

Partnership *f*or Patients

Supporting the public  
with NHS Choices  
*E-Learning Pilot Project for  
Public Library Staff*

*"I found this set of lessons and quizzes to be a great way to show us how we can help the public access the NHS Choices Website. Thought it was perfectly pitched and informative. Being able to do it in my own time and own pace helped me fit it into my working day."*  
Librarian Barnsley Central Library

*"The content was ideal as an introduction to 'Choices'. Staff in Rotherham have been really pleased with the How to find a GP or dentist option as it's one of the most common enquiries."*  
Manager, Rotherham Libraries.



*Strengthening public influence on health*

62, Beechwood Rd.  
London E8 3DY  
0207 254 1582

[www.health-link.org.uk](http://www.health-link.org.uk)  
[www.healthlinklibraries.co.uk](http://www.healthlinklibraries.co.uk)

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Health Link 01/02/2009  
Elizabeth Manero  
Jenny Sharp  
Kasia Hadjuk  
Emily Manero

## 1 Executive Summary

**1.1 Partnership for Patients:** Health Link is an independent social enterprise working to strengthen the public voice in health. In 2006, Health Link set up Partnership for Patients, a national partnership, to pilot local partnerships between public libraries and the health services supporting patients in Choice, especially those at risk of social or digital exclusion. The Partnership consisted of the London Libraries Development Agency (LLDA), the Department of Health (DH), the Museums, Libraries and Archives Council (MLA), the Department for Food, the Environment and Rural Affairs (DEFRA) and London Health Libraries (LHL). The Patient Choice Pilot was set up to

- explore the role of public libraries in supporting patients to compare and choose hospitals and choose and book their appointments; and
- test out the provision of support from health libraries for their public library colleagues in this role

During the original Partnership for Patients Pilots, we tested the model of public libraries providing support to patients to choose a hospital and book their appointments online. The following 10 authorities took part in the 6 month pilot from April 2007, in 30 libraries:

TABLE 1 - PILOT LIBRARY AUTHORITIES IN THE PATIENT CHOICE PILOT				
Bromley	Greenwich	Hackney	Newham	Suffolk
Derbyshire	Gloucester	Haringey	Southwark	Waltham Forest

During this first pilot, we trained 253 public library staff in using the [www.nhs.uk](http://www.nhs.uk) website to compare hospitals and the Choose and Book website ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)) to book their hospital appointment online. The project, independently evaluated by Loughborough University, found that library staff were enthusiastic about providing information on choice for patients. Although patient numbers using the service were small, the libraries were seen as an independent, neutral and accessible location for patients to receive health information and exercise choice. A clear distinction emerged between giving health advice - which is clearly the role of the GP - and giving health choice information, which is an extension of the natural role of the librarian as an information provider.

**1.2 The Public Library Infrastructure - crossing the digital divide.** The public library system is a trusted and accessible presence in every community including access by mobile libraries in rural areas:

- More than 60 % of the population are registered library users
- 92% of the population is within 2 miles of a public library
- Women attend more than men (50% compared to 42%)
- Minority ethnic groups attend more than white adults (56% compared to 45%)

The Public Library Service hosts the 'People's Network' of 30,000 broadband internet linked workstations with library staff trained to provide assistance to those who require help and support. For many people, particularly in lower social economic groups, this network provides their only free access to the internet and accessible assistance to use it. Increasingly, up to date and comprehensive information on many

areas including health, is available only on the internet so this ease of access is critical to allow people, particularly in lower socio-economic groups to access information that would otherwise be denied to them.

**1.3 NHS Choices** ([www.nhs.uk](http://www.nhs.uk)): this is a website designed to help patients make choices from lifestyle decisions about, for example, smoking, drinking and exercise, through to the practical aspects of comparing and choosing NHS services when needed, and booking a hospital appointment online through Choose and Book. Having explored how this service could be made more widely available through the Partnership for Patients Patient Choice pilot project, Health Link was commissioned by NHS Choices to embed the skills to support patients in Choice more deeply in the public library sector, by developing and piloting E-Learning based on the training successfully used in the pilots.

**1.4 Partnership for Patients - The E-Learning Pilot.** The project aim was to develop and test, accessible training for library staff in general on supporting patients in Choice, building on the lessons of the Partnership for Patients pilots. Objectives were:

1. To update the evaluated training materials used in Partnership for Patients
2. To make the training available as an E-learning package
3. To evaluate the training in the libraries authorities of the Pilot Test area of the Yorkshire and Humber Region

**1.5 Moodle:** We used the open source e-learning software, Moodle (<http://moodle.org>), which is widely used in the education sector, as the most cost effective solution. The principle underlying Moodle is one of collaborative learning, which is fitting for Partnership for Patients. Moodle is used in 196 countries and has over 39,000 registered sites, having developed rapidly since 2003. It has the advantage of being scaleable, which is important for providing training nationally in a cost effective way.

**1.6 Pilot Test Region.** Yorkshire and Humber was chosen as the region to test the effectiveness of e-learning training of library staff on how to navigate patients around the NHS Choices website. This region covers 15411 square kilometres and has a population of over five million. It covers a wide range of demographics from very deprived areas in Hull to the prosperous community of York and from an Asian population of 11% in Kirklees to only 1.75% in York. 79 libraries in the region agreed to take part in the E-Learning pilot within 8 local authorities.

**TABLE 2 - PILOT LIBRARY AUTHORITIES IN THE E-LEARNING PILOT**

<b>Barnsley</b>	<b>Hull</b>	<b>Leeds</b>	<b>Sheffield</b>
<b>Calderdale</b>	<b>Kirklees</b>	<b>Rotherham</b>	<b>York</b>

Selection criteria related to location and staffing. Each library authority selected three libraries with access to computers that have audio function, so as to give representation across all the areas from a range of deprivation levels, rurality, BME populations and library workforce size. In each library, a library manager, a frontline staff member and a supervisor (or equivalent) was asked to take part in the pilot.

**1.7 Methodology.** The learning objectives for training participants were to:

1. Become familiar with the NHS Choices website
2. Understand library staff role in guiding patients to compare hospitals
3. Support patients in Choosing and Booking a provider
4. Understand and meet patient confidentiality requirements
5. Signpost patients' queries beyond the scope of library support, appropriately

With support from Calderdale Chief Librarian, Bernard Murphy, we invited all the libraries in the region to participate in the pilot. Nine library authorities responded. The e-learning lessons developed using updated training material from the Patient Choice Pilot, with additional material on the ethics of supporting patients without directing them in their choices.

Health Link designed the content and layout of the lessons, some with input from NHS Connecting for Health. We also produced quizzes and practice sessions as part of the learning and to provide some means of tracking participant's progress in the Moodle 'back office.' All draft material was reviewed and approved by the Steering Group.

