**Health literacy consultations**

**Health professional 1:**

Asking people if they've understood often isn't good enough and that's something that we all tend to do, we all use the question that closed question: ‘did you get that, did you understand that?’ And I think patients are very likely, under those circumstances, to give you a positive response which isn't always appropriate.

**Health professional 2:**

To ensure that patients understand what it is that maybe we've talked about in a consultation, I will ask them to teach back to me what it is that we've covered, so it's summarizing the main points of the consultation, any action points that we've agreed upon.

**Health professional 3:**

I would usually ask them to repeat back to me what I've said, but I will say to them: ‘so, can you explain to me what the doctor said your condition is and why he would like you to take this medicine, or why he'd recommended this medicine for you?’ And ask the patient to put it into their own words.

**Health professional 4:**

What you really want to do is get them to relay the information back and I would suggest that we all need to do that all the time, because otherwise you will never absolutely know whether the patient has understood what you're talking about.

**Consultation 1:**

So, for the next couple of weeks I want you to take two milligrams and three milligrams every other day, so what you want to do is, on tonight, I want you to take two milligrams so that's two ones, and then tomorrow you'll take one 3 milligram tablet, so you've got ones, and you've got threes, and then if you make an appointment to come back to see me in a couple of weeks. Would you manage to do this yourself or do you want me to help you to write it down?

**Patient:** No, I can manage fine, thank you very much.

**Doctor**: So, just give me an idea, just make sure you understand what I've told you.

**Patient:** To get this corrects balance you want me to achieve, you want me to take two milligrams one day and three milligrams the following day, alternate days, and that's what I'll do, I’ll write it in the book as you say so I don’t lose track of where I am at.

**Doctor**:And you are coming back when?

**Patient:** A fortnight.

**Doctor**:That’s absolutely great.