

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.
Internal staff partnerships	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.	Innovation Award 10 Information Standard
	UPDATED Evidence-based support for information given to the public	Sit on the Trust's Patient Information Panel, submit comments on new clinical or other trust strategies, offer editorial support, literature searching, cataloguing etc. Support Trust's application for the Information Standard	
	UPDATED Offer work experience	Work with Social Inclusion and Occupational Therapy teams to provide voluntary work placements in the library team for service users recovering from mental illness.	Innovation Award 8
	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.	
Patient & Carer support	Dementia reminiscence collections	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.	Innovation Award 1 Innovation Award 19 LIHNN
	NEW Provide dementia support packs	Provide dementia information support packs, an A4 plastic wallet with information on support, living well, care and treatment. These have proved very popular and end of life care support packs have been requested.	
	Information Prescriptions	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.	Innovation Award 9 Innovation Award 13 Innovation Award 15 Innovation Award 23 HLG Presentation NHS Choices Information Prescriptions

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	<p>*UPDATED* Self management support</p>	<p>Liaise with a department (e.g. Cardiology) and offer information upon discharge from hospital to aid recovery at home. Offer to visit outpatients departments when clinics (e.g. Cardiology) are scheduled. Approach patients waiting for their appointments and ask if they would like health information about their condition.</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. Help local support group with information for their website.</p>	<p>Innovation Award 11 Innovation Award 12 Innovation Award 16 Innovation Award 20 Innovation Award 26 HLG Presentation</p>
	Patient stories	Assist collation and cataloguing of patient stories to help others.	<p>Innovation Award 18</p>
	<p>*UPDATED* Promote safe use of internet information</p>	Develop a document of safe internet use for health information, see examples.	<p>Finding Good Quality Health Information on the Internet</p> <p>*NEW* Health Information Online – Booklet version</p>
	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.	
	<p>*UPDATED* Support services</p>	Some departments may benefit from a list of local and/or national support groups /services to give to patients and carers. Provide a list of local charities that support people who are unwell for the Patient Experience department, see example.	<p>*NEW* Support Groups List</p>
	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	<p>Awareness Events Calendar</p>

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Information Literacy	*NEW* Computer workshops for patients	Arrange with IT department to use old staff laptops, which would otherwise have been discarded, for patients. Laptops are wiped clean of all staff programmes and data, and OpenOffice is loaded on to them. Library staff run fortnightly computer workshops for patients which are now embedded in the hospital's Occupational Therapy programme. This initiative supports patient wellbeing, information literacy, digital literacy, joint working, social inclusion and sustainability.	
	UPDATED Service user reading groups or book clubs	For inpatients, organise jointly between library service and Occupational Therapy team. Set up a blog for interaction with those who can't make meetings. For outpatients, ask local book shops to consider hosting meetings.	Innovation Award 4 Reading for pleasure builds empathy and improves wellbeing *NEW* Waterstones joins fight against mental health stigma (see page 16)
	UPDATED Poetry	Library staff select a poem to be displayed on a wall in the hospital. Promotes literacy and learning. Set up and facilitate a poetry reading group	Innovation Award 2
	Encourage reading for staff and patients	The Reading Agency has many ideas for encouraging reading and show the evidence for improved wellbeing. For example: 6 book challenge, quick reads, mood boosting books, reading groups. Hold a fiction collection (donations or lending from public library or book vending machine) Read Well has free resources and storytellers who will visit children in hospital. 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.	Innovation Award 3 Innovation Award 7 Innovation Award 14 Innovation Award 21 Innovation Award 24 Innovation Award 27 Reading for pleasure builds empathy and improves wellbeing Six book challenge Read Well
	Literacy training	Literacy training sessions for staff could be tailored for patients. The 'teach back' method to check understanding is a recognised way to do this.	Innovation Award 22 Teach back training

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	UPDATED Access to reading	Arrange with Council to have the mobile library service visit NHS sites. Work with Chaplain service volunteers to implement "Reading to Patients" service.	Innovation Award 25 *NEW* Bibliotherapy and Reading to Patients
	Training in research	Run training in search techniques for service users.	Innovation Award 30
	Taking the library to staff locations	Book box delivery service for staff on wards.	Innovation Award 31
	Recovery Colleges	Provide materials for Recovery College (where mental health services users are students)	Recovery Colleges
Health information promotion	*UPDATED* 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. Lots of suggestions for holding events on the HIW website	Health Information Week Innovation Award 17
	NEW Organise public talks or lectures	Set up regular public talks or lectures (e.g. on dementia, palliative care, mental health). Co-chair events and speak about evidence-based resources available to the public.	
	Have health promotion stock	Introduction of a loan collection of fitness, sports, health and wellbeing books/DVDs.	Innovation Award 28
	Start a Health Information unit	Books, leaflets, posters and a computer available to search with/without guidance.	Innovation Award 29
Engagement with Public Libraries	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.	Innovation Award 14 HLG Presentation
	UPDATED Joint training with public library staff	Discuss sharing of training resources e.g. handling enquiries from the public and signposting to appropriate information. Offer tutorials on health information searching, see Resources for Library staff for training course slides and workbooks.	Innovation Award 5 HLG Presentation *NEW* Resources for library staff

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	Arrange a procedure for referral of complex queries	<p>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)</p> <p>Make your library open to individual referrals from other sector libraries – others will tell you that this does not result in floods of referrals!</p>	Innovation Award 5
	UPDATED Books on Prescription (Reading Well)	<p>Stock BoP (Reading Well) books in collaboration with 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.</p> <p>Work with prison managers to re-vitalise the previous BOP list for prisoners.</p>	Innovation Award 6 HLG Presentation Books on Prescription
	NEW Provide a health information board	Provide and maintain a health information display board within the local public library. Refresh the display regularly and provide leaflets for people to take away.	
Voluntary Organisations	*UPDATED* Partnership with other sectors	<p>Health librarians have skills that are highly valued by voluntary sector organisations. Offer editorial support, literature searching, cataloguing, training etc.</p> <p>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 and providing reciprocal training.</p>	HLG Presentation Macmillan