**1.8 Evaluations.** Online surveys gathered participants' views on:

- The e-learning package, including navigation, time to complete and usability.
- The NHS Choices website.
- The frequency and nature of health queries from the public to library staff
- The demographics of respondents

Six telephone interviews were also completed to obtain more in depth feedback.

**1.9 Findings.** 76 learners were invited to participate. 61% completed an online survey. 57% rated the lessons overall "Very Good" and 89% would recommend the course to colleagues. Table 3 shows staff confidence after completing the training.

<b>TABLE 3 - LEVELS CONFIDENCE AFTER USING THE E-LEARNING</b>				
<b>TOPIC</b>	<b>VERY CONFIDENT</b>	<b>CONFIDENT</b>	<b>NOT AT ALL CONFIDENT</b>	<b>DON'T KNOW</b>
Links between health, choice & libraries	23%	62%	7%	5%
What the NHS Choices Website offers	26%	67%	3%	2%
Making the site accessible for special needs	16%	52%	25%	3%
Information on Conditions & Treatments	34%	52%	10%	2%
How to find out about GPs performance	31%	62%	5%	0%
How to compare hospitals	30%	56%	13%	0%
How to maintain patient confidentiality	39%	57%	2%	0%

**1.10 Telephone Interviews - summary of findings:** Interviews were carried out with six members of staff. Main themes are described below.

**a) Views on expanding role of Libraries in Choice:** three (half) staff thought this was a good idea. Comments were:

- giving people information and guidance through the process was positive
- it helped people start discussions
- libraries were seen as trustworthy and unbiased
- NHS Choices is a reliable and trustworthy site.

**b) Supporting People with low IT skill:** three people (half) said that supporting people with low IT skills was not difficult. However, for the remainder of the staff interviewed time was an issue

**c) Suggestions for improvement to Special Needs lessons:**

- No improvements needed (4)
- Would refer any problems to IT
- It was hard to devise a package for everyone,
- Difficult to change the font size
- Difficult to create an NHS Choices account

**d) Suggested improvements to Choose and Book:** all but one Authority highlighted that it would be useful to have a mock UBRN number to practice on.

**e) Cross Sector Acceptability of E learning Lessons:** all staff felt that the lessons were pitched right, although one noted that it was rather wordy

**f) Suggestions for Improvements to navigation:** One person said that they thought that the navigation was fine while another disliked the Ethics lesson link at the top of every lesson. The other four comments related to the learner needing to jump around the site, finding it hard to keep track of what they had done, and finally the need to ensure that the Choices website needed to be opened.

**1.11 Conclusions.** Expanding the role of library staff to include assisting public access to the NHS Choices website by providing e-learning training to selected library staff had widespread support at all levels in the Public Library Service. Generally the E-Learning package was generally well received and judged to be pitched at the right level. The advantages of e-learning were appreciated by the participants. Some felt the instructions needed to be clearer and that extra tests would be useful although most completed it without support. Most completed the course all in their working time. The content of the E-Learning needs to be updated inline with the feedback received in the pilot and a national roll out of the training should be expedited to build the capacity of the library sector with the forthcoming advent of the NHS Constitution enshrining the right to Choice in law. Adequacy of the training should be monitored on an ongoing basis.

## 2. Introduction and Background

**2.1 Partnership for Patients:** Health Link is an independent social enterprise working to strengthen the public voice in health. In 2006, Health Link set up the Partnership for Patients, a national partnership, to pilot local partnerships between public libraries and the health services supporting patients in Choice, especially those at risk of social or digital exclusion. The Partnership consisted of the London Libraries Development Agency (LLDA), the Department of Health (DH), the Museums, Libraries and Archives Council (MLA), the Department for Food, the Environment and Rural Affairs (DEFRA) and London Health Libraries (LHL). The Patient Choice Pilot was set up to

- explore the role of public libraries in supporting patients to compare and choose hospitals and choose and book their appointments; and
- test out the provision of support from health libraries for their public library colleagues in this role

Partnership for Patients was established to help turn the opportunity of choice into the reality of choice, for all patients.

**2.2. Public Libraries and their strategic objectives:** Public libraries have always been learning and leisure hubs in their local communities with a statutory role in information. Increasingly they are focusing on health, well-being and empowerment.

**2.2.1 Public Library Impact Measures** were launched in March 2005 to incentivise library authorities to measure their impact on a wide range of social, cultural and community agendas, using the demographics of users including health status, deprivation and age. The four shared priorities to which the Measures relate are

- children,
- education,
- health
- older people

Measures include *‘Improving quality of life’* and *‘Promoting healthier communities and Narrowing Health Inequalities’*

**2.2.2 The Shared Priority of Promoting Healthier Communities and Narrowing Health Inequalities** includes measures for 2005/6, including provision and take up of health related stock, take up in non-English languages and Health and Further Activities which contribute to Healthier Communities.

**2.2.3 Outcomes Framework including health:** in a shift of focus from services to outcomes, the MLA has produced an Outcomes Framework for Museums, Libraries and Archives. Section G of the Framework focuses on what can be done to improve adult health and well-being. The aim is to offer opportunities for people to access services that impact on their perceptions of their overall health and well-being. Libraries are also encouraged to target groups or individuals with long standing health problems.

These factors demonstrate a sound strategic fit with the objectives of the Patient Choice policy.



## 2.3 The Public Library Infrastructure

**2.3.1 Library Access and usage:** Library use is a strong trend in society: more people go to libraries than attend football matches. In 2006/2007,

- Expenditure on public libraries was just under £1 billion.
- Libraries employ over 21,000 staff, who answer 44.1 million enquires per year.
- The busiest library in Inner London is Tower Hamlets Ideas Store, with 675,000 visits per year. This is also the third most deprived area according to the 2007 Index of Multiple Deprivation
- Libraries are accessible to all communities across the country with more remote access supplemented by mobile libraries.
- More than 60% of the population are registered library users
- 35% of the population visits a library at least once a month
- 45% of adults have visited a library in the last 12 months (18.4 million adults)
- Adults aged 24-44 and 45-64 had highest attendance (50% and 44% respectively)
- Women have higher rates of attendance than men (50% compared to 42%)
- Minority ethnic groups attend more than white adults (56% compared to 45%)
- Muslim attendance is higher than all other faith groups (62% compared to 52%)
- Disabled adults attended less than the general population (39% compared to 48%)
- 38% of adults in lower socio economic groups visited, compared to 45% of all adults
- Attendance rates were highest in London and lowest in Yorkshire and Humber

Further information about the public library service is attached at [Appendix 1](#).

