

August 2017

Issue 98

The Swimming Pool

Newsletter for the
SWIMS Network



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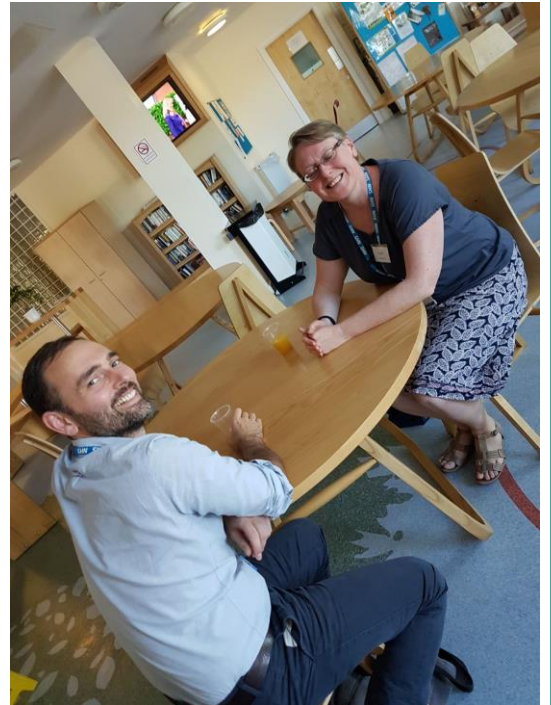
The Living Library at AWP

The library staff at AWP, which covers the four library bases (BBH, CLN, W13, and W18), were inspired to mark HIW with a variety of events and worked hard at devising ways of reaching out to staff, patients, and the public. The main event, the Living Library, took place on the Wednesday afternoon of Health Information Week.

Living Library

The Living Library movement has been sweeping across Europe over the past few years and is traditionally used to challenge common stereotypes and prejudices by bringing people together who would not normally have a chance to talk to each other. We decided to adapt it for HIW purposes and attempted to create a space where staff, patients, and the public had the chance to talk to each other about what it is really like to work in mental health care.

Staff from across the spectrum of health disciplines took part as human books. This included a psychiatrist, a mental health nurse, the hospital chaplain, an arts psychotherapist, an occupational therapist, an HCA, our Safe Wards worker (who has lived experience of mental health care), a social worker, a physiotherapist, a pharmacist, and a psychologist (we even had a healthcare librarian ready and primed for a conversation!) It worked just like a normal library: visitors could browse the catalogue for the available titles, choose the book they wanted to read, and borrow it for a limited period of time. After reading, they returned the book to the library and, if they wanted, they could borrow another. The only difference is that in the Living Library, the books are people, and reading consists of a conversation.



Psychologist and trainee doctor



The Living Library in full swing

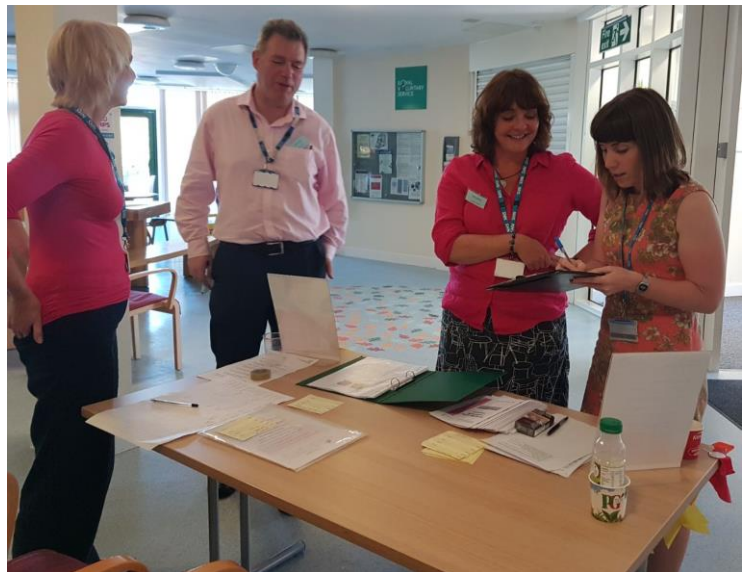
The 'books' gave readers permission to enter into dialogue with them. The emphasis was on honest, open, relaxed, and informal conversation, offering the opportunity for people to ask those questions they had always wanted to but never dared. It turned out to be a very safe place in which to have a conversation. Our chief executive, Hayley Richards, stopped by for an hour and fitted in a number of conversations. She was very impressed with the format and has suggested we run something similar for the next Mental Health Awareness week, but this time in a public setting such as a shopping mall! Overall the library team were very pleased with how it turned out. Living Libraries are a powerful tool for bringing people together. Although hard work to organise, we would recommend holding one and would be most willing to share our experience with other libraries.

Feedback about the Living Library

“Loved it – such a good idea, do a bigger event in a more public place - it would be such a hit”
 ~ member of the public

“A very worthwhile event. I wonder if people struggle to give themselves the excuse to take some time from work, which is such a shame given that it is an opportunity to broaden our wider understanding and experience.”
 ~ staff member

“It was certainly a good example for me of how the Living Library can change stereotypical views as he wasn’t at all what I expected from a psychiatrist and it made me realise I had a very fixed view which was thrown out of the window after my conversation with him.”
 ~ staff member



Choosing from the Living Library catalogue

Other HIW activities

On the Monday, Helen Watts (Library Manager) gave a talk to carers and carers’ leads about how the library could support the information needs of patients and carers. We had already decided to open our services to carers by offering library membership, the loan of up to five books and the ability to request up to two articles per month, so HIW gave us the opportunity to make some noise about it. Other carers groups around the trust were also contacted by email and given the same information along with posters to display. This had led to the

creation of links with named carer groups so that in future we have a channel for dispersing information. Carers were also keen to know more about schemes such as Books on Prescription and Mood Boosting books – this will be developed further by linking with our local public libraries.



