# TODAY'S OUTLINE

HLG
Health Libraries Group

10.30-10.45 Introduction – aims and objectives for the day Deena Maggs

10.45-11.45 Group discussion – "how can we improve information services for patient and the public"

12.00-12.30 Lisa Gardner, Library Assistant, Imperial College London
Promoting health literacy and patient information: supporting public and patient facing staff

12.30-13.00 Sorrelle Clements, Service Development Manager, Libraries and Information Services, Coventry, Sharing experiences of running patient information events with the local health library

Lunch

14.00-14.30 Hannah Beckitt, Patient Information Librarian, University Hospitals of Leicester NHS Trust
Setting up a Patient Information Librarian service in an NHS Trust

14.30-15.00 Steph Grey, Learning & Research Support Librarian, Knowledge & Library Services, Public Health England. Health Information Week 2018: promoting good quality health resources available to the public

15.15-15.45 Action Planning

15.45-16.00 Closing remarks.

# NATIONAL POLICY DRIVERS...

"if we can connect even more libraries to GP surgeries and primary and community care services, and increase training for librarians on social prescription referrals, then we could reach even more people, and make libraries even more vital and valued to their local communities." (Matt Hancock, Secretary of State for Health, November 2018)

# NATIONAL POLICY DRIVERS...

"we will do more to support people to manage their own health - staying healthy and making informed choice of treatment" (Five Year Forward View, 2014)

A MILLION DECISIONS

#AMillionDecisions
tinyurl.com/nhsheelks

# IN THE CONTEXT OF LIBRARIES

"Provide knowledge and evidence to enable excellent healthcare and health improvement."

"Use the expertise of their staff to ensure that NHS bodies, staff, learners, patients and the public have the right knowledge and evidence, when and where they need it."

Knowledge for healthcare:
a development framework for NHS library and knowledge services in England 2015-2020

# WHAT'S BEEN HAPPENING SO FAR...

KfH PPI project

Health literacy trainer

Health Information Week

A million decisions

Universal offer

Evidence based patient information project

# GROUP DISCUSSION

How can we improve information services for patient and the public?

## 3 Groups

Progress to date

Possible barriers

What the ideal?

# PROGRESS TO DATE

- Engaging with public libraries (reciprocal training, signposting, #HIW2018, health info co-ordinators)
- Working with PALS
- Engaging with charities such as MIND, Patients Association
- Book clubs for staff
- Patient information leaflets
- Health literacy training
- Reading well books

# BARRIERS

- Cuts to public libraries - reduced resources
- Balance between  facts/evidence as opposed to advising
- Timing of comms about library services
- Fake information via Google
- Ensuring external links on NHS web site are reliable as it is a key signposting resource
- Accessibility to local IT networks for non-staff
- The location of library services
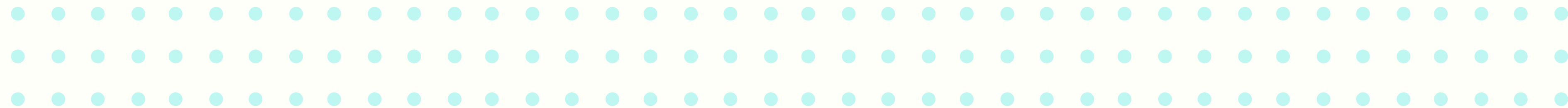- The right message about services to staff
- Accessible language
- Capacity

# ACTION PLANNING

What's next?

Quick wins

The long term

# ACTIONS

- Find a focus which is appropriate for you
- Seek opportunities for PPI support
- Rename it 'information for patients'
- Build relationships with public libraries
- Measure impact (but how?)
- Get input from clinicians about HIW
- Understanding the need for CCGs/Trust perspective
- Making information more accessible
- Make more of the NHS website and links
- Keep information up-to-date KfH and NHS website)
- Set up a community of practice

# CONCLUDING THOUGHTS

**HLG**
Health Libraries Group
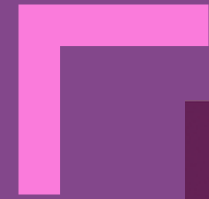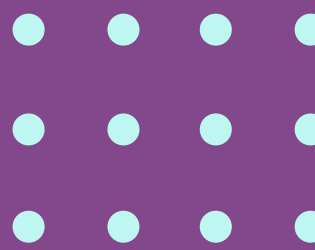
Work together to get greater engagement

Getting people to champion is essential

Think about language 'patient vs people'

How to manage within our resources

How we communicate what we do