**2.3.2 Libraries and social exclusion:** as the public library service has its own strategic objectives to support socially excluded communities, it ideally placed to help the NHS do the same:

- 72% of library staff are trained to support disabled people and are equipped with assistive technology to do so
- 99% of libraries provide large print or audio material
- Almost 95,000 housebound people receive a service at home from libraries
- Libraries have a reach second to none as they go into schools, prisons, sheltered housing and care homes as well as doing outreach work in rural areas through the mobile library service.

The public library service has an ethos of ‘asking no questions’ which means that anecdotally people find them welcoming and non-stigmatising. Libraries provide Books on Prescription, bibliotherapy, stress counselling, walking groups, internet classes, reading groups, benefits advice, mentoring for refugees and citizen information as well as books and a host of other offerings which improve emotional well-being, so are well-placed to act as a socially inclusive ‘Choice Hub’.

**2.3.3 Health Libraries:** In addition to public libraries, there are over 1500 health libraries in England where staff are expert in health. Based in acute hospitals and other health settings, health libraries are well placed to support their public library

colleagues on health queries, which was a role piloted with them in our Partnership for Patients Patient Choice pilot.<sup>1</sup>

**2.3.4 Libraries and the Digital Divide:** The Public Library Service hosts "The People's Network", a network of 30,000 broadband PCs across the UK used for 60 million hours by the public. 92% of the population is within 2 miles of a public library and of this resource. This is a hugely valuable resource to facilitate choice for those without access to a computer or the internet and those who are disabled.

In addition to accessible hardware in community locations, the library service's 21,000 staff are trained to provide assistance to those who require help and support, so people with little or no IT skills can be supported to access online information and resources and conduct citizen transactions online, such as Choose and Book. The internet is the 'publishing house' for information and computers are the 'printing press.' Just as you do not need to know how to work a printing press to read a book, so you should not need to know how to work a computer to access web-based information to enable informed choice. Library staff can access online information for all patients, IT literate or not, print it out and give it to them - crossing the 'digital divide' in one step.

A majority of users surveyed for the national Evaluation of the People's Network<sup>2</sup> said it would be '*difficult or impossible*' to access the service elsewhere and appreciated the supportive and informal atmosphere in the library.

Health Link recently conducted a national survey of library authorities with support from the Society of Chief Librarians. Of 150 authorities, 94 responded. Findings revealed that

- 65% (61/94) are promoting healthy lifestyles
- 71% (67/94) are providing information on treatment and conditions.

Clearly there is significant potential to follow the public's lead and skill up library staff to support the public to use NHS Choices for this purpose.

**2.4 Partnership for Patients - The Pilot** The following 10 authorities took part in piloting the role of providing information and support to Choice patients over 6 months from April 2007, in 30 libraries:

TABLE 1 - PILOT LIBRARY AUTHORITIES IN THE PATIENT CHOICE PILOT				
Bromley	Greenwich	Hackney	Newham	Suffolk
Derbyshire	Gloucester	Haringey	Southwark	Waltham Forest

During the project we trained 253 public library staff in using the [www.nhs.uk](http://www.nhs.uk) website to compare hospitals and the Choose and Book website ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)) to book their hospital appointment online. The project, independently evaluated by Loughborough University, found that library staff are very enthusiastic about providing information on choice for patients. Although patient numbers using the service were small, the libraries were seen as an independent, neutral and accessible location for

<sup>1</sup> <http://www.hlisd.org>

<sup>2</sup> *Evaluation of The People's Network* November 2004 Big Lottery Research  
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patients to receive health information and exercise choice. A clear distinction emerged between giving health advice - which is clearly the role of the GP - and health choice information, which is an extension of the natural role of the librarian as an information provider.

The evaluation<sup>3</sup> concluded: *“The low level of take-up of the scheme has made it difficult to draw any firm conclusions on the impact of the scheme, particularly from patient perspective. However, the following points emerge:*

- *The model fits with the core purpose of the public library service in providing trusted information for all.*
- *The model has the potential to fulfill local priorities, particularly those in partnership with the health sector.*
- *Sustainability for any of the partners involved would not appear to be a potential problem, unless the number of users was to increase substantially.*
- *The main barriers seem to emerge from the GPs’ perceptions rather than the librarians’ perceptions.*
- *Some development of the scheme is required to fully realize its potential, in particular, awareness-raising amongst GPs.”*

The independent evaluation noted that despite low numbers, *“the P4P library pilot scheme should be continued and extended nationally, to provide access to choice information for those members of society who may not have internet access at home or at work ... should therefore be measured qualitatively, in terms of meeting Government agendas on healthy communities, social exclusion, equity of access and choice.”*

As a result of exploring and scoping the links between the public library service, health and Choice, Health Link had a number of unique products arising from its Partnership for Patients initiative including:

- Choice Training material for library staff developed with the Department of Health
- Detailed evaluation from library staff on the training content and approach

The training was positively evaluated but library staff expressed concern about forgetting their training if it went unused. Similarly access to training needed to be cost effective and accessible to the 21,000 staff in the public library sector. It therefore became clear that some easy to use, accessible training was needed so that library staff could do the training without undue disruption to their day and have on-going access to elements of it for updating. To this end, an e-learning training package was developed by Health Link using the evaluated training content, for piloting in the Yorkshire and Humber region.

**2.5 NHS Choices** is a website designed to help patients make choices from lifestyle decisions about, for example, smoking, drinking and exercise, through to the practical aspects of comparing and choosing NHS services when they are needed, and booking a hospital appointment online through Choose and Book. Having explored how this service could be made more widely available through the Partnership for Patients Patient Choice pilot project, Health Link was commissioned by NHS Choices to embed the skills to support patients in Choice more deeply in the public library sector by piloting E-Learning.

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<sup>3</sup>*Patient Choice Public Library Pilot Evaluation Report* Loughborough University June 2008  
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**2.6 Yorkshire and Humber** was chosen as the region to test the effectiveness of e-learning training of library staff on how to navigate patients around the NHS Choices website. The Yorkshire and Humber Assembly was considering implementing the Partnership for Patients model across the sector. The Assembly is a partnership of all local authorities in the region and representatives of various economic, social and environmental sectors. The region covers an area of 15411 square kilometres and has a population of over five million. It covers a wide range of demographics from very deprived areas in Hull to the prosperous community of York and from an Asian population of 11% in Kirklees to only 1.75% in York. 79 libraries in the region agreed to take part in the E-Learning pilot within 8 local authorities, the demographic of health profile of which is shown in Appendix 2.

