



Collaboration between Public and Health Libraries

**How partnerships can contribute to the Patient and Public
Information agenda**

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Patient and Public Information – the time is now...

- Health Education England (HEE) Knowledge For Healthcare
- Society of Chief Librarians (SCL) Universal Health Offer
- Memorandum of Understanding signed between HEE, SCL and the Reading Agency
- Making Every Contact Count
<http://www.makeeverycontactcount.co.uk/>
- The changing structure of the NHS – Sustainability and Transformation Plans (STPs)

Knowledge for Healthcare



Full framework and a short briefing are available at:

<http://www.hee.nhs.uk/our-work/research-learning-innovation/library-knowledge-services>

Knowledge for Healthcare website

<http://kfh.libraryservices.nhs.uk/>

An ambitious vision

Our vision

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 often a large gap between evidence-based treatment guidelines and current practice (Nolte and McKee, 2008).

Why do patients and public need health information?

- There are powerful legal, moral, ethical and financial incentives for providing quality information to enable people to better manage their health and wellbeing and make fully informed decisions about their treatment and care. ([*PiF Making the Case*](#))
- Patients are being encouraged to self-manage, share decision-making and be partners in their own care
- Low literacy levels: 42% of working-age adults (aged 16-65) are unable to understand or make use of everyday health information

Demographics

Growing population



They account for **70%** of all **health spend**

Currently there are **1.5 million** people with **long term conditions**



There will be a **+30%**



increase in the number of people with **three or more long-term conditions** by 2020.

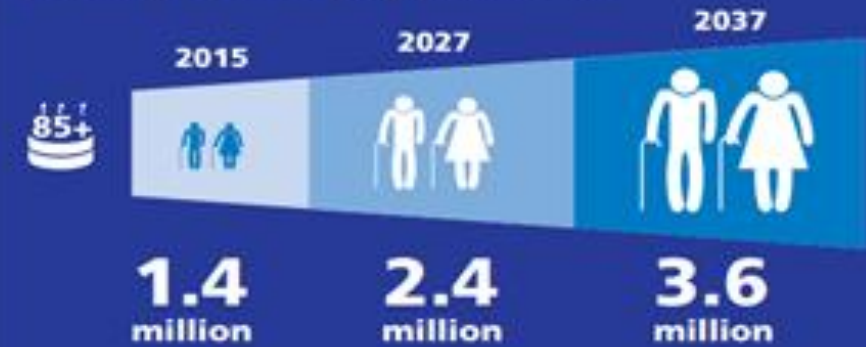
Currently the average cost of healthcare for someone with

one condition per year is **£3000**

two conditions nearly **£6000**

three conditions approximately **£8000**

Challenge of an aging population



The number of people aged over 85 in the UK is projected to increase from 1.4 million to 2.4 million by 2027 and 3.6 million by 2037.

What are health libraries being asked to do?

Six types of service that can be delivered;

1. Helping healthcare staff to provide high quality patient information
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. Facilitating patient / public health literacy
6. The library open to the public

Public Libraries in England

The Universal Health Offer “includes a commitment to provide a range of services including public health information and promotion, sign posting and referrals as well as creative and social reading activity.”

- <http://goscl.com/universal-offers/health-offer/>



How can we support each other?

Health Librarians are...

- Play a key role in providing evidence for patient care as part of our service to healthcare staff
- Skills in finding the evidence, appraising it and making it readily available in the right formats
- Training skills can be utilised to facilitate health literacy awareness
- Have strong relationships with clinical staff and an understanding of their information needs

Public Librarians are...

- Skilled at identifying information appropriate and accessible to the public
- Can act as signposts to the information that the public, patients and carers need to empower them to be active participants in their health and well-being
- Have advanced customer service skills and are used to having 'difficult conversations' with patients
- Have advanced knowledge of local health need

Tools to help us engage

The Patient and Public Information Task and Finish Group came together as part of the Service Transformation workstream of Knowledge for Healthcare. Since 2015 the group has been working towards various aims to support Library and Knowledge Services in the NHS in Patient and Public Information provision.

- Guidance <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>
- Ideas Bank <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

NHS Choices



- Guidance on utilising NHS Choices efficiently is now available on the [Knowledge for Healthcare PPI pages](#)
 - For LKS staff to know how to use to support patients asking for health information, but also to support your users who need high quality patient information
- Learn My Way – Improving your Health Online
 - For users with low digital literacy levels, a how to guide for booking GP appointments online and using NHS Choices <https://www.learnmyway.com/subjects/improving-your-health-online/>

Developing local health information networks

Resources have been put together to support you in building local health information networks

- Guidance on Developing Local Partnerships and Networks
- Draft Memorandum of Understanding
- Draft Terms of Reference for a new network
- Draft Agenda for the first meeting of a new network

<http://kfh.libraryservices.nhs.uk/patient-and-public-information/resources-ppi/>

PPI Contacts Database

- A list of local contacts from many sectors and organisations including NHS Libraries, Public Libraries, Public Health England and other PPI relevant organisations



Please contact PPIenquiries@libraryservices.nhs.uk if you'd like a list of your local contacts

Supporting materials & Organisations

There a huge number of resources available on the Knowledge for Healthcare webpage

<http://kfh.libraryservices.nhs.uk/patient-and-public-information/>



What's happening in other areas?

- Lending a small collection of fiction books to your local NHS library for staff to borrow or patients to read
- Joint events/displays
- Building a local health information network
- Joint training sessions (health information literacy, dealing with difficult customers, Making Every Contact Count)
- Develop a referral procedure for complex enquiries

Health Information Week

2nd – 8th July 2018 (always the first week in July)

- Health Information Week (HIW) is an annual, multi-sector campaign to promote the good quality health resources that are available to the public and to encourage partnership working across sectors.
 - Started in 2005 in West Midlands
 - 2016 – spread to Midlands & East
 - 2017 – national
 - Endorsed and supported by HEE, NHS England, SCL, PHE

Health Information Week

Why get involved?

- Improving access to health information for the public
- Improving partnership working
- Improving health literacy
- Getting to know your local fellow information providers
- Sharing resources and knowledge



HIW - Examples from previous years

- Many larger libraries hold health fairs with manned stands including complementary health clinics. Ask local voluntary orgs, NHS community staff etc. to man their own displays, run competitions, free fruit, leaflets, use health visitors / pharmacists / practice nurses to run blood checks etc. & focussed publicity
- Info displays at supermarkets, shopping centres, leisure centres etc.
- Competitions on local radio, event opened by MP
- Comput@bus or mobile library to target rural areas - asking public health what areas and topics to target

Any questions?

Contact me:

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