



Learning from others

Implementing innovative ways to give patients access to your information



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Knowledge for Healthcare



Full framework and a short briefing are available at:

<http://www.hee.nhs.uk/our-work/research-learning-innovation/library-knowledge-services>

Knowledge for Healthcare website

<http://kfh.libraryservices.nhs.uk/>

An ambitious vision

Our vision

NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.

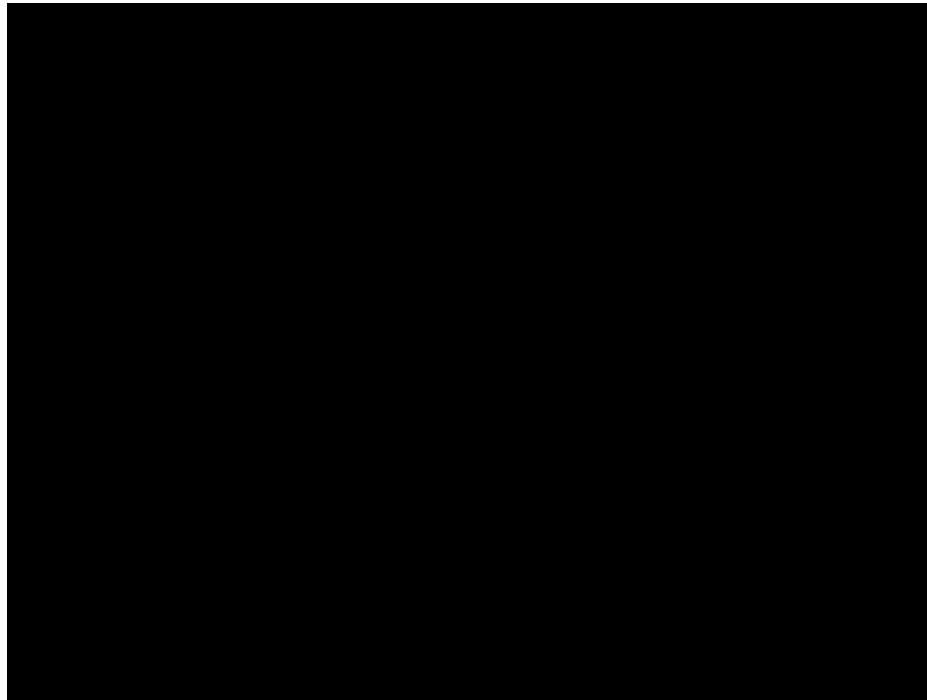
There is often a large gap between evidence-based treatment guidelines and current practice (Nolte and McKee, 2008).

What are health libraries being asked to do?

Six types of service that can be delivered;

1. Helping healthcare staff to provide high quality patient information
2. Walk-in use of print resources for reference
3. Enquiry service for patients and the public
4. Collaboration with your local public library service
5. Facilitating patient / public health literacy
6. The library open to the public

**Getting involved in PPI doesn't
mean hoards of patients
coming in to your library...**



Patient and Public Information – the time is now...

- Health Education England (HEE) Knowledge For Healthcare
- Memorandum of Understanding signed between HEE, SCL and the Reading Agency
- Making Every Contact Count
<http://www.makeeverycontactcount.co.uk/>
- The changing structure of the NHS – Sustainability and Transformation Plans (STPs)

Patient and Public Information

Task and finish group

- The Patient and Public Information Task and Finish Group came together as part of the Service Transformation workstream of Knowledge for Healthcare in 2015
- We aim to support library and knowledge professionals to improve access to health information for patients and the public
- The group has produced a number of resources to enable innovative patient and public information provision

Guidance

<http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

- Specifically for all NHS Library and Knowledge Service staff
- Rationale for NHS libraries getting involved with the PPI agenda
- Types of service you could offer
- Advice on dealing with enquiries
- Links to the **Ideas Bank** and case studies
- List of links to websites, key documents and signposts to patient information

Patient and Public Information Drivers

- Key drivers to help support you in making the case for your involvement in PPI
- Using the drivers will give you a better understanding of the PPI priorities
- Each driver has been summarised to help you identify a key message

1. CQC Regulation 9: Person-centred care

Source: Care Quality Commission (CQC)

Link to main document: <http://www.cqc.org.uk/content/regulation-9-person-centred-care>

Publication format: webpage

Date of publication: 18 March 2015

Summary of driver: *The intention of Regulation 9: Person Centred Care is to provide care organisations with guidance on how treatments or care should be personalised, based on an assessment of need and personal preference.*

Providers must work in partnership with individuals to make reasonable adjustments and provide support to help individuals make informed decisions about their own care and any potential treatment options.

