

NHS Libraries

Patient and Public Information

Knowledge for Healthcare Vision statement:

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.

There is a real need for patients and the public to have access to high quality, reliable health information. As patients are being encouraged to self-manage and be partners in their care, they need access to a range of resources tailored to their literacy level.

Healthcare librarians and knowledge specialists are uniquely positioned to work with partners to support healthcare staff to deliver improvements in public health and to ensure that patients, carers and families can access the information they need.

During 2015/6, the PPI Working Group developed Guidance and an Ideas Bank to support library staff as they develop services for these groups.

As the work of the PPI Working Group continues in 2016/7, three key priorities have been identified to continue to deliver this aim:

- ☑ Increase the confidence and capability of healthcare library and knowledge services staff to train and support the healthcare workforce and collaborate with other information providers to signpost, evaluate and use health and wellbeing information.
- ☑ To equip and support healthcare staff to signpost and use high quality health and wellbeing information and to share guidance on evaluating information.
- ☑ To equip and support information providers in the public and third sectors to find, signpost and use high quality health and wellbeing information and to share guidance on evaluating information.

Guidance

The guidance is there to help you look at what types of service you could offer and gives practical advice on achieving these

1. The library open to the public
2. Walk-in use of print resources for reference
3. Enquiry service for patients and the public
4. Collaboration with your local public library service
5. Helping healthcare staff to provide high quality patient information
6. Facilitating patient/ public health literacy

“ There are some great ideas in the guidance about how we can work better to support patients and the public.”

Helen Swales - Leeds Community Healthcare NHS Trust

“ I think the vignettes are a good way of helping services to see what might be realistic and achievable in the different aspects of service.”

Paul Twiddy - Leeds Teaching Hospitals NHS Trust

Ideas Bank of best practice

Look at the Ideas Bank on best practice, innovations and case studies to help develop your service, for example:

Case Study on: Providing sessions to patients on safe health information websites. As part of the National Cancer Survivorship Initiative, library staff at Taunton and Somerset NHS Foundation Trust attend well-being sessions held at community venues. They engage with patients, their families and carers by encouraging them to access websites which display quality standards, such as the Information Standard, for their health information. They also give simple website appraisal advice using

the mnemonic WWW (who, what and where). There is a leaflet for patients that has now been adopted by the Trust as a core part of every patient information stand.

These sessions have also been requested by healthcare staff in other areas for their patient support groups.

“ I love the Ideas Bank - just brilliant.”

Leanne Kendrick - The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust