

# Information Leaflets for Patients and the Public – a role for the library

Becky Williams – Library Manager

Bradford District Care NHS Foundation Trust

# Summary – the Library:

- Keeps a record of all Trust approved patient/public information leaflets
- Issues PINs/review dates for leaflets
- Sends reminders to authors when their leaflets require review
- Deals with queries



# Background

- Approx. 8 years ago approached by a regular customer
- Policy for patient/public information leaflets developed
- Minimal role for the library envisaged...

# However

- The policy has been revised several times
- Responsibility of the Patient Experience and Involvement Team
- The library role can be time consuming!



# The Process

- Department identify need to develop information for patients/the public

OR

- The library informs the department that their leaflet/info is due for review

# The Process

- Department produces the info/leaflet – service users/patients must be involved in the process
- Finalised leaflet is sent to the library with a completed “checklist”
- Library issues PIN and review date. Adds the leaflet to the approved list
- Library prompts leaflet review



# Some Real Benefits...

- All information for patients/public/carers is now managed in a formal process
- Information is evidence-based and produced in consultation
- The library has made lots of useful connections – knowledge management
- Good evidence for LQAF!



# Some Concerns

- It is very time-consuming
- Awareness of the policy is variable
- Seen as a “library policy”



# Next Steps

- Move to management through SharePoint
- Initial meeting with IT and now project planning
- Automated – less library staff time



# Questions?

*Thanks for listening*