

## NHS Library and Knowledge Services Guidance for providing 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. (1)***

### Introduction

This guidance has been produced by the Patient and Public Information Task and Finish Group as part of the Service Transformation work stream of Knowledge for Healthcare. It is intended to facilitate a “*Joined-up approach to promoting information for patients and carers*” (1)

[It will help] “*Healthcare library and knowledge services ... work in partnerships with key stakeholders to enrich the information offered to patients and carers, to enable people to better manage their health and wellbeing and make fully informed decisions about their treatment and care.*” (1)

### Why NHS Libraries play a key role in Patient and Public information

As NHS Librarians we are used to playing a key role in providing evidence for patient care as part of our service to healthcare staff. We have skills in finding the evidence, appraising it and making it readily available in formats needed by our healthcare colleagues. We are already partners in patient care.

We can use these same skills in our interactions with patients, carers and the public.

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 (2) and be partners in their care they need access to a range of resources tailored to their literacy level. A recent report stated that:

*“Forty-three per cent of the English adult working-age population cannot fully understand and use health information containing only text. When numerical information is included in health information, this proportion increases to 61%.”*(3)

Evidence, however, shows “*that providing high quality health information is beneficial. It has a positive impact on service utilisation and health costs, patients’ experience of healthcare and patients’ health behaviour and status*”. (4)

We in NHS libraries can act as signposts to the information that these groups need to empower them to be active participants in their health and well-being.

In the following guidance we have outlined some ways that NHS library staff can interact with patients, carers and the public; this may be directly or indirectly (eg via healthcare professionals). By working collaboratively and using the resources in this guide, the skills

and expertise NHS Library staff already use can make some level of contribution to public and patient information achievable.

We may also need to look at ways of expanding our library services to healthcare staff as they strive to engage with patients with varying literacy levels. Our training skills can be utilised to include facilitating health literacy awareness for all healthcare professionals.

We hope that the examples of best practice that we have used will motivate you to become more involved in this area. It is a core part of the Knowledge for Healthcare vision. It is an extension of the work many NHS library staff are already engaged in as part of patient care.

### **Support**

For inspiration and support, librarians are encouraged to look at the Ideas Bank of best practice which has examples of case studies and innovations already in progress elsewhere. This is accessible at the end of this guidance (Appendix 2) or via <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

It has an accompanying list of key documents and supporting websites. (Appendix 3)

You might want to seek training on customer services in relation to dealing with the public. Some types of training could be commissioned jointly with your local public library service who may already know of good trainers. The Ideas Bank has some examples of joint training initiatives.

### **LQAF**

LQAF 5.3I states:

“Library/knowledge services are developed to support information provision for the patient and/or the public.”

We hope that this guidance will help you evidence your activity in this area or encourage you to develop your services further.

## Types of service

Ideally, you could offer a mixture of these services, but some of these services may not be appropriate for all libraries:

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

### Library open to the public

As many of our libraries are signposted within our Trusts we may find that patients and members of the public may wander in to use the library as a place to sit, read or access the public wifi independently on their own device.

For many, this may be a stressful visit to the hospital and the library as being a safe, calm space will be welcome.

NHS Library staff would have to think about whether their space is suitable for both staff and public to share and advice to staff on not making clinical phone calls etc may be required. Staff would need to think about how they might deal with someone who did not respect the space.

### Walk-in reference use

Some patients and members of the public may visit the library with a reference they wish to follow up by using the library's print stock.

#### For example:

"I saw an item in the Times quoting some research in the latest issue of the Lancet. Can I have a copy of the article?"

Or

My GP suggests I look at the book Fast Facts on Diabetes. Do you have a copy? I would like a copy of the chapter on.....

Individual libraries may decide to charge for providing a printing, photocopying or scanning service.

## Enquiry service for patients and the public

*“No decision about me, without me. This can only be realised by involving patients fully in their own care, with decisions made in partnership with clinicians, rather than by clinicians alone.” (2)*

Many patients and members of the public may be actively involved in decisions about their health and may visit the library with a specific health- related query. Library staff are well-placed to signpost them to reliable, high quality material.

For more detailed advice on determining the boundaries and dealing with such enquires see Appendix 1.

### **For example:**

“I am due to see my consultant this afternoon and would like some information on Parkinson’s and physical activity. Can you suggest anything?”

You may decide to print material from NHS Choices, Parkinson’s UK or similar sites. Your trust may already have a patient information leaflet on this that you can access and give them.

If you have non-networked PCs you may let them look up information for themselves.

## Collaboration with local public library service

For more examples of best practice see the Ideas Bank (Appendix2) or via <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

### **Case study on: Providing health information skills training to public library staff**

In summer 2013, North East London NHS Trust’s Library Team provided hands on health information skills training to local public library staff as part of the Trust’s Recovery College pilot project.

Immediate post training evaluations were very positive. Follow up survey found that public library staff who had had the opportunity to use the knowledge and skills gained in the training reported that they took less time to answer enquiries and had confidence in the information they gave to the enquirer.

For more information see the Ideas Bank

<http://kfh.libraryservices.nhs.uk/category/service-transformation/patient-and-public-information-taf/>

HLG presentation

<http://www.cilip.org.uk/sites/default/files/documents/Lisa%20Burscheidt.pdf>

## Helping healthcare staff to provide high quality patient information

For more examples of best practice see the Ideas Bank (Appendix2) or via <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

### **Case study on: Contributing to the Trust achieving the Information Standard for accreditation of Patient Information Leaflets**

Blackpool, Fylde and Wyre NHS Foundation Trust's Education Library staff collaborate closely with the Trust Archivist to ensure the production of Patient Information Leaflets (PILs) is evidence based and follows a standardised format. A librarian attends PIL development meetings, evidence is sought in a systematic way and the leaflets are produced commercially, following an online template available on the Trust's intranet. The Trust has achieved accreditation with the Information Standard, something few other Trusts have done.

For more information see the Ideas Bank

<http://kfh.libraryservices.nhs.uk/category/service-transformation/patient-and-public-information-taf/>

LQAF Innovation

<http://bit.ly/1KylqtF>

## Facilitating patient / public health literacy

For more examples of best practice see the Ideas Bank (Appendix2) or via <http://kfh.libraryservices.nhs.uk/patient-and-public-information/>

### **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). As well as a display there is a leaflet for patients. This leaflet 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.

