



## Health Literacy LibGuide

Working in partnership:  
Royal Berkshire NHS Foundation Trust and  
Berkshire Healthcare NHS Foundation Trust

# Health Literacy LibGuide



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:

[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)





**Chunk and check**

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# Get all the pieces of the jigsaw

- Chunk and check is a technique to ensure understanding of complex information.
- The healthcare professional should break down the information that you need to discuss, and understand into smaller, more manageable chunks rather than giving it all at once.
- In between each 'chunk' they should use methods such as teach back to 'check' for understanding before moving on.
- They should also stop discussions at appropriate points to confirm your understanding and to allow for further questions before moving on.



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:

[www.healthliteracyplace.org.uk/tools-and-techniques/techniques/chunk-and-check](http://www.healthliteracyplace.org.uk/tools-and-techniques/techniques/chunk-and-check)



## Drugs and alcohol

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Having a good time?



Maybe not?



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



To get help, or find out more, go to:  
[www.talktofrank.com](http://www.talktofrank.com)





## Drugs and alcohol

# Just having a good time?

If you need help for drug or alcohol abuse you have the same access to NHS care as someone else who has a health condition.

You may need help if:

- you often feel tempted to drink or use drugs.
- you get into trouble as a result of the drug/alcohol use.
- people may warn you about your drinking or drug use.
- you think your drinking or drug use is causing you problems.
- you start taking risks to support your addiction.
- people have noticed a change in your behaviour.

A good place to start is with your GP. Try to be as honest as possible about how much you drink or how often you use drugs and any issues it may be causing you.



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:

[youngminds.org.uk/find-help/looking-after-yourself/drugs-and-alcohol](http://youngminds.org.uk/find-help/looking-after-yourself/drugs-and-alcohol)



What does good quality information  
look like?

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# Information: Is it **CRAAP**?!

Use the CRAAP test to decide if you should believe what you read when looking for health information.

**Current**

when was it published or posted?

**Relevant**

does it relate directly to your topic?

**Authoritative**

who is the author/ publisher/sponsor?

**Accurate**

is the information supported by evidence?

**Purpose**

why has this information been posted?

[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:

[royalberkshire-nhs.libguides.com/Evaluating-Sources](http://royalberkshire-nhs.libguides.com/Evaluating-Sources)

# Information: Trust or Trash?

Not all information is equal.

To check the quality of your health information, think:

Who?

When?

How?



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Use the online tool:  
[www.trustortrash.org](http://www.trustortrash.org)



# Free your mind



HELP

- Live in Berkshire West (Reading, Wokingham or Newbury area)?
- Aged 11-18 years?
- Need some help?



**Kooth** provides young people and young adults with free, anonymous digital counselling and emotional well-being services.



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)




Find out more, go to:  
[www.kooth.com](http://www.kooth.com)

# Who you gonna call?

- **A Life In danger?** Call 999 for an ambulance and the police or fire service for other emergencies 24/7.
- **Not life-threatening, but worrying?** NHS 111 clinicians and call advisors can give you advice without visiting a GP or Emergency Department.
- **The Mix** ([www.themix.org.uk](http://www.themix.org.uk)) Free confidential helpline and online service that aims to find young people the best help, whatever the problem. Call free 0800 808 4994 every day, 3pm to 12am (midnight), access **discussion boards**.
- **Shout 85258** ([giveusashout.org](http://giveusashout.org)) Struggling to cope? Text shout to 85258 24/7 for help with suicidal thoughts, depression, anxiety, panic attacks, abuse, self-harm, relationship problems and bullying. Speak to a trained volunteer who will listen and work with you to solve problems.
- **Papyrus** ([www.papyrus-uk.org](http://www.papyrus-uk.org)) if you're worried about someone or struggling with thoughts of suicide, we're open 9am to 12am (midnight) every day of the year. Call free 0800 068 4141, text 07860 039967 or email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)



 [www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:  
[www.nhs.uk/service-search/mental-health/  
find-an-urgent-mental-health-helpline](http://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline)



# HELP! People you can turn to when you need support

- Centrepoint**  
Are you homeless or at risk? Advice for anyone in England aged 16-25.  
Call free: 0808 800 0661
- Childline**  
Whatever your worry, you can get free, confidential advice and help, 24/7.  
Call free: 0800 1111
- Stop it Now!**  
For anyone with concerns about child sexual abuse and how to avoid it.  
Call free: 0808 1000 900
- Samaritans**  
Help for those feeling suicidal or considering self harm.  
Call free: 116 123
- Mermaids UK**  
Struggling with your gender identity?  
Call free: 0808 801 0400
- Victim Support**  
For all victims of any crime.  
Call free: 0808 168 9111
- Young Women's Trust**  
Work it out coaching for 18-30 year-old unemployed women.  
Call free: 0808 808 8099
- Nightline Association**  
Supports students in distress.  
Search your university here:  
[www.nightline.ac.uk](http://www.nightline.ac.uk)
- Mind-Infoline**  
Find out where you can get mental health support near you.  
Call: 0300 123 3393
- Beat**  
Support and advice for anyone struggling with eating Disorders.  
Call free: 0808 801 0711
- Anxiety UK**  
For anyone struggling with anxiety, stress, anxiety based depression or phobias. We're here to help.  
Call: 03444 775 774

