



# PATIENT INFORMATION

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# The Lie of the Land

# What we can bring to the party

- Skills in finding and appraising evidence
- Skills in collating evidence
- Skills in presenting evidence
- Liminal position



# Drivers - I



- CQC Regulation 9: person-centre care
  - “provide relevant persons with the information they would reasonably need”
- CQC Regulation 11: need for consent
  - “provide any person being asked to consent, information about the proposed care and treatment in a way that they can understand.”
- Health and Social Care Act 2012
  - “nothing about me without me.”
- The power of information: DOH 2012
  - Information regarded as a health and care service in its own right

## Drivers - II

- Patient-Centred care
- Dr Google - Genie is out of the bottle now
- Increased emphasis on self-management
- It's the right thing to do!
- Improving adherence to medication and preparation



# Helping healthcare staff to provide high-quality patient information

- Build links with in-house providers
  - Patient-information centre
  - PALS
  - Occupational Health
  - MacMillan Information Centre
- Could offer:
  - Evidence searching
  - Editorial support
  - Cataloguing/management
- Support Trust with the Information Standard and Accessible Information Standard



# Case study: Blackpool, Fylde and Wyre NHS Foundation Trust

## What they did – Contributed to the Trust achieving the Information Standard

- Worked together with the Trust archivist to make sure the production of Patient Information Leaflets was evidence-based
- Went to Patient Information Leaflet meetings
- Provided the evidence-base for every leaflet
- Proof-read leaflets
- Went to meetings with the clinical divisions to make sure leaflets are produced according to the Trust's policy

# Walk-in access

- Start a Health Information section
- Accept referrals
- Stock Books on Prescription



- Can double up as part of the staff wellbeing offer



# Case study – Northumberland, Tyne and Wear NHS Foundation Trust

- Set up an information unit for patients, supported by a grant from the MS Society
- 400 leaflets on neurological conditions
- Books written from a patients' perspective
- Self-help books
- Two computers for internet access
- Short-listed for a national award from the MS Society
- Have given out around 18,000 leaflets



# Enquiry Service for Patients and the Public

- Make local public libraries aware of what you stock and that you will accept referrals
- Work with your local MacMillan centre



# Case study – Doncaster Public Libraries

- **Set up a Health Information Enquiry Service**
  - Available to inpatients and outpatients
  - Now promoted through Doncaster Public Libraries to residents, patients and carers
  - Promoted to public-library staff

# Working together with public libraries

- Librarian Exchange/Job Shadowing
- Joint training with public library staff
- Arrange a referral procedure



- Books on Prescription can be cross-promoted with public libraries and Occupational Health

# Case Study – Barnsley Hospital

- Hospital Library's contribution
  - Produced a Health Information Guide for use in public libraries
  - Ran a training session on NHS resources for public-library staff
  - Shared resources via an inter-lending scheme
- Promotion of public-library activities
  - Public Library's contribution
  - Outreach collection of books for children and young people's clinical areas
  - Support for a recreational readers' group
  - Attendance at joint promotional activities



**Health  
Information Online**

# Improving patient and public-health literacy

- Set up a reading group or book club – could be online
- Poetry on the wall
- Six-book challenge
- Quick reads
- Mood-boosting books
- Hold a fiction collection
- Trolley services
- Health-literacy teaching for patients and the public



**Talk to Patient  
Register Group**

# Case Study – 2gether NHS Foundation Trust for Gloucestershire

What they did – Set up a patients' reading group with the Occupational-Therapy department

- Meets for an hour every fortnight
- Practice reading skills
- Increase confidence of speaking in public
- Promote reading

# The library open to the public?

- Calm, neutral space
- Patients can sit, read or access public wi-fi

BUT

Need to think about:

- Confidentiality
- Patient/Public behaviour



# Staff Wellbeing



Health and  
Wellbeing



Sleep