For more information see the Ideas Bank

<http://kfh.libraryservices.nhs.uk/category/service-transformation/patient-and-public-information-taf/>

## References

1 Health Education England (2014) Knowledge for Healthcare. Online Available at: <https://hee.nhs.uk/sites/default/files/documents/Knowledge%20for%20healthcare%20-%20a%20development%20framework.pdf> [Accessed 20/1/16)

2 Department of Health (2012) Liberating the NHS: No decision about me without me Online Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/216980/Liberating-the-NHS-No-decision-about-me-without-me-Government-response.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216980/Liberating-the-NHS-No-decision-about-me-without-me-Government-response.pdf)

3 Royal College of Physicians (2014) Health Literacy: Report from an RCGP-led health literacy workshop. Online Available at: [http://www.rcgp.org.uk/news/2014/june/~/\\_media/Files/Policy/RCGP-Health-Literacy-2014.ashx](http://www.rcgp.org.uk/news/2014/june/~/_media/Files/Policy/RCGP-Health-Literacy-2014.ashx)

4 Patient Information Forum (2013) Making the case for information PIF. Online Available at: <http://www.pifonline.org.uk/wp-content/uploads/2013/05/PiF-full-report-FINAL-new.pdf>

## Appendix 1

### Advice for determining the boundaries and dealing with the enquiry:

- Inform the enquirer that you are not qualified to advise them about their individual case but that you can signpost or give them information that they should take back to their healthcare professional for further discussion.
- Information should not be supplied unsolicited; it should only be given to the person requesting the information (this may include relatives or carers), and should not be forwarded to third parties.
- The library's role is to give information not advice, i.e. present the facts but do not interpret them.
- Information may be supplied from a variety of locally available information sources (drawing on local well-being collections, where available), including:
  - Open access E-resources. E resources controlled by licence are not generally accessible to the public except where local IT policy allows use of an NHSOpenAthens walk-in account. If local policy prevents non-NHS access to the network then you will need to explain that you would breach licence terms to provide an OpenAthens account or any form of remote access to e-resources. See OpenAthens eligibility criteria: <https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility>
  - Direct the enquirer to health information leaflets from your own organisation
  - Signpost enquirers to good quality consumer health information, and websites they can access. You may have a local leaflet guiding the public on finding good quality information or you could use the following:



Finding Good Quality  
Health Information or

- You may make 'library privilege' copies of material from stock for members of the public, or they may make their own 'fair dealing' copies. In both cases, the copying may only be for private study or non-commercial research, and the amount copied must be 'fair' (one article from a journal or 5% of/one chapter from a book is suggested). In addition, the NHS CLA Licence allows single paper copies to be made from stock for patients and carers. You do not have to charge, but may do so.
- You may also want to give suitable information that is at an appropriate literacy level for the recipient. Assessing the level of literacy of the enquirer could be an aspect of customer service training that you might consider.

- Provision of literature searches is a matter for local policy but should be provided with the above caveats in mind. Charges for literature searches may be made.
- If your library does not hold the relevant information, refer the enquirer to the public library to request an inter-library loan (there is usually a small fee) or to borrow a book or use their computers. If you allow individuals to join your library on a fee-paying basis, you might offer loans and inter-library loans as part of this provision.

### **Libraries may apply to be a Supporting Partner of the Information Standard**

The Information Standard recognises that there are many national organisations in both the private and public sector which promote and campaign for good quality information and practice, but don't necessarily produce information themselves. With this in mind, they have developed a new class of membership – that of Supporting Partner. At the time of writing the criteria for this is being updated. Please refer to <https://www.england.nhs.uk/tis/how-to-join/supporting-partners/> for updated information.

Supporting Partners will need to meet certain conditions set by The Information Standard, but providing those are met, they will be issued with the Supporting Partner logo to use to promote their Supporting Partner status.

### **Suggested disclaimer on any information provided eg: photocopy slip**

Information and advice on sources of information is given in good faith but should never be used as a substitute for seeking medical advice. We have taken care to direct you to reliable information but cannot guarantee its accuracy. You should always consult a suitably qualified doctor or healthcare professional for diagnosis and treatment of medical conditions.

Organisational policies on IT access, e-mail/internet use and confidentiality should be followed at all times.

## Appendix 2

### Ideas Bank for Health Libraries to address the information needs of patients and the public

Theme	Idea	Guidance	Links to relevant websites, Innovation awards, examples etc.
<b>Engagement with Public Libraries</b>	Librarian exchange / job shadowing / visits	Being aware of content and scope of each other's library stock and enquiries received will inform the direction of collaboration potential. Public libraries could suggest resources for health libraries to stock. Support public library health information events. Shared posts between public and health libraries.	<a href="#">Innovation Award 14 HLG Presentation</a>
	Joint training with public library staff	Discuss sharing of training resources eg: handling enquiries from the public and signposting to appropriate information. Offer tutorials on health information searching.	<a href="#">Innovation Award 5 HLG Presentation</a>
	Arrange a procedure for referral of complex queries	Make local public libraries aware of content of your stock and services available and devise a plan for when they get a complex health enquiry. (ask other libraries to share theirs) Make your library open to individual referrals from other sector libraries – others will tell you that this does not result in floods of referrals!	<a href="#">Innovation Award 5</a>
	Stock Books on Prescription (Reading Well)	Stock the same BoP (Reading Well) books as your local public library and promote these to staff for themselves or patients. Incorporate BoP as part of the Trust's wider health and wellbeing agenda. Members of hospital staff who are referred to Occupational Health are given a prescription for a specific resource which they can borrow from the hospital's library. The collection is also available for general borrowing.	<a href="#">Innovation Award 6 HLG Presentation Books on Prescription</a>
<b>Information Literacy</b>	Hospital patients reading groups or book clubs	Organise jointly between library service and Occupational Therapy team. Set up a blog for interaction with those who can't make meetings	<a href="#">Innovation Award 4 Reading for pleasure builds empathy and improves wellbeing</a>
	Poetry on the wall	Library staff select a poem to be displayed on a wall in the hospital. Promotes literacy and learning.	<a href="#">Innovation Award 2</a>
	Encourage reading for staff and	<a href="#">The Reading Agency</a> has many ideas for encouraging reading and show the evidence	<a href="#">Innovation Award 3</a> <a href="#">Innovation Award 7</a>