**TABLE 2 - PILOT LIBRARY AUTHORITIES IN THE E-LEARNING PILOT**

<b>Barnsley</b>	<b>Hull</b>	<b>Leeds</b>	<b>Sheffield</b>
<b>Calderdale</b>	<b>Kirklees</b>	<b>Rotherham</b>	<b>York</b>

**2.7 E-Learning** This is a type of learning which takes place online via a series of lessons, practices and quizzes. It does not require face-to-face interaction. E-learning allows library staff to choose their own learning timescale as they log in as and when they wish to complete all or part of the course. There are many commercial VLEs available (Virtual Learning Environments), increasingly used in the business and education sectors. A review of research evidence by the government agency, BECTA (What the Research Says about Virtual Learning Environments in Teaching and Learning British Educational Communications and Technology Agency 2004) on VLEs in education noted that benefits for students included:

- Flexibility of ‘anytime, anywhere’ access
- Learning gains in ICT
- Improved motivation and engagement
- Development of higher level learning styles
- New approaches to learning through online discussion forums

We used the open source e-learning software, Moodle (<http://moodle.org>), which is widely used in the education sector, as the most cost effective solution. The principle underlying Moodle is one of collaborative learning, which is fitting for Partnership for Patients. Moodle is used in 196 countries and has over 39,000 registered sites, having developed rapidly since 2003. It has the advantage of being scaleable, which is important for providing training nationally in a cost effective way. The Open University is one of the largest Moodle users with over 10,000 users. Moodle also has a back office which records who has logged on and when and with what results. IT support was provided by the specialist host provider and learning support by Health Link over the telephone.

### 3. Project Aims and Objectives

The project aim was to develop and test accessible training for library staff in general, on supporting patients in Choice, building on the lessons of the Partnership for Patients pilots. Objectives were:

1. To update the evaluated training materials used in Partnership for Patients
2. To make the training available as an E-learning package
3. To evaluate the training in the library authorities in Yorkshire and Humber region

### 4. Methodology

The training content was updated, converted into E-Learning and piloted before being offered on Moodle to the pilot branch staff. The following instruments were used to assess the merit of the E-Learning:

- An online evaluation that all participants were invited to complete (attached at [Appendix 3](#))
- Telephone interviews with 6 staff who volunteered to provide more in depth feedback.

More detail is provided below on our methodology.

**4.1 The Steering Group** A steering group was set up at the beginning of the project. It comprised representatives from the Museums, Libraries and Archive Council, NHS Choices, both of whom are funders of the project, the health subgroup lead of Society of Chief Librarians and Health Link. A list of the Group members is attached at [Appendix 4](#).

**4.2 Selecting Pilot Libraries** Yorkshire and Humber Strategic Health Authority had shown keen interest in rolling out the Partnership for Patients project. The Steering Group agreed to engage the SHA and Library authorities to pilot this E-Learning. The project was presented to the Executive of the Society of Chief Librarians by John Dolan, MLA Head of Library Policy for England. As a result of further discussion at the Society's Health Sub Group, Yorkshire and Humber library authority volunteered to pilot this project.



Selection criteria related to branch location and staffing.

- **Location:** Each library authority selected three libraries with access to computers that have audio function in their area, so that across all the pilots there was representation from a range of the following characteristics:
  - deprivation
  - rurality
  - BME population
  - library workforce size

- **Staffing:** Each library was asked to select 3 staff to provide representation from the following staff categories:
  - A library manager
  - A front line member of staff
  - A supervisor (or equivalent)

The following library authorities were selected:

<b>TABLE 3 LIBRARY BRANCHES SELECTED FOR THE PILOT BY AUTHORITIES</b>	
<b>KIRKLEES</b>	<b>YORK</b>
Dewsbury Library	York Library
Shepley Library & Information Centre Birkby/Fartown Library and Information Centre	Explore Acomb Library Centre Tang Hall Library
<b>HULL</b>	<b>SHEFFIELD</b>
Central Reference Library Greenwood Avenue Library Western Library	Central Library Upper Thorpe Library Gleadless Library
<b>CALDERDALE</b>	<b>ROTHERHAM</b>
Central Library King Cross Library Todmorden Library	Kiveton Park Library Central Library Maltby Library
<b>BARNSELY</b>	<b>LEEDS</b>
Barnsley Central Library Worsbrough Library Thurnscoe Lifelong Learning Centre	Leeds Central Library Chapel Allerton Library Garforth Library

Detailed data about the authorities and their populations is shown at [Appendix 4](#).

**4.3 Scheme of Work for the E-Learning:** A Scheme of work was developed incorporating learning objectives and lesson plans. The learning objectives for participants in the training were to:

1. Become familiar with the NHS Choices website
2. Understand library staff role in guiding patients to compare hospitals
3. Support patients in Choosing and Booking a provider
4. Understand and meet patient confidentiality requirements
5. Signpost patients' queries beyond the scope of library support, appropriately

*"The content was ideal as an introduction to 'Choices'. Staff in Rotherham have been really pleased with the "How to find a GP or dentist" option as it's one of the most common enquiries."*  
*Manager, Rotherham Libraries*

With support from Manager of Rotherham Libraries, Bernard Murphy, we invited all the libraries in the region to participate in the pilot. Eight library authorities responded. The e-learning

lessons developed using updated training material from the Patient Choice Pilot, with additional material on the ethics of supporting patients without directing them in their choices. The draft lessons were then road tested by Waltham Forest and Bromley library staff. The Manager, Rotherham Libraries then notified pilot participants when the e-learning would be going live and passed on our instructions on how to log in.

**4.4 E-Learning Tool:** Health Link commissioned Web Anywhere, one of the handful of approved Moodle partners in the UK which has a track record in hosting e-learning for schools, to construct and host the NHS Choices E-learning website. We designed the framework, content and layout of the lessons, some with input from NHS Connecting for Health. We also produced quizzes and practice sessions as part of the learning and to provide some means of tracking participants' progress in the Moodle 'back office.' All draft material was reviewed and approved by the Steering Group.

**4.5 Evaluations:** The evaluation survey included on the system was used to gather users' views in general and their detailed thoughts on:

- The e-learning package, including speed of navigation, the time it took to complete and its usability.
- The NHS Choices website.
- The frequency and nature of health queries from the public to library staff

Demographic data on respondents was also collected.

Respondents were invited to participate in telephone interviews to discuss the E-Learning in greater depth. Six interviews were completed, covering:

- the role of libraries in choice,
- supporting patients,
- suggested improvements to the package
- keeping skills up to date

## 5. Findings

In total 77 learners were identified for participation in the pilot. The table below shows the range of staff that participated, where respondents provided this information.

