

Welcome to the 6th Edition of the Partnership for Patients project update

TAKING HEALTH TO LIBRARIES At the Chief Librarians meeting on the 13th July 2007, it was agreed that libraries could jointly host with the PCT Health Open event(s) in at least one of the pilot libraries in their boroughs. This was felt to be an ideal opportunity to promote not only the project, but also to raise awareness of the contribution that libraries make to peoples health in general. Below is a summary of events that have or are about to take place.

Southwark Health and Wellbeing Event: Southwark Library Service in partnership with the council's Active Living Team hosted 2 Health and Well Being events at Dulwich Library on 08 September and John Harvard Library on 24 September. The events were designed to promote Partnership for Patients, the newly introduced Books on Prescription Service and health and well being.

Each day offered a range of sessions, blood pressure checks and information and advice on healthy eating and fitness. The events have been a good starting point for joint working on health related promotions and we are planning another event at Peckham Library shortly.

Hackney Taking Health to Libraries Events: 3 "Taking Health to Library" sessions took place from 7th– 9th August in the pilot libraries in Hackney. The events were supported by the Partnership for Patients project, City and Hackney Teaching PCT and the Hackney Library Service as well as a number of health and voluntary sector service providers and were well attended. It was a terrific opportunity for Library and PCT staff jointly to raise awareness on a number of health related issues, whilst maintaining the focus on Choice.

The Choice magazines and the library bookmarks on display really caught the eye of the public as well as the staff who came to the library from the Town Hall. We were able to gain feedback about the new **Choices website**, and have fed comments back about the font size and colour to the Department of Health. People commented that the information on finding your doctor or dentist, and medical conditions information was helpful. We gave out '**Choosing your Hospital**' booklets and told many people about **Choice** and choosing their hospital, together with information on the Partnership for Patients project.

Measles information and immunization - The PCT rapid response team provided information on Measles and 12 immunizations were given. This was a real opportunity for the team to combat a current measles outbreak in the borough.



Diana Cowles (DH), Steve Rowlands and Dr Gabrielle Laing (City and Hackney Teaching PCT) talk to the nurses

"Thank you all for helping to make the library sessions such a success. We gave out several hundred leaflets and discussed immunisation issues with many parents. We were also able to highlight the importance of immunisation to our colleagues in other agencies and build up links for the future... The parents I spoke to were certainly surprised by such a high [measles] count and anxious to ensure that their children were protected by MR immunisation."

Dr Gabrielle Laing Clinical Director/Consultant Community Paediatrician City and Hackney Teaching PCT

136 people received free dental screening: The mobile dental van parked opposite the Hackney Central Library saw 67 people. At Stamford Hill and Shoreditch the mobile was unable to park, the dentist set herself up in the corner of the library, with a screen and a chair and 35 and 34 people respectively received free screening. Lots of young people were given information about training to become a dental nurse.

The public were interested in picking information up about **smoking cessation, healthy diet,**

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and exercise, sickle cell etc. One of the stalls giving out information about sickle cell also gave balloons' much to the children's delight. **Blood pressure checks** took place, which again helped encourage people to find out more about other services.

TAKING LIBRARIES TO HEALTH: The successful Hackney Library events, have led to PCTs in Haringey, Southwark, Newham and Waltham Forest looking to see if there are Health Centre's in their patch where they could hold "Taking Libraries to Health" sessions. So far events have taken place in Practices in Haringey and Newham.

Haringey Taking Libraries to Health Event: this took place at The Laurels Healthy Living Centre, South Tottenham on Saturday 15th September. The event at The Laurels held in conjunction with The Bridge New Deal Communities and the Primary Care Trust and a range of partners, was held to inform the community about Choice as well as existing health projects in the area and how to access them. Librarians Vicky Orekoya and Debbie Goodwin represented Haringey Public Libraries and were able to provide information about the Library Service. Vicky and Debbie were also able to inform approximately **100** attendees about the various Health events and promotions organised and hosted by Haringey Libraries, as well as providing assistance with the Partnership for Patients project.

Newham Taking Libraries to Health Event: took place on the 25th September which was hosted by Lord Lister Medical Centre. Paolo Pisani (Newham Library Service), Mumtaz Patel (Newham PCT) Pradip Karanjit (Newham University Hospital NHS Trust) and Jenny were on hand to give out information to practice staff as well as talking and giving out choice information to patients.

Newham University Hospital Trust: held their Annual General Meeting on the 20th September as part of the AGM they had a display area in the main reception the Hospital, Primary Care Trust, Newham Libraries and Health Link spoke and gave out information about Choice, Partnership for Patients project and health related material that the libraries are offering. The event was well attended by staff and the public. One member of the public was very impressed (after demonstration of the portal) that he said that this service should have happened ages ago.

Waltham Forest Taking Libraries to Health Event, Sue Crabb (practice manager) at St James Health Centre will be hosting an event with the Library on the 10th October; Sue will use this as an opportunity to raise awareness for Flu vaccines and is keen to promote other local health initiatives, while the library staff attending will promote the Partnership for Patients choice project.

A template for organising the events will be available on the portal soon.