	patients	<p>for improved wellbeing. For example: 6 book challenge, quick reads, mood boosting books, reading groups.</p> <p>Hold a fiction collection (donations or lending from public library or book vending machine)</p> <p>Read Well has free resources and storytellers who will visit children in hospital.</p> <p>Trolleys with the Books on Prescription (Reading Well) and Mood Boosting collections which can be taken round the wards so service users can borrow the books. Put books on each of the wards in the relaxation rooms which service users can borrow on a more informal basis.</p>	<a href="#">Innovation Award 14</a> <a href="#">Innovation Award 21</a> <a href="#">Innovation Award 24</a> <a href="#">Innovation Award 27</a> <a href="#">Reading for pleasure builds empathy and improves wellbeing</a> <a href="#">Six book challenge</a> <a href="#">Read Well</a>
	Literacy training	<p>Literacy training sessions for staff could be tailored for patients.</p> <p>The teach back method to check understanding is a recognised way to do this</p>	<a href="#">Innovation Award 22</a> <a href="#">Teach back training</a>
	Access to reading	<p>Arrange with Council to have the mobile library service visit NHS sites</p>	<a href="#">Innovation Award 25</a>
	Training in research	<p>Run training in search techniques for service users</p>	<a href="#">Innovation Award 30</a>
	Taking the library to staff locations	<p>Book box delivery service for staff on wards</p>	<a href="#">Innovation Award 31</a>
	Recovery Colleges	<p>Provide materials for Recovery College (where mental health patients are students)</p>	<a href="#">Recovery Colleges</a>
<b>Patient &amp; Carer support</b>	Dementia reminiscence collections	<p>Hold a collection of reminiscence boxes, which contain themed items reminiscent of past times for use with patients and carers in stimulating memory such as books, music, childhood toys, hobbies and pastimes etc. Similar boxes could also be available from the public library.</p>	<a href="#">Innovation Award 1</a> <a href="#">Innovation Award 19</a> <a href="#">LIHNN</a>
	Information Prescriptions	<p>Target specific outpatient clinics eg: COPD or IBD with signposting information, support groups etc. There are examples of information request forms used in outpatient clinics – the information is either sent or given at the next outpatient appointment.</p>	<a href="#">Innovation Award 9</a> <a href="#">Innovation Award 13</a> <a href="#">Innovation Award 15</a> <a href="#">Innovation Award 23</a> <a href="#">HLG Presentation</a> <a href="#">NHS Choices Information Prescriptions</a>
	Self management support	<p>Liaise with a department (eg: Cardiology) and offer information upon discharge from hospital to aid recovery at home.</p> <p>Arrange for support group meetings at local public library or out of hours at the Trust to support patients with long term conditions. Providing information for cancer patients on the Survivorship Programme.</p> <p>Help local support group with information</p>	<a href="#">Innovation Award 11</a> <a href="#">Innovation Award 12</a> <a href="#">Innovation Award 16</a> <a href="#">Innovation Award 20</a> <a href="#">Innovation Award 26</a> <a href="#">HLG Presentation</a>

		for their website.	
	Patient stories	Assist collation and cataloguing of patient stories to help others	<a href="#">Innovation Award 18</a>
	Promote safe use of internet information	Develop a document of safe internet use for health information, see example	 Finding Good Quality Health Information or
	Cataloguing of patient information resources	Some departments have their own patient information resources. Librarians could add these to their catalogue, making them widely available across trusts that share access to the catalogue	
	Patient information leaflet provision	Proof-read, ensure correct formatting, evidence-based and publish to the relevant sites, maintaining version control and relevant categories, key-words etc.	
	Support services	Some departments may benefit from a list of local and/or national support groups/services to give to patients and carers	
	Support awareness campaigns	Have an area where you can promote a particular relevant topic - your own book stock, support group information, patient information leaflets from national or local organisations	<a href="#">Awareness Events Calendar</a>
<b>Health information promotion</b>	Join Health Information Week / hold your own events	HIW is held in first week of July to encourage cross-sector partnerships and promote good quality health information resources to the public. Have an information stand in foyer or in community location; support local public library events; join with Health promotion partners to offer an event to staff and public in your Trust.	<a href="#">Health Information Week Innovation Award 17</a>
	Have health promotion stock	Introduction of a loan collection of fitness, sports, health and wellbeing books/DVDs	<a href="#">Innovation Award 28</a>
	Start a Health Information unit	Books, leaflets, posters and a computer available to search with/without guidance	<a href="#">Innovation Award 29</a>
<b>Internal staff partnerships</b>	Be pro-active in engaging with other information providers in your Trust	Actively seek links and offer your services to in-house patient information providers, Patient Info Centre, PALS, Comms, Health Promotion, website editors, Occupational Health, Play therapists etc to explore widening your presence within the trust. Encourage evidence-base support for information given to the public, offer editorial support, literature searching, cataloguing etc. Support Trust's application for the Information Standard	<a href="#">Innovation Award 10 Information Standard</a>
	Offer work experience	Be open to opportunities for apprenticeships or work placements for people returning to	<a href="#">Innovation Award 8</a>

		work after mental health issues	
	Revisit previously closed doors	In some trusts, the separate Patient Information Centre has dwindled, so there may be a case for the library to fill this gap in service now, which wasn't required previously.	
<b>Voluntary Organisations</b>	Partnership with other sectors	Health librarians have skills that are highly valued by voluntary sector organisations. Offer editorial support, literature searching, cataloguing, training etc. Your local Macmillan team has a significant amount of experience in helping with health enquiries from the public and is a potential area for partnership working.	<a href="#">HLG Presentation Macmillan</a>

## Innovation Awards:

### Knowledge for Healthcare: Service Transformation Patient and Public Information

The Sally Hernando Awards acknowledge innovations in four distinct areas: product, process, organisational and marketing. The following innovations have been recognised by the working group as being examples where patient/public information has been a priority or consideration. Each of the projects below has a link to the innovation report. The link directly below will allow you to search the awards.