Library team in pink

On Tuesday afternoon, Fountain Way (W13) hosted a library information drop in. Staff were invited along for cake and to find out about how library services could support their work in supporting patients and carers.

On the Thursday, our Wiltshire librarian Cathy Marsden and our library assistant / graduate trainee Jake Procter visited an AWP community team at Bath RUH to present on Fake News

and Finding the Evidence.

Finally, on the Friday, Cathy held a library drop in information session for staff at Green Lane Hospital, Devizes (W18). As you can imagine, by the end of the week we were exhausted but proud of our achievements and ready to make use of the links and networks we had created.

**Helen Watts, Steven Walker, Cathy Marsden and Jake Procter
Avon and Wiltshire Mental Health Partnership Trust (AWP)**

Health Information Week @ RUH Bath

To mark this event, the RUH Academy Library created and hosted displays in the hospital entrance and outside one of the hospital restaurants.

One display provided advice on searching for high quality health information online, highlighting some particularly reliable websites recommended for use by patients and the general public. The second display promoted books, both fiction and non-fiction, listed in The Reading Agency's Reading Well Mood Boosting collection.

Library staff took it in turns to man the displays, and engaged in conversation with a range of hospital staff, patients and visitors. It provided a good opportunity to promote the importance of using trustworthy, reliable and up-to-date resources when searching for health information online, and of not taking everything published on the Internet at face value.

As well as a selection of free healthy snacks, a range of leaflets were available for people to pick up and take away with them, including the library's newly produced pamphlet on searching for good quality health information

online. A copy of this pamphlet is available to download from the new RUH Academy Library website, which can be found at: <http://www.ruh.nhs.uk/library>



**Caroline Wilson & Kate Gearon, Library Assistants
Royal United Hospital (W14)**

Working in partnership during HIW at EXE

We were very fortunate with HIW this year, as we had already attended the excellent PPI (Patient/Public Information) workshop at Taunton and had a practice run training volunteers at the library in Cranbrook New Town on using NHS Choices. Catherine, the manager at Torbay, had also made contact with the charity, Libraries Unlimited, who run Devon public libraries, which resulted in a request for us to run a training workshop for public library staff. During this workshop, we demonstrated the NHS Choices and other websites, talked about how to critique sources of health information and the ethics of patient information vs health/clinical advice.

During Health Information Week itself, we were able to continue this cross sector working, as Dave Newman, our Library trainer, joined Colin Bray (**Libraries Unlimited**) and Christina Hargreaves (**OneSmallStep**) to run a stand outside Exeter Public Library. On one of the hottest days of the year (!), Dave took the opportunity to promote the NHS Choices website, whilst Colin highlighted the new 'Reading Well for long term conditions' book list and Christina concentrated on information to support healthy lifestyle choices. Dave's visitors included a local GP, providing another successful piece of networking which we will be following up in the future.



ExeterHealth Library @RDELibrary · Jul 4
Come & chat to colleagues from Drink Wise Age Well @DWA_Well @RDEhospitals main entrance today, till 4pm



2 replies, 4 likes

Other examples of cross sector collaborative work were visits from the 'Drink Wise Age Well' charity <http://drinkwiseagewell.org.uk/> who were recommended by a nursing colleague in our Learning and Development department. Both Exeter and Barnstaple hospitals were able to provide space for the charity to run events during HIW and make valuable contacts across both Trusts. Their target audience is people over 50 and is to make them aware of the possible negative effects in later life of consuming too much alcohol.

We also ran some in-house activities here in the Library, with varying degrees of success. Although we offered training every day and at various times on the NHS Choices website, we didn't get a lot of uptake and will need to think again about how to market and run those sessions next year. We do have the disadvantage here that we are not based in the main hospital building and find it difficult for clinical staff to attend events over here. HIW also took place when the medical students were on their summer break and so were not around to take part. Introducing the idea of good quality health information for patients at the medical student stage seems a really good plan and we will need to think about highlighting this aspect at student induction or even medical school training.



ExeterHealth Library @RDELibrary · Jul 3
Pam with @RDELibrary display for #HIW2017 in @RDEhospital main entrance.



1 reply, 3 likes

We also launched our Book Club (<https://exeterhealthlibrarybookclub.wordpress.com/>) during HIW and again, found that our geography on the hospital site may cause difficulties to running a face to face version...

however, we have just started running the club online as a virtual blog alongside physical meetings, so people can feel a part of it, even if they can't attend in person.

We finished the week with a bit of fun and had a **'Fruity Friday!'** Healthy snacks and drinks were provided in the Library and pictures of the disappearing fruit were regularly tweeted using the Library Twitter account @RDELibrary. We have now found that if we include the Trust hashtag in any of our tweets, these are retweeted by the hospital, so another good marketing tip for the list! The effort was worth it, as our Library was included in the top 10 tweeters for HIW.



So all in all, we feel that our first foray into HIW proved successful – although we may not have reached the public or patients directly, we have certainly provided our public library colleagues with useful health information skills, as well as networking across different sectors and having a bit of fun along the way – all food for thought for HIW 2018!

