



Libraries and Health information

Heather Eardley - Director of National Projects

Dr Malcolm Rigler – GP and Ambassador

What is the Patients Association?

- Long established **independent** charity
- The only major non-disease specific patient orientated campaigning group
- Campaigning on patients and carers issues raised at our national Helpline (**0845 6084455**)
- Work locally with Trusts and CCGs on projects to impact upon patient experience
- Use of patient stories, feedback and reports

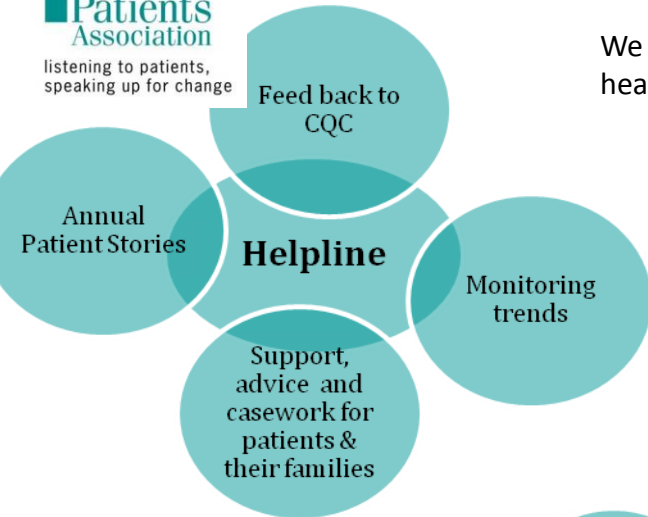
Our motto....

*“listening to patients, speaking up
for change”*

How the Patients Association *listens to patients, helps find solutions and speaks up for change*



We are a national independent non-disease specific health and social care campaigning charity that also works locally to improve experience of care