<http://lks.kss.hee.nhs.uk/data/web/innovations.htm>

Trust			Description of the Innovation	Link
<b>1. Kent and Medway NHS and Social Care Partnership</b> <b>Trust:</b> St Martin's Library Reminiscence Collection	Marketing Innovation	2010-2011	We have established the Reminiscence Collection in the professional library resource here at St Martin's. This is a collection of reminiscence boxes, which contain themed items reminiscent of past times for use with patients in stimulating memory such as music, childhood toys, hobbies and pastimes etc. Also a collection of books and a variety of individual items which carers can also use.	<a href="http://bit.ly/1IrtRs8">http://bit.ly/1IrtRs8</a>
<b>2. 2gether NHS Foundation Trust for Gloucestershire:</b> Poetry on the Wall	Organisational Innovation	2013-2014	Library staff select a poem to be displayed on a wall in the hospital. Staff and patients are introduced to and encouraged to read poetry. This has not happened before. Staff and patients made aware of poetry and encouraged to discuss it both on the spot, and in hospital patients' reading group (organised jointly between library service and Occupational Therapy team) which meets fortnightly. Comments received indicate people who would not have previously read a poem are now enjoying the poetry on the wall. Promotes literacy and learning	<a href="http://bit.ly/1SMSkcY">http://bit.ly/1SMSkcY</a>
<b>3. Worcester shire Acute Hospitals NHS</b> <b>Trust:</b> Summer 6 Reading Challenge	Organisational Innovation	2012-2013	Worcestershire Health Libraries joined forces with Worcestershire Public Libraries to offer a reading challenge for staff: read 6 books over the summer period (beg. July – end September) with a prize draw for those who complete the challenge (prizes donated by the public library and some local businesses). The public library closest to each hospital site loaned a collection of fiction titles. These titles included some Quick Reads for those less confident at reading or who may prefer something lighter. The Challenge was offered to community staff as well as hospital staff.	<a href="http://bit.ly/1SOeKuw">http://bit.ly/1SOeKuw</a>

<p><b>4. 2Gether NHS Foundation Trust for Gloucestershire: Patients' Reading Group</b></p>	<p>Organisational Innovation</p>	<p>2012-2013</p>	<p>Reading group has been set up as a joint venture between the library and the Occupational Therapy department for patients in the psychiatric hospital. We meet for an hour every fortnight. Never been tried before in the hospital so new experience for patients and staff. The aims are to practice reading skills, increase confidence in speaking in a group situation, to provide opportunities for individuals to widen their knowledge of literature and be encouraged to read further, all being part of promoting a healthy life balance.</p>	<p><a href="http://bit.ly/1SjkX6G">http://bit.ly/1SjkX6G</a></p>
<p><b>5. Doncaster and Bassetlaw Hospitals NHS Foundation Trust: Health &amp; Wellbeing Project with Doncaster Libraries</b></p>	<p>Organisational Innovation</p>	<p>2012-2013</p>	<p>Working with, and making recommendations to, Doncaster Libraries &amp; Information Service to develop a Health &amp; Wellbeing Information Service. This has included: Development of a Health Information Training Programme for all public library staff, delivered by the Knowledge &amp; Information Skills Officers at Doncaster Royal Infirmary. Promotion of our new Health Information Enquiry Service available to in-patients and out-patients at the hospital, but also now promoting access through Doncaster Public Libraries to all residents, patients and carers. Reviewing their book stock held at the relevant Dewey classification numbers, making recommendations for stock withdrawals, stock purchases and updating of relevant stock to latest editions. This has then led to the creation of Health &amp; Wellbeing Collections in each of the public libraries.</p>	<p><a href="http://bit.ly/1KAkvNi">http://bit.ly/1KAkvNi</a></p>
<p><b>6. Doncaster and Bassetlaw Hospitals NHS Foundation Trust: Reading Well Books on Prescription Scheme</b></p>	<p>Organisational Innovation</p>	<p>2013-2014</p>	<p>An integrated, partnership approach between Doncaster and Bassetlaw Hospitals NHS Foundation Trust and Doncaster Libraries &amp; Information, led by the knowledge &amp; library service manager based at the Trust, to prepare, develop and launch the Reading Well Books on Prescription scheme (BOP) to Trust staff &amp; patients and the residents of Doncaster</p>	<p><a href="http://bit.ly/100BoCl">http://bit.ly/100BoCl</a></p>
<p><b>7. George Eliot Hospital NHS Trust: Public library book vending machine</b></p>	<p>Organisational Innovation</p>	<p>2013-2014</p>	<p>Warwickshire public library service has installed a book vending machine in a corridor at the George Eliot Hospital. It can be used by members of the public or staff. GEH Library staff provide first-line technical support.</p>	<p><a href="http://bit.ly/1LY685z">http://bit.ly/1LY685z</a></p>

<p><b>8. Together NHS Foundation Trust for Gloucestershire:</b> Participating in the Journey to Work programme</p>	<p>Organisational Innovation</p>	<p>2010-2011</p>	<p>The library service is participating in the Journey to Work programme, in partnership with the Trust's Occupational Therapy department. This is a scheme which provides work experience for people recovering from serious mental illness with the aim of preparing them to return to the work place. We provide a weekly work experience placement to 2 individuals on the scheme.</p>	<p><a href="http://bit.ly/1IOUWkL">http://bit.ly/1IOUWkL</a></p>
<p><b>9. Northumbria, Tyne and Wear NHS Foundation Trust:</b> Setting up an information unit for patients</p>	<p>Organisational Innovation</p>	<p>2011/2012</p>	<p>Within the Out Patients of North Tyneside General Hospital an innovative Information Service has been set up to dispense information to two of the pilot conditions COPD and IBD. The Information Service is manned by Library Information Specialists (employed from the research for patient benefit grant funding to develop and implement an information service) that dispense, signpost or guide people to sources of information about their condition, health care, treatment, care services, benefits advice and support groups. In addition, both of the respective clinical teams use Information Prescriptions in conjunction with the Information Service to provide valuable, timely and reliable sources of information to both patients and carers.</p>	<p><a href="http://bit.ly/1D8q6Yz">http://bit.ly/1D8q6Yz</a></p>
<p><b>10. Blackpool, Fylde and Wyre NHS Foundation Trust:</b> Provision of evidence for patient information leaflets</p>	<p>Organisational Innovation</p>	<p>2010-2011</p>	<p>Contribution to the Trust achieving the Information Standard for accreditation of Patient Information Leaflets. The library is collaborating closely with the Trust Archivist to ensure the production of Patient Information Leaflets (PILs) is evidence based and follows a standardised format. A librarian attends PIL development meetings, evidence is sought in a systematic way and the leaflets are produced commercially, following an online template available on the Trust's intranet.</p>	<p><a href="http://bit.ly/1KylqtF">http://bit.ly/1KylqtF</a></p>