FOLLOW UPS WITH GPS - Jenny has phoned practices across the pilot areas as part of a follow-up programme to practices. She checked their knowledge of the project, whether they had promotional materials and invited comments and suggestion. Comments have been very constructive, with a number of practices wanting more information on how they can be more involved and others willing to host events or inviting us to participate in their Patient Participation Forums. So far over 70 calls were made and contact was made with 35 practices. The majority of practice managers were supportive of the project, with only one negative comment was received.

"It's a great opportunity for individuals to be able to get extra support in making an informed decision about their healthcare"
Dr Evans Woods Practice
(Newham)

In **Newham**, after Jenny spoke with the practice manager to explain the project, the GPs started to refer their patients to the Library at Plaistow the very next day. In **Southwark**, the Gourmont practice is interested in holding an event. In **City and Hackney** two of the practices wanted more information about the project and in **Greenwich** 5 of the practices (at

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a practice managers' meeting) said that they would highlight the service to their GPs. In addition one practice manager (South Street Medical Centre) said that they had heard about the project from another practice manager, and was keen to find out more information. **Bromley** practice managers were aware of the project and asked for further information. Pat Dwyer at Dr. Whittaker's practice was interested in the idea of an event taking place in the practice, with input from the Library service. The Morrums Practice in **Haringey** invited us to attend their Patient Participation Group meeting. Pat Round at a practice in **Derbyshire**, informed us that although she was aware of the project, it had helped that Gill Morley (Principal Library area manager for north area) had arranged a meeting with the practice at Bolsover library to explain the service the librarians were offering to the patients. Pat told us that she thought that the project was a good idea and could save time. In **Gloucestershire** Carol Hallam, practice manager, is giving out the Partnership for Patients flier with the GP appointment request letter.

PCT PARTNERSHIP WORKING - The Department of Health delivered a second workshop on the 23rd August, with representation from Newham, Southwark, Waltham Forest, Bromley, Stockport and Haringey. The workshop provided some interesting debate and looked at how this project can help deliver the Choice and Choose and Book targets the PCTs have to meet. PCT actions included Taking Libraries to Health Events (in GP practices) and Taking Health to Libraries Events (in pilot branches). Health Link agreed to help organise the practice events and provide a template for the library events. Please contact Jenny for more information or if you would like to organise an event.

TOTAL RECORDED PARTNERSHIP FOR PATIENTS - Figures below are for patients referred to the library for support and information to the end of August

LIBRARY AUTH.	BRANCH	MAR.	APR.	MAY	JUNE	JULY	AUG.	TOTAL	
Bromley	N/A	0	0	0	0	0	0	0	
Derbyshire	Bolsover	1	1	3	2	0	0	7	
	Bakewell	0	0	2	0	0	0	2	
Glos.	Coleford	0	0	1	0	0	1	2	
	Tewksbury	0	0	0	0	0	1	1	
Greenwich	New Eltham	1	0	0	0	0	0	1	
Hackney	Hackney Central	3	0	0	0	4	4	11	
	Shoreditch	0	0	0	0	0	2	2	
Haringey	Wood Green	2	0	0	0	0	0	2	
Newham	The Gate	0	0	1	1	0	0	2	
	Plaistow	0	0	1	0	0	0	1	
Southwark	Peckham	0	1	0	1	0	0	2	
	Dulwich	0	0	0	2	0	1	3	
Suffolk	Bury St. Edmunds	0	0	1	0	0	0	1	
Waltham Forest	Walthamstow Central	0	1	0	0	0	1	2	
	Lee Bridge	0	0	0	1	0	0	1	
	North Chingford	0	0	3	0	0	0	3	
OVERALL TOTAL RECORDED TO DATE								43	
TOTAL RECORDED TO DATE, BY PCT									
Brom.	Derby	Glos.	Green.	C&H	Har.	New.	South	Suff.	W. For.
0	9	3	1	13	2	3	5	1	6

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In addition there have been 31 general enquiries recorded across the pilot, prompted by the joint MLA/DH Patient Choice Awareness Raising Campaign.

CHOICE - Many PCT leads have told us how they need to raise awareness of Choice. We are pleased to say that the DH have agreed that the logo shown here can be inserted into your signature on emails. We hope that this will be of help to you.



Have you made yours?
Find out about Choices at xxxxxx PCT
Telephone (put in choice lead or PALS?)
Fax

EVALUATION - Next month the Loughborough University Evaluation team will be collecting the final set of library data for September. Please can we urge you to send your returns to Loughborough promptly? Your information is crucial to the evaluation.

CILIP E news Hackney Libraries, City and Hackney PCT and Health Link have been invited to prepare an article for the above news letter. We will be putting the finished article on the P4P portal. However, we thought that you would be interested to see some of the comments that patients have fed back to the librarians.

“It’s so good not having to wait for that letter from the hospital to drop on the doormat”

“I was able to choose a hospital near where I work”

“The librarian was able to help me choose a hospital that specialised in my condition”

“When I was booking my appointment on the computer I was given information about car parking”

“Staff are cheerful and helpful”

“Relaxing, friendly place to visit; I feel completely comfortable in a library”

NEXT STEPS - some of you have asked what happens at the end of September when the pilot project ends. We are hoping to clarify the situation with the DH in the near future, however many of you we know are keen to continue, we will be asking the Chief Librarians and the PCT leads their views next week and will let you all know what is happening as soon as we can.

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