Carol Giles
Library and Knowledge Services Manager
Exeter Health Library (EXE)

Working with Public Libraries in West Dorset

Morag and I approached our home libraries in Weymouth and Bridport respectively in the run up to HIW2017.

Bridport



The Bridport library manager invited me to talk to the library staff at one of the weekly meetings, so I went along to give some background about NHS libraries, Health Information Week, and signposting to good quality websites. I was interested to hear the sorts of queries they get asked such as “do I have to give consent for my daughter to have a particular vaccination?” and “why do I need to take my bone medicine while standing up?”. Another recurring question is how to find local care homes, so the NHS Choices website was very helpful here.

Following this meeting I emailed the library manager with additional information, links to useful websites, and an invitation to her and her team to visit us at the healthcare library. Our local Public Health team put me in touch with their Health Promotion specialists Livewell Dorset who were happy to have a stand on the day. Their display

table was quite arresting with a jar of tar and “fat models”...they certainly attracted attention. The models help people visualise weight loss...the larger one weighs 5 kilos!

The ‘Behind the Headlines’ articles on my own stand did attract attention and enabled me to strike up conversations with members of the public. For me, the main benefit of HIW2017 was the contact with the library staff and the potential for collaboration and support. The Bridport Library Manager commented “The Monday morning training visit was one of the most useful our Bridport Library staff have had in 2017! Your hints and tips about NHS Choices and other reputable websites have helped us enormously in our day to day encounters with the public. Thank you!”

Weymouth

I met with some of the staff at Weymouth Public Library a few weeks before Health Information Week to discuss what it was all about and how we could collaborate. The Public Libraries’ Health Offer is a strategy which expresses the public library contribution to the positive health and well-being of local communities so Weymouth Library was keen to be involved in HIW. Library Assistant, Abena Farkye, and I met to discuss the display and stand and on Tuesday 4th July, equipped with some fruit kindly provided by Tesco, we held our stand in the foyer of the library. I had some lovely conversations with members of the public about their health information needs – where they look for health information and how they would know if it was reliable and of good quality. I had prepared a display based on ‘Behind the Headlines’ from NHS Choices which generated a great deal of discussion.



There was a really buzzy atmosphere with lots going on – rhyme time for children, knit and natter group, coffee morning, etc. The morning was such a success that I have been invited back (this doesn’t happen to me very often!) to hold drop in sessions on the first Tuesday of every month with a different focus of health information each time.

Less successful was the pop up library I held for patients/staff/visitors in the hospital restaurant where I felt I was intruding on people’s privacy and need for space – and need to be fed! Although my display was well received by staff, patients and visitors weren’t that interested in where to look for good quality health information so maybe a different focus/approach is needed if we do another pop up library here.

All in all, I really enjoyed collaborating with library staff from a different sector and meeting patients and the public who we don’t often get to see in our day-to-day work. I was a bit daunted about the whole process at first but helping to raise awareness of where and how to look for good quality health information on the Internet was very rewarding.

**Jill Buckland & Morag Evans,
Dorset County Hospital (D08)**

Living Library @ NBT

I will come clean and admit that I shamelessly nicked Helen Watts' idea of running a Living Library event as part of HIW this year. Thank you Helen, I'm not sure I would have made that connection otherwise.

Most of the work in running a Living Library happens in advance, selling the concept, getting people interested and ensuring that you have a good mix of breathing books. Other than staff time the costs are minimal, with the largest expense being a £2 roll of lining paper to cover our pop up banners and give a blank canvas for publicity materials on the day. Once the event is up and running it becomes rather like hosting a party, making introductions and ensuring that nobody gets left on their own for too long.

The NBT event ran in the atrium of the Brunel Building over the lunch period from midday-2pm, and knowing how precious staff time is our call for volunteers asked for people to commit 30 minutes of their time to be part of the event. This meant that we did have a regularly changing line-up of breathing books available during that two hour slot, and the majority of people did stay closer to an hour. During that time our book selection included our deputy director of nursing, a medical photographer, dietitians, radiographers, pharmacy managers, GP trainees, a clinical fellow, our sustainable development manager, and our arts programme coordinator.



John Loy
@BristleBoy



Living Library - learning about arterial stents from radiography colleagues #HIW2017 @NorthBristolNHS



5:27 am - 6 Jul 2017



John Loy
@BristleBoy



Living Library - did you know that medical photography @NorthBristolNHS take over 60,000 images a year? #HIW2017



6:08 am - 6 Jul 2017

Some really rose to the challenge and brought along props; medical photography had an array of their work, showing the huge variety of things photographed in the 60,000 images they take every year. Radiography brought along a couple of stents, and a conversation with a cleaner who had had heart surgery at NBT last year revealed that she likely had something very similar inside her keeping her alive.

Passing NHS staff were as interested in what was going on as the intended audience of patients and public. In an organisation of 9000 staff it's very easy to be blissfully unaware of what many of your colleagues actually do in their working lives, and the Living Library was an easy and safe environment in which to have some of those conversations.

I really became aware of this Knowledge Management element of the event when a colleague

from the mental health liaison team in the emergency department arrived to be a book. She was talking about her morning, having been delayed in getting away, and soon struck up a worthwhile conversation with colleagues. An F1 Dr in the group was eager to learn more about her role and how his assessment of patients in the ED could perhaps be better tailored to assist the work of the mental health liaison team. This Knowledge Management slant of the Living Library is something I hadn't really anticipated, and I'm keen to explore further, so will keep you posted.