<p><b>11. West Middlesex University Hospital NHS Trust:</b> Health information support directly to patients in a Coronary Care Unit</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>This project was undertaken to expand the library services to provide value added service to the organization by providing health information support directly to patients admitted in the Cardiology Unit. This project has been designed in partnership with the cardiology department. The design was agreed with CCU Lead Nurse Specialist and approved by Clinical Governance and the project was started on 19 April 2010. Librarians visit the ward, meet the patients being discharged and offer information about their medical condition as required/requested by them. This includes any information to assist with their recovery and information on self help groups and how they can empower themselves. As part of the project, the library has also taken over the management of the small patient information library within the department. This includes the responsibility of maintaining the patient information leaflet stand and patient notice board .The notice board is kept up-to-date with topical patient information and changed monthly to inform patients about various aspects of Heart diseases/conditions and care.</p>	<p><a href="http://bit.ly/1glB7vw">http://bit.ly/1glB7vw</a></p>
<p><b>12. Northumb erland, Tyne and Wear NHS Foundation Trust:</b> The Knowledge Centre Manager’s involvement in the development of a Self Management Programme</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>The Knowledge Centre Manager is involved in the development of a Self Management Programme for patients living in the community in the South of Tyne area who have neurological conditions. The Knowledge Centre has supported the project in a number of ways, firstly by providing lists of self help groups and charities that may have people who would be interested in attending the project. The Library Manager also made contact with the local public libraries to see if they would help, initially by advertising the programme and then by actually providing rooms to hold the meetings. The Knowledge Centre has provided a range of publications and booklets to support people on the course, which has a session on “Understanding my condition better”.</p>	<p><a href="http://bit.ly/1h4AITG">http://bit.ly/1h4AITG</a></p>
<p><b>13. Brighton &amp; Sussex University Hospitals NHS Trust:</b> Involvement in a Brighton &amp; Hove-wide health information group</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>Two members of library staff are actively involved in a Brighton &amp; Hove-wide health information group. This includes representatives from local PALS, public and academic libraries and the council. The group has worked towards developing many innovations such as Information Prescriptions (IP). The library has recently been funded by NHS Brighton &amp; Hove to take on the development and maintenance of the Brighton and Hove IP website and to promote the use of IPs to clinicians in primary care. This involves a dedicated member of library staff working for one day a week on the project for at least a year. The library is also taking part in a trial with the Sussex Cancer Network in which patients will be advised by clinical nurse specialists to come to the library in order to obtain the information detailed on their information prescriptions.</p>	<p><a href="http://bit.ly/1OBhMkH">http://bit.ly/1OBhMkH</a></p>

<p><b>14. Barnsley Hospital NHS Foundation Trust:</b> Working in partnership with the staff of Barnsley Public Libraries</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>We needed to raise the profile of the LRC and encourage new users to our service. We have limited financial and staff resources but we do have skills and enthusiasm which we can share with colleagues in other library services. When we had our first meeting with the public library staff we found that they felt the same and synergy was kindled. We are learning from each other and our users benefit from this process. We have new things to offer BHNFT staff and this given us new roles: Facilitating collections of books for children and young people in their clinical areas. This gave us an opportunity to work with the Play Leaders on a library logo competition. BHNFT LRC now has a reading for pleasure group. The first meeting is on Oct 17. BHNFT staff have access to a fiction collection in the LRC. The LRC no longer routinely buys patient information books.</p>	<p><a href="http://bit.ly/1VMJ5hf">http://bit.ly/1VMJ5hf</a></p>
<p><b>15. Taunton &amp; Somerset NHS Foundation Trust:</b> Information Prescriptions to support Cancer Care Team</p>	<p>Process Innovation</p>	<p>2013-2014</p>	<p>The Clinical Librarian, Carol-Ann Regan has been working on pilot of Information Prescriptions via the NHS Choices platform with the Macmillan Network Patient Information &amp; Support Manager to organise 2 study days for Clinical Nurse Specialists and Radiotherapists within the Cancer Care team. Carol-Ann was responsible for coordinating and trialling the evidence on IPs for circulation to the wider team for evaluation.</p>	<p><a href="http://bit.ly/1I96EYg">http://bit.ly/1I96EYg</a></p>

<p><b>16. St Nicholas Hospital, Northumberland, Tyne and Wear NHS Foundation Trust: Wellbeing Information Partnership (WIP), with Public Libraries</b></p>	<p>Process Innovation 2011-2012</p>	<p>Wellbeing Information Partnership (WIP) - Public Library Partnership. In November 2006 a City Council Housing, Health &amp; Social Care Co-ordinator contacted the Library &amp; Knowledge Services Manager to enquire as to whether any collaborative working was taking place between the health library and the public library sector. He was at the development stage of producing a Mental Health Housing Strategy to promote more effective social inclusion and empowerment to local residents. Through this strategy it was hoped to enable individuals, families and carers to maintain control over their personal lives and circumstances and thereby their mental health and wellbeing. The provision of, and access to, easily understandable information on a range of local mental health services, as well as housing and social care support, had been identified as a key element to achieving the strategic objective. A meeting was arranged between the Health &amp; Social Care Co-ordinator, the NHS Trust Library &amp; Knowledge Services Manager and the SHA Regional Knowledge Services Manager to look at the implications of the strategy and identify what support could be provided by health libraries. It became evident that health libraries had a lot more to offer in the form of provision of self help mental health materials and guidance on quality resources to be made available to the public. Local public librarians and the Trust Patient Information Manager were invited to join the group and the pilot project was born.</p>	<p><a href="http://bit.ly/1MUibOp">http://bit.ly/1MUibOp</a></p>
<p><b>17. South Devon Healthcare NHS Foundation Trust: Library organises information-related public events</b></p>	<p>Product Innovation 2012-2013</p>	<p>The Library Manager has instigated and organised three free information-related public events for her Trust, involving other public and voluntary organisations and engaging with the wider community on a range of health-related issues. One was in the Hospital's main restaurant – which serves staff and public. It featured sustainable healthy eating, showcasing the use of local produce to improve diet and reduce carbon emissions. The Library Manager arranged displays along the whole length of the restaurant, which included Torbay Council who gave away copies of "Eat well, waste less" recipe books, a group highlighting their community garden and a local farm. The Library team worked with the Nutrition team to create a display illustrating that a healthy diet e.g. five-a-day links well to using local, seasonal food. Paignton Zoo demonstrated a hydroponics system which could be used at home. The Library Manager also arranged for a local veg-box distributor to donate food for the day, and she worked with the catering staff to create a menu using healthy local produce.</p>	<p><a href="http://bit.ly/1JxkJDm">http://bit.ly/1JxkJDm</a></p>

