

Health Literacy and Patient Information Update for Northern Library Managers



Health Literacy and Patient Information

PRIMARY DRIVER

Staff, learners, patients and the public **are better equipped** to use evidence-based patient, health and wellbeing information for shared decision-making and self care

SECONDARY DRIVERS

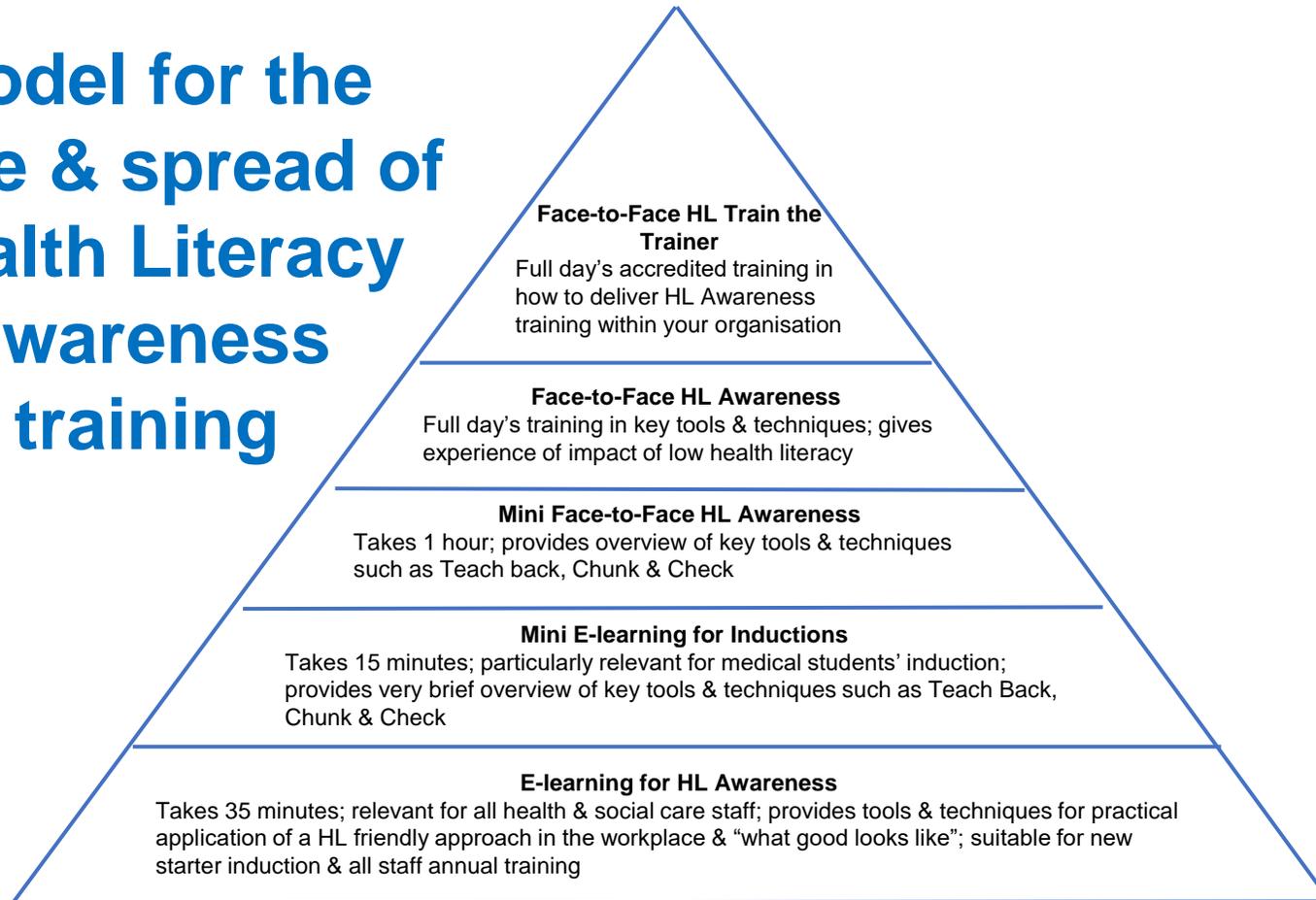
Healthcare organisations and systems take assurance that staff and patients are **able to use** evidence based patient, health and wellbeing information for self-care and shared decision making

Healthcare staff **identify and use** high quality sources of patient, health and wellbeing information appropriate to the health literacy needs of patients and carers

Information providers across the wider system have **health literacy awareness** and **use evidence based sources** of patient, health and wellbeing information

Knowledge and Library staff champion health literacy skills, underpinned by **digital navigation**

Model for the scale & spread of Health Literacy awareness training



Next steps for health literacy training





Improving the health literacy of the pain management services website

A health psychology placement student took part in health literacy awareness training delivered by a knowledge specialist.

