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Chest Heart & Stroke Scotland (CHSS)  
[www.chss.org.uk](http://www.chss.org.uk)

At CHSS we aim to support people in their community. Many with low literacy and English as a second language are not engaging with our services. Through co-production with low literacy and BME organisations and their members we will shape the development of CHSS health information and services. We will do this from inception to conclusion to tackle the barriers to engagement with CHSS services. CHSS will share lessons learnt with other long term condition organisations.

### CHSS SERVICES

Advice Line & Stroke Nurses  
Health Information  
Community Support  
Self Management Support  
Education and training  
Befriending  
Public Involvement  
Welfare grants  
Research  
Volunteering  
Fundraising

Chest  
Heart &  
Stroke  
Scotland



#### Low literacy groups want:

- Free calls to Advice Line Nurses
- Visual information
- Simple language
- Information on CHS\*\*\* conditions
- Factsheets
- Socially diverse information

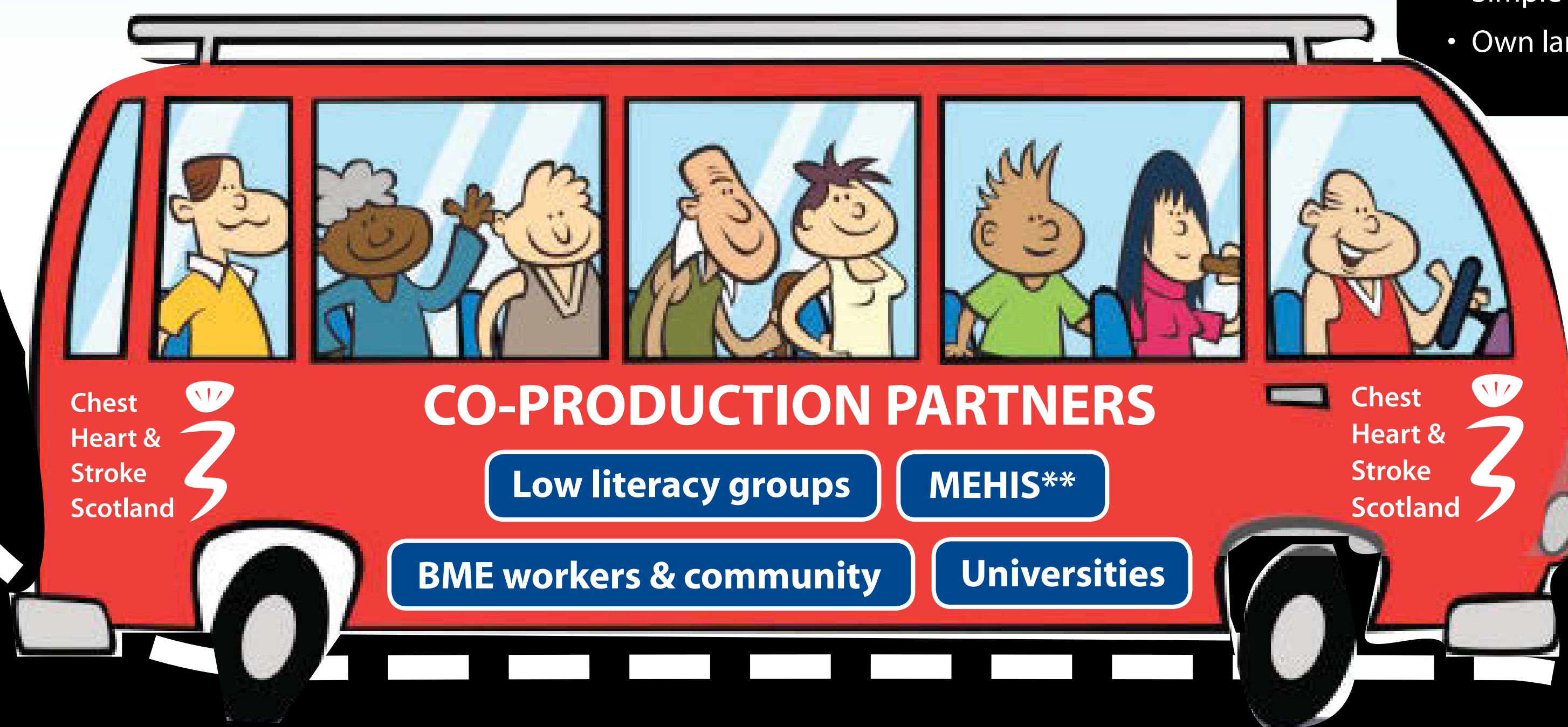
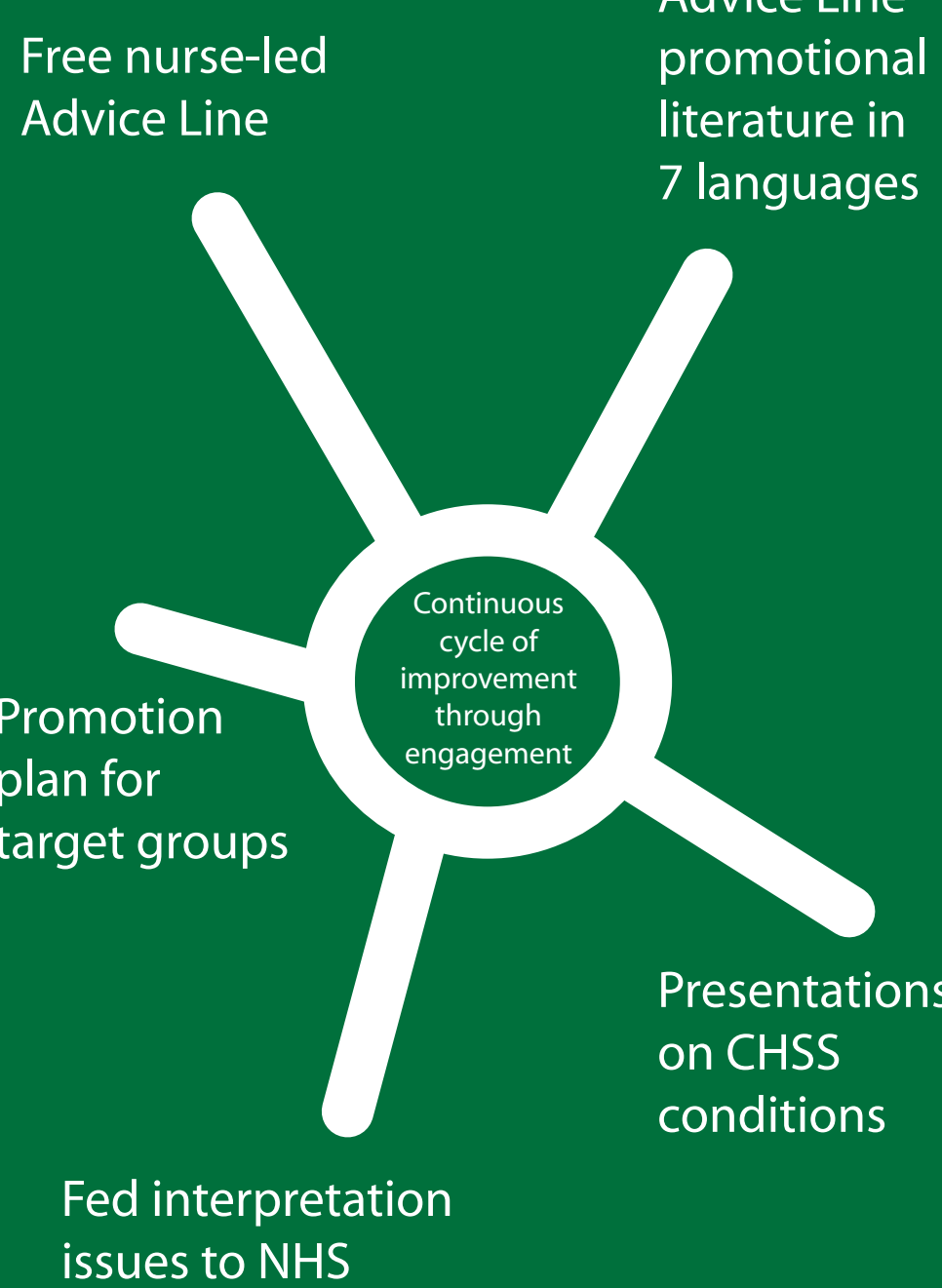
#### Methodology

