

PRIMARY DRIVER

Public and Patient Information

To enable the public, patients and carers to use the right information to improve health and wellbeing, for self-care and shared decision-making.

SECONDARY DRIVERS

Increase the confidence and capability of *healthcare library and knowledge staff* to find, signpost and evaluate health and wellbeing information.

Enable *healthcare staff* to find and signpost trusted health and wellbeing information.

Enable *information providers in the public and third sectors* to find and signpost trusted health and wellbeing information and share guidance on evaluating information.

Enable *healthcare organisations* to provide high quality information to patients and carers

INTERVENTIONS

Formalise working relationships with national partners to increase access to health and wellbeing information, and improve health and digital literacy

Work with Health Education England's programme for Making Every Contact Count.

Promote digital health literacy for our LKS and healthcare workforce including the use of NHS Digital and MECC programme resources

Signpost to appropriate training to engage representatives from every NHS library and knowledge service

Provide materials to foster and develop local networks of health information providers to share guidance, experience and resources

Develop guidance, and resources for those *healthcare library and knowledge staff* who directly provide health and wellbeing information to the public, patients and carers.

Signpost NHS provider organisations to the relevant information standards and the ways in which librarians and knowledge specialists can contribute