**Review of Library and Knowledge Service to assess extent to which it is Health Literacy Friendly**

**Service name: Reviewer(s): Date:**

|  |  |  |  |
| --- | --- | --- | --- |
| Element | Examples of potential evidence | Evidence found | Options for improvement |
| Written communication | * Guidance to staff on language used * User testing * Policy |  |  |
| Spoken communication | * Guidance to staff * Staff use of tools, such as teach back, to check communication * Help offered as a matter of routine |  |  |
| Stock | * Patient information materials either held in a range of formats or guidance on accessing range of formats |  |  |
| Signage | * Regular review of external signage to ensure service can be located * Testing with library users of signage within service |  |  |
| Training | * Training on health literacy awareness * Training appropriate to roles on health literacy skills |  |  |
| Policy | * Policies for the services reflect the health literacy needs of staff and service users * [Health literacy policy for the service] |  |  |