



Patient Information Forum

For everyone involved in health information and support

www.pifonline.org.uk



Delivering a Patient Information Service

Tuesday 17 October 2017

Twitter: @PiFonline #healthlibraries



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- **Who we are:** The Patient Information Forum (PIF) is the UK membership organisation and network for people working in, and involved with, healthcare information and support.
- **Our vision:** Everyone has access to high-quality healthcare information and support to enable them to make informed decisions about their health, wellbeing and care.



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- **What we do:** PIF is committed to improving the healthcare experience of patients and the public.
- **How we do it:** We support individuals and organisations to provide high-quality, clearly communicated, evidence-based healthcare information, which is accessible and developed with its users.
- **Why we do it:** So everyone can understand their care, and make informed decisions about their health and wellbeing choices.



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Strategic aims:

- **QUALITY**- We raise standards and highlight good practice in the production and provision of healthcare information and support
- **INTEGRATION** – We campaign for high-quality healthcare information and support to be an integral part of the patient journey
- **EXPERTISE** – We champion and enhance the expertise of people working in the field of healthcare information and support
- **IMPACT** – We promote the need to evaluate the impact of high-quality healthcare information and support



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Perfect Patient Information Journey

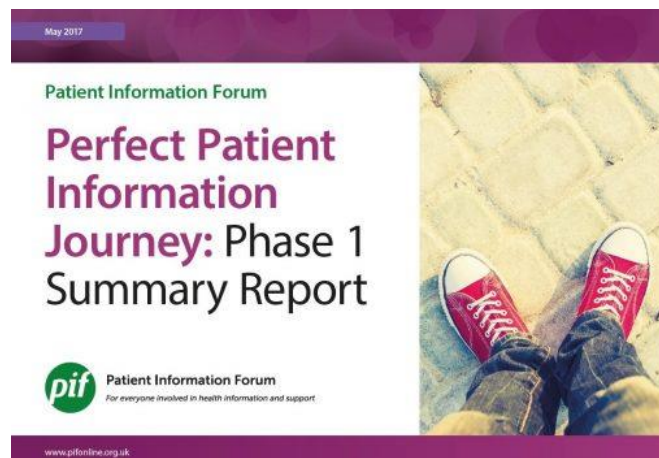
<https://www.pifonline.org.uk/improving-access-information-new-pif-report-perfect-patient-information-journey/>

Judging and assuring quality in health information

<https://www.pifonline.org.uk/pif-resources/topics-index/evaluating/quality-assurance/>

PIF Toolkit

<https://www.pifonline.org.uk/toolkit/>





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Impact

Outcome of three Open Space events in London and Leeds, which took place in June 2017, to look at current landscape in respect of the measurement of information provision, and identify next steps resulted in the following three action points:

1. Develop a shared approach to impact measurement for health information, including a theory of change and shared outcome measures that can be used by any organisations looking to measure and understand the impact of health information.
2. Creation of Toolkit with best practice, top tips, tools and case studies to provide practical support and guidance to help organisations and individuals measure the impact of health information.
3. Engagement with the wider health system to support better measurement and understanding of the impact of health information. To include: building closer relationships between commissioning and healthcare organisation, and information producing community; mapping existing measures within healthcare system that could contribute to measuring the impact of health information; test and prove 'theory of change' in practice.



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What are your concerns?