John Loy
Library and Knowledge Service Manager
North Bristol NHS Trust (SMD)

 **John Loy**
 @BristolBoy Follow

Living Library - @Mountain_medica and @SarahDodds8 become breathing books #HIW2017 @NorthBristolNHS



6:07 am - 6 Jul 2017

HIW in the Outpatients Clinic at YDH



At YDH, despite our best efforts, we weren't successful in engaging with external stakeholders for Health Information Week so reverted to Plan B which was to capitalise on the captive audience that is the Outpatients Clinic! This area has recently been refurbished and so offers a much more inviting space, with a coffee shop and Boots chemist on hand, so we hoped that this ambience would help us to engage with patients.

Whilst we struggled to find anything much to use by way of promotional material, we employed our creativity, taking screen shots of relevant websites and blowing these up to poster size to include on the boards. Katy created/re-purposed leaflets to give away and armed with this promotional material, a borrowed table, and a Library banner we descended on the corridor to outpatients. It had been our intention to man the stand all day, and indeed to have it on show all week but in the end lack of

staffing meant that we could only offer to set the display up on the Monday and Friday, and we weren't able to do more than pay the occasional token visit. However, more than a third of the three leaflets we left on display were taken which was pleasing.

Food for thought next time is to start preparations earlier and try and engage more with agencies outside of the Trust in order to make the time spent on displays and leaflets worth the effort. Also locating ourselves outside of the canteen may be more rewarding as we could employ cake as enticement at that location! Here are a couple of photos of the stand and Katy manning it on one brief occasion.

Angie Drayton
Yeovil District Hospital (YDH)

Summer Fete in OHFT libraries for HIW

This all started with a Randomised Coffee Trial (RCT!) held by the OHFT Improvement and Innovation team as part of NHS Fab Change day in 2016. The library pledge **“To hold an event in Health Information Week (3-9 July) in our three OHFT libraries at Littlemore, Warneford, and the Whiteleaf Centre”** was selected as one of the standout pledges made on the day to be shared with Roy Lilley and Helen Bevan, the national leads, forming part of a national programme of improvement of patients’ experience and outcomes.

We voted to pool our Staff Recognition Fund award (offered to all OHFT staff to thank them for support with the recent CQC inspection) to arrange a lunch in the Whiteleaf café following a team meeting to discuss how to meet our pledge and at the lunch – possibly inspired by a little cake – the team invented a **Health Information Week Summer Fete!**

We planned some innovative games designed by library staff to convey messages about how library services can improve patients’ experience and outcomes. Aware that the LKS offer is not fully understood by either NHS staff or patients, we hoped to improve knowledge by promoting interaction and awareness through fun activities.

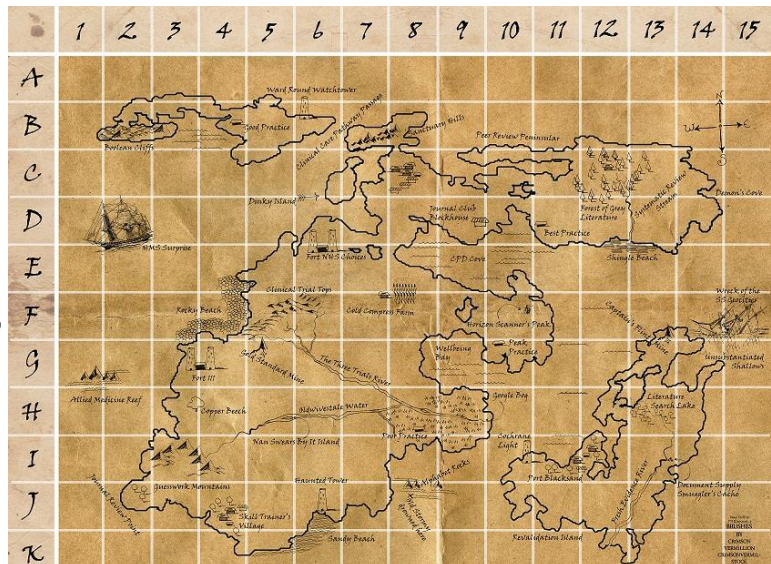
The games would get people engaged, but would also deliver core messages on the value and benefits of libraries, on the need to get the right information to support appropriate treatments and improve patient outcomes, and support NHS quality initiatives such as prevention, self-help and integrated care.

The games included a treasure hunt for a £25 Amazon voucher (with a bespoke treasure map, covered in evidence-themed locations), a Lucky Dip (filled with small boxes of chocolates and literature search strategies, with more chocolates for better searches – one for asking Google about SSRIs, up to a “jackpot” of a librarian-run search!), and a multiple choice quiz for patients or staff, with cakes as prizes!

We provided leaflets and information for patients from PALs and MIND, enlisted support from Wiley, and Medhand who provided Amazon vouchers, pens, colouring postcards, crayons, posters, bags, and other gifts. We ran three fetes across the three Trust sites with libraries: Whiteleaf on Monday, Warneford on Wednesday, & Littlemore on Friday. At Warneford the Medhand rep also provided a stall offering information about the Medhand App.

The most successful events were at Whiteleaf and Littlemore, mainly because they were located near cafes and were held at lunchtime. They were enjoyed by at least 70 patients and staff and we received many favourable comments!

We were able to contact staff and patients who had never used the library service and who hopefully went away with some understanding of what NHS libraries can offer to support health information and knowledge needs. It also allowed us (with the help of the Communications Team) to launch our new Information leaflet how to find [good quality health](#)



[information on the internet](http://www.oxfordhealth.nhs.uk/support-advice/getting-help). (now available on the OHFT website - <http://www.oxfordhealth.nhs.uk/support-advice/getting-help>).



