

## Health Literacy

HCPC	GMC	NMC	GPhC	PSA	SfH	GDC	GOC	ACHCA	CIPD	AHCS
1.2: You must work in partnership with service users and carers, involving them, where appropriate, in decisions about the care, treatment or other services to be provided.	From Domain 1: * treating patients as individuals, respecting their dignity and ensuring patient confidentiality * listening to patients, carers and guardians, and accepting that they have insight into, preferences for and expertise about the patient's own condition and context	2.1: work in partnership with people to make sure you deliver care effectively	From Standard 1: * involve, support and enable every person when making decisions about their health, care and wellbeing * listen to the person and understand their needs and what matters to them * give the person all relevant information in a way they can understand, so they can make informed decisions and choices	From Standard 2: • I will be open about the reasoning, reasons, and processes underpinning my actions, transactions, communications, behaviours, and decision-making and about any conflicts of interest • I will treat patients and service users, their families and carers, the community, colleagues and staff with dignity and respect at all times	2.4: promote people's independence and ability to self-care, assisting those who use health and care services to exercise their rights and make informed choices.	1.1.1: You must discuss treatment options with patients and listen carefully to what they say. Give them the opportunity to have a discussion and to ask questions.	1.2: Listen to patients and take account of their views, preferences and concerns, responding honestly and appropriately to their questions.	From Expectation II: • Actively strive to enhance knowledge of and expertise in long-term care administration through continuing education and professional development.	1.2: Champion and demonstrate employment and business practices that promote sensitivity for the customs, practices, culture and personal beliefs and rights of others. Whilst upholding and promoting equal opportunity, diversity, inclusion and dignity	1.1.2: You treat patients and their carers as individuals and do the following: • Champion equality, diversity and inclusion in how you address individual needs and contribute to service delivery. • Share information with patients and their carers to support engagement in their care, shared decision-making about their care and a holistic approach to decision making. • Respect individuals' rights, autonomy, values, beliefs and wishes about how they engage in diagnostic and therapeutic processes while in your care. • Maintain patients' dignity in how

										you deliver care.
1.3: You must encourage and help service users, where appropriate, to maintain their own health and well-being, and support them so they can make informed decisions	From Domain 2: * able to give clear, accurate and comprehensible verbal instructions in English * demonstrating effective consultation skills including effective verbal and nonverbal interpersonal skills * sharing decision making by informing the patient, prioritising the patient's wishes, and respecting the patient's concerns and expectations * supporting patients in caring for themselves * communicating, consulting and sharing information appropriately with carers * support and empower patient self-care * explain critical objectives and requirements for successful recovery and rehabilitation * explain clinical reasoning behind diagnostic and clinical management decisions to patients, carers,	2.2: recognise and respect the contribution that people can make to their own health and wellbeing	From Standard 2: * work with the person receiving care	From Standard 3: • I will seek excellence in clinical care, patient safety, patient experience, and the accessibility of services	3.6: actively encourage the delivery of high quality healthcare, care and support.	2.1.1: You must treat patients as individuals. You should take their specific communication needs and preferences into account where possible and respect any cultural values and differences.	1.3: Assist patients in exercising their rights and making informed decisions about their care. Respect the choices they make.	From Expectation IV: • Participate with others in the community to plan for and provide a full range of health care services. • Share areas of expertise with colleagues, students, and the general public to increase awareness and promote understanding of health care in general and the profession in particular.	2.4: Safeguard all restricted, confidential, commercially sensitive and personal data. Do not use it for personal advantage or to the benefit or detriment of third parties.	1.1.4: You support patients and the public to promote and manage their own health and to use a holistic approach to their well-being.

	guardians and other colleagues * getting informed consent from the patient, or other valid authority, before carrying out any examination, investigation or treatment								
2.2: You must listen to service users and carers and take account of their needs and wishes	From Domain 4: * basic principles of person-centred care, including effective self-management, selfcare and expert patient support * the responsibilities and needs of carers as they play an increasing role in healthcare provision	2.3: encourage and empower people to share in decisions about their treatment and care	From Standard 3: * ask questions and listen carefully to the responses, to understand the person's needs and come to a shared decision about the care they provide * listen actively and respond to the information they receive in a timely manner * check the person has understood the information they have been given * communicate effectively with others involved in the care of the person	From Standard 4: <ul style="list-style-type: none"><li>Always putting the safety of patients and service users, the quality of care, and patient experience first, and enabling colleagues to do the same</li><li>Understanding the health needs of the population I serve</li><li>Listening to patients and service users, their families and carers, the community, colleagues, and staff, and making sure people are involved in decisions that affect them</li><li>Communicating clearly, consistently and honestly with patients and service users, their families and carers, the community, colleagues, and staff, and</li></ul>	4.1: communicate respectfully with people who use health and care services and their carers in an open, accurate, effective, straightforward and confidential way.	2.2.1: You must listen to patients and communicate effectively with them at a level they can understand. Before treatment starts you must: <ul style="list-style-type: none"><li>explain the options (including those of delaying treatment or doing nothing) with the risks and benefits of each</li><li>give full information on the treatment you propose and the possible costs.</li></ul>	1.6: Consider all information provided by your patients, including where they have undertaken research in advance of the consultation. Explain clearly if the information is not valid or relevant.		1.3.1: You engage fully with patients, carers and colleagues to understand their needs, preferences and requests and take account of non-verbal cues to inform how you communicate and respond.