TABLE 4 - Number and levels of staff who participated					
Library Manager	2	Principal Library Assistant	2	Customer Services Manager	1
Assistant Area Manger	1	Customer Services Officer	3	Patient Health Information Officer	1
Patient Librarian	1	Information Resources Officer	2	Customer Services officer	3
Neighbourhood Renewal Manager	1	Learning Coordinator	2	Supervisor	1
Information Assistant	1	Branch Manager	1	Information Librarian	1

TABLE 4 - Number and levels of staff who participated					
Library Coordinator	1	Service Support Assistant	1	Library Assistant	8
Information Specialist	1	Assistant Librarian	2	Service Support Assistant	1
Team Leader	1	Reader Assistant	1	NO ANSWER	38

Not all staff completed all the lessons and 16 did not complete the evaluation surveys. The table below identifies the percentage of participants who completed both all the lessons and the surveys, per Library Authority.

TABLE 5 COMPLETION RATES - LESSONS AND EVALUATION SURVEYS		
LIBRARY AUTHORITY	E-LEARNING PARTICIPANTS WHO VIEWED LESSONS	E-LEARNING PARTICIPANTS WHO COMPLETED SURVEYS
Barnsley (10)	100%	100%
Calderdale (10)	44%	44%
Hull (9)	89%	33%
Kirklees (10)	100%	100%
Leeds (9)	66%	66%
Rotherham (10)	90%	70%
Sheffield (9)	55%	33%
York (10)	100%	40%
(total 77staff)		

Feedback was very positive overall with suggestions made for improvements. The data gathered is presented in 2 sections below: findings from the online survey and findings from the 6 telephone interviews.

### 5.1 Online Survey results

61 surveys were received.

**5.1.1 The participants and their experience:** The majority of the respondents were between 40 and 59 and they all had regular experience of handling health enquiries, in common with their colleagues across the library service who deal with this topic frequently. The Tables below give more detail on the profile of the respondents.

TABLE 6: DEMOGRAPHICS OF RESPONDENTS			
GENDER			
Male	15%	Female	80%
AGE RANGE			
18-29	5%	40-49	34%
30-39	10%	50-59	36%
60-69		8%	



**TABLE 7: EXPERIENCE OF HEALTH ENQUIRIES**

Experience	No./Responded	%
Has given info on health issues, in last 6 months, 1-5 times a week	37/40	61%
Been asked about particular conditions	34*	56%
Been asked about healthy lifestyles	15*	25%
Been asked about finding a GP	11*	18%

**5.1.2 Views on the E-Learning:** When asked to rate the NHS Choices E-Learning overall, the majority (64%) rated them 'Excellent' or 'Very Good'. Detailed results are given in the Table below.

**TABLE 8: VIEWS THE E-LEARNING**

Lessons	Total Responses	Excellent		V good		Fair		Poor	
		%	no.	%	no.	%	no.	%	no.
Lessons Overall	61/61 (100%)	7%	4	57%	35	33%	20	3%	2
Ethics of your role Quiz	51/61 (84%)	7%	4	52%	32	25%	15	-	-
Health/Choice/Libraries Quiz	51/61 (84%)	5%	17	48%	29	28%	17	3%	2
Intro to Lessons	51/61 (84%)	7%	4	57%	35	20%	12	-	-
Meeting Special Needs	52/61 (85%)	7%	4	52%	32	26%	16	-	-
Choice in More Detail	52/61 (85%)	5%	3	54%	33	26%	16	-	-
Choosing Services	51/61 (84%)	5%	3	59%	36	18%	11	2%	1
Choosing a Hospital	51/61 (84%)	8%	5	56%	34	20%	12	2%	1
Choose and Booking	50/61 (82%)	8%	5	46%	28	25%	15	3%	2
Ethics of Your Role	51/61 (84%)	10%	6	56%	34	16%	10	2%	1

Survey respondents particularly valued the quizzes and the lesson on Ethics, which set out new material we had developed about the ethics of supporting patients in making choices without directing them. 2 respondents noted that the site was clear and simple. Other views are summarised in the Table below.

**TABLE 9: OTHER VIEWS USING THE SITE**

	No./Responded	%
Found it easy to navigate the site	35/59	57%
Would recommend the site to colleagues	54/59	89%
Found the speed of the programme about right	53/58	87%
Did not need any support with the site	45/47	74%
Completed the course in working time	53/59	87%
Completed the course in one session	33/59	54%
Found the design and the feel of the site interesting	43/58	70%
I have been asked about booking an appointment	1*	2%

**5.1.3 Improvements suggested:** The Table below summarises the improvements recommended in the evaluation survey.

<b>TABLE 10 : THEMED SUGGESTIONS FOR IMPROVEMENTS FROM THE SURVEY</b>	
<b>THEME</b>	<b>IMPROVEMENT (numbers who suggested this)</b>
<b>CONTENT</b>	<ul style="list-style-type: none"> <li>▪ More quizzes needed (15)</li> <li>▪ Clearer instructions needed on Introduction, Lessons, Map of Medicine and Choose and Book (13)</li> </ul>
<b>NAVIGATION AND INSTRUCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Menu Link needed on all pages (R*)</li> <li>▪ Link to Lesson 8 (Ethics) on all lessons confusing ( 2 )</li> <li>▪ Move Ethics to first lesson or part of the introduction (R*)</li> <li>▪ Needing two windows open at the same time was annoying (2)</li> </ul>
<b>INTERACTIVITY</b>	<ul style="list-style-type: none"> <li>▪ Sound and animation needed (5)</li> <li>▪ Mock URBN needed to practice booking an appointment (R*)</li> <li>▪ Links to the Choose and Book site need to be improved (3)</li> </ul>
<b>GENERAL</b>	<ul style="list-style-type: none"> <li>▪ Replace E-learning with an A4 hard copy (2)</li> <li>▪ Takes too long to upload videos (1)</li> </ul>

\* (R) recommendation

**5.1.4 Outcome:** On all the topics, the majority of staff felt confident or very confident after doing the E-Learning on a number of key tasks derived from the learning objectives. The table below provides more detail.

<b>TABLE 11: LEVELS CONFIDENCE AFTER USING THE E-LEARNING</b>				
<b>TOPIC</b>	<b>VERY CONFIDENT</b>	<b>CONFIDENT</b>	<b>NOT AT ALL CONFIDENT</b>	<b>DON'T KNOW</b>
Links between health, choice & libraries	23%	62%	7%	5%
What the NHS Choices Website offers	26%	67%	3%	2%
Making site accessible for special needs	16%	52%	25%	3%
Information on Conditions & Treatments	34%	52%	10%	2%
How to find out about GPs performance	31%	62%	5%	0%
How to compare hospitals	30%	56%	13%	0%
How to maintain patient confidentiality	39%	57%	2%	0%

## 5.2 Telephone Interviews - summary of findings

Interviews were carried out with six members of staff. Main themes are summarised below.

