



Public Health
England

NELFT **NHS**
NHS Foundation Trust

What is high quality health information and where do you find it?



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Objectives

By the end of this session, you will hopefully have a greater awareness of:

- characteristics of good quality consumer health information (CHI), including resources and techniques to help assess quality of web-sites
- the types of CHI products available
- good quality CHI resources
- supporting material and organisations



Quality tools

The Information Standard

<https://www.england.nhs.uk/tis/>

Six aspects of producing good quality information

1. Information production process
2. Evidence sources
3. User understanding and involvement
4. End product
5. Feedback
6. Review



discern online

<http://www.discern.org.uk/>

Checklist of 16 questions





Assessing quality

Authorship - Who wrote the content and what are their credentials? Are they qualified to provide this information?

Attribution - is it clear how the information was generated, e.g. is it referenced?

Disclosure - is the web-site sponsored by anyone who might have a commercial gain? When did they write it? Who did they write it for?

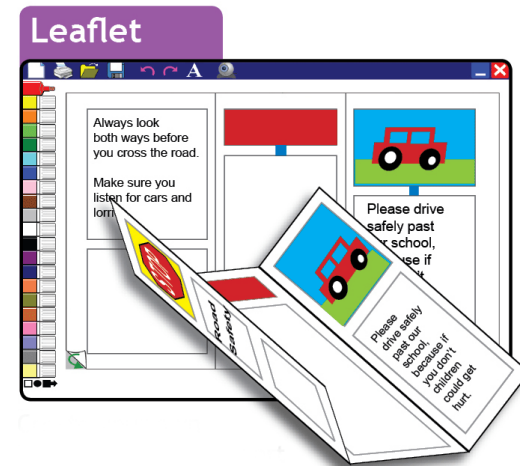
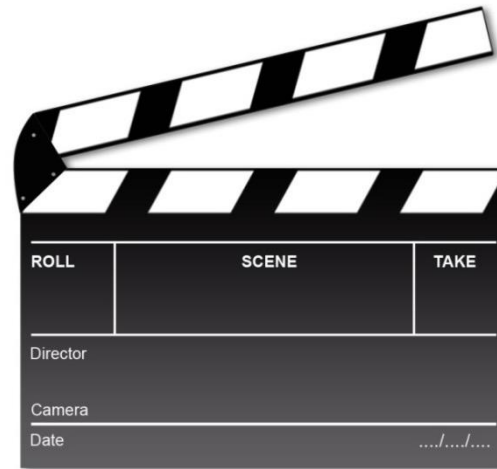
Currency - is there a date to indicate age of the content?

Silberg WM, Lundberg GD, Musacchio RA. (1997) Assessing, controlling, and assuring the quality of medical information on the Internet: Caveant lector et viewor — let the reader and viewer beware. JAMA, 277(15):1244-5
<http://jamanetwork.com/journals/jama/fullarticle/415407>



Consumer health information products

- Patient information leaflets
- Patient experience videos
- Decision aids





Consumer health information sources

- **NHS Choices**
<http://www.nhs.uk/pages/home.aspx>
 - Behind the Headlines
<http://www.nhs.uk/news/Pages/NewsIndex.aspx>
- **NICE Evidence Search**
<http://www.evidence.nhs.uk>
 - Patient information filter
 - Decision aids filter
- **PubMed Health**
<https://www.ncbi.nlm.nih.gov/pubmedhealth/>
- **Healthtalk.org**
<http://www.healthtalk.org/>



Hands-on exercise

Form groups of 2-3 people

Each group will get a number between 1 and 4

Spend 20 minutes comparing the two resources allocated to your group number.

Use our suggested topics or your own personal health and wellbeing interests / concerns

Be prepared to feedback to the whole group





Hands-on exercise

- **NHS Choices** - <http://www.nhs.uk> (groups 1 & 3)
- **NICE Evidence Search** - <http://www.evidence.nhs.uk> (groups 1 & 2)
- **PubMed Health** - <https://www.ncbi.nlm.nih.gov/pubmedhealth/> (groups 2 & 4)
- **Healthtalk.org** - <http://www.healthtalk.org/> (groups 3&4)





Hands-on exercise

Example questions / topics you could explore:

- Depression - antidepressants side effects, self assessment
- Alcohol misuse
- Stress/ relaxation exercises and activities
- Caring for people with dementia
- Flu vaccinations for children
- Norovirus
- Physical activities for older people





Additional support

CILIP Information Literacy Group

<http://www.informationliteracy.org.uk/>

- Examples of good practice, toolkits, LILAC conference, and Journal of Information Literacy

Patient Information Forum

<http://www.pifonline.org.uk/>

- Making the case for information
- Newsletter

Health Education England – PPI resources

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



Contact us

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