PATIENTS, CARERS AND THE PUBLIC ARE EMPOWERED TO MAKE HEALTH AND WELL-BEING CHOICES

Worked at a national level to embed the principle that Library Knowledge Services (LKS) are developed to enable information provision for patients, carers and the public

Actively promoted LKS participation in Health Information Week - #hiw2018

Provided technical support for national event planning

Provided support to participants on national leadership programmes engaged in projects to:
- Identify and encourage best practice in patient information provision
- Provide a toolkit (including promotional resources) to support Health Information Week 2018 activities for LKS staff

Attended national launch of the Reading Well for Mental Health collection which provides helpful information and support for managing common mental health conditions, or dealing with difficult feelings and experiences

Planned, developed and delivered a health literacy awareness workshop in partnership with Health Libraries North and Newcastle University
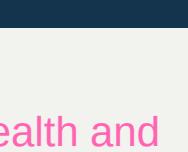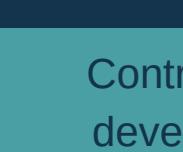
Contributed to the development of a health literacy research proposal on behalf of a local NHS provider trust

Worked with Community Health and Learning Foundation to develop bespoke health literacy training for LKS staff at a national level

In 2017, 83% (52 out of 63) Northern LKS achieved full compliance with the Library and Quality Assurance Framework (LQAF) standard of "LKS are developed to support information for the patient/and or the public". This was a dramatic increase on 16% (10) LKS in the 2016 standard.

"Following on from the #HIW Planning workshop....we held a number of information stalls...I was speaking to several of the estates workers... We had a really good talk about how to access various conditions. Then one of the guys stopped me a week or so later to say he had been on the (NHS Choices) site and had made an appointment to see a GP, which he wouldn't have done if it wasn't for the leaflet.

A MILLION DECISIONS

February to July 2018

A MILLION DECISIONS