**5.2.1 Views on expanding role of Libraries in Choice:** 3/6 staff thought this was a good idea. Comments related to:

- giving people information and guidance through the process was viewed positively
- it helped people make decisions
- libraries were seen as trustworthy and unbiased
- NHS Choices is reliable and trust worthy site.

**5.2.2 Supporting People with low IT skill:** 3/6 people said that supporting people with low IT skills was not difficult. However for the remainder of the staff interviewed time was an issue

**5.2.3 Suggestions for improvement to Special Needs lessons:**

- No improvements needed (4)
- Would refer any problems to IT .
- Hard to devise a package that would meet everyone’s different special needs
- Difficult to change the font size
- Difficult to create an NHS Choices account

**5.2.4 Suggested improvements to Choose and Book:** all but one Authority highlighted that it would be useful to have a mock UBRN number to practice on.

**5.2.5 Cross Sector Acceptability of E learning Lessons:** all staff felt that the lessons were pitched right with one commenting that they was rather wordy

**5.2.6 Suggestions for Improvements to navigation:** one made a comment about the Ethics lesson link at the top of every lesson being in appropriate. Another four noted that the learner needed to jump around the site, while another found it hard to keep track of what they had done. Finally, the need to ensure that the Choices website needed to be opened was raised repeatedly.

## 5.3 Verbatim Results from Staff Telephone Interviews

The telephone interviews explored six topics in more depth, shown in the table below.

TABLE 12: SAMPLE COMMENTS ON THE SIX TOPICS			
AREA	TOPICS		
	VIEWS ON EXPANDING ROLE OF LIBRARIES IN CHOICE:	SUPPORTING THOSE WITH LOW/NO IT SKILLS TO USE NHS CHOICES	SUGGESTIONS FOR IMPROVEMENTS TO SPECIAL NEEDS LESSONS :
Barnsley	<i>“Good idea, give people information, helps them to understand what theywant.”</i>	<i>“Not too difficult, people prefer to have someone by their side”</i>	<i>“No problem”</i>

TABLE 12: SAMPLE COMMENTS ON THE SIX TOPICS

AREA	TOPICS		
	VIEWS ON EXPANDING ROLE OF LIBRARIES IN CHOICE:	SUPPORTING THOSE WITH LOW/NO IT SKILLS TO USE NHS CHOICES	SUGGESTIONS FOR IMPROVEMENTS TO SPECIAL NEEDS LESSONS :
Hull	<i>"Very good idea, people in the library can help them through that process"</i>	<i>"Can be time consuming. Have taster sessions and beginners courses. Some people just want you to do it for them"</i>	<i>"Don't think it is an issue"</i>
Kirklees	<i>"Built good links with the PCT, received funding from them"</i>	<i>" this can be difficult, sue to time constraints during busy times when people have little or no IT skills "</i>	<i>"Ok, any problems were referred to IT"</i>
Leeds	<i>"Enables to give information to help individual decision making. We are seen as trustworthy and unbiased. NHS Choices is reliable and trustworthy"</i>	<i>"Here we can give 1:1 sessions, which are planned by librarians."</i>	<i>"Hard to devise a package for everyone. You need a certain amount of technological knowledge. Need to identify before hand what people might need".</i>
Rotherham	<i>"Good idea, people go to libraries for information anyway so information about their health choices is a natural link to make".</i>	<i>"Need to give them more support, we run a beginners class. But it takes time"</i>	<i>"Difficult to change font sizes, not able to set up a personal account"</i>
Sheffield	<i>"Good that libraries are moving with the times"</i>	<i>"Not difficult at all"</i>	<i>"Not a problem".</i>
	SUGGESTIONS FROM IMPROVEMENTS TO CHOOSE AND BOOK:	CROSS SECTOR ACCEPTABILITY OF THE E-LEARNING LESSONS	SUGGESTIONS FOR IMPROVEMENTS TO NAVIGATION:
Barnsley	<i>"Fine".</i>	<i>"Pitched perfectly".</i>	<i>"Didn't have a problem"</i>
Hull	<i>"Definitely need a mock exercise to do".</i>	<i>"Found it too easy, needs to be more challenging, more quizzes, more detail".</i>	<i>"Bit confusing with ethics lesson, would be helpful to be told current lesson and what has been done".</i>
Kirklees	<i>"A mock site".</i>	<i>"Pitched about right".</i>	<i>"Need to stress that you need to open choices website".</i>
Leeds	<i>"Big help to have a mock site".</i>	<i>"Aimed right, to a range of staff".</i>	<i>"Ethics link could be at the beginning before the lessons. Although ethics information is important for staff and customers".</i>
Rotherham	<i>"Useful to have practice, a mock site, role-play".</i>	<i>"Tone right, a bit wordy"..</i>	<i>"Spent a lot of time flicking between lessons, hard to keep track of what I've done".</i>
Sheffield	<i>"Needs to be more thorough, more opportunity for dummy practice".</i>	<i>"About right".</i>	<i>"Felt it jumped about a bit, more guidance needed".</i>

## 6. Conclusions and Recommendations

The level of engagement with staff at both senior and frontline level in the E-Learning pilot was very encouraging. The overall approach was clearly right within the E-Learning content although there were some issues on clarity of wording and structure, lack of animation and the lack of a mock UBRN number to practise Choose and Book - this last was a strong theme in the evaluation of the Patient Choice Pilot training. Many helpful suggestions have been made on how the E-learning can be improved. It is clear from the feedback on current levels of health enquiries that the public library service is seen by the public as a health information provider and an agent for choice. There are ethical and patient confidentiality issues to be explicitly addressed in this emerging role and the attempt to cover these in the E-Learning seems to have been successful. Crucially the use of quizzes, which can be adapted to match the real life context of what patients want from library staff, appears to be a very good way to extend and test knowledge and the Moodle software enables completion and success in these quizzes to be tracked, as a way of quality assuring the training at no extra cost. It is clear from this pilot that E-Learning on Moodle provides a cost effective way of skilling up library staff further to fulfill this important role in supporting patients to make choices through the NHS Choices website.

### Recommendations

1. The content of the E-Learning needs to be updated inline with the feedback received in the pilot
2. A Mock UBRN or 'sandpit' needs to be produced to enable staff to practise Choose and Book
3. A national roll out of the training should be expedited to build the capacity of the library sector to meet the possible increase in demand for their support as Choices gains more prominence with the forthcoming advent of the NHS Constitution enshrining the right to Choice in law.
4. Monitoring and feedback need to continue to ensure the training continues to meet needs as the choice agent role changes and matures in the library sector.

