



Better Together

Health Services Patient Engagement Roadmap

Appendix 6

Checklist for effective communication

This checklist is relevant in all healthcare settings for all healthcare staff (clinical and non-clinical). You may find some of these questions reoccur in the healthcare setting checklists in section 3.

	Yes	No	N/A
Have you used the Communicating Clearly guidelines?			
Does your team/ service/ Community Healthcare (CHO) Organisation/ Hospital have a health literacy policy or health literacy committee			
Have you checked if the written information you give to patients adheres to plain English guidelines?			
Do you avoid the use of acronyms in written and spoken communication?			
Do you use jargon busters?			
Do you have a system in place to make it easy for patients to ask you to explain terms they do not understand?			
Do you have access to interpreters? Do you know how to book and work with an interpreter?			
Is there a question included on pre-admission/appointment information to ask if patients have any literacy needs?			
Do you use a variety of communication modes?			
Do you communicate with empathy and compassion?			
Have you/your team completed effective communication training?			
Have you/your team completed the National Healthcare Communication Programme modules?			
Do you have a communication plan for within your team and across other teams who may be involved in your patients care?			