

11.13 Health Literacy

<p>Improvement Project Title: Increasing delivery of health literacy advice and support in community-based hubs.</p>		
<p>Executive Sponsor Sandra MacLeod, Chair of Resilient, Included, Supported Group</p>		
<p>Project Manager Neil Carnegie, Communities and Housing Area Manager, ncarnegie@aberdeencity.gov.uk</p>		
<p>Aim statement</p> <p>Increase number of people accessing community-based hubs (including digital social hubs) which offer social resources and access to a range of professionals which increase citizens health literacy.</p>		
<p>Link to Local Outcome Improvement Plan:</p> <p>Stretch Outcome 11. Healthy Life expectancy (time lived in good health) is five years longer by 2026</p>		
<p>Key Drivers</p> <p>11.2 Building community resilience through a peer supported approach to health literacy distributed amongst social networks</p>	<p>Improvement Project Aim</p> <p>Extend link working approach across primary care to support 3,000 people to attain their own identified outcomes by 2021.</p>	<p>Key Improvement Measures</p> <p>No. of referrals to link practitioners</p> <p>Positive outcomes reported by people accessing link workers</p> <p>% increase in health literacy in Aberdeen City (Baseline to be established by Health literacy measurement tool)</p> <p>% of residents reported that feel they have influence and a sense of control (Baseline 2017/18: 50%)</p> <p>% of tenancies sustained for 12 months</p> <p>No. of people taking up social prescriptions</p>
<p>Why is this important</p> <p>Health Literacy is about people having enough knowledge, understanding, skills and confidence to use health information in order to be active partners in their care and to navigate the health and social care system.</p> <p>Research has shown that when patients or care givers do not adequately understand health information it leads to unmet care needs, an increased risk of complications and increased readmissions (Kornburger et al 2013).</p> <p>Poor outcomes and life expectancy within our most socially deprived communities is partly attributable to health literacy challenges. Our most socially deprived communities have highest concentration of community centres/hubs/projects creating opportunities to develop the capability within these facilities to improve health literacy.</p>		

In 2017 the Scottish Government produced a health literacy action plan. 'Making it Easier' sets out for improving health literacy in Scotland. This plan identifies:

- Improving health literacy levels is crucial for attaining the social, economic and environmental ambitions of the 2030 Agenda for Sustainable Development.
- Harnessing health literacy improves health and reduces health inequities.

Measures:

Outcome measures

- Number of people receiving health literacy support in community-based hubs
- Increase in number of community-based hubs delivering health literacy support
- Increase in number of staff in community-based hubs delivering health literacy support
- Confidence of staff in community-based hubs delivering health literacy support

Process measures

- Number and range of training opportunities (virtual/face to face/group sessions- which method of training has the most impact on staff)
- Number of staff/volunteers trained in health literacy
- Number of community-based hubs with staff/volunteers trained in health literacy.
- Range of community-based hubs delivering health literacy support
- Web views
- Number of referrals from community hubs to specialized providers

Change ideas

- Train staff and volunteers to provide health literacy advice and signposting
- Events (routine and special) arranged to deliver health literacy advice based on local health needs in community based-hubs
- Create community digital channels to deliver health literacy advice
- Publicise availability of local health literacy assistance through local channels including digital
- Develop pathways between community-hubs and more specialized providers of health literacy advice

Potential risks and/or barriers to success & actions to address these

- Willingness and capacity of staff and volunteers to provide advice and support – provide high quality training and information about importance of health literacy.
- Capacity of project team to support the project delivery – on-line collaboration, minimise time requirements to support the project.
- Community do not engage services available – engage local community in design work and reviews.

Project Team:

Neil Carnegie – Communities and Housing Area Manager

Amanda Gould – ACHSP Public Health

Hayley Ross – ACHSCP Wellbeing Coordinator

Nicola Cameron – Reader Development Librarian

Linda Clark – Community Learning and Development

Chris Third – Scottish Health Council

Fergus Thomson – Sport Aberdeen

Representatives – Tillydrone Community Flat Association

Outline Project Plan

Project Stage	Actions	Timescale
Getting Started (Project Score 1-3)	Approval from CPA to implement project Agree initial community-based hub to undertake initial test	September 20 Timescales are TBC at present as they are dependent on the reopening of the community-based hub post covid-19 restrictions. Once this date is known the timescales will be populated.
Designing and Testing Changes (Project Score 4-7)	Develop change ideas specific to test location Training Implement tests of change Fortnightly meetings with test site to review data and adjust tests as relevant Complete test of change	TBC TBC TBC TBC
Implementing and sustaining changes that demonstrate improvement (Project Score 7-10)	Test model in different settings – other community based projects, leased community centres, ACC learning centres/hubs	TBC
Spreading Changes (Project Score 9-10)	Identify areas for spread.	TBC