Innovative Ways of providing Health information to empower patients: Role of Patricia Bowen Library & Knowledge Service

Background

Patients need access to the right amount of health information and support, at the right time, at all stages of their ‘patient journey’. With this objective in mind, initiatives are made by the Patricia Bowen Library & Knowledge Service within the West Middlesex University Hospital to provide ‘Patient Information services’ to empower patients.

This initiative is undertaken in an innovative way in the form of ‘few health information support projects’ in collaboration with other departments (Cardiology, Stroke), using different models

Impact

• Contributes to Trust Vision
• Empower patients
• Raises Library profile
• Saves valuable Clinicians’ time
• Better utilisation of Librarians’ information management skills

Achievements

• Presented posters in National and International conferences
• Published an article in British Journal of Cardiology Nursing

Way Ahead

• Extended to other Departments
• Centralized Health Information Centre

Project Lead and poster preparation

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Tailor made health information to Cardiology Inpatients

(Sep 2014- Sep 2015)

Health Information provision (Cardiology Inpatients)

Patient Feed back

“Very useful”, “Great comfort to patients”, “Very impressed with the quantity of information I received and range of documentation included”, “Very good leaflet”, “THIS IS ALL A BIT NEW TO ME BUT HAVE FOUND THAT THE WMUH SERVICES EXCELLENT”, “i am pleased to receive it and i will try my best to make best use of it to keep the hospital away and live a healthy life”, “Thank you”.

Tailor made health information to Cardiology Out Patients

(July 2015 – Sept 2015)

Gender of Outpatients requesting for Health Information (Cardiology Outpatients: 25)

Male 28%
Female 72%

Mode of Health Information provision (Cardiology Outpatients: 25)

Post 48%
Email 52%