The library team all took part in planning and running the fete and all said they enjoyed the experience although it was quite challenging to manage on top of existing work! They were able to use examples of our many searches for the lucky dip game and their expert knowledge to design the quiz questions and treasure map. Funding required was minimal as we obtained all leaflets from voluntary organisations such as MIND free of charge, used freely available

materials for creation of the games where possible and prizes were donated by library suppliers (apart from the cakes and sweets).

We advertised via the intranet (several announcements), Twitter and Yammer; emailed many contacts; designed a poster to send out/ put up wherever possible; also created a smaller version as a leaflet, and went around sites on several days to deliver by hand to wards, departments and anyone passing by!

The design of the games was documented and we have also created a very brief questionnaire which will be sent out to attendees (where known) to derive some measure of impact – all are available to share on request.

Sarah Maddock,
John Trevor Allen
Oxford Health Libraries

Ujima FM

Health Information Week came at a great time for this librarian, as I had been presented with an exciting offer: a local community radio station in Bristol had asked if I would like to participate in a regular slot regarding healthcare. Not an offer to take lightly. So we made arrangements (community radio is a bit flaky, so organisation was a story in itself!) and the ball started rolling.

The preparation followed the usual flow for creating any presentation: Who is the audience? What is it that I am trying to deliver to them? And, all things considered, why me, a librarian?

The answers to the latter are clear cut: Health Information Week is about reaching out to the public as well as staff, and we are all concerned with people using quality evidence to assist their health and well-being. We know about NHS Choices, and this is a prime opportunity to tell the world about it. Who better therefore than a librarian? My work with Primary Care organisations across this fair city made this a natural fit.

The audience required a little more research, and this is my first recommendation to anyone considering doing a similar event. Ujima FM has a focus on the interests of the Afro-Caribbean community, and so I researched specific health concerns that affect their lives (such as males of this demographic are three times more likely to develop prostate cancer than the rest of the population). This is also Bristol based (although being the internet, accessible anywhere), so I got my head stuck into the facts and figures regarding the state of Bristol's health and key concerns identified by local government. Thus equipped, I handed these over to Jude Ross, my friend and host of the show, in order to create a framework for the slot. So far, so good.

A couple of days before the broadcast the trust's communications team got wind of this. Believe me, they are quite good at informing you that the sword of Damocles is hanging over you – there was a list of what I could mention, and a larger list of what I couldn't. While this focused the mind, I would put down my second recommendation as: know the boundaries and stick to them.

This came in useful when the show began – live. Recommendation three: do not think the panel are on your side... Without any warning I felt I was on Newsnight, as it became clear that the good radio folk had their own agenda. I fought my corner well, however, and got through largely unscathed. NHS Choices was brought to the fore and topics of ethnic health and local drivers were explored and linked into quality information and how to get it. As an experience it's not for everyone, but it was a great means of getting the library message out there. On the back of this, another radio slot has been offered, hopefully this autumn.

Whilst it is difficult to measure what good it did, I was informed by a listener right across the country in Folkston that the NHS Choices pages regarding carers and support had given her new information and had helped her, so soon after broadcast, with looking after her disabled daughter. Recommendation four: Even if it is not for you, you might just change someone's lot for the better.

Graham Brown
Primary Care Librarian
North Bristol NHS Trust (SMD/KSH)

NBT Fake News for HIW

As well as our Living Library (see John's report), we also had a stall in the main hospital atrium focusing on the dangers of 'fake news' and promoting NHS Choices. Passersby were asked to try and distinguish between sensationalist stories reported in the media (picked apart by [NHS Behind the Headlines](#)) and real health advice from NHS Choices.

Fake news or reliable advice?

[A daily slice of Marmite on toast may help prevent you getting dementia](#)

[Oily fish found to reduce your risk of heart disease](#)

[Red wine can help fight the ageing process](#)

[Regularly eating chilli peppers found to reduce the chance of dying by 13%](#)

This prompted lots of interesting discussion with members of the public about how confusing the health information landscape can be, particularly with regards to healthy eating. Everyone we spoke to voiced scepticism about health news in the media, though several acknowledged that it was harder to spot the ‘fake news’ in a Google results list. What’s more, as a symbol of the challenge we face, an elderly gentleman sat next to us waiting for his outpatient appointment for over an hour without coming to chat – he just read his Daily Mail instead.

Katie Barnard
Clinical Librarian
North Bristol NHS Trust (SMD)



Encouraging Information Providers to Work Together



At Cornwall Health Library, we decided to meet the objectives of Health Information Week by encouraging information providers to work together as well as providing information to the public. With this in mind, we had an initial meeting with public library staff, Healthwatch Cornwall, and a research fellow from University of Exeter who has a particular interest in public and patient engagement.

We planned four mornings of information stands at the Community Library in Truro, a central point where we knew we would reach members of the public.

After sending out a lot of emails to a variety of organisations, we produced a programme of seven or eight stands each day, some staying for one or more days. Participants included: hospital dietitians, Age UK, Samaritans, Expert Patient Programme, Shared Lives, neurological care advisors, Health Promotion, and a mental health charity. Our stand encouraged the public to use good quality websites when searching for information. The highlight of the week had to be the Royal Cornwall Hospital Birth and Baby Appeal bear making a guest appearance at story-time in the library garden.



The lovely Cornish sunshine worked slightly against us as the library was not as busy as it might have been, but all the organisations involved felt that they had made useful contacts both with the public and other organisations.

