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Introduction

- The BMA advocates that accurate and comprehensible patient information is fundamental to patient-centred care, empowering patients to make informed choices and self-manage where appropriate [1].
- The management of Achilles tendinopathy is centered around patient education and an independent patient-motivated home exercise programme.
- The aim of this project was to explore the critical components of a patient information resource that ensure the information/guidance included is easily understood and implemented. Furthermore, a secondary objective was to critically assess available NHS online Achilles tendinopathy resources for readability scores.

Methods

- ✓ A literature review (Pub Med/Medline), was conducted to explore the evidence-based aspects of patient information resources that make them effective. Keywords 'readability' and 'patient information' were used retrieving 415 papers.
- ✓ Secondary Analysis: Evaluation of the readability of all available online NHS patient information resources for Achilles tendinopathy was completed, calculating and comparing Flesch Reading Ease (FRE) and Flesch-Kincaid Levels (FKGL).

FRE:

$$206.835 - 1.015 \times \left(\frac{\text{Total words}}{\text{Total sentences}} \right) - 84.6 \times \left(\frac{\text{Total Syllables}}{\text{Total Words}} \right)$$

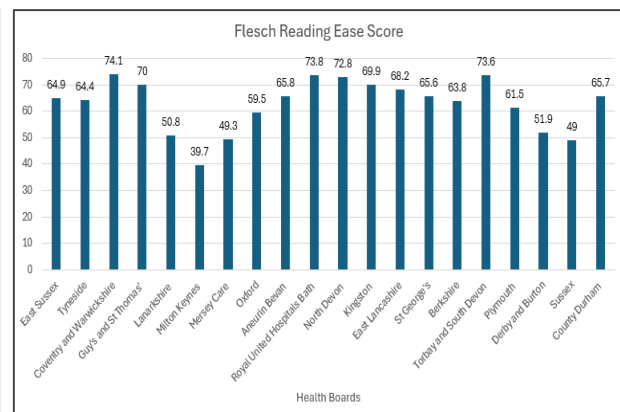
FKGL:

$$0.39 \times \left(\frac{\text{Total words}}{\text{Total sentences}} \right) + 11.8 \times \left(\frac{\text{Total Syllables}}{\text{Total Words}} \right) = 15.59$$

Results

Typography, larger text headings and bullet points aid navigation [5]. **Pictograms** markedly increase attention and patient adherence [6]. Implementation of **videos** has been shown to be of particular benefit for patients with lower literacy levels [7]. This is pertinent when 12% of the adult population in Wales lack basic literacy skills [8]. Thus, the resource should aim to achieve a **FRE score** above 70.

20 online NHS Achilles tendinopathy patient information resources were analysed. The FRE range was 34.4. Coventry and Warwickshire had the most readable resource achieving an FRE of 74.1 (equivalent to a reading age of 12 in the U.K.). The superlative format for the resource is **online** including pictograms and links to videos demonstrating exercises.



Discussion

- ❖ The findings from this study provide the basis for an Achilles tendinopathy patient information resource that effectively imparts knowledge, whilst facilitating patient comprehension, through improved readability. Improving these two areas should result in greater patient engagement and improved clinical outcomes.
- ❖ Furthermore, the conclusions from this project can be applied to form the basis of an Achilles tendinopathy patient information resource introduced nationally across Wales. 12% of the adult population in Wales lack basic literacy skills [8]. Thus, formulating a resource with an FRE score above 70 ensures readability is upheld and propagation of inequality within healthcare is avoided.

References

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