



Health literacy month 2026: Week 1

Making health work for everyone

Make systems easier to navigate

Make one thing easier this week that improves patient experience

Check one digital pathway.

Choose one online process people use to access your service, such as booking an appointment, completing a form or viewing test results. Follow the process from beginning to end and ask:

- What does someone need to complete it?
- What works well?
- Where might someone need help, and is there a phone or in-person option?
- What is one change that could make it easier to use?

Who might you leave out? Think about people with lower digital confidence, limited English or no reliable internet. How could you check with them?

Share the one change your team will make