Key features of driver:

The care and treatment of service users must—

- be appropriate,
- meet their needs, and
- reflect their preferences

A registered organisation must—

- Carry out an assessment of individual need in collaboration with the service user around preferences for care and/or treatment.
- Enable and support relevant persons to understand the care or treatment choices available to the service user and to discuss, with a competent health care professional or other competent person, the balance of risks and benefits involved in any particular course of treatment.
- Provide opportunities for relevant persons to manage the service user's care or treatment.
- Involve relevant persons in decisions relating to the way in which the regulated activity is carried on in so far as it relates to the service user's care or treatment
- Provide relevant persons with the information they would reasonably need.
- Make reasonable adjustments to enable the service user to receive their care or treatment

Primary audience: *Organisations regulated by the CQC.*

Impact on library policy/practice: *(examples of how libraries could and perhaps do already support this driver)*

Ensuring information produced by an organisation is evidence-based and up to date.

Help the organisation to realise the process of achieving The Information Standard (TIS).

Support the commissioning of good quality, evidence-based health information from other organisations—seeking out those accredited by TIS.

Make colleagues aware of literacy rates within the UK population and make reasonable adjustments to language to allow patients and members of the public to make informed decisions.

Date last updated: 18 March 2015

Due for review: 18 March 2016

Ideas Bank

The Patient and Public Information Task and Finish Group came together as part of the Service Transformation workstream of Knowledge for Healthcare. Since 2015 the group has been working towards various aims to support Library and Knowledge Services in the NHS in Patient and Public Information provision.

- Ideas Bank <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

NHS Choices



- Guidance on utilising NHS Choices efficiently is now available on the [Knowledge for Healthcare PPI pages](#)
 - For LKS staff to know how to use to support patients asking for health information, but also to support your users who need high quality patient information
- Learn My Way – Improving your Health Online
 - For users with low digital literacy levels, a how to guide for booking GP appointments online and using NHS Choices <https://www.learnmyway.com/subjects/improving-your-health-online/>

Developing local health information networks

Resources have been put together to support you in building local health information networks

- Guidance on Developing Local Partnerships and Networks
- Draft Memorandum of Understanding
- Draft Terms of Reference for a new network
- Draft Agenda for the first meeting of a new network

<http://kfh.libraryservices.nhs.uk/patient-and-public-information/resources-ppi/>

PPI Contacts Database

- A list of local contacts from many sectors and organisations including NHS Libraries, Public Libraries, Public Health England and other PPI relevant organisations



Please contact PPIenquiries@libraryservices.nhs.uk if you'd like a list of your local contacts

Public library collaboration

- Lending a small collection of fiction books to your local NHS library for staff to borrow or patients to read
- Joint events/displays
- Building a local health information network
- Joint training sessions (health information literacy, dealing with difficult customers, Making Every Contact Count)
- Develop a referral procedure for complex enquiries

Health Information Week

2nd – 8th July 2018 (always the first week in July)

- Health Information Week (HIW) is an annual, multi-sector campaign to promote the good quality health resources that are available to the public and to encourage partnership working across sectors.
- Endorsed and supported by HEE, NHS England, SCL, PHE

Why get involved?

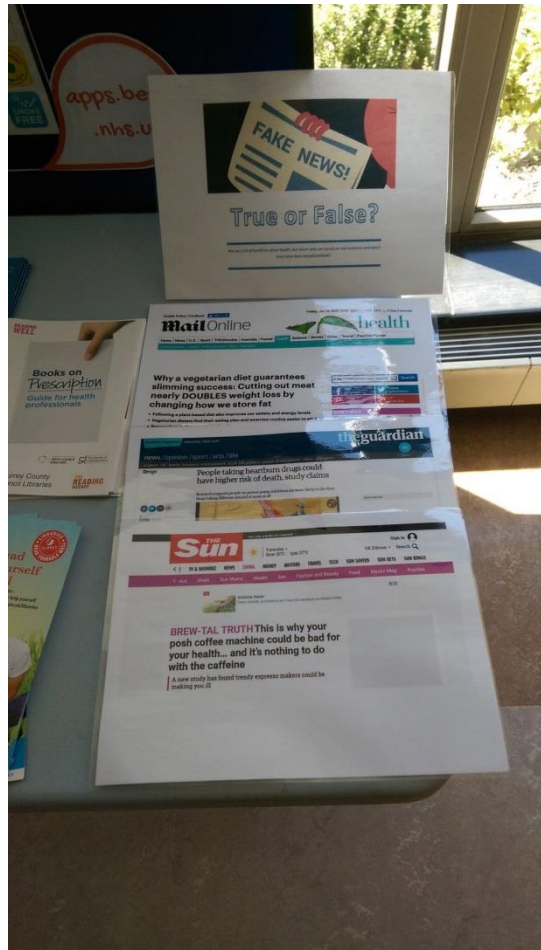
- Improving access to health information for the public
- Improving partnership working
- Improving health literacy
- Getting to know your local fellow information providers
- Sharing resources and knowledge



Health Information Week 2017

What did my service do this year?

- Launched the *NHS Choices guide* and a *Finding Good Quality Information Online* leaflet
- Had a lunch and learn session on identifying good quality information online
- Had a stand over lunch on two different days, in two locations
- Put up our PPI display



Supporting materials & Organisations

There a huge number of resources available on the Knowledge for Healthcare webpage

<http://kfh.libraryservices.nhs.uk/patient-and-public-information/>



Any questions?

Contact me:

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