# Appendix 10: Possible questions for staff survey

Thank you for answering this survey.

Your answers are confidential and you will not be identified.

### A. General questions about health literacy

This section contains general statements about health literacy. Please tick the box that best describes your attitude to each statement. Only use N/A if the statement doesn’t apply to you.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **No** | **Not sure** | **Yes** | **N/A** |
| Health practitioners play an important role in building the health literacy of New Zealanders. |  |  |  |  |
| Every time information is given to consumers and families about their health, it is an opportunity to check and build health literacy. |  |  |  |  |
| Everyone is likely to experience low health literacy at some stage, for example, when diagnosed with an illness or condition they have not had before. |  |  |  |  |
| The largest single group with low health literacy in New Zealand is Pākehā adults. |  |  |  |  |
| If a consumer does not follow instructions, this is a sign of low health literacy. |  |  |  |  |
| I can recognise when a consumer has low health literacy. |  |  |  |  |
| I know a range of strategies I can use with consumers who have low health literacy. |  |  |  |  |
| I understand what a Universal Precautions approach to health literacy means. |  |  |  |  |
| I understand what the term ‘health literacy demands’ means. |  |  |  |  |
| I understand how health literacy has evolved from a consumer skill deficit approach to a systems approach. |  |  |  |  |
| I can explain a systems approach to health literacy to my colleagues. |  |  |  |  |

### B. Communication

This section assesses how confident you feel about communicating information to the consumers and families you work with.

Please tick the box that best describes your response.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **How confident are you that you can effectively communicate with consumers and families about their health in each of the following situations?** | **Not at all confident** | **A little confident** | **Neither confident nor unconfident** | **Quite confident** | **Totally confident** | **N/A** |
| Time is limited. |  |  |  |  |  |  |
| The consumer has a number of conditions. |  |  |  |  |  |  |
| The consumer is taking a number of medicines. |  |  |  |  |  |  |
| The steps that the consumer must follow to care for their health have changed. |  |  |  |  |  |  |
| The consumer and their family ask a lot of questions. |  |  |  |  |  |  |
| The consumer and their family are new to you and your service. |  |  |  |  |  |  |
| The consumer does not follow medical instructions. |  |  |  |  |  |  |
| The consumer and their family do not understand English well enough for easy communication. |  |  |  |  |  |  |
| The consumer and their family do not seem that interested in the consumer’s health. |  |  |  |  |  |  |
| The consumer and their family have a number of barriers to caring for the consumer’s health, such as difficulties with transport and cost of medicines. |  |  |  |  |  |  |
| **Overall, how confident are you about communicating with consumers and families?** |  |  |  |  |  |  |

### C. In your clinic or practice

This section lists statements about how your clinic/practice delivers its services.

Again, please tick the box that best describes your clinic today.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **We do not generally do this** | **We could improve** | **We are doing this well** | **N/A** |
| We regularly ask our consumers and families for verbal or written feedback on the quality and effectiveness of our services. |  |  |  |  |
| We use multiple strategies to encourage consumers and families to ask questions about their health. |  |  |  |  |
| We use ordinary language to explain medical and health terms. |  |  |  |  |
| We talk through any written information we provide to consumers and families about their health, and explain why they need to read it and what they need to do with the information. |  |  |  |  |
| We manage the information given to consumers and families so they are not overwhelmed. |  |  |  |  |
| We regularly find out what consumers and their families know about their health. |  |  |  |  |
| We regularly check that consumers and their families have understood the information we have given them by asking them to repeat key points. |  |  |  |  |
| We have access to other staff who can support consumers and families needing help with transport and other issues. |  |  |  |  |
| We regularly ask consumers to bring their medicines with them to their appointments. |  |  |  |  |
| We regularly explain full details about all new medicines to our consumers and families, for example, what it is for, how it works, side effects, serious side effects, how the medicine should be taken and why, any interactions. |  |  |  |  |
| We regularly explain risks to our consumers and families so they can make informed decisions. |  |  |  |  |
| Do you have any comments you would like to add? |  |  |  |  |

### D. Personal information

This section asks you for some information about yourself. This information will be kept confidential.

|  |  |  |
| --- | --- | --- |
| What is your role? |  | |
| How many years have you worked as a health practitioner? |  | |
| How many years have you worked at your current clinic/practice? | Fewer than 5  6 to 10  More than 10 | |
| Do you work: | Full time?  Part time? | |
| Which ethnic group to you belong to? | NZ European  Māori  Samoan  Cook Island Māori  Tongan | Niuean  Chinese  Indian  Other (please specify) |
| Are you: | Male?  Female? | |

Thank you for taking the time to complete this survey.