

Knowledge Cafe

Health Literacy

- Collating & sharing good/reputable information/resources.
- Teaching / sharing skills for searching online information.
- Sharing via Leeds Libraries for Health website.
- Getting the message across - Design 4 Health old course
- Accessibility
- PPGs and public libraries - help links
- Health promotion leaflets and patient leaflets
- Patient information - writing course
- Patient centred care
- Embrace all literacies - digital/finance/life
- Literacy average age = 11, Numeracy average age = 9
- Teach back - "dinner v's lunch"
- IT session where to look for information - public libraries/NHS/PHRC
- Be aware of the audience and target appropriately
- Signpost to .nhs.uk sites
- Medicine - do chart for how and when to take
- Health Talk videos
- Empathy
- Signposting
- Share our links
- Current awareness bulleting between libraries - campaigns, what's on
- Promote public libraries!!
- Leeds (traditional active users 80,000) population 800,000- 2.5 million visits

How to shout out and share the work we do

- Book club - sharing best practice
- Health and wellbeing champions in public libraries
- Case studies - joint
- What big events are happening in Leeds and how to latch onto these to shout louder.
- Joint communication strategy.
- Joint campaigns
- Social media - good news stories
- Resource pack toolkit
- Joint promo campaigns
- Share information with colleagues
- Public libraries weekly brief
- Free
- Staff are reluctant to shout - be proud
- Outreach
- Libraries newsletter
- Current awareness bulletin - Leeds health information for library staff

Joint Working - NHS and Public Libraries

- NHS Library staff can help public library colleagues to access health staff and understand structures with NHS - Just ask
- And an understanding of how to access... Which services do what? Where is the data? What is the entry route? Can we find a webinar together?
- Signposting to each others' offers
- Using public library spaces to run health events
- Is there a need for more regular meetings between public and health libraries? Possibly themed? And other health libraries?
- Invite public libraries to TROG
- Shared resource to promote both public and health libraries' offers (useful for events for example)
- Partnership working on events e.g. book club
- Work shadowing to understand each others' roles better
- Supporting our colleagues to develop digital skills by talking up public libraries. 100% digital training.
- Joint event for elected members on library offers to enable signposting by E.M.S to relevant information
- Joint promotion of full library offer at strategic meetings and forums
- Promoting each others' offer on social media and websites
- Weekly bulletins for other libraries on what we're up to
- PHRC to promote public library events by linking to ticketsource.co.uk/leedslibraryevents
- Option to ask to be added to local library mailing lists to be kept up to date of public library events.
- Public libraries to promote selves at Wellbeing @ Work week in LTHT.

A.O.B

- Growth of Health & Wellbeing within library offer - sustainability, impact (quantifiable), "quality of life"
- The person v's grouping they are put into - (loss aversion / risk appetite) - behaviour change
- Hide behind jargon to avoid conversation
- Skillset needed to have the "human" conversation - library staff strength
- Unintended consequences of incidental/distracting factors
- How does this relate to what we delivers e.g. training
- Curating a safe space - how long does a person need to feel safe in it? - Importance of partnership and other contacts - trust already built