<p><b>18. University Hospitals of Morecambe Bay NHS Trust:</b> Storage, classification and dissemination of patient stories</p>	<p>Product Innovation</p>	<p>2012-2013</p>	<p>Early in 2012 UHMBFT commissioned a course from University of Lancaster to develop skills in interviewing patients, carers and staff. This brought together a multidisciplinary group, including the head of libraries to develop their skills in this area and resulted in the creation of the Trust Stories Team. This group interviewed individuals about their experiences within the hospital for the trust board and departments wishing to capture incidents from a more personal angle. The team tapes or films these interviews and they are used as part of general training sessions or specialist learning lessons events. The library team are cataloguing and classifying these recently captured stories plus a collection of previously commissioned recordings on elderly care. These will be hosted on the library management system, Heritage. In addition, the team are heavily involved in the working group to resolve governance and access issues plus introducing a robust evaluation method to capture usage and impact.</p>	<p><a href="http://bit.ly/1I3BqE2">http://bit.ly/1I3BqE2</a></p>
<p><b>19. Sherwood Forest Hospitals NHS Foundation Trust:</b> Activity kits for dementia patients</p>	<p>Product Innovation</p>	<p>2013-2014</p>	<p>Patients with dementia are often admitted to hospital as an emergency with an unrelated condition. Once on the ward, in a surrounding they are unfamiliar with they can become increasingly anxious and agitated thereby causing disruption and adding to the clinical staff's workload. The Library and Knowledge Service have purchased a selection of resources for these patients designed to distract and amuse them. These "Activities to Share" resources include reminiscence boxes, construction kits, card games and picture books. The Library loans them to the ward on request, delivering and collecting them when not in use.</p>	<p><a href="http://bit.ly/1eAelhL">http://bit.ly/1eAelhL</a></p>
<p><b>20. South Devon Healthcare NHS Foundation Trust:</b> Library Service creates Torbay Health Science Café</p>	<p>Product Innovation</p>	<p>2013-2014</p>	<p>This new service is based on the Science Café model, and is a monthly series of free, public, informal evening discussions. Hosted in the Trust Education Centre's café, the aim is to invite small groups of our local community onto the hospital site to meet health and care experts at times other than medical need and to share current health and care issues with them.</p>	<p><a href="http://bit.ly/1LY9N3v">http://bit.ly/1LY9N3v</a></p>

<p><b>21. South Devon Healthcare NHS Foundation Trust:</b> Patient experience and dementia agenda: mood-boosting readings</p>	<p>Product Innovation</p>	<p>2013-2014</p> <p>Evidence suggests that reading for pleasure lifts people’s moods. Previously, the Library team had delivered mood-boosting sessions in the Library and to the Trust’s literacy cohort, gaining positive feedback. In response to requests, the second phase has been for the Library Manager, Senior Library Assistant and Trust’s Co-ordinating Chaplain to take mood-boosting reading sessions on two wards. Themed readings are selected from national Reading Agency collections which were added to Library stock – brief passages of prose and poems are read for 15-20 minutes to patients and staff in the day room of Torbay’s Care of the Elderly ward, and to patients in the day room of the residential mental health ward.</p>	<p><a href="http://bit.ly/1U8q9YD">http://bit.ly/1U8q9YD</a></p>
<p><b>22. South London and the Maudsley NHS Foundation Trust:</b> Health information literacy for Recovery College members</p>	<p>Product Innovation</p>	<p>2014-2015</p> <p>The Reay House Library team offers regular information literacy training and coaching sessions for staff however, this is the first time that workshops have been tailored and promoted directly to service users and carers. Many libraries in the mental health sector are linked with and provide support for the local Recovery College in various ways. However, we believe that this is an innovative model of engagement.</p>	<p><a href="http://bit.ly/1ODxfR6">http://bit.ly/1ODxfR6</a></p>
<p><b>23. Northumbria Healthcare NHS Trust:</b> Patient Information Prescriptions – research project</p>	<p>Product Innovation</p>	<p>2013-2014</p> <p>Following on from the Department of Health Information Prescriptions (IP’s) pilot, Northumbria Healthcare NHS Foundation Trust (NHCFT) received a three-year NIHR Research for Patient Benefit grant to develop and evaluate patient information services for people living with Parkinson’s disease, Chronic Obstructive Pulmonary Disease and Inflammatory Bowel Disease. In response to this, a service was developed that guided people with long-term conditions and carers to relevant, timely and reliable information using health professional-led IP’s and user-led Information Menus. The project consulted widely with people with long-term conditions, carers, voluntary organisations and health care professionals regarding the development and delivery of the service.</p>	<p><a href="http://bit.ly/1VOwiL6">http://bit.ly/1VOwiL6</a></p>
<p><b>24. Birmingham &amp; Solihull Mental Health NHS Foundation Trust:</b> The 6 Book Challenge and Beyond</p>	<p>Product Innovation</p>	<p>2014-2015</p> <p>We took part in this year’s 6 Book Challenge and worked in partnership with the Reading Agency to organise an author event with the bestselling author, Martina Cole. Although it is not the first time we have taken part in the 6 Book Challenge, this year we rolled out the scheme to both staff and patients and the author event provided a great incentive for both groups to take part.</p>	<p><a href="http://bit.ly/1OQ3L3k">http://bit.ly/1OQ3L3k</a></p>