“a good chance to network with other providers”

“It was really useful making contacts with other organisations and I did interact with quite a few visitors to the library”

“The girls both made extremely useful contacts”

Looking to the future, we have learned some useful lessons.

- Plan early – it takes a lot of time to contact organisations and they are often busy and committed far in advance.
- Advertise as much as possible – we found Twitter useful and our partners tweeted but could have started advertising earlier.
- Have some interactive elements – we were hoping to have a school visit and a leisure centre offering fitness activities but these fell through a few days before the event.

Health Information Week was an ideal opportunity for us to engage with other information providers and the public and we will start planning an even better event for next year soon.

Catriona Organ
Librarian
Royal Cornwall Hospitals NHS Trust (RCH)

Finding Good Quality Information at I01

The main focus of our event was to help signpost people to help them find good quality information about their health. We produced a leaflet called ‘How healthy is your info?’ which contained advice on where to get trustworthy health advice, and library staff manned a stall in the main foyer of St Marys Hospital for three sessions during the week and gave out hundreds of leaflets. The overall response was very positive, with both patients and staff commenting about how important it is to get the right advice.

We also promoted the Reading Well schemes; ‘mood boosting’ books and the ‘books on prescription’ self-help books on mental illness and common medical conditions and we handed out reading lists to medical staff to recommend to their patients. We also updated our website, and to make the stall more interesting we had a PowerPoint of various health information posters playing on a tablet and a couple of iPads with health related apps. Unfortunately there wasn’t much interest in trying out the apps, perhaps it was a bit too high tech for the average patient or perhaps it was the lack of prizes! Next year I think we should have free cake...



Jennifer Moth
Clinical Outreach Librarian
Oliveira Library (I01)

An Apple a Day Supports HIW



We adopted an apple theme for our publicity around the HIW and created re-useable badges and banners to encourage us to make this an annual event. We began preparing for our events by meeting with the patient engagement team at Royal Bournemouth & Christchurch Hospital to work collaboratively promoting HIW at both sites – Bournemouth Hospital and Christchurch Hospital. The library team at Poole also met with the patient experience lead at Poole and discussed future involvement in developing a core set of Information Standard Quality leaflets and potential to develop a Dorset-wide group. It was suggested that inclusion of signposting to good quality health information on outpatient's letters would be a good way forward.

The library team had a training session which looked at handling enquiries for health information from the public by working through a range of scenarios. Posters and leaflets were prepared, displayed and handed out to staff, patients, and public during the week. We invited the local public libraries in Bournemouth, Poole, and other areas of Dorset, as well as libraries at the local university, further education colleges, and schools to participate by displaying leaflets and posters, whilst inviting them to have a conversation with us about how we can continue to promote good quality health information – we hope to follow up on with this in September

On Tuesday 4th July Liz and Siân, the team based at Bournemouth, along with Elayne from the Trust patient engagement team set up a stand displaying information on NHS Choices in the main atrium of the hospital. This enabled us to catch people arriving for appointments, visiting the café etc. We had a laptop available which enabled us to demonstrate how to use NHS Choices. A number of people enquired about NHS Choices and we were able to demonstrate the many uses of the site.

On Wednesday 5th July the display moved to Christchurch Hospital. Elayne and I set up in the Outpatients department and spoke to a variety of patients, their family, and friends as well as to members of staff and volunteers. There was positive feedback from patients. Many were sceptical about the information they found on the internet as they a few of them felt that a lot of the sites were American and therefore not reliable. Using a PowerPoint presentation on NHS Choices I was able to show why NHS Choices is a good place to start and how to use the website to find good quality the information they needed. Featuring a display in a department waiting area was much more successful than in a main thoroughfare – something we will remember for next year.





Poole Hospital also held a display in the dome entrance. Susannah spoke to a number of people who were interested to find out what about why we were promoting HIW and how useful it was for them. Leaflets about the PALS service, Patient Information Prescriptions, and leaflets advertising the Reading Well collections were made available along with details of local public libraries. By holding the display we have also now made contact with a newly appointed Macmillan Health Information Lead working across Dorset.

HIW was a good catalyst for networking with a range of colleagues interested in health information and we intend to build upon these links over the next year and share ideas from the Ideas Bank. As for next year we aim to learn and develop from what we used this year and plan to reach out to the community teams working with our colleagues in the public and academic sectors.

**Siân Hudson,
Assistant Librarian,
Royal Bournemouth and Christchurch Hospitals (D02)**

Working with RBH for HIW

So we started our journey into PPI (Patient/Public Information) by linking up with the public library service in Reading and working with colleagues at RBH library. We chose to focus on finding quality health information online and shamelessly cadged much of the material from Taunton and Wexham Park to put together a Trust approved leaflet. Displays were set up in our hospital near the canteen and another in Reading central library for the whole week, which was co-branded with the RBH library.

The stand was staffed for three sessions during the week (two by PPH library and one by the RBH library). Overall, footfall in the public library was very quiet, possibly due to the lovely weather and Wimbledon. We cajoled visitors to take leaflets and had a handful of conversations. Overall, it was a useful first foray into PPI and we learnt a few lessons for another time about timing and location.

It has enabled us to look at PPI and opened up useful dialogue with the patient information team at BHFT and the public library service with potential plans to establish library loans to our wards and training of public library staff later in the year.

**Barbara Moyer
Library Manager
Berkshire Healthcare NHS Foundation Trust (RBH)**



Promoting NHS Choices at CGH/GRH

For HIW we decided to do some outreach in the hospital. Library staff took it in turns to stand in our Atrium for an hour or so each day and promote NHS Choices to our patients and their loved ones as a better source of information than either the tabloids or Dr Google!



