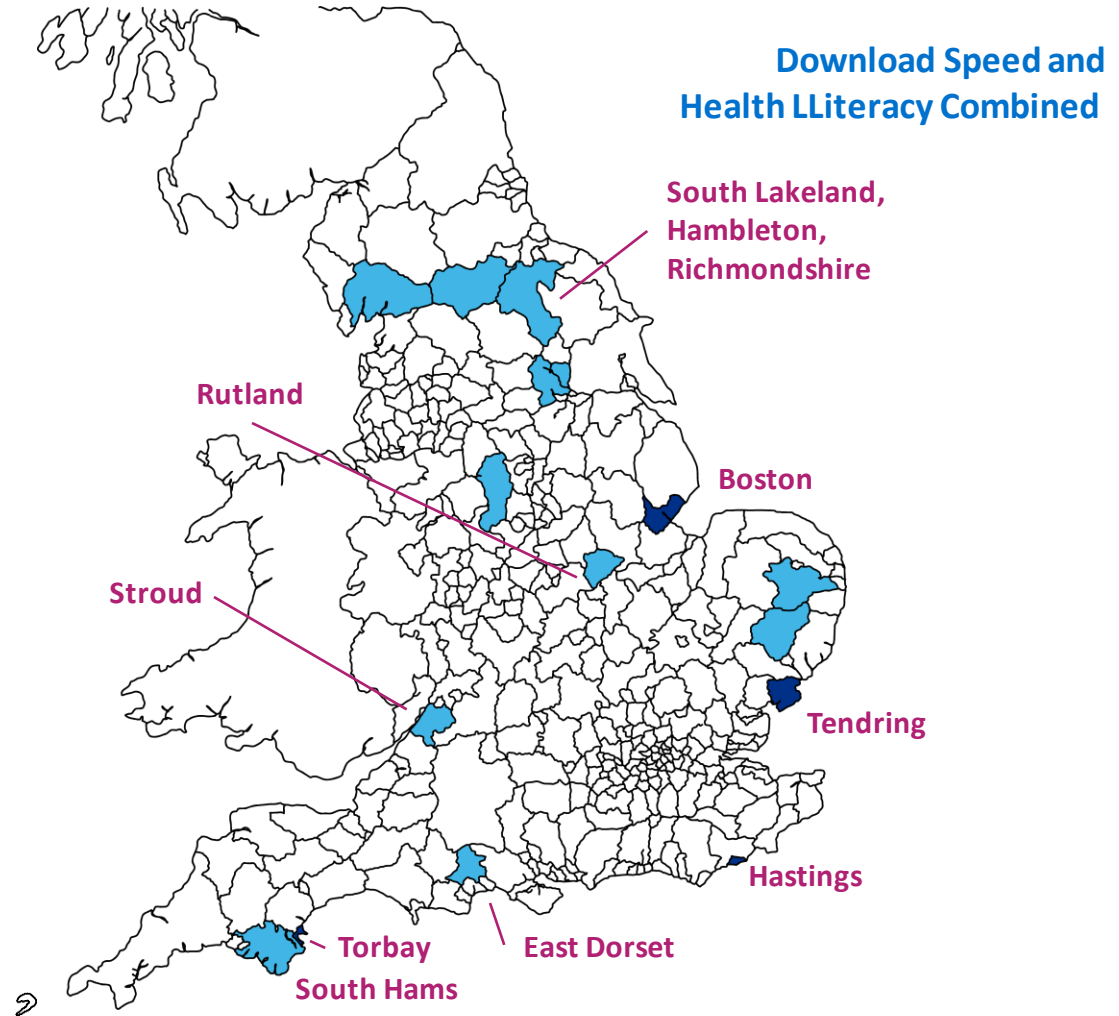
Mapping commissioned by HEE from University of Southampton

Importance of easy read

People with a learning disability have worse physical and mental health than people without a learning disability

People with a learning disability are significantly more likely to die from an avoidable cause

Developing easy read

I can use my good and bad experience of healthcare to make services better for everyone and make changes for everybody

It was great how we worked on this project because the experts by experience shaped the leaflets

I felt very included and listened to …..the leaflet was based on our lived experience, not just professionals

Preparing for a health conversation 1

- How to prepare to ask questions

- Reminder you can take someone with you if wanted

- Checklist to see if healthcare professionals are

  - Speaking at a speed that is right for you

  - Using words you understand

  - Addressing you directly unless you have given permission to do otherwise

https://southlks.libguides.com/c.php?g=671498&p=5046205

NHS

easy read

Getting ready for a talk about your health

- Mobile phone communication preferred
- Practical hints and tips when attending a virtual consultation
- Right to receive information in a format you understand

https://southlks.libguides.com/c.php?g=671498&p=5046205

3Qs for shared decision making

The NICE guideline 197 on Shared decision making includes three questions:

- What are my options?

- What are the risks and benefits or those options?

- How can I get support to help me make a decision

https://library.nhs.uk/easy-read-for-health/

easy read

3 Questions for better health

Applying 3Qs in easy read

- Importance of words

- Importance of pictures

- Importance of colour

- Chunking information into sections

https://library.nhs.uk/easy-read-for-health/

3 Steps for shared decision making

1. Improve the health literacy confidence of your team for shared decision making

Core techniques (in line with NICE shared decision- making guidance):

- Teach Back
- Chunk and Check
- Simple language or pictures

Free 35-minute eLearning programme

Action plan to include in CPD file

https://www.e-lfh.org.uk/programmes/healthliteracy/

Jointly developed by NHS Education for Scotland and Health Education England

2. Be sure of your evidence base

High-quality patient information should not duplicate what already exists, be developed with user involvement, evidence based and reviewed regularly
https://pifonline.org.uk/resources/publications/

NICE shared decision-making guidance requires evidence-based patient information

Local NHS knowledge and library services can support you to identify, appraise and embed the evidence

NHS library and knowledge services can help you to identify, appraise and embed the evidence.

3. Share resources

NHS

easy read

Getting ready for a talk about your health

NHS

easy read

3 Questions for better health

https://library.nhs.uk/easy-read-for-health/

Contact Us

Read Knowledge for Healthcare

🖥 library.nhs.uk

🐦 @NHSKFH

f Health Education England NHS

in HEE Innovation and Transformation

NHS knowledge and library services: https://www.hlisd.org/

Including an executive summary or Easy Read version

For further information about Knowledge for Healthcare
please email: kfh.england@hee.nhs.uk