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

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

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| 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
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| Stock | * Patient information materials either held in a range of formats or guidance on accessing range of formats
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| Signage | * Regular review of external signage to ensure service can be located
* Testing with library users of signage within service
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| Training | * Training on health literacy awareness
* Training appropriate to roles on health literacy skills
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| Policy | * Policies for the services reflect the health literacy needs of staff and service users
* [Health literacy policy for the service]
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