

Appendix 1- Case studies of local health literacy activity

Our Dorset Health Literacy Champions Celebration

BEFORE

Pulmonary Rehabilitation Programme in Dorset

What to expect when you are referred to pulmonary rehabilitation:

This leaflet will inform you about what to expect when you are referred to pulmonary rehabilitation.

Pulmonary Rehabilitation programme:

Pulmonary Rehabilitation consists of a programme of gentle, supervised exercise and education. Each session lasts for up to 2 hours, and you will be required to attend 10 sessions, spread over a period of 6-8 weeks. There are a wide variety of locations that provide pulmonary rehabilitation in small groups across Dorset.

Pulmonary Rehabilitation will:

- improve your ability to self manage your chronic obstructive pulmonary disease (COPD);
- increase your ability to exercise and move about;
- improve your overall feeling of well being;
- improve your overall breathlessness on everyday activities (although it will not improve your lung disease);

By attending a pulmonary rehabilitation programme you will learn about:

- COPD;
- your lungs;
- understanding your medication;
- simple advice e.g. smoking stop services, exercise advice, self management advice, importance of healthy eating;
- how to deal with chest infections;
- the benefits of exercise;
- relaxation techniques;
- managing exacerbations (flare ups of your COPD);

What is the pulmonary rehabilitation programme?

The programme consists of a series of gentle, supervised exercise and education. Each session lasts for up to 2 hours, and you will be required to attend 10 sessions, spread over a period of 6-8 weeks. There are a wide variety of locations that provide pulmonary rehabilitation in small groups across Dorset.

For each session:

- wear comfortable clothing that will allow you to move freely;
- wear flat, comfortable shoes you can walk in (no flip flops);
- bring a water bottle;
- use a mirror and inhaler if you normally use them.

Assessments:

When you have been referred to undertake a pulmonary rehabilitation programme you will be invited to attend for an initial assessment. This assessment will be to make sure that pulmonary rehabilitation is the right course for you. The assessment will include:

- a measurement of your walking distance;
- discussion about what you hope to achieve from the programme;
- some questions to establish the detail of your lung problems;
- giving details about the programme itself;
- an opportunity to ask any questions;
- completion of a questionnaire;
- assessment of initial techniques.

What is pulmonary rehabilitation:

Following pulmonary rehabilitation, there are a wide variety of opportunities available for you to continue exercise in groups or join a social group such as 'Breathe Easy'. More information on these opportunities will be given to you on the course.

STORY

Following health literacy training we started reviewing our patient information leaflet. We used the PDSA cycle to continue editing the new leaflet with feedback from patients, family and colleagues. We were then able to create leaflet a draft for more feedback. Eventually that led to a final version that was reviewed by the DCH health literacy team. This document will continue to be reviewed by colleagues and patients for further improvement.

QUOTES FROM PATIENTS

"It's good, describes it well"
 "Would help me know what to expect"
 "Has all the info you need"
 "Don't always remember everything that has been told to you, nice to have a leaflet to refer to"

AFTER

What is Pulmonary Rehabilitation?

Pulmonary (lung) rehabilitation is a small and friendly, supervised, personalised exercise and education programme of exercise and education. It can be carried out at a venue local to you. It is aimed at people with long-term lung conditions.

What happens after I've been referred?

Once your referral has been received and accepted, you will have an assessment with a specialist who will discuss your options for pulmonary rehabilitation and plan the next steps with you.

What are the benefits?



- improve the amount of activity you can do;

Where will the class be held?

Small group sessions are held in local community venues and home programmes may also be available.

What do I need to bring to the class?

The class is led by a respiratory specialist with input from other healthcare professionals.

Each class will include a warm-up, exercises and a cool down. Everyone exercises at a different level depending on their ability.

You will get out of breath when you exercise, but this is part of your rehabilitation. You will be encouraged carefully and never be asked to do more than you can safely manage.

The sessions also include a discussion or talk on a topic relevant to your condition. These will include subjects such as lung anatomy, inhalers, the

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How have you used your learning about health literacy?

- Re-written service leaflet focusing on the following:
- Ensuring use of unambiguous language (non-'specialist'/medical jargon)
- Use of short sentences where possible
- Ensuring the pitch is inclusive in terms of reader age by running through the 'Grammarly' programme resulting in reader age decreasing from university level to 'high school' level
- Conversation/discussion sparked re: the title of the service; "Vocational"= ? does not accurately reflect the remit of the service

What are your plans/goals for the future?

- Consider changing the title of the service to reflect how service users are supported more accurately
- Re-write website information, both to update information and to ensure language used is unambiguous and pitched for accessibility in terms of reader age
- Include service users' opinions in the redesign
- Moving forwards looking at how assessment/treatment plans are written to ensure accessibility/optimal engagement of service users including the 'chunk and check'/'teachback' techniques

What could help you achieve your plans/goals or help organisations in Dorset become health literate?

- Time to train other partner services to streamline/reinforce health literacy
- Having the 'buy'-in/support of managers to reinforce the importance/benefit of health literacy and help it to become a shared concept not left to a 'champion' to 'own'

Vocational Services, Dorset Healthcare NHS Foundation Trust



Plain language



Use words & pictures



Teach back



Chunk & check



Routinely offer help

Community Action Network Health Literacy



OUR COMMITMENT TO ACCESSIBLE HEALTH AND WELLBEING INFORMATION FOR ALL

Feedback

Health literacy is key to ensuring health equality and equity is reached across experiences with and access to healthcare.

I feel much more confident in my work. I did not use enough chunk and check before.

It was a great session, including role play, the email exercise and video example.

First steps

Members of the Community Action Network team attended Mike's training to become Health Literacy Champions. CAN Senior Leadership Team agreed this was too good not to share, and we were given time to produce and lead Awareness Raising sessions for the rest of the CAN team.

Getting to know our audience

We sent a questionnaire to the team to gauge their understanding of Health Literacy, to gather examples of their work using Health Literacy principles, and to share times when it had been hard to help people understand messages.

Support and advice

We used this information to design a 2-hour training session for our team including good examples from CAN of spoken and written communications and common problems. The sessions included a mixture of group work and paired work, role play of Teach Back techniques and the chance to rewrite written communications in a more Health Literate style.

We held in person and online sessions which staff and trustees attended. Feedback showed a growth in understanding Health Literacy and why it is important and an appreciation of the chance to take part in practical activities during the sessions.

Next steps

CAN staff have expressed an interest in more awareness sessions. The two main areas being co-production and the use of Artificial Intelligence (AI) so watch this space as we keep on learning and growing together!



www.can100.org



hannah.rees@can100.org

Overview of some of the organisations that have participated

This is not a complete picture but includes organisations with high number of participants.

Which organisations have participants come from?