Rebecca Howes (Assistant Librarian): We stood in the atrium, armed with iPads and smiles and talked to as many members of the public as we could about finding good information online.

The main push was for NHS Choices, however I found while speaking to one couple that the Royal College of Surgeons website would be their most useful tool, as the wife had recently had gallbladder surgery and the post-surgery advice was invaluable.

Chloe George (Senior Library Assistant): I was surprised how few people had used NHS choices and how impressed people were with it. Having a reliable source of information seemed important to the public. I spoke to a lady who was going to have cataract surgery and she was definitely going to use the page for information now.

Claire O'Connor (Deputy Library Services Manager): The opportunity arose to speak to members of staff, including a gastro nurse who took some of our 'How to find health information online' leaflets to take to her department meeting the next day. This was a useful interaction as it is our clinical staff who have direct contact with patients and can influence their information seeking behaviour.



Overall it was a positive series of encounters and a great opportunity to show our patients what good quality information looks like (and how to tell if the Daily Mail is bending the truth!). Our most memorable line this week from the public was the idea that NHS Choices 'Services near you' was 'Trip Advisor for finding a GP' – which is the new favourite way to describe it!

Public Librarians

We also ran a training session for our public librarian colleagues in Gloucestershire on how to help their patrons find the best healthcare information. We set up the session after the public libraries contacted us (thank you Nicki Healey for the introductions via the SWRLS meeting) to ask if we could get together for Health Information Week.

Rebecca: As it was a first for all of us, I decided to run the training session much as I would for any group of Medical Students or Trainee Nurses – as interactive as possible with minimal lecturing.



I adapted materials from the KfH Public and Patient Information resources, and turned them into a series of practical tasks – for example if a patron wanted an information leaflet in an easy to read format, these can be downloaded from www.easyhealth.org.uk.

The session was a great success, and it was really interesting getting to know the types of enquiries our public library colleagues are asked – which seemed to be everything from which roads are closed to where can they find a good doctor! I also learnt that public libraries have a network of academic research available to them, which we can point our own users towards if an enquiry relates to something other than what our healthcare resources can provide. We're hoping to continue this relationship with our public library colleagues. As a trust staff library, it is rare (at the moment) that we encounter a member of the public, so it is a fantastic opportunity to be able to share our knowledge across the library services in Gloucestershire, enabling both public and NHS librarians alike to better serve our users.

Final thoughts on HIW

Lisa Riddington (Library Services Manager): The aim this week was to send the message to our trust that we are here to support patient information. We have tweeted about our events, and been retweeted by our trust and colleagues, had a post put on our trust Facebook page, and a draft article for our trust newsletter is currently being written. HIW has been a good opportunity to demonstrate the direct support we offer to patients.

Rebecca Howes
Assistant Librarian
CGH/GRH

Joining up with Milton Keynes Public Libraries

We joined forces with our colleagues at Milton Keynes public libraries and decided to organise a joint event to promote Health Information Week, setting up an information stand outside the hospital restaurant over the lunchtime period.

We focused on promoting our library's Health and Wellbeing book collection, which includes many of the titles on the Books on Prescription lists. We also produced some accompanying leaflets highlighting these books, plus useful apps and websites on a range of topics such as sleep, healthy eating, and relaxation. The most popular proved to be the one on sleep!

We also created a 'Finding Health Information Online' leaflet for the occasion (based on the Musgrove Park leaflet), which points readers to key health information websites and makes them aware of the Information Standard accreditation. This feeds into our ongoing work advising the Patient Experience Board on patient information leaflets.

The public library promoted Mood Boosting Books and their new online Community Information (COIN) database, which links to many local health support groups. People passing our stall had lunch not leaflets on their mind, but we found that having a stock of free public library bookmarks to hand out with the leaflet was a good way of engaging their attention!



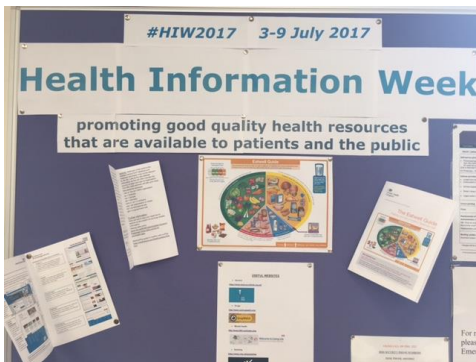
Overall it was a successful event and it was good to develop a closer relationship with the public library, we hope to collaborate with them on other events in future. In addition, our profile across the hospital was reinforced; the Chief Nurse and the Deputy Chief Nurse both stopped to look at our stall and talk to us. However, we found we were talking mainly to staff rather than patients. We think the way forward is to continue our work with the Patient Experience Board and clinical colleagues to ensure patients have the right information when they need it.

For future events, we feel it's important to have a 'hook' – something free to offer to get people's attention. Maybe next year we will try free pens or even free fruit to promote healthy eating!

Helen Licence
Clinical Support Librarian
Milton Keynes University Hospital (MKH)

Working with PPH for HIW

Like many NHS libraries across the country, here at RBH we took part in the Health Information Week (3rd – 9th July 2017). The aim of the week was to promote good quality health resources that are available to patients and the public. To do so we put a display in the



Our display in RBH Trust Library

library for the week, using information from Knowledge for Healthcare, Public Health, and NHS choices. We adapted Taunton & Somerset's patient information leaflet on how to find quality health resources online and also promoted the event in our weekly Trust briefing email and on our Intranet.