Having learned about the impact of low health literacy on individuals and on the healthcare system, the student worked with the Head of Pain Management and the Communications Team to review the Pain Management Services website to make it more accessible to patients and visitors, including a jargon-busting section:

“ *Patients will have a better understanding of their pain condition when visiting our services and it will hopefully reduce the number of UTA/DNAs [Unable to attend, Did not attend] regarding appointments* ”

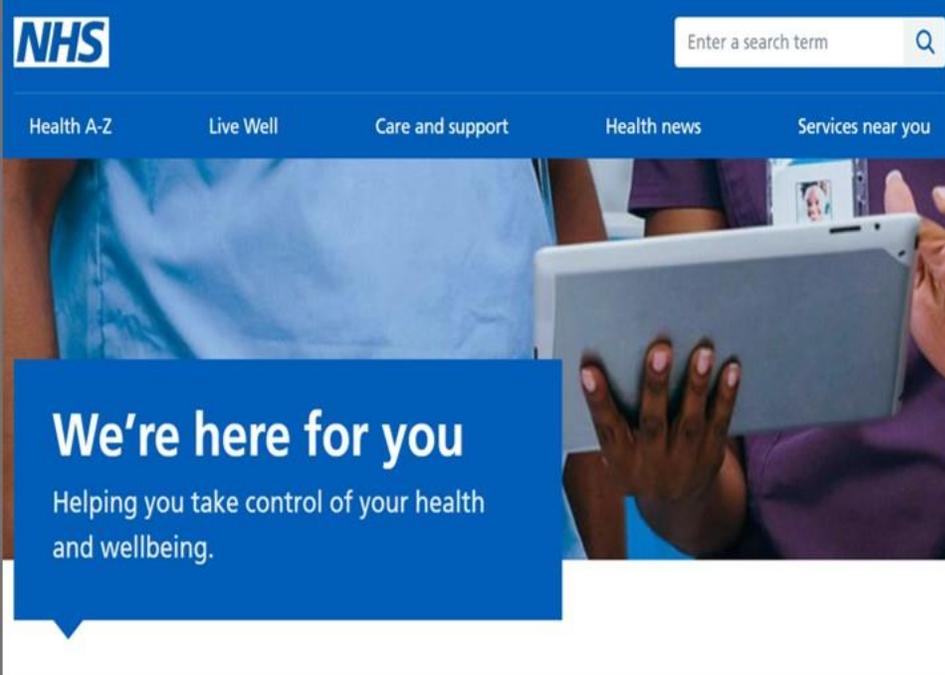
Mallika Khan, Health Psychology Placement Student working with Knowledge Specialists at Gloucestershire Hospitals NHS Foundation Trust



**A MILLION
DECISIONS**

#AMillionDecisions
www.hee.nhs.uk/lks

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions.
Underpinning innovation; enabling knowledge transfer and collaborative working.



Health Information Literacy training for members of the public in collaboration with local public libraries

Library and Knowledge Specialists from Royal Brompton & Harefield NHS Foundation Trust and The Hillingdon Hospitals NHS Foundation Trust worked with Public Library staff at Hillingdon Council to cascade training around NHS website.

This increased the awareness and confidence of Public Library staff in navigating the site and their ability to signpost members of the public appropriately.



“

I was not aware of NHS Choices till today. I was very impressed with the choices available. Feel more confident in promoting this to the public.

”

Public Library staff at Hillingdon Council, working with the library professionals at Royal Brompton & Harefield NHS Foundation Trust and The Hillingdon Hospitals NHS Foundation Trust.

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Readability of patient information in mental health research

A research delivery nurse approached the library for help with evidence around the readability of patient information provided to potential participants in mental health research. The library and knowledge specialist provided an in-depth literature search, in a clear, accessible format, along with information about relevant training.

The evidence search informed an application to conduct a service evaluation and supported a case for involving service users in evaluating the readability of participant information sheets in mental health research.

“By publishing our findings we hope to influence clinicians and academics who produce information sheets and improve readability and comprehension for service users.”

Jo Higman, research delivery nurse, working with Library and Knowledge Specialists at Nottinghamshire Healthcare NHS Foundation Trust



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HEE CILIP 5-year project

2020

- Identify effective interventions to support citizens to build health literacy, underpinned by digital literacy.
- Establish skills base amongst NHS library and knowledge specialists.
- Build partnership around a shared vision; plan for sustainability.

2021

- Establish the current skills base in digital and health literacy of public library and third sector staff. Deliver and evaluate training.
- Extend the audience to public library staff and third sector information providers.

2022

- Extend the approach to librarians/information providers in education (schools, colleges, academic institutions).
- Test and strengthen approach for sustainability.