				ensuring that messages have been understood.						
2.3: You must give service users and carers the information they want or need, in a way they can understand	From Domain 6: * involving patients and public in decision making at group or community level	3.1: pay special attention to promoting wellbeing, preventing illhealth and meeting the changing health and care needs of people during all life stages	From Standard 6: * treat people with respect and safeguard their dignity	From Standard 5: • I will seek to ensure my organisation is fit to serve its patients and service users, and the community	4.3: always explain and discuss the care, support or procedure you intend to carry out with the person and only continue if they give valid consent.	2.2.2: You should encourage patients to ask questions about their options or any aspect of their treatment.	1.7: Encourage patients to ask questions and take an active part in the decisions made about their treatment, prescription and aftercare.			1.3.2: You communicate in ways that take account of the needs of your intended audience, adapting how you present information to seek to achieve relevance and clarity and to aid understanding.
6.1: You must take all reasonable steps to reduce the risk of harm to service users, carers and colleagues as far as possible	From Domain 8: * take part in patient education	3.3: act in partnership with those receiving care, helping them to access relevant health and social care, information and support when they need it		From Standard 6: • Ensuring that patients and service users and their families have clear and accessible information about the choices available to them so that they can make their own decisions	4.5: recognise both the extent and the limits of your role, knowledge and competence when communicating with people who use health and care services, carers and colleagues.	2.3.3: You should recognise patients' communication difficulties and try to meet the patients' particular communication needs by, for example: • not using professional jargon and acronyms; • using an interpreter for patients whose first language is not English; • suggesting that patients bring someone with them who can use sign language; • providing an induction loop to help patients who wear hearing aids.	1.8: Support patients in caring for themselves, including giving advice on the effects of life choices and lifestyle on their health and well-being and supporting them in making lifestyle changes where appropriate.			1.3.6: You produce materials about your service and professional activity that do the following: • Present clear, accurate information in a format appropriate for the target audience (e.g., patients, carers or other healthcare professionals). • Provide clarity on when you are giving advice or expressing a professional opinion and the basis and parameters of this. • Comply with relevant legal, ethical and professional requirements and codes, including those relating to advertising,

										presenting research data, and writing for publication
		7.1: use terms that people in your care, colleagues and the public can understand				2.3.4: You should satisfy yourself that patients have understood the information you have given them, for example by asking questions and summarising the main points of your discussion	2.1: Give patients information in a way they can understand. Use your professional judgement to adapt your language and communication approach as appropriate.			1.5.3: You contribute to others' learning and development in line with your scope of practice, competence and job role, and engage with the importance of being a competent educator as an integral component of your role as a healthcare scientist.
		7.4: check people's understanding from time to time to keep misunderstanding or mistakes to a minimum				2.3.5: You should make sure that patients have enough information and enough time to ask questions and make a decision.	2.3: Be alert to unspoken signals which could indicate a patient's lack of understanding, discomfort or lack of consent.			3.1.1: You obtain informed consent from individual parties (patients, or their carers or other appropriate authorities) before you do the following: <ul style="list-style-type: none"> <li>• Undertake an investigation or examination.</li> <li>• Provide treatment.</li> <li>• Involve individuals in teaching or research activity.</li> </ul>
						3.1.3: You should find out what your patients want to know as well as what you think they need to know. Things that patients might want to know include: <ul style="list-style-type: none"> <li>• options for treatment, the risks and the potential benefits;</li> </ul>	2.4: Ensure that the people you are responsible for are able to communicate effectively with patients and their carers, colleagues and others.			3.1.6: You refer patients to the most appropriate healthcare professional or service, ensuring that you do the following: <ul style="list-style-type: none"> <li>• Put patients' needs and safety first.</li> <li>• Recognise when elements of patient care</li> </ul>

					<ul style="list-style-type: none"> <li>• why you think a particular treatment is necessary and appropriate for them;</li> <li>• the consequences, risks and benefits of the treatment you propose;</li> <li>• the likely prognosis;</li> <li>• your recommended option;</li> <li>• the cost of the proposed treatment;</li> <li>• what might happen if the proposed treatment is not carried out; and</li> <li>• whether the treatment is</li> </ul>					sit outside your scope of practice, competence and job role.
					3.1.4: You must check and document that patients have understood the information you have given.	2.5: Ensure that patients or their carers have all the information they need to safely use, administer or look after any optical devices, drugs or other treatment that they have been prescribed or directed to use in order to manage their eye conditions. This includes being actively shown how to use any of the above.				

						3.2.1: You must provide patients with sufficient information and give them a reasonable amount of time to consider that information in order to make a decision.	13.1: Respect a patient's dignity, showing politeness and consideration.			
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