

## Checklist: Are you communicating effectively with the people using your service?

### Spoken Communication

Questions	Y/N	Comments
1. Do you use plain language when speaking with people using services? Do you use a person's own words and terms in a way they can understand?		
2. Do you check that people using services understand what you have told them? (For example, does the person understand information to make an informed choice about medical care treatment?)		
3. Do you encourage questions? (For example, do you ask 'what questions do you have?' rather than 'do you have any questions?')		
4. Do you know how to access a translator or ISL interpreter, where needed?		
5. Are you aware of how to support a person with communication difficulties?		
6. Do you ask patients to describe or demonstrate how they take their medicine or use equipment?		
7. Do you provide a clear guide about your services? Do you talk through it with each person?		
8. Do you listen to people using services informally? If you organise or arrange consultations, do you use a range of methods, not just surveys, to gather information and people's feedback?		

## Written Communication

Questions	Y/N	Comments
1. Do you produce all leaflets, reports, other printed publications and website information in plain language, with suitable images?		
2. Do you offer help with digital tools or provide alternatives?		
3. Do you test your written material with people using services and ask for feedback?		
4. Do you routinely offer help with filling in forms or using a patient portal?		
5. Do you write precise instructions for taking medicine? (for example, 'take 1 tablet in the morning and 1 tablet at bedtime'.)		
6. Is your document accessible? (For example, is it able to be read by screen readers or do people say it is easy to read and understand?)		

## Service Environment

Questions	Y/N	Comments
1. Do you identify the communication needs and preferences of people using your service?		
2. Are there clear signs to direct people to different services? Are your posters clear?		
3. Are health and safety notices clear and accessible?		
4. Are there clear instructions on what to do if there is a fire? Have you checked that people understand them?		
5. Do you have clear information on feedback or complaints on display?		
6. Do you have literacy-awareness policies?		
7. Do you display or provide clear information on advocacy services?		
8. Are staff trained in good communication?		

Scan the QR code to read

**National Guidance on Good Communication in Health and Social Care: Using Plain Language**

