Patient and Public Information : KfHC Update

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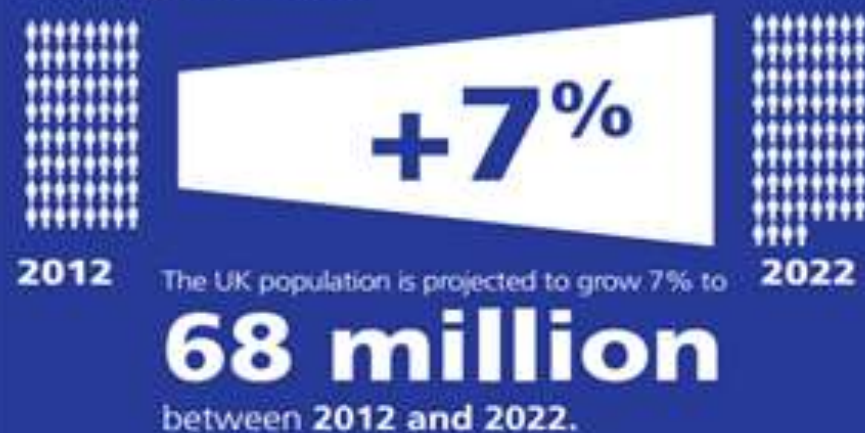# An ambitious vision which includes patients and the public

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.

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

+7%

2012 — 2022

The UK population is projected to grow 7% to **68 million** between **2012 and 2022.**

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

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

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

85+

2015 — 2027 — 2037

1.4 million — **2.4 million** — **3.6 million**

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.

www.hee.nhs.uk

Patients and Public Information Task and Finish group: Year 1

The Patient and Public Information Task and Finish Group came together as part of the Service Transformation work stream of Knowledge for Healthcare. Since our inception we have

- identified, started and developed partnerships
- created **Guidance** to support NHS Libraries and their staff to get involved with patient and public information
- created the **Ideas Bank** to share and publish what is already happening around England to support the PPI agenda

Current partnerships within PPI

- Society of Chief Librarians (SCL)

- Reading Agency

- Public Health England (PHE)

- NHS England

- NHS Digital

- Health Education England (HEE)

- Macmillan

- Patient Information Forum (PiF)

- King's Fund

- and many more...

Guidance

Getting involved in Patient Information does not mean hordes of patients making their way to the library!

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

What's in the Guidance for you?

- Specifically for all NHS Library and Knowledge Service staff

- Rationale for NHS libraries getting involved with the PPI agenda

- Types of service you could offer

- Advice on dealing with enquiries

- Links to the **Ideas Bank** and case studies

- List of links to websites, key documents and signposts to patient information

Types of Service

1. The library as a public space
2. Walk in reference use of print resources
3. Enquiry service
4. Collaboration with local public library service
5. **Facilitating healthcare staff to provide patient information**
6. Facilitating patient / public health literacy

Ideas Bank

- List of ideas for LKS staff with links to further information, case studies and support

- Published in November 2015

- Used Sally Hernando innovations, HLG conference abstracts & LQAF submissions

- Updated Nov 2016 and regularly reviewed

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

Patients and Public Information Task and Finish Group Year 2 2016-17

Membership has expanded into four task and finish groups and a steering group.

The steering group has representatives from:

- NHS England

- Health Education England

- Macmillan Cancer Support

- The Society of Chief Librarians

- The Reading Agency

TaF Group 1 is currently on hold

Year 2 2016-17 TaF Group 2

Key objectives:

- Communicate the standards required of all NHS organisations in providing high quality information for the public, patients and carers

- Advocate the ways in which library and knowledge staff can assist healthcare organisations to meet their responsibility to provide high quality information to their patients and carers for example supporting your organisation in the

    INFORMATION STANDARD

    AND ACCESSIBLE INFORMATION STANDARD

Year 2 2016-17 TaF Group 3

Key objectives:

- Encourage and support development of local networks of health information providers.

- Work with NHS Choices to ensure that training is available to healthcare library and knowledge services staff.

- Develop materials for regional meetings and workshops to engage and support healthcare library and knowledge services staff including the ideas bank and guidance.

Year 2 2016-17 TaF Group 4

Key objectives;

- Develop guidance and resources to support those healthcare library and knowledge services staff that directly provide the public, patients and carers with high quality health and wellbeing information.

- Identify appropriate CPD interventions for healthcare library and knowledge staff working directly with the public, patients and carers e.g. in-house customer care training for front line staff.

LQAF

For 2017 the criteria

5.3l LKS are developed to support information provision for patients and/or the public

Is one of the five core criteria on which all services will need to provide evidence

- Non compliant (No service)
- Partial compliance (Service use but not promoted)
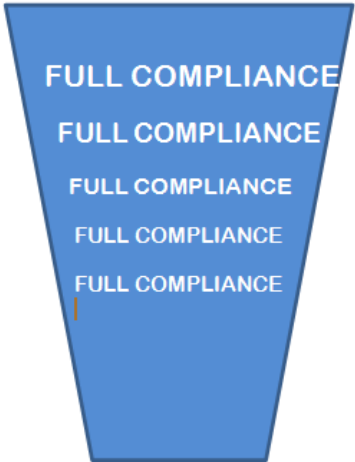- Full compliance (Service; promoted and support enquiry)

NHS
Health Education England

No service

Non- Compliant

Non-Compliant

Non-Compliant

Non-Compliant

ZERO

Service exists not Promoted

PARTIAL COMPLIANCE

- Partnership working
- Links to Health Promotion
- Links to PALS
- Relevant section in strategy
- Training Volunteers

Service exists, Promoted & Supports enquiry

FULL COMPLIANCE

FULL COMPLIANCE

FULL COMPLIANCE

FULL COMPLIANCE

FULL COMPLIANCE

- Website
- Library leaflets
- Blog
- URL or screenshot
- Public inductions
- Info Centre library leaflet

Conclusion

- PPI does not necessarily mean patients in our libraries
- LKS staff do have the skills
- We can act as signposts
- Resources on the KfHC blog to aid and support your service

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