LIBRARY FACTS	DATA
<b>INFRASTRUCTURE</b>	
No. of Public Libraries (excluding those open < 10 hrs) <sup>i</sup>	3,041
Mobile libraries	433
% Libraries open more than 29 hours per week	63%
No. of visits (2003/04 4.3% increase) <sup>ii</sup>	274 million
Annual Budget	£1.13 billion
Staff Nos.	21,690
People's Network for public use (broadband enabled PCs)	30,000
Enquiries dealt with per year	58.5 million
Nos. of housebound readers (i.e. receiving a service at home)	94,787
% Libraries with assistive technology installed for disabled PC users	72%
% Libraries where staff trained to support disabled people	72%
Provision of large print or audio for visually impaired	c.99%
Existing Referral systems with GPs (Books on Prescription) <sup>iii</sup>	50% (by end 2006)
<b>LIBRARY USER PROFILE</b>	
Population per public library	14419
Housebound Readers	113,000
Males as % of users <sup>iv</sup>	41.1%
Females as % of users <sup>v</sup>	58.9%
Older people (all > 55) as % of users <sup>vi</sup>	47.3%
Older people (55-64) as % of users	16.3%
Older people (65-74) as % of users	18.7%
Older people (> 75) as % of users	12.3%
Retired People as % of users <sup>vii</sup>	36.7%
<b>USER SATISFACTION</b>	
% Rating library good/ very good in Public Library User Survey	93%
<b>PERCENTAGE OF LIBRARY USERS<sup>viii</sup> IN POPULATION SUBGROUPS</b>	
% population (all) who are registered to use the library	58% (34,350,906)
% Population (all) who are actual library users <sup>ix</sup>	48.2%
% Minority Ethnic population (all)	56.8%
% White population	47.4%
% Asian or British Asian People <sup>x</sup>	54%
% Black or British Black People <sup>4</sup>	52%
% People in Chinese or other ethnic groups	49%
% People with Mixed Ethnicity <sup>5</sup>	42%
% Those with no Disability or Illness	50.3%
% Those with Non-limiting Disability or Illness	46.4%
% Those with Limiting Disability or Illness	42.4%
% Unemployed people using libraries	54.3%
% From Higher Socio Economic Group	52.1%
% From Lower Socio Economic Group	40.9%

## DEMOGRAPHIC AND HEALTH PROFILE OF YORKSHIRE &amp; HUMBER

TABLE - DEMOGRAPHIC & HEALTH PROFILE OF YORKSHIRE AND HUMBER LOCAL AUTHORITIES										
KEY		HIGHEST	CALDERDALE	BARNSELY	HULL	KIRKLEES	LEEDS	ROTHERHAM	SHEFFIELD	YORK
		LOWEST								
INDICATORS		National Av.								
Population	No.		198,500	218,063	256,200	398,200	750,200	253,300	525,800	191,800
	Density	3.9	5.5	6.6	35.9	9.7	13.6	8.8	14.3	7.1
Life expectancy	Male	77.3	76.1	75.5	74.7	76.2	76.7	75.8	77.0	77.9
	Female	81.6	81.4	79.8	79	80.5	81.6	80.4	81.2	83.1
Ethnicity %	White	89.1	91.1	99.1	94.9	84.5	89.1	95.5	88.7	95.6
	Mixed	1.6	1	0.4	1	1.6	1.7	0.8	1.8	0.9
	Asian	5.3	6.8	0.3	1.8	11.7	5.4	2.8	5.4	1.7
	Black	2.7	0.6	0.1	1	1.6	2	0.6	2.4	0.5
	Chinese/other	1.3	0.6	0.2	1.3	0.5	1.8	0.5	1.6	1.3
Rurality <sup>1</sup>	Rural %	27%	30%	20%	0%	13%	12%	12%	2%	60%
	Class	-	SR	SR	LU	MU	MU	LU	LU	R50
Deprivation	Rank of Av. Score	-	107	43	11	82	85	68	63	242
Health inequalities	Infant mortality <sup>2</sup>	5.1	6.7	5.2	4.9	7.5	6	7	5.4	4.9
	Under-18 pregnancy <sup>3</sup>	41.5	43	49.6	79	43.6	46.5	51.5	54.4	35.1
Self Assessed Health <sup>4</sup>	Good	68.8	67.6	61.3	65.2	67.7	68.3	64.5	65.2	70.3
	Fairly good	22.2	22.5	24.6	23.6	22.5	21.9	23.5	23.5	21.7
	Not good	9	9.8	14	11.2	9.8	9.8	12.1	11.3	8

## DEMOGRAPHIC AND HEALTH PROFILE OF YORKSHIRE &amp; HUMBER

TABLE - DEMOGRAPHIC &amp; HEALTH PROFILE OF YORKSHIRE AND HUMBER LOCAL AUTHORITIES

KEY	HIGHEST	CALDERDALE	BARNSELY	HULL	KIRKLEES	LEEDS	ROTHERHAM	SHEFFIELD	YORK	
	LOWEST									
INDICATORS		National Av.								
GP practices	Practices	8478	27	40	56	78	118	39	94	105
	GPs per 100K	58	50-55	50-55	50-55	55-60	60-65	50-55	65-70	70-75
	Av. patient list	5987	7352	6311	4575	5105	6358	6495	5594	1827
Free public Internet access	Libraries		21	18	14	26	56	14	28	14
	Internet PCs		182	154	169	270	533	168	248	142
Library staff	Prof. posts	4,677.6	15.8	17.8	24.5	39.5	73.0	24.0	67.5	13.9
	Other posts	17,077.9	68.0	55.3	97.6	128.3	329.6	87.0	187.0	53.8
	Staff per 1000	0.43	0.42	0.33	0.48	0.42	0.54	0.44	0.48	0.35
	Visits p.a	1,506,344	419,900	435,812	509,494	677,976	688,177	480,064	296,157	458,033
<sup>1</sup> Rurality classes:	Description									
	Major urban (MU)	Large urban (LU)	Significant urban (SR)	Other urban (OU)	Rural-50 (R50)	Rural-80 (R80)				
<sup>2</sup> Deaths at > r 1 year, per 1000 live births <sup>3</sup>		Pregnancies per 1000 women aged 15-17					<sup>4</sup> Based on the 2001 Census			



Dear

**NHS Choices E learning Pilot Yorkshire and Humber - GOES LIVE**

Firstly, thank you all so much for participating in the above pilot project, we are all very grateful to you and appreciate your and your staffs support. This e learning site will be live from Wednesday 23<sup>rd</sup> July 2008 at 12.00. We hope that your staff will enjoy working through the lessons. You can access these lessons by clicking on the following link.

