

# WHO IS MORE LIKELY TO BE AFFECTED?

## BASIC SKILLS

Health literacy is about having the basic skills needed to function in everyday life and typical healthcare interactions.

Such as:

- being able to read appointment letters
- understanding time
- following simple medicine instructions



## GROUPS AT RISK OF BEING AFFECTED:

Older people



People with disabilities



People with low educational attainment



People living with socio-economic disadvantage



People who have a long term health condition



People with low information and technology skills



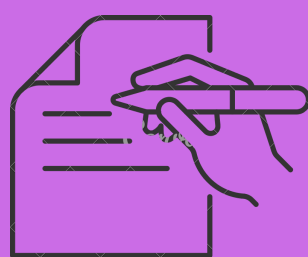
**BUT.. HEALTH LITERACY CAN AFFECT US ALL UNDER STRESSFUL OR LIFE-CHANGING SITUATIONS**

## WHAT IMPACT DOES THIS HAVE ON THE NHS?

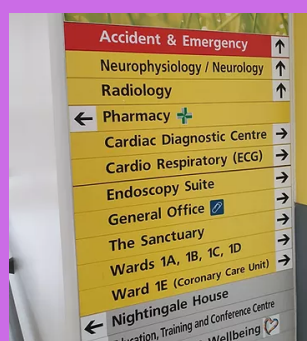
- Inappropriate decisions for the patient
- Missed appointments
- Wasted appointments
- Inappropriate use of services eg. greater use of A&E
- Longer hospital stays
- Re-admissions

## SOLUTIONS

Ensure written information is appropriate



Clear hospital signs



Simple language used in patient communication (no jargon)

