

Our Commitment to Become a Health Literate Organisation

As a person accessing services from a health literate organisation in Herefordshire and Worcestershire:

1. The information I am given is easy to understand. This includes information that is spoken to me (verbal), written down (leaflets, letters) or provided digitally (websites, email).
2. I feel confident using the information I am given to make decisions about my health and care.
3. Websites are easy to use, and I can find the information I am looking for.
4. Buildings and other physical places are easy to navigate. This includes signage that is clear easy to understand.
5. I am given information in a format that is most suitable for me (e.g. via post, language translator, text, etc).

As a Health Literate Organisation in Herefordshire and Worcestershire:*

1. We have leadership that makes health literacy integral to our mission, structure, and operations.
2. We integrate health literacy into planning, evaluation measures, patient safety and quality improvement.
3. We use health literacy strategies in verbal communications and confirm understanding at all points of contact.
4. Information is written to meet health and digital literacy, language and accessibility needs of the target audience.
5. Our workforce is prepared to be health literate with progress being monitored.

*The term organisation includes but is not limited to: NHS organisations; health and social care; local authority; councils; education providers; charities and the voluntary sector.

Intentions for the Commitment

- These commitments serve as overarching principles. We anticipate that local organisations will strive to meet these commitments in whichever ways will have the greatest positive impact on the people accessing their services.
- Organisations that sign up to meet these commitments will be asked to produce a brief quarterly update on their progress. The format of this report is to be confirmed.
- We encourage organisations to take part in health literacy awareness training, in whatever capacity best serves the organisation.