<p><b>25. Cambridgeshire and Peterborough NHS Foundation Trust: Patient-Facing Mobile Library Service</b></p>	<p>Product Innovation</p>	<p>2014-2015</p>	<p>Partnering with Cambridgeshire County Council and Vivacity, CPFT Libraries has arranged monthly visits to its Fulbourn Hospital and Cavell Centre sites by mobile library vehicles from Cambridgeshire Public Libraries (for Fulbourn) and Peterborough Public Libraries (for Cavell). These visits have been promoted to staff and to inpatient service users who might not otherwise have the opportunity to access library services. This fulfils a pledge in the library's strategy to find ways of extending and promoting library services to service users. Usage and presence of the service has also been thoroughly risk-assessed to make sure that this innovation is carried out in a way that keeps staff and service users safe.</p>	<p><a href="http://bit.ly/1Mz8zvo">http://bit.ly/1Mz8zvo</a></p>
<p><b>26. Taunton &amp; Somerset NHS Foundation Trust: Clinical librarian for cancer care service</b></p>	<p>Product Innovation</p>	<p>2014-2015</p>	<p>This innovation has arisen out of the collaboration between myself, as Clinical Librarian, and our Trust's Macmillan Cancer Survivorship Lead as part of the National Cancer Survivorship Initiative. The National Cancer Survivorship Initiative aims to ensure that those living with and beyond cancer get the support they need to live healthy active lives. It has been recognised that there is a need to develop new and innovative ways of follow up to empower patients to self-manage their condition beyond treatment and free up clinic capacity for the newly diagnosed. In order to self-manage it is important that patients have access to a range of health information that is reliable and trustworthy.</p>	<p><a href="http://bit.ly/1fK8FIX">http://bit.ly/1fK8FIX</a></p>
<p><b>27. Gloucestershire NHS Foundation Trust Library Service: Six book challenge in support of the Trust Skills for Life Strategy</b></p>	<p>Product Innovation</p>	<p>2010-2011</p>	<p>Six book challenge: we were the first NHS Trust to complete a six book reading challenge in support of the Trust Skills for Life Strategy. The library has used "quick read" books and other fiction works to promote reading. It has brought the library to the notice of a wider readership than before as the challenge was part of the wider participation in training initiative. We collaborated with the public library in order to have multiple copies of the books.</p>	<p><a href="http://bit.ly/1fGpcrc">http://bit.ly/1fGpcrc</a></p>
<p><b>28. Homerton University Hospital NHS Foundation Trust: Health &amp; well being collection on long-term loan</b></p>	<p>Product Innovation</p>	<p>2011-2012</p>	<p>Introduction of a loan collection of fitness, sports, health and wellbeing books/DVDs to complement Healthworks, a Trust service which arranges exercise classes and health awareness events "to support health and happiness at Homerton". We have developed this service in partnership with the London Borough of Hackney Community Library Service team.</p>	<p><a href="http://bit.ly/1SMrVfg">http://bit.ly/1SMrVfg</a></p>

<p><b>29. Northumb erland, Tyne and Wear NHS Foundation Trust:</b> Setting up an information unit for patients at Walkergate Park Hospital</p>	<p>Product Innovation</p>	<p>2011-2012</p>	<p>Since moving into the new hospital at Walkergate Park in 2007, the Library Service has set up an information unit for patients. This was supported by a grant from the MS Society. In the Knowledge Centre there is a wide range of leaflets on neurological conditions - 400 titles. There is also a collection of books written from the patients' perspective, as well as a number of self help books. The Knowledge Centre has two computers which the patients can use to access the internet; the computers are also used in therapy sessions. All of the information leaflets are on the Trust's Patient Information website. Many of these leaflets are downloadable so people can also access them from their home computer.</p>	<p><a href="http://bit.ly/1LX6j13">http://bit.ly/1LX6j13</a></p>
<p><b>30. Mersey Care NHS Trust:</b> Introduction to Research Training for service users and staff</p>	<p>Product Innovation</p>	<p>2011-2012</p>	<p>The training was designed to meet a need jointly identified by Trust Research Governance Committee members and the Knowledge and Library Service. The greatest obstacle towards more research taking place within the Trust was seen as staff negativity towards research. The training was designed to foster positive research attitudes through making research understandable and accessible to both staff and service users with mental health problems. The Trust Research and Development department is striving to enable the Trust to be more research active, and this collaboration shows the Knowledge and Library Service (KLS) has the skills and can deliver training that can support this need. The training was designed to cater for a variety of learning styles and aimed where possible to be interactive and meaningful. Slides incorporated Easy Read principles and examples were given in layman terms drawing on events and situations that might be familiar to participants or make reference to popular culture. Activities designed to consolidate learning featured video, and interactive PC games specifically designed for the training in recognisable formats (Blockbusters, Strike it lucky). The training has been very well received (see evaluation) places filled up rapidly and there is a waiting list of staff and service users who were unable to get a place. We've been asked to run 4 more sessions in the Autumn.</p>	<p><a href="http://bit.ly/1IJsG9w">http://bit.ly/1IJsG9w</a></p>
<p><b>31. Worcester shire Hospitals Acute NHS Trust:</b> Book box delivery to wards and community hospitals</p>	<p>Product Innovation</p>	<p>2012-2013</p>	<p>In conjunction with Sisters and Matrons, a topic is selected and books, articles and relevant lists of websites and guidelines are delivered onto the ward for ward staff to browse and/or take home for a pre-determined period. Initially set up with one sister for one ward, the idea was taken to the hospitals sisters' meeting (At Alexandra Hospital) where 2 more wards took up the book box offer. The innovation has also been extended to Pershore Community Hospital, Princess of Wales Community Hospital and Kidderminster General Hospital. In total 15 book boxes have been delivered at 6 different locations. This is a continual and new service.</p>	<p><a href="http://bit.ly/1leG5TM">http://bit.ly/1leG5TM</a></p>

## Appendix 3

### Useful links for Public and Patient Information Providers

#### Topics:

- [Health Libraries](#)
- [Public Libraries](#)
- [Health Literacy](#)
- [Quality of Information](#)
- [Other Useful Organisations](#)
- [Discussion Lists](#)
- [Quality Health Information Resources for the Public](#)

#### Health Libraries

[NHS library and knowledge services \(England\) and the Health Education England Library and Knowledge Services Leads](#)

[HLISD - Find local NHS library and knowledge services](#)

[Health Libraries Group \(HLG\)](#) - part of CILIP

[Knowledge for Healthcare](#) (KfH) – a development framework for NHS library and knowledge services in England. The HEE LKS Leads have developed an implementation plan in conjunction with the HEE appointed Programme Lead. Please go [here](#) for updates on the KfH programme. You can also view the [KfH blog](#) and the work of the [Public and Patients Task & Finish Group](#). #HEELKS

[Health Education England \(HEE\) Library and Knowledge Services](#)

Thames Valley and Wessex have produced: [NHS Library Knowledge Services Guidelines for Handling Enquiries from Patients and the Public](#)

#### Public Libraries

[CILIP's Public and mobile libraries special interest group](#)

[Society of Chief Librarians \(SCL\) Universal Health Offer](#) - This is a strategy which expresses the public library contribution to the positive health and well-being of local communities.

