

# Supporting Health Literacy



## Case study Ten: **Supporting Health Literacy**

**This work contributes to ‘Making it Easy: a health literacy action plan for Scotland’ (Scottish Government, 2014) by building workforce capability for health literacy among health and social services staff.**

Health literacy is about people having enough knowledge, understanding, skills and confidence to use health information, to be active partners in their care, and to navigate health and social care systems. Everyone can be affected by poor health literacy at different times, however, there are some groups who may be more at risk. Including, older adults, people with a learning disability, ethnic minority groups and people with sensory impairment. This work aims to support health and social services staff to work in a way that promotes people’s health literacy.

Work has focused on three main areas, the development of the Health Literacy Place website, training for health and social services staff and the development of resources and support for staff across Scotland to support them in promoting health literacy.

Training has included awareness raising sessions, train the trainers, input at staff events and most recently the development of e-learning.

The work to date has delivered the following benefit:

- Increased awareness and understanding of what health literacy is, why it is important and what can be done to promote it
- A network of health and social services staff trained to deliver health literacy training to other staff and a network of health literacy supporters
- Local level multi-agency networks working to promote health literacy
- Integration of health literacy into programmes of work such as knowledge into action and self-directed support.



You can read more about our work on equality on our website at:  
**[www.nes.scot.nhs.uk/about-us/equality-and-diversity](http://www.nes.scot.nhs.uk/about-us/equality-and-diversity)**



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NESD0692 | Designed and typeset by the NES Design Service | March 2017