



Pregnancy and Newborn Screening Resources: Health Information Checklist



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- Have you explained what the booklets are for and how they should be used?
 - Remember to stop at relevant points during your discussion to check that you are explaining things properly
 - Are you using 'teach back' to make sure you are communicating things effectively (see guidance on back of this checklist)?
 - If certain information is difficult to communicate can you use examples or symbols/images to help with this?
 - Have you highlighted the key information that they need to be aware of?
 - Have you made sure the person has had the opportunity to ask all the questions they may have?
 - Do they know what to do if they have any more questions after this appointment?
 - Have you given them information on good sources of information which they can access, for example, the NHS Inform website?



Ensuring Understanding



Pregnancy and Newborn Screening Resources: Using Teach Back



Teach back can be used with all patients and service users to support communication and ensure that people are receiving the information that they require. This is not a test of their knowledge, it is a check that you have explained things properly. You could ask things like:

I want to make sure I've explained this clearly and made you aware of what you need to know. Could you explain back to me in your own words what it is we have discussed and what we have agreed will happen next?

Clarify and check again if needed and remember to use teach back at relevant points during the discussion. Images and visuals can also be used to support understanding.

For more information on teach back and other tools and techniques visit:

www.healthliteracyplace.org.uk/tools-and-techniques/

For plain English and a thesaurus of words that can help you make your conversations easier visit:

plainenglish.co.uk/the-a-z-of-alternative-words.html