[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:  
[www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/](http://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/)





**Know yourself – Identity**

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# Do you struggle with your gender identity?

**You are not alone.**

It's important to get help from an adult you can trust if you're feeling down.

This could be your GP, other health professionals, school, or a gender support group.



 [www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)

For quality information, go to:

 [www.nhs.uk/live-well/healthy-body/trans-teenager](http://www.nhs.uk/live-well/healthy-body/trans-teenager)



**Medication**

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Find out about...



**Men's health  
issues**

[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



For commonly asked questions, go to:  
[www.nhs.uk/common-health-questions/mens-health](http://www.nhs.uk/common-health-questions/mens-health)  
or check out: [patient.info/mens-health](http://patient.info/mens-health)



**Mental health**

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# Need support?

Anger

Anxiety

Phobia



Eating disorders

Depression

Stress

[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to: [youngminds.org.uk](http://youngminds.org.uk)  
Not sure what questions to ask a health professional about your mental health try [www.docready.org](http://www.docready.org) to help plan

**Your mental health is important!**



**Keep  
your brain  
in shape!**



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)

Find out more, go to:  
[www.mind.org.uk](http://www.mind.org.uk)



**Nutrition**

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# Bite me!



Eating a healthy, well-balanced diet is important for good health and can make you feel better.



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:

[www.nhs.uk/live-well/eat-well](http://www.nhs.uk/live-well/eat-well)




**Questions to ask health professionals**

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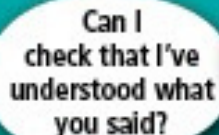
# It's OK to ask

At any time, you can ask things like:




Healthcare professionals, such as doctors and nurses regularly use jargon, often without meaning to or even realising it.

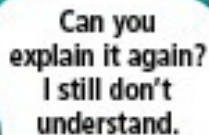
If you don't understand what your doctor is saying it's best to ask right away – but this can be tricky. Don't feel awkward.




Can I check that I've understood what you said?



So, what you're saying is?



Can you explain it again? I still don't understand.



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)

Find out more, go to:

[www.nhs.uk/nhs-services/gps/what-to-ask-your-doctor](http://www.nhs.uk/nhs-services/gps/what-to-ask-your-doctor)



# It's OK to ask

I don't understand:  
what do I do?

What do  
my test results  
mean?

Hyper-what?

When do I take  
the meds?



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:

[www.patients-association.org.uk/make-the-most-of-your-gp-appointment](http://www.patients-association.org.uk/make-the-most-of-your-gp-appointment)





**Sexual health**


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# National sexual health helpline

It's important to take care of your sexual health.

Need more information on sexual health, sexually transmitted infections (STIs), contraception or pregnancy? Then check out Sexwise.

**0300 123 7123**

 [www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



To get help, or find out more, go to:

[www.sexwise.org.uk](http://www.sexwise.org.uk) or [www.safesexberkshire.nhs.uk](http://www.safesexberkshire.nhs.uk)



# Teachback

- Confirm that you understood the information provided by repeating back what has been discussed and any instructions given.
- Explain or sum up what you've discussed with your healthcare professional in your own words.
- This is more than your healthcare professional asking, "Do you understand?" It is a check of how they have explained things rather than your understanding. Allowing them to then reframe where required.



[www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



Find out more, go to:  
[www.healthliteracyplace.org.uk/tools-and-techniques/techniques/teach-back](http://www.healthliteracyplace.org.uk/tools-and-techniques/techniques/teach-back)



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To get help, or find out more, go to:

[www.sexwise.org.uk](http://www.sexwise.org.uk) or [www.safesexberkshire.nhs.uk](http://www.safesexberkshire.nhs.uk)




Women's health


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Berkshire Healthcare NHS Foundation Trust

Look here for information on...



 [www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools](http://www.royalberkshire.nhs.uk/about-us/health-literacy-for-schools)



 For commonly asked questions, go to:  
[www.nhs.uk/common-health-questions/womens-health](http://www.nhs.uk/common-health-questions/womens-health)  
or check out: [patient.info/womens-health](http://patient.info/womens-health)