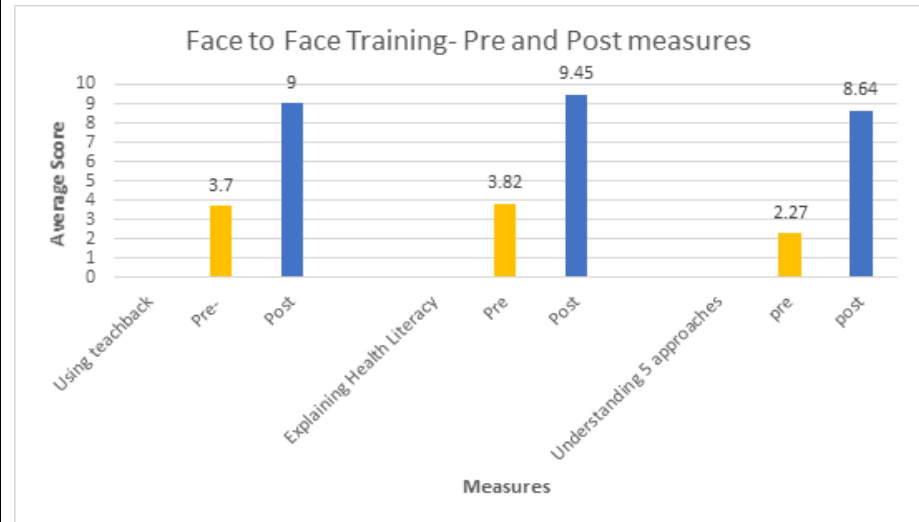
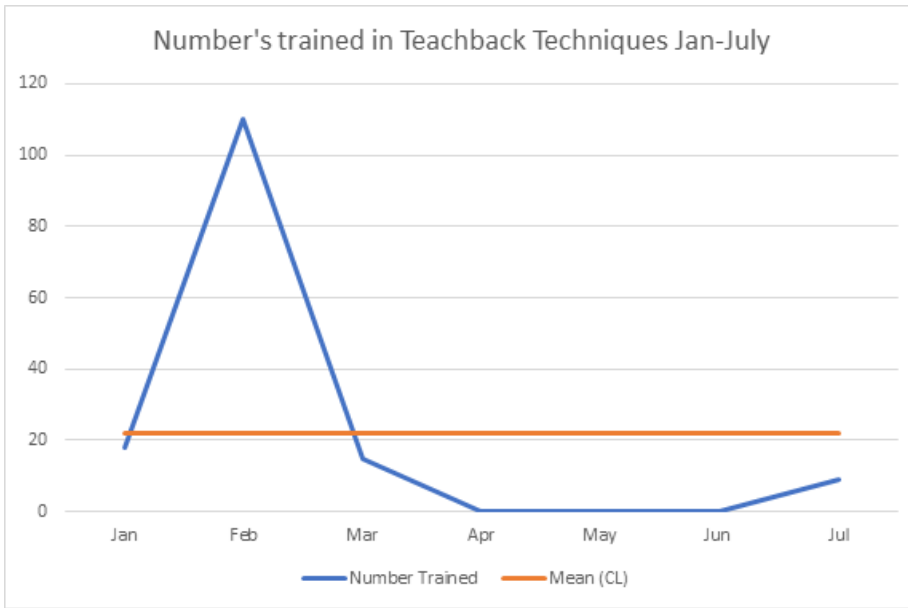


## 11.8 Teachback

Project Aim	Start Date	Testing End Date	Progress Scale
Increase the number of people who are engaged with citizens in areas which impact on lifestyle and health that are trained in Teach back techniques by 100% by 2021 <b>Project Manager:</b> Ann Smith, Hayley Ross and Amanda Gould, ACHSCP <a href="#">Project Charter Approved Feb 2020</a>	Feb 2020	Dec 2020	6 – Testing Underway
Changes Being Tested (Specify location/ test group)	Are our changes resulting in improvement?		
<p>Change Ideas in Brackets [] ‘on hold’ due to Covid 19 until face to face meetings permissible so no set date to recommence.</p> <ul style="list-style-type: none"> <li>[Face to Face Teachback and other Health Literacy Tools Advertised and delivered for all ACHSCP and partner organisations.</li> <li>[Face to Face Teachback Training to Students at RGU] Feb 2020</li> <li>[Trained Trainers.] Feb 2020</li> <li>[Train the Public] May 2020</li> </ul> <p><b>Following on hold due to inability to measure improvement.</b></p> <ul style="list-style-type: none"> <li>e-learning. 23<sup>rd</sup> July Publicised e-learning to all colleagues in ACHSCP:</li> </ul> <p><b>Following is live.</b></p> <ul style="list-style-type: none"> <li>Use teachback in just one or two topic areas that are relatively ‘contained’ High Risk Podiatry Team will make use of the Teachback technique by the end of December 2020.</li> </ul>	<p>Changes were resulting in improvement. There was 100% take up of places at 4 face to face sessions with the last session being cancelled due to COVID. Training to 80 RGU students in Feb resulted in significant numbers of future staff being trained in one go. 5 Health Improvement Officers trained to deliver but unable to do so due to Covid. See chart below March to June saw decline in numbers trained due to Covid 19 and incline in June-July with virtual training and e-learning commences with Podiatrist and Diabetes Peer Support Group. Change also resulted in improvement through increase in confidence (See chart below)</p> <p>3 members of the Diabetes Support Group were given virtual training in Teachback and other Health Literacy Tools. Would like to make use of it when they resume face to face work.</p> <p>Baseline data with the High Risk Podiatry Team being gathered during September 2020.</p> <p>% of staff reporting their use of teachback – data not available. Survey sent twice along with an additional email reminder, to those trained to ascertain how many were using the techniques. 5/65 replied. 3/5 still using. Do not believe these numbers give us an accurate representation of the situation. Advice sought from RIS to address this.</p>		

## Improvement Data



Data collected from a pre and post training questionnaire and shows an average score for each measure. In relation to levels of confidence.

## Not Available