2023

- Extend the approach to librarians in specialist settings, e.g. prisons.
- Extend the approach to information providers in wider settings, including community pharmacists.

2024

- Establish a sustainable, common information environment through which skilled librarians and information providers support and empower digitally and health literate citizens.
- Lead transfer into business as usual.

Key Partnerships: Prisons



Key Partnerships: Schools



Key Partnerships



**Libraries
Connected**

**THE
READING
AGENCY**



**Patient
Information
Forum**



Health Education England
Library and Knowledge Services

[Home](#)[Our work](#)[For Staff & Learners](#)[For Employers](#)[Health Info for the Public](#)[Coronavirus Info for the Public](#)

Your Gateway to High Quality Health Information

Looking for reliable information?

You have come to the right place to find evidence to make informed decisions about healthcare whether you work for the NHS, are on placement, or are a member of the public.

Thoughts and Questions?

The Better Information Programme



Greater Manchester
Mental Health
NHS Foundation Trust



The Better Information Programme (BIP)



- Free training programme
- For staff in health, social care, community and third sector organisations
- Attendees become Knowledge Champions

Delivering the BIP



- Split into 2 sessions:
 - Health literacy awareness
 - Introduction to misinformation
- Delivered via MS Teams
- Timetabled and bespoke sessions offered

Health Literacy Awareness

- What is health literacy?
- Why is it a problem?
- What is the cost of health literacy?
- How does it impact you, your clients and your organisation?

BIP Content

Introduction to Misinformation

- Where can we get health information from?
- What is the impact of low and high quality health information?
- How do we tell if it's any good?
- What are go-to sources of reliable health information?

Feedback and Impact

152

Attendees

84%

Health Literacy
Overall training-very
good or outstanding

97%

Misinformation
Overall training-very
good or outstanding

Feedback and Impact

This course provides an insight of what actual barriers almost half of the population in the UK have when accessing health information from health professionals etc. As a result of completing the training I am now aware of the average reading and writing age in Manchester and it has made me think of how I give out health information

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Manchester
Health & Wellbeing
Service

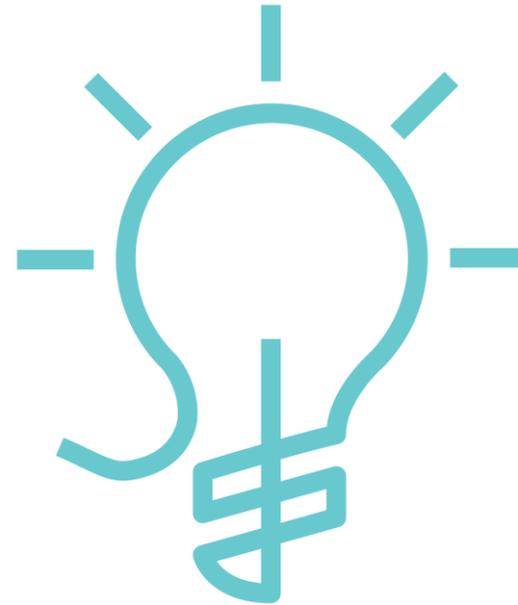
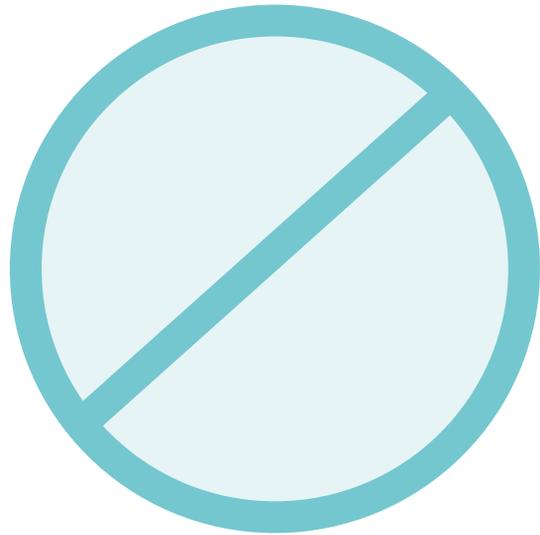
BETTER INFORMATION PROGRAMME - HEALTH LITERACY AWARENESS

We are being bombarded with information about coronavirus at the moment and people are receiving information via WhatsApp, Facebook and TV. This course will help you to understand who is sharing what and how to filter out fake news and see behind people's motivation for sharing information.

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Manchester
Health & Wellbeing
Service

BETTER INFORMATION PROGRAMME - INTRODUCTION TO MISINFORMATION

Challenges and Opportunities



Thank You

To find out more about the Better Information Programme please visit the buzz website:

buzzmanchester.co.uk

OR

contact Jane Roberts
Jane.roberts2@gmmh.nhs.uk