

How can our Health Literacy training help you?

The Good Things Foundation has found that learning how to find and use information online can:

- *Help people improve their knowledge about healthy living*
- *Provide reassurance and confidence about their own health and that of loved ones*
- *Introduce people to trusted sources to supplement information given by busy health professionals to help them understand their conditions*
- *Save time by doing something health-related on-line (e.g. —ordering repeat prescriptions)*
- *Reduce demand on face-to-face health services*

'Learners see NHS Choices (and other online resources) as a valuable first port of call for information and advice about health concerns enabling them to make more informed decisions about next steps.'

Source:

Tinder Foundation; NHS England. Improving Digital Health Skills in Communities, 2015

Our Information Service is part of
The Good Things Foundation™



Want to know more?

We are committed to working in partnership with enthusiastic organisations in the voluntary, health, social and community sectors. This is a powerful way to maximise our reach and engagement with learners.

If you would like to host an Information Event or want to discuss how we can provide training for your organisation or group, please contact us.

Email:
gperry@healthwatcheastridingofyorkshire.co.uk

Tel: 01482 665684

Write to us:
Freepost RTEX-JUJY-LTUR
Healthwatch East Riding of Yorkshire
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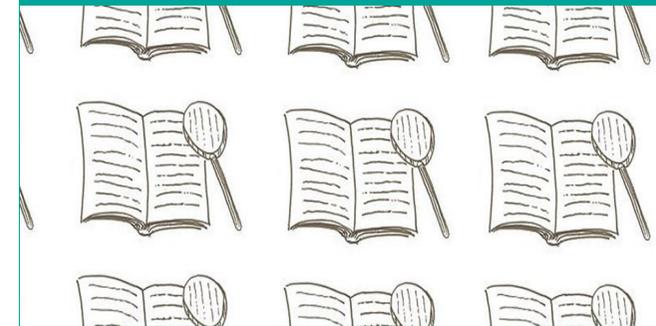
Do you want to become a Healthwatch Information Champion?

Contact us by phone or email for more details.



Supporting Health Literacy

Do you want to learn more about finding and using health & social care information ?



Our Information Service
Provides health literacy training
for individuals & groups

‘What is continuing health care funding?

I need to replace my son’s wheelchair — who can help?

How can I remain independent at home?

I want to book a GP appointment on-line but don’t know how to...

How do I know this is a trusted website ?

Our Information Skills training:

Helps groups and individuals to gain access to, understand, and use information (in any format) to promote and maintain good health and make the best use of local services and support.

We provide information workshops and events tailored to individual needs at outreach locations.

We have provided training for:
Age UK East Riding

Practice Health Champions at Brough Surgery, The Ridings Medical Group

Volunteers and East Riding Voluntary Action Service (ERVAS) staff at Field House Surgery Bridlington.

Health Literacy Workshops & Events

Workshops can be provided at all levels from beginner to experienced, ranging from an introduction to health literacy and *NHS Choices*, to more in-depth sessions on all aspects of finding, using, presenting and disseminating information to others.

Information events can be based on a theme such as mental health and targeted at key groups such as the long-term unemployed or elderly.

We can provide learning in a small group or 1:1 setting

We aim to reach all groups in society who may be ‘offline’.

Themes & Content Examples include:

- What are health information needs?
- Do I have a right to information?
- What are barriers to finding information?
- How do I find information about my health condition?
- How do I find information about the quality of services?
- Where do I find information about relevant support groups?
- What online health resources are there - how do I make an appointment at my GP surgery, see my summary care record?
- How do I know information sources provide good quality information?

What is Health Literacy ?

Health literacy is about people having enough knowledge, understanding, skills and confidence to use health information, to be active partners in their care and wellbeing, and to navigate health and social care systems and support.



Reliable, accurate information is fundamental to making informed decisions and choices. It helps people regain a sense of control...and can reduce the fear that the diagnosis of...illness may bring.

NHS Choices

