

## Overview

This standard covers collating and communicating health information to individuals, their family or significant others in response to queries or as part of health promotion and giving advice. Examples include providing information regarding the reported success of a particular treatment; significant news; giving advice following a diagnosis or clinical intervention and associated record keeping.

This standard is applicable to a wide range of health contexts and roles in emergency, primary and secondary care.

Users of this standard will need to communicate effectively to meet individuals' needs and wishes and work in line with health and safety legislation, policy and practices.

## Performance criteria

### *You must be able to:*

- P1. identify and agree the roles and responsibilities of yourself and others in collating and communicating health information to individuals
- P2. respect the individual's rights and wishes relating to their privacy, beliefs, and dignity
- P3. establish consent and access information on collating and communicating health information to individuals
- P4. identify the health information required and use relevant secure sources to access it.
- P5. ensure the health information is:
  - a. evidence based
  - b. accurate and reliable
  - c. timely
  - d. up-to-date
  - e. relevant to the stated requirements
- P6. present the health information in a format that is consistent with the individual's level of understanding, culture, background and preferred ways of communicating
- P7. take steps to clarify issues in a manner that is consistent with the individual's level of understanding, culture and background
- P8. confirm that the information needs of the recipient has been met
- P9. complete all relevant documentation required for collating and communicating health information to individuals

## Knowledge and understanding

### *You need to know and understand:*

- K1. how to access and interpret all relevant work instructions, legislation, guidelines, policies, procedures and protocols needed to collate and communicate health information to individuals
- K2. the scope and limitations of your own competence, responsibilities and accountability as it applies to your job role
- K3. specific procedures for reporting issues which are beyond your competence, responsibilities and accountability
- K4. the principles, practice and procedures associated with informed consent
- K5. how to present information in a tone, manner and at a speed which is appropriate to the needs and capabilities of the individuals
- K6. the needs of individuals including issues relating to dignity, confidentiality, and privacy
- K7. the principles of effective communication
- K8. the ethics concerning confidentiality, and the tensions which may exist between an individual's request for information and the organisation's responsibilities within information governance
- K9. the available sources and types of health information and the relative value of each to the situation and individual need
- K10. the importance of using secure sources of information
- K11. the importance of using reliable evidence-based health information sources
- K12. difficulties that can occur when communicating with individuals in stressful situations and how to manage these
- K13. the need for tact and diplomacy when exchanging information of a potentially stressful nature
- K14. how to complete and safely store all relevant documentation in accordance with organisational requirements

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Collate and communicate health information to individuals

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