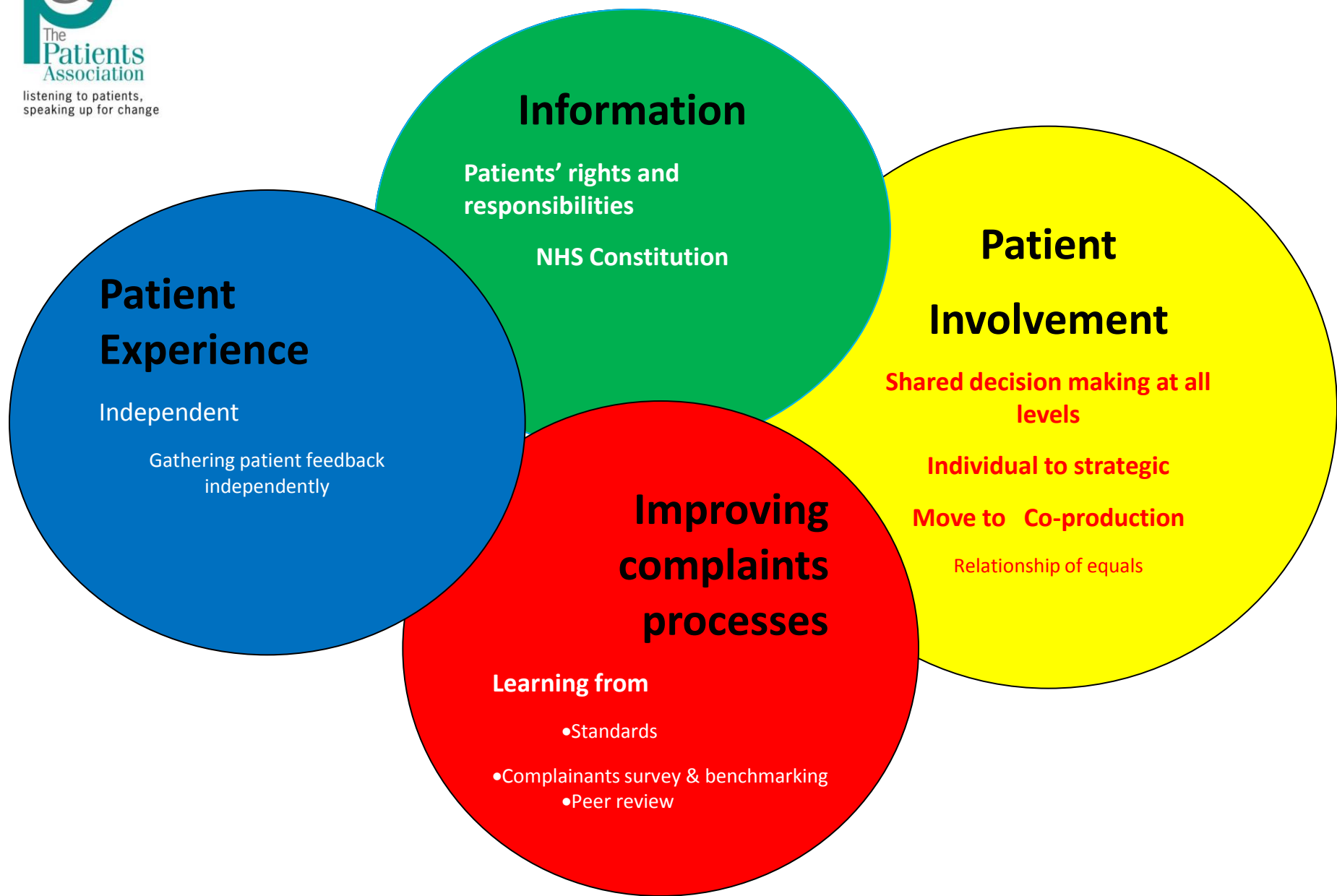


Working with NHS Trusts and other organisations across the country, we are able to speak up for change and help influence service improvement for the benefit of patients, carers, members of the public and staff. Our independence is very important in this.



At a national policy level, the Patients Association has strong relationships Department of Health, CQC and other national organizations. Informed by our Helpline, we campaign on a range of issues that affect patients and carers.

Key aspects of our work



Making a difference with patients and carers



SW projects - key themes

- **Information for patients and carers**
- Information and education for staff
- Creating a welcoming environment
- Choice, involvement and shared decision making
- Personalised Care
- Role of Volunteers
- Changing the attitudes, practice and routine of staff



Ambassador Role

- Eyes & ears for Patients Association on local issues
- Providing information and raising awareness
- Supporting local projects
- Many different tasks
- Patients Association representative at local patient groups
- Liaison with local Trusts and CCGs

Unheard . . .



- Hearing the unheard is one of the biggest challenges in health and social care
- Conventional techniques are not enough
- The Patients Association recognises the **potential of using a range of different methods to** reach unheard groups of people
- Reaching all types of patients- not just patients
- Go to people don't expect come to us
- Libraries and pubs – potential to reach people
- Other ideas..



Community Voices

- **Patients and carers stories**
- **Influence commissioning**
- Identify what people need to lead healthier lives
- Built in use of **arts**
- Produced set of **film** and **audio clips**
- **Other ways.....**
- **Role of libraries**

Libraries and Health information

- NHS Constitution – rights and responsibilities
- Expert Patient/Shared decision making
- Patients fully engaged with treatment /care
- Doctors **must** give information to patients in language and terms that they can understand.”
- Facilitating access to information and education for those unable to take up the opportunity |
- All ages – different formats

“Nothing about me without me! “

North Somerset project

- Mapping what is happening
- Making connections – Council, Age UK, CCG, GPS
- GP makeover – Locking Rd
- Film – involving young people
- Links with libraries – community and hospital
- Wider connections –Wales

Benefits of arts for health

- Arts and Primary Care – real benefits
 - Surgeries more welcoming
 - Communicate keys messages
- Involving People
 - Boosts confidence and self esteem
 - Less stress
- Bringing communities together
- Helps professionals



Workshop discussion

- What do you think of these ideas?
- What is happening in your area?
- Is there the potential to develop this ?
- Other ideas to improve information for patients ?



Thank you

Heather Eardley

National Projects Director

heather@patients-association.com

www.patients-association.com

Helpline 0845 608 4455