

Knowledge and Library Services Case Study

East Cheshire NHS Trust

Library & Knowledge Service:

Health Literacy for Virtual Learning Week Nursing Students

18th July 2022

Reason for enquiry

The Library & Knowledge Service (LKS) was approached by the Vocational Learning & Development Team who working in collaboration with Mid Cheshire Hospitals NHS Foundation Trust, Cheshire and Wirral Partnership NHS Foundation Trust and Countess of Chester Hospital NHS Foundation Trust to develop a virtual learning week for 400 nursing students. We had seen the library's health literacy course and display and asked if they could develop a health literacy pathway to embed in the virtual course as we felt this would be valuable learning for the students.

What the knowledge and library specialist did

The eResources Librarian wrote a virtual health literacy module, utilising the eLearning for Healthcare course and other resources, and recorded an introduction for the students to listen to before they began the module, outlining the importance of health literacy. This was built on the trust's learning platform which we were using to run the courses.

Impact of input from the library and knowledge service

The virtual learning weeks were successfully delivered to 390 nursing students over 6 weeks in May and June 2022 (275 adult, 67 mental health, 43 children and 5 learning disability nursing students). Most students had never heard of health literacy before and found it a valuable learning experience, with a number of students picking it as their favourite topic from the week. The students highlighted the techniques of 'Teach Back' and 'Chunk and Check' as being particularly valuable and tools that they would immediately be able to put into practice. The students gained a lot of understanding around the importance of health literacy at a valuable point in their training which will allow them to put the learning into practice as they progress through their course and into professional practice.

Immediate Impact

Most of the students had not received any prior teaching on health literacy and had no awareness of what it was and the scale of the problem. They were shocked at the literacy levels locally and the impact this had on their patient's ability to understand the information they were being given. They all valued the tools and techniques taught on the course and could see how it would improve their nursing practice.

"The most valuable learning experience that I gained from the health literacy pathway is to break down information to patients/people to ensure that they understand the information given. To ensure that the information is received, it is important to ask the patient/person to relay back what they understood."

"Learning about the teach-back and chunk and check methods because they will be really useful to my practice."

"Chunk and check and also teach back, really valuable for communicating with the patient and empowering the patient"

"Understanding that maybe I have passed on information to patients and not always checked they understood, made me feel really guilty when completing the pathway, and so I will utilise the teach-back and chunk ways moving forward to confirm my patient understands and is confident"

"I have learnt valuable skills to incorporate into my working practice"

"I've been given another dot to connect in my nursing journey."

Probable future Impact

The students will take this learning with them into their professional practice which will have long term benefits for their patients.

"The most valuable learning experience from the Health Literacy pathway was seeing how efforts to improve literacy can have a range of benefits. They can increase health knowledge, encourage positive lifestyle change, empower people to effectively manage long-term health conditions and reduce the stress on health and social care services."
[student feedback]

Name and Job Title:

Sarah Mitchell, Vocational Learning & Development Facilitator

For further information on how you can get similar support contact your local NHS library and knowledge service.

Submission Details

[To be completed by Knowledge and Library Service at the point of submission]

Name of Organisation

East Cheshire NHS Trust

Knowledge and Library Service Contact Email:

ecn-tr.stafflibrary@nhs.net

Title of Case Study

Health Literacy for Virtual Learning Week Nursing Students

NHS Region *[Make bold the option which applies:]*

East of England

London

Midlands

North East and Yorkshire

North West

South East

South West

Sector *[Make bold the option which applies:]*

Acute

Acute and community

Care Trust

Clinical Commissioning Group

Commissioning Support

Community Trust

Cross-sector

Local Education and Training Board

Mental Health

Mental Health / Learning Disability

Mental Health / Social Care

Primary Care

Public Health

Shared Service / Informatics

Special HA

Other. If other, please specify

Group Impacted *[Make bold the option which applies:]*

Additional Clinical Services

Administrative and Clerical

Allied Health Professionals

Estates and Ancillary

Healthcare Scientists

Medicine and Dental

Multiprofessional

Patients, Carers and the Public
Nursing and Midwifery
Scientific and Technical
Students

Impact Types *[Make bold any of the impact types below which apply]*

Contributed to personal or professional development

Contributed to service development or delivery

Facilitated collaborative working

Health Information for Patients, Carers and the Public

Improved the quality of patient care

Mobilising evidence and organisational knowledge

More informed decision making

Productivity and efficiency

Reduced risk or improved safety

Saved money or contributed to financial effectiveness

Improved health and wellbeing of staff and learners

Consent

I have consent from individuals referred to in this case study to share details nationally for advocacy and promotion. *[Make bold the option which applies:]*

Yes

No