- Literature review
- Low literacy and BME organisations focus groups
- Partnership with MEHIS\*\*
- Involving BME groups and people with low literacy to share accounts of their personal experience of CHSS services and managing their health using the Voices Scotland gold standard public involvement methodology (1) (2)
- Feedback to focus groups

#### BME groups want:

- Visual information
- Factsheets
- Simple language
- Own language
- Culturally diverse information
- Information on CHS\*\*\* conditions
- Free calls to Advice Line
- Better translation service (NHS)

#### CHSS RESPONSE



#### WORK IN PROGRESS

- Charity-wide promotional and Advice Line material to represent wider Scottish population
- YouTube and pictorial health information
- BME peer support groups
- Recruitment of more BME volunteers
- Recruitment of health information volunteers
- Forum to enable future consultation

#### DESTINATION TACKLING BARRIERS

Equal access to CHSS services

Skills 技能	Confidence Pewność, siebie
Knowledge Wiedza	Understanding Compréhension

#### Further information:

[Tackling.Barriers@chss.org.uk](mailto:Tackling.Barriers@chss.org.uk)

#### References

- 1 Scottish Government (2014) *Making it Easy. A Health Literacy Action Plan for Scotland*
- 2 Scottish Health Council (2014) *Evaluation of Chest Heart & Stroke Voices Scotland Programme*
- 3 Scottish Government (2012) *Managed Clinical Networks: supporting and delivering the Healthcare Quality Strategy*. CEL 29

\* Scottish Government Funded

\*\* MEHIS Minority Ethnic Inclusion Service NHS Lothian

\*\*\* CHS Chest heart and stroke conditions