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Making a Difference: The Benefits and Value of Providing High Quality Health Information

Dan Livesey



Improving Lives



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Benefits and Value of Health Information Services



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- What is health literacy?
- Why does health literacy matter?
- What is the impact of health literacy on a population?
- What can be done to improve health literacy?
- Some examples from a mental health NHS Trust perspective.



What is Health Literacy?



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Health literacy skills are ‘the cognitive and social skills which determine the **motivation** and **ability** of individuals to **gain access to, understand, and use information** in ways which promote and maintain good health’

World Health Organization, 1998



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What is Health Literacy?



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‘The constellation of skills, including the **ability** to perform basic reading and numeral tasks **required to function** in the healthcare environment’

American Medical Association, 1999



What is Health Literacy?



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‘Health literacy is broadly about an individual’s ability to make **sound health decisions** in the context of everyday life’

Patient Information Forum, 2014



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Health Literacy for Patients/Public



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- Sound health decision making
- Function in the healthcare environment
- Motivates learning
- Integral to gain access to reliable information
- Important to understand any given information
- Essential to use any given information



Why does Health Literacy matter?



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‘**43%** of the English adult working-age population cannot fully **understand and use** health information containing only text. When numerical information is included in health information, this proportion increases to **61%**’

Royal College of Physicians, 2014



Why does Health Literacy matter?

People with low health literacy are **less likely** to:

- understand their own health needs
- navigate their way through complex healthcare systems
- make healthy living choices

Patient Information Forum, 2014



Why does Health Literacy matter?



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People with low health literacy are **more likely** to experience:

- higher rates of hospitalisation
- higher rates of emergency admissions
- incur substantially higher health service costs

Patient Information Forum, 2014



Why does Health Literacy matter?

Table 1: Population growth for UK countries, mid-2016

	Population mid-2016	Share of UK population	Increase on mid-2015	Percentage change since mid-2015	Percentage change since mid-2006
England	55,268,100	84.2%	481,800	0.9%	8.4%
Wales	3,113,200	4.7%	14,100	0.5%	4.3%
Scotland	5,404,700	8.2%	31,700	0.6%	5.3%
Northern Ireland	1,862,100	2.8%	10,500	0.6%	6.8%
UK	65,648,100	100.0%	538,100	0.8%	7.9%

Source: Office for National Statistics, National Records of Scotland, Northern Ireland Statistics and Research Agency

Notes:

1. Figures may not add exactly due to rounding.



What does that mean for our population?



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- Working age population of 44,738,967 (16 years or older)
- 19,237,755 people struggle to understand general health information in England
- 27,290,769 people struggle to understand a numerical calculation contained within health information



What does that mean for our population?



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- Use of preventive services and primary care
- Lack of knowledge about chronic condition management
- Increased rates of hospitalisation
- Perceived health status
- Increase expensive and costly invasive treatments
- Patient fear, anxiety, stress and associated stigma



What can we do about it?



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“Providing high quality health information is beneficial. It has a positive impact on **service utilisation and health costs, patients’ experience of healthcare and patients’ health behaviour and status**”

Patient Information Forum, 2013, *Making the case for Information*



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HEE Knowledge For Healthcare



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- Supporting staff to make the case for patient information provision
- Further developing the Guidance, Ideas Bank and useful links and signposting
- Supporting the development of local partnerships
- Developing materials for PPI workshops and meetings
- Mapping of training and CPD opportunities





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Recovery Academy



Recovery Academy

What is a Recovery Academy?



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- Educational courses for people with mental health and substance misuse problems, their families, carers and health professionals
- Developed and delivered by professionals and people with lived experience
- Interactive and creative learning
- Safe places
- Challenge stigma
- **Does not** replace treatment, interventions, medicines



Being Part of the Recovery Academy



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- Staff, students, patients and carers are all eligible to join Library and Knowledge Services at GMMH
- Access to the internet is available within Library and Knowledge Services for **ALL** at the Recovery Academy
- Support is provided to tutors to update and review reading lists
- All new students receive a Knowledge Service Induction
- The Library and Knowledge Service is often the first point of contact for people within the Recovery Academy



Library and Knowledge Services at GMMH



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Shared Reading

Reading Group Project with The Reader.

- Increase confidence
- Improves resilience
- Challenges stigma
- Contributes to literacy
- Essential to overall health and wellbeing

Shared Reading Group

There is growing evidence to suggest shared reading can have a positive impact on mental health and wellbeing and it's a fantastic way to share great literature.

Shared Reading takes place in a small group and is a great way to share a short story or poem in a supportive environment.

The group facilitator starts the session by reading aloud a short story or poem, with breaks in the reading to allow group members to discuss and share any thoughts and feelings they may have about the story.

Throughout the session, there will be opportunities for group members to read parts of the story aloud. However, the idea of the group is to create a space where people feel relaxed and comfortable, and are able to contribute to the session without feeling any pressure to read aloud or to contribute to the discussion.

Sometimes just sitting and listening to the story can be as rewarding for some group members as contributing to the reading and discussion.

Lead tutor: Caroline Collinge

The
Reader



CONNECT
REALISE
CHANGE

Dates, Times and Venues

12, 19, 26 January, 2 and 9
February 2018 – 1pm to 2.30pm
Break Out Room A, The Curve, Greater
Manchester Mental Health NHS
Foundation Trust, Bury New Road,
Prestwich, Manchester M25 3BL

"I feel really emotional after reading the story, I'm really surprised. I can see me in parts of it, my recovery. It's made me think about things, but in a good way."



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Library and Knowledge Services at GMMH



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Patient Information Leaflets

Applying the principles of NHS England The Information Standard (TIS)

- Information Production
- Evidence Sources
- User understanding and involvement
- End product
- Feedback
- Review



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Any questions?

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