

KNOWLEDGE FOR HEALTHCARE: PATIENT AND PUBLIC INFORMATION

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Outline

- KfHC Service Transformation
- Patient and public information (PPI) and KfHC
- Why do NHS libraries have a role to play
- PPI Task & Finish Group outputs
- LQAF
- The future

KfHC December 2014

- 29th May 2015 Service Transformation Work Stream meeting
- Objective to set up T&F Groups
- PPI T&F Group
- Initially PPI a low priority work stream with core service offer, streamlining , current awareness tagged as key for results

KfHC 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.*

NHS Libraries and PPI

- We already play a role in patient care
- **Patients are being encouraged to self-manage and be partners in their care (references). NHS libraries can act as signposts**

Demographics

Growing population



They account for **70%** of all **health spend**

Currently there are **1.5 million** people with **long term conditions**



There will be a **+30%**

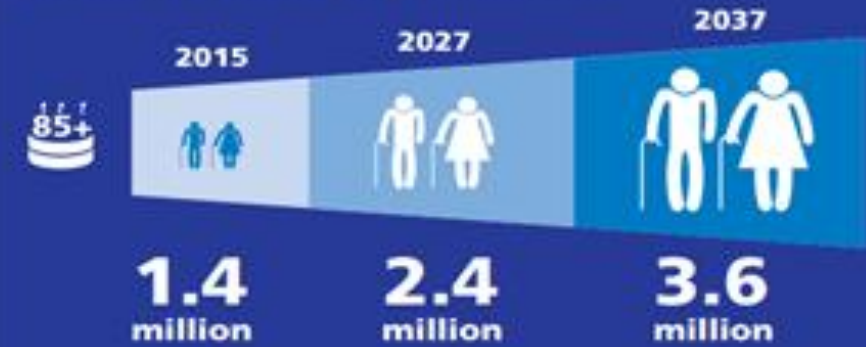


increase in the number of people with **three or more long-term conditions** by 2020.

Currently the average cost of healthcare for someone with



Challenge of an aging population



The number of people aged over 85 in the UK is projected to increase from 1.4 million to 2.4 million by 2027 and 3.6 million by 2037.

Outputs PPI T&F Group

- Stakeholders identified for collaborative working
- Ideas bank of best practice (November 2015)
- Guidance (March 2016)

Stakeholders

- Society of Chief Librarians
- Reading Agency
- PHE
- NHS England
- HEE
- Macmillan
- NHS Scotland

Ideas bank

- Issued November 2015
- Used Sally Hernando innovations plus HLG conference abstracts plus LQAF submissions

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

Guidance

Does not mean hordes of patients making their way to the library!

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



Types of service with personal reflections

1. The library as a public space
2. Walk in reference use of print resources
3. Enquiry service
4. Collaboration with local public library service
5. Facilitating healthcare staff to provide patient information
6. Facilitating patient / public health literacy

LQAF

- LQAF for 2016/7 :

At present, library/knowledge services which are not required by the organisation[s] to provide services to patients and/or the public may opt to regard this criterion as 'not applicable'.

From 2017, all NHS-funded library/knowledge services will be expected to evidence some level of direct or indirect contribution to patient and public information.

- **North East**
- Not Applicable – 1
- Fully Compliant – 1
-
- **North West**
- Not Applicable – 7
- Fully Compliant – 2
-
- **Yorkshire and the Humber**
- Not Applicable – 4
- Fully Compliant – 1

The Future

- Meetings in May
- Stakeholder collaboration
- Workshops / webex training
- Health literacy agenda (NHS Scotland Health Literacy place)

References:

“NO DECISION ABOUT ME WITHOUT ME”

Recent policy relating to the provision of health information to patients and the general public dates from *The NHS Plan published in 2000*.

- “Patients will be helped to navigate the maze of health information through the development of NHS Direct Online, digital TV and NHS Direct information points in public places” (**NHS Plan, July 2000**).
- The public should receive guidance on those sources of information about health and healthcare on the Internet which are reliable and of good quality: a kite-marking system should be developed” (**Kennedy Report, July 2001**)
- Health care organisations make information available to patients and the public on their services, provides patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after-care” (**Standards for Better Health, Standard C16, 2004**).
- “For high-quality information to be made widely available to the public, it is essential that service providers are supported, not just in terms of having access to information but also in ensuring that this access is resource efficient. (**Better Information, Better Choices, Better Health, December 2004**)
- "**A Patient -Led NHS**" in July 2005 refers to the ‘high quality information and support’ patients need" to help patients make decisions that are right for them".
- Our health, our care, our say: a new direction for community services – published by the Department of Health in January 2006. This White Paper made a commitment to improving access to appropriate information for people with health or social care needs.
- The **NHS Constitution** (January 2009). It brings together the rights, pledges and responsibilities for staff and patients, including the right to make choices about NHS care and to receive information to support these choices.
- Department of Health (2012) **Liberating the NHS: No decision about me without me**
- **Patient Information Forum (2013) Making the case for information** “The evidence shows that 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”