Empowering patients, carers and the public to use information to make health and well-being choices.

Louise Goswami
Head of Library and Knowledge Services Development

Developing people for health and healthcare
www.hee.nhs.uk
Growing population

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

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.
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.
- NHS libraries are uniquely positioned to help throughout the patient journey.
Guidance and ideas bank

- The library open to the public
- Walk-in use of print resources for reference
- Enquiry service for patients and the public
- Collaboration with your local public library service
- Helping healthcare staff to provide high quality patient information
- Facilitating patient/public health literacy

“There are some great ideas in the guidance about how we can work better to support patients and the public.”

Helen Swales

“I think the vignettes are a good way of helping services to see what might be realistic and achievable in the different aspects of service.”

Paul Twiddy

To enable the public, patients and carers to use the right information to improve health and wellbeing, for self-care and shared decision-making.

**PUBLIC AND PATIENT INFORMATION**

**PRIMARY DRIVER**

**SECONDARY DRIVERS**

- Increase the confidence and capability of healthcare library and knowledge staff to find, signpost and evaluate health and wellbeing information.
- Enable healthcare staff to find and signpost trusted health and wellbeing information.
- Enable information providers in the public and third sectors to find and signpost trusted health and wellbeing information and share guidance on evaluating information.
- Enable healthcare organisations to provide high quality information to patients and carers.

**INTERVENTIONS**

- Formalise working relationships with national partners to increase access to health and wellbeing information, and improve health and digital literacy.
- Work with Health Education England’s programme for Making Every Contact Count.
- Promote digital health literacy for our LKS and healthcare workforce including the use of NHS Digital and MECC programme resources.
- Signpost to appropriate training to engage representatives from every NHS library and knowledge service.
- Provide materials to foster and develop local networks of health information providers to share guidance, experience and resources.
- Develop guidance, and resources for those healthcare library and knowledge staff who directly provide health and wellbeing information to the public, patients and carers.
- Signpost NHS provider organisations to the relevant information standards and the ways in which librarians and knowledge specialists can contribute.

Strategic Steering Group

- Health Education England
- Public Health England
- NHS England
- NHS Digital
- Society of Chief Librarians
- Macmillan
- Patient Information Forum

Public and patient task & finish groups 2016 – 17 programme

- Signpost available training
- Advice on Information Standards
- Current initiatives
- Guidance for Networks
- Guidance for direct services to patients

Information Standards
Developing Local Networks
Provision of Services to Public and Patients
LKS Development Programme

Questions?

Louise Goswami
louise.goswami@nhs.net
@goswamilouise