

Welcome to the 3rd Edition of the Partnership for Patients project update – one month on! It's certainly been a very encouraging start.

Secretary of State for Health Visit: Recognising the starring role that library staff can play in supporting patients, the Secretary of State for Health decided to make a visit

"Patient choice is about people being in control.... To make this happen, we need to invest in facilities to help patients take control. Using public libraries and the internet is an ideal way to support patients, families and carers with information."
**Secretary of State for Health,
 Patricia Hewitt**

to a library to publicise and support the project. Patricia Hewitt visited Wood Green Library on 10th April. She met library staff, who demonstrated the Haringey portal provided by Partnership for Patients. She was given a brief tour of Library and had a chance to see some of its health activities. To attract a visit from a Secretary of State for Health to a library is a mark of just how important this project is to health generally and we are delighted to see the library service getting some recognition of its important role in empowering patients.

The visit attracted good local coverage. BBC radio covered the story in Suffolk and Derbyshire. There was also a prominent article in the Health Service Journal, the specialist NHS trade journal.

Visits to Libraries: Now that project is underway, we would like to arrange with Chief Librarians for informal visit to participating libraries, to offer support to staff and answer any questions. Visits should take about an hour. Two members of the Partnership for Patients steering group will attend and we will invite Primary Care Trusts and health librarians. As mentioned below, we would like to give you the chance to do a mock booking when we visit, which should take about 10 minutes per staff member. We will liaise with Chief Librarians on the most convenient time of day to visit as we do not wish to take up staff time when they are busy.



Encouraging patients to complete evaluations: Monthly datasheets from libraries are trickling into Loughborough University for the evaluation. Datasheets are needed every month, even if they are nil returns. Electronic copies of the Public and Health Library Datasheets are available on the portal and can be emailed to s.e.lockyer@lboro.ac.uk. We have now received our first set of figures from Loughborough (15th March to 30th March). In total 7 patients have been recorded as using the system with the support of library staff: -

Branch	Bolsover	Hackney Central	New Eltham	Wood Green
No.	1	3	1	2
Lib Auth	Derbyshire	LB Hackney	LB Greenwich	LB Haringey
PCT	Derby County	City & Hackney	Greenwich	Haringey

This is very promising and we hope to see these numbers increasing as the project beds in. In addition, St Ann's library in Haringey noted 4 general enquiries. No patient surveys have yet been received. Forms are available electronically on the portal, for online completion (see link below) and each pilot branch has hard copies for free post return. Those who prefer may respond by telephone interviews, with Typetalk if

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necessary. We would be grateful if staff would do all they can to help patients respond however they wish.

Feedback from GPs:

More Stickers: We have had requests from practices for additional stickers giving details of their local library, in one case for an extra 500.

Library Details: One practice suggested that instead of stickers, we could provide the library contact details and opening hours on the patients' leaflet and this has now been done and leaflets supplied to the over 420 GP practices in the pilot.

Feedback from libraries:

Choice generally: library staff have told us that the Choice displays in libraries have prompted enquiries on Choice, which should be recorded. We have agreed with Loughborough University that they will add an extra column to the monthly return for staff to log these. To keep all libraries up to date on patient choice, we will be writing to all 3088 public libraries in England about Choice.

Flier: We have been asked for a flier about the project and this will be circulated shortly. In your Training Packs and on the portal is an explanation of the project for library branches in the pilot areas which are not part of the pilot, in case they receive queries from patients. The flier will be in addition to this.

Mock bookings on Choose and Book: in response for requests to practice booking, we have obtained test numbers from Connecting for Health and have so far provided booking training at Bromley and Peckham. We will offer this during the library visits (see above). We will also collate your views on the site for NHS Connecting for Health, who are keen to hear your ideas.

"Customers are looking at the displays and asking us about Choice"
Librarian

Choose and Book Website: some libraries have reported difficulties with the Choose and Book site so we have arranged for NHS Connecting for Health to produce a library version of the NHS toolkit on optimisation of computer set up. This will be circulated and placed on the portal in the next ten days. All but one of the PCTs has so far agreed to provide IT support to library staff on problems accessing the Choose and Book website. Contacts have been supplied and will be placed on the portal.

Feedback from Health Libraries:

Accessibility of the portal: comments on the accessibility of the portal have been passed onto the designers. Please note that in last months issue we referred to Heidi Fanning's library as 'St Thomas,' apologies to Heidi and her team, of course the correct name of the library should have been "Health First, Southwark PCT.

Feedback from PCTs:

Evaluation data: we are grateful to all the PCTs for agreeing to use the same format to record monthly GP choice referrals for the Loughborough evaluation. We are holding a workshop for PCTs, to share ideas and views on what has worked well.

The Portal: Some PCTs and Trusts have asked if their staff can access the portal. They are welcome to do this providing users of the portal are recorded. Links are below:

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<http://www.intouchwithhealth.co.uk/pfp/bromley>
<http://www.intouchwithhealth.co.uk/pfp/cityandhackney/>
<http://www.intouchwithhealth.co.uk/pfp/derbyshire/>
<http://www.intouchwithhealth.co.uk/pfp/Gloucestershire/>
<http://www.intouchwithhealth.co.uk/pfp/greenwich/>
<http://www.intouchwithhealth.co.uk/pfp/Haringey/>
<http://www.intouchwithhealth.co.uk/pfp/newham/>
<http://www.intouchwithhealth.co.uk/pfp/southwark/>
<http://www.intouchwithhealth.co.uk/pfp/suffolk/>
http://www.intouchwithhealth.co.uk/pfp/waltham_forest/

"A practice manager came and introduced herself on our mobile library, telling us she would be referring patients for support."

Rural Librarian

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