

# Health literacy matters

We need health information for all

## People need trustworthy information to make decisions about health but...



- 5 million adults cannot find relevant data in standard health information
- 1.7 million are unable to explain symptoms and feelings over the phone
- 1 million cannot follow a letter from a GP surgery or hospital department
- 6.5 million cannot measure or record height and weight on a chart1
- 9 million people are unable to use digital tools without help<sup>2</sup>



#### **UK** information skills

1 in 6 have very low literacy skills<sup>3,4</sup>

Older

up to 1 million
people cannot speak
English well or at all<sup>5</sup>

1 in 2 of the population are at or below primary school numeracy level<sup>6</sup>

people

are likely to have lower health literacy

### What does this mean for health?





- More preventable ill health and death<sup>8</sup>
- Less trust in healthcare professionals
- General negativity towards health and healthcare<sup>9</sup>

# Let's tackle this inequality gap and create health literate information for all



- Involve users in the development
- Make information easy to access, use and navigate
- Make it easy for users to give feedback
- Promote information so it reaches the people who need it most
- Aim for a reading age of 9-11 for health information<sup>3,4</sup>

# Health literate information is not 'dumbed down', it helps 'level up'.

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