

Health Literacy Environment Audits

How easy is your service to understand & access?

SUMMARY

Six partner organisations have now undertaken a major Health Literacy Environment consumer audit.

These involved recruiting five consumers with average literacy - a level of Grade Six reading. Each consumer reviewed the website and telephone reception, and then undertook a walking audit within the service.

Each organisation received many practical recommendations for change.

Common findings from the audits were:

- The walking interview was user-friendly and empowering
- Staff were terrific, but needed resourcing in how to communicate more simply
- Websites were hard to understand, and often used big words and jargon. Simple changes to font and colours were suggested
- Telephone reception and information provided to new patients needed to be simpler and clearer, including directions to the service
- Health services were at times hard to navigate and understand. They needed clearer and consistent signage and symbols both to their service and within their service.
- The majority of written material and forms were too complex to read, using jargon and formal language rather than everyday words
- Organisations needed to work with consumers to develop, design and evaluate information, and to plan, design and evaluate services and facilities

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WHAT IS HEALTH LITERACY?

Individual Health Literacy

Your skills, abilities,
knowledge and
experience.

**Understanding
and being able to
act on
information about
health and health
care**

Health Literacy Environment

How easy or how hard
information or services
are to understand and
access