In order to engage with the public we teamed up with PPH (thank you☺) who put a stand up at Reading Public Library for the week; and both myself and Lucy Gilham, Acting Library & Knowledge Services Manager manned the stand on July 6, between 10.00-12.00. At first it was a bit quiet,

so we took the opportunity to have a look at the library's impressive Health and Well-being Collection, as well as their CD and DVD Collections. But as soon as the library got busier and people started noticing us the fire alarm went off, we were rushed out of the library, the entrance was cordoned off and we returned back to RBH earlier than expected. It was an interesting exercise but difficult to gauge the impact of the stand in the Public Library and within the Trust. I do hope people picked up information that we had provided. We are now thinking of more ideas for next year!

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Stand at Reading Public Library

Marina Sotiriou
Library Assistant
Royal Berkshire NHS Foundation Trust (RBH)

Brain Erasers and Bone Pens!

For Health Information Week, my colleague and I set up a Health Information Stand by our Outpatients department at the main entrance to the hospital.

We took along lots of freebies which included brain shaped erasers (brightly coloured and well received!), interesting bone shaped pens, and free bottles of water to entice patients, relatives, and members of the public.

It was trickier to execute than our usual stands because some people were clearly there to attend appointments or visit relatives and obviously had other things on their mind. However, we did not let that deter us and with a water bottle in hand and a ready smile we managed to speak to 36 visitors who were grateful for the information and leaflets (and of course the water and zany giveaways!)

Our Library Manager designed our ***Health Information on the Internet and from our Library: Information for Patients, Relatives and Carers*** leaflet, which had very positive feedback. The leaflet contains information on reference books and journals, options for health information online and general health websites where trustworthy information can be accessed, as well as our opening times and contact information. The leaflet is user friendly and appealed to all who we handed one out to. One of the visitors to the stand was on the panel for user feedback on the leaflet and was pleased to see that we now had it available to hand out.

We had also taken a handful of library books which we changed each day during the week for visitors to browse through. Several people approached us just from seeing a title that looked interesting to them. Some of the comments we received ranged from “I didn’t know there was a library in the hospital”, to “good to know about this, I really need to pop into the Library...” to “thank you, I usually rely on the doctors for information so this is good to know about”.

We found it to be a very rewarding event as the comments and feedback were positive and it was a good chance to speak to potential service users who we do not usually come into contact with.

We hope that our presence helped to encourage those we spoke to to visit the library in the future and make use of the resources available to them.

Jas Kundi
Senior Library Assistant
Wexham Park Hospital (WXM)



Network News

All change at D01/D02

We said fond farewells to librarians Jo Laing and Lisa Toyne in June and have been busy developing our new team throughout July.

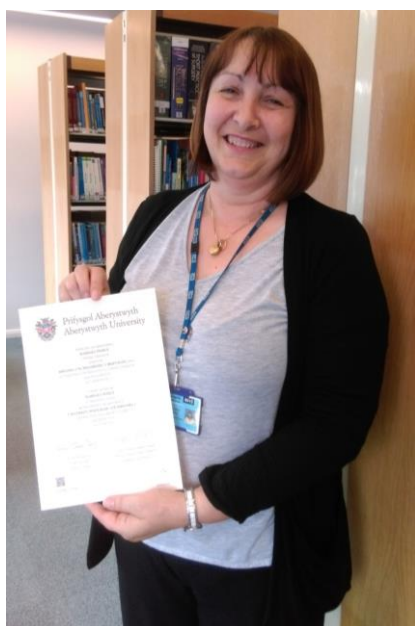
In the true spirit of talent management we have made some internal appointments and are pleased to welcome Susannah Keill as our Librarian and Knowledge Specialist; Sian Hudson and Barbara Peirce as Outreach Librarians, and Liz Wright as Trainee Outreach Librarian. Our new structure will enable us to deliver a “named librarian” service particularly for the Vanguard areas across Dorset and for each of us to lead implementation of aspects of Knowledge for Healthcare.

Here are the happy bunch who are ably assisted by Jackie Baines (not pictured as she was holding the fort)

**Alison Day,
Lead Librarian (D01/D02)**



Pictured left to right are Susannah, Barb, Sian and Liz



Congratulations!

Many congratulations to Barbara Peirce who has completed a Postgraduate Diploma in Information and Library Studies from Aberystwyth University. Barb has been awarded a very well deserved Distinction - well done – we are all very proud of you.

**Alison Day,
Lead Librarian (D01/D02)**

Network News

Staff Changes at Oliveira

There have recently been some staffing changes at the Oliveira Library on the Isle of Wight. The new Clinical Outreach Librarian, Jenny Moth, started in May and has been settling in. Jenny writes: "I've recently joined the team at the Oliveira Library on the Isle of Wight as a graduate Clinical Outreach Librarian trainee after studying with the Open University. I have previously worked as a therapeutic arts practitioner and as a healthcare assistant but I'm really a scientist at heart with a keen interest in medicine and health science. In addition to my job I'll be undertaking a distance learning MA in Information and Library Studies. I'm very much looking forward to the challenges of this job and learning all I can to become a fully qualified librarian."

No sooner had Jenny arrived than we had to bid farewell to Sarah, our Graduate Library Assistant who has moved to Reading to work as an archivist at the BBC. Sarah said she will miss the beach, but not having to cross the Solent! Everyone at the Oliveira wishes Sarah well in her new job, and she will be fondly missed.

Jennifer Moth
Clinical Outreach Librarian
Oliveira Library (I01)

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