Following on from the SCL National Health Offer – this gives local links as well as national health information. <http://information4living.org.uk/> (some links are broken)

[The Health and Wellbeing Benefits of Public Libraries](#) - research commissioned by the Arts Council has quantified the economic value of benefits to health and wellbeing contributed by public libraries.

[Reading Well Books on Prescription](#) – and a [case study for BoP](#)

[Bookmark your Library](#) - provided by The Combined Regions, The Arts Council England, WorldCat.org from OCLC, The Society of Chief Librarians, and The Reading Agency. To help promote the services of libraries around the country.

[Transcript from #ukmedlibs Twitter chat](#) on Public library / health library partnership on 19<sup>th</sup> Aug 2015

[Reading for pleasure builds empathy and improves wellbeing](#), research from The Reading Agency finds.

Carnegie UK Trust have published [four new databases of examples](#) that show public libraries' impact on four policy areas: economic, education, culture and society and how libraries contribute to the wellbeing of individuals and communities.

## **Health Literacy**

[National Literacy Trust](#)

[National Literacy Trust Hubs: Understanding the role of literacy in public health](#) - This report explains why literacy skills should be part of public health strategies and showcases the work of the National Literacy Trust Hubs in this area.

[The Health Literacy Place](#) – NHS Education for Scotland have case studies, tools, training and resources.

The Health Foundation's online resource centre for Person-centred Care has just added new pages on [health literacy](#), designed to provide a simple guide to the key elements.

[Information literacy in the Health Sector](#)

[Reading Agency](#) – Mood Boosting Books, Books on Prescription, Summer Reading Challenge, Quick Reads, Reading Groups, work with libraries.

[Read Well](#) – free resources and storytellers for children in hospital

## **Quality of Information**

[The Information Standard](#) - a certification programme for all organisations producing evidence-based health and care information for the public.

[Accessible Information Standard](#) - briefing for health librarians and knowledge service managers

[Making the Case for Information](#) – PiF's report on the evidence for investing in high quality health information for patients and the public

## **Other Useful Organisations**

[Patient Information Forum \(PiF\)](#) - the UK's largest membership organisation for people working in health information.

Patient engagement hub for pharmacy teams - The Royal Pharmaceutical Society has launched a [Patient engagement hub](#) to encourage pharmacy teams to engage more with patients, carers and the public. The hub is a collection of resources that have already been developed and used by pharmacy teams to speak directly to patients, carers and the public. Additional link: [RPS press release](#)

[Coalition for Collaborative Care](#) - brings together people, including people with long-term conditions, and organisations from across the health, social care and voluntary sectors.

NHS Improving Quality's Knowledge & Intelligence team bring the latest evidence in health and social care to you quickly and with minimal effort in the [Better Knowledge, Better Care RSS Package](#). The topics NHS IQ have developed RSS files for span the [Five Year Forward View](#), [NHS Outcomes Framework](#), [Francis Report](#) and a generic file too of what they hope you agree are '[Useful Resources](#).' Alongside the package is a made to measure support designed with input from staff across the system to make each step of the way in getting up to speed as seamless as possible.

[DH Health and Social Care Publications Orderline](#) – free leaflets and posters etc. for the public

[Health Awareness Events Calendar](#) and [Ideas for holding a health event and core resources](#) on the HEE West Midlands website

### **Discussion lists/ Social Media**

[HP-Resources](#) - Discussion List for Health Promotion Libraries and Resource Services - This list is for staff from NHS Health Promotion Library and Resource Centres to share information, good practice and the availability of new resources, and to collaborate with colleagues locally and nationally.

[LIS-PUBLICHEALTH](#) – a new discussion list for UK knowledge, library and information professionals working in Public Health; to enable members to share knowledge, learning and experience

[Bibliotherapy Discussion Group](#) - A mailing list for anyone interested in the links between reading fiction and non-fiction and health. Bibliotherapy, including Books on Prescription, reading groups, self-help etc.

[CHAIN - Contact, Help, Advice and Information Network](#) – is an online international network for people working in health and social care. For more information on CHAIN and joining the network please visit website.

Twitter - Follow the Patients & Public Information Group for KfH on Twitter - [@K4H\\_PPI](#) or follow [#HEELKS](#) thread for all discussions around HEE Library Knowledge Services.

### **Quality Health Information Resources for the Public**

Your Trust may have a list of patient information leaflets which should be used first. Here is a list of recommended websites for signposting members of the public to:

[NHS Choices](#) - This site is committed to providing trustworthy information and guidance on all aspects of health and healthcare. NHS Choices ensures its content is evidence-based

and includes the best scientific knowledge available. Includes health, well-being and social care information and local services and support.

**Patient** – A trusted source of information for both patients and health professionals nationwide. The site contains over 4000 health information leaflets, a wellbeing centre, a free health check and discussion forums.

**Information Standard members** – All organisations on this list have been accredited by the **Information Standard** for producing evidence-based health and care information for the public.

**healthtalk.org** - Find information and support for a range of health issues from seeing and hearing people's real life experiences. Thousands of people have shared their experiences on film to help you understand what it's really like to have a health condition such as breast cancer or arthritis.

**Contact a Family** – Information and support on many rare disorders written by doctors.

**UpToDate** – Free public access to Beyond the Basics patient information articles written and reviewed by medical professionals.

**Gov.uk** - To find government services and information including benefits, council services, policies, employment etc.

*Contact: If you notice a broken link or would like to suggest an addition to this list, please contact [sarah.greening@wm.hee.nhs.uk](mailto:sarah.greening@wm.hee.nhs.uk)*