<http://health-link.moodle.overnetdata.com/>

**Before your staff start please make sure they have the following:**

- login and their password
- that the computer is activated for sound
- should they need any support in configuring your computer
  - please contact your IT department and refer them to the attached document which may be of help
- that they keep to hand Jenny's (020 72494493) and my phone number in case support is needed.

**Completing the lessons:**

Please ask your staff to work through the eight lessons, with quizzes and practice sessions to help them track their progress. The lessons should take them between 60 and 90 minutes. They can start or leave a lesson at any time and log back into the Lesson you are up to next time you log in.

After completing this course your staff will know how to make the links between health, choice & libraries, navigate the Choices Website. Personalize the site and meet the needs of users with special needs help users find out about Living Well, different treatments and conditions and help users to find services such as GPs & sports centers. They will be able to support patients to compare hospitals and help patients Choose & Book a hospital appointment. In addition, they will understand the ethics of your role including patient confidentiality

**Feedback**

Your staff's feedback back is important to us, please ask them complete the survey at the end of the course, this will shape the lessons for the future.

We are aiming to have the piloting completed by 3<sup>rd</sup> September 2008 should you feel that this is not achievable, please let Jenny or myself know.

Again thank you for your support and we will be in touch shortly.

Health Link has developed the NHS Choices E-Learning for library staff in collaboration with the Department of Health and the Museums, Libraries and Archives Council. It is based on Health Link training given to 230 library staff in the Partnership for Patients Library Choice pilots where 10 library authorities tested out the role of library staff supporting patients to choose a hospital and book their appointment online. NHS Choices covers this role as well as providing information about healthy lifestyles and understanding conditions and treatments. We are aiming to train library staff to support the public to use the whole range of support on the site. We are now piloting this expanded NHS Choices E-Learning with library staff in your area and would be grateful if you would help us by completing this survey, so we can improve the training before offering it more widely. The survey will take 10-15 minutes to complete and is anonymous and we will feedback overall findings to your Chief Librarian.

#### A. WHAT TENDS TO HAPPEN IN YOUR LIBRARY SERVICE ON HEALTH INFORMATION

1 a) In the last 6 months have you been asked to give information to a member of the public on any health issue?  Yes  No

1 b) If yes, on average how many times a week do you give such information?  1-5 times  5-10 times  more than 10 times

1c) Did this relate to (please tick all that apply):

Healthy Lifestyles  Particular conditions  Comparing hospitals  Booking an appointment  Finding a GP

Other  Please specify

.....

#### B. ABOUT YOUR EXPERIENCE OF USING THE NHS CHOICES E LEARNING LESSONS

2. How would you rate the NHS Choice E learning lessons overall?  excellent  very good  fair  poor

3. How would you rate each of the NHS Choice E learning lessons and the related quizzes or practices?

a) Health, Choice & Libraries Lesson	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very
good <input type="checkbox"/> Fair <input type="checkbox"/> Poor		
The Quiz or Practice	<input type="checkbox"/> Very useful	<input type="checkbox"/> Useful
<input type="checkbox"/> Not Useful <input type="checkbox"/> Poor		

b) Introduction to NHS Choices	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very
good <input type="checkbox"/> fair <input type="checkbox"/> Poor		
The Quiz or Practice	<input type="checkbox"/> Very useful	<input type="checkbox"/> Useful
<input type="checkbox"/> Not Useful <input type="checkbox"/> Poor		

c) Meeting Special needs	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very
good <input type="checkbox"/> Fair <input type="checkbox"/> Poor		

<p>The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> poor</p>	<p><input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>d) NHS Choices in more detail          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>e) Choosing services          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>f) Choosing hospitals          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>g) Choose &amp; book appointments          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>h) The Ethics of your role          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>

4. Please suggest any improvements that would make the lessons more useful (please specify the lesson concerned as a), B0 etc. or say 'overall'. (e.g. clearer instructions, more quizzes, shorter practice sessions)

.....

.....

.....

.....

.....

5. After doing the E-learning lessons, how confident do you or don't you feel on the following topics?

<p>a) Links between health, Choice &amp; libraries  <input type="checkbox"/> Not at all confident    <input type="checkbox"/> D/K</p>	<p><input type="checkbox"/> Very confident    <input type="checkbox"/> Confident</p>
<p>b) What the NHS Choices website offers  <input type="checkbox"/> Not at all confident    <input type="checkbox"/> D/K</p>	<p><input type="checkbox"/> Very confident    <input type="checkbox"/> Confident</p>

- c) Making the site accessible for special needs  Very confident  Confident  
 Not at all confident  D/K
- d) Finding information on Conditions and Treatments  Very confident  Confident  
 Not at all confident  D/K
- e) How to find out about GPs performance  Very confident  Confident  
 Not at all confident  D/K
- f) How to compare hospitals  Very confident  Confident  
 Not at all confident  D/K
- g) How to maintain patient confidentiality  Very confident  Confident  
 Not at all confident  D/K

6. How easy or difficult did you find navigating around the site?  Very easy  Easy  A little difficult  Very difficult

7. How did you find the overall look and design of the site?  Very interesting  Interesting  Dull  D/K

8. Which of these statements best matches your experience of using the site (please tick one):

- The programme was too slow
- The speed of the programme was about right
- The programme was timed out before I could finish what I was doing.

**C. SUPPORT IN USING THE NHS CHOICES E-LEARNING**

11a) Did you need any support to complete the lessons?  Yes  No (If 'No' please go to question 14)

11b) Did you obtain support to complete the lessons?  Yes  No

11c) If yes, please specify whom you obtained your support from. (Please tick all that apply)

- Health Link  NHSIT support  Council's IT department  Your Manager  Library Branch Staff  Other .....

12. How well or poorly did the support meet your needs?  Very well  Quite Well  Not very well  Not at all

13. Explain any extra help you would need (e.g. more time, more I.T. support)

.....  
 .....

14. Please estimate how long it took you, on average, to complete each of the E-Learning lessons.....minutes

15. Did you do the NHS choice E-learning  All in your own time  All in your working time  Partly home partly work

16. Did you complete each lesson in one separate session?  Yes  No

17. Would you recommend NHS Choices E-learning to another library colleague   
Yes  No

19. NHS Choices will be grateful for your feedback on the website. Please go to [www.nhs.uk](http://www.nhs.uk) to comment.

To help us explore improvements to the E-Learning in more detail, would you be willing to participate in a brief telephone interview? If so, please give us your name & phone no. here.....

THE FOLLOWING INFORMATION WOULD HELP US TO MAKE SURE WE HAVE A GOOD SAMPLE OF OPINION ON THE E-LEARNING

YOUR GENDER  Male  Female      YOUR AGE  18-29  30-39   
40-49  50-59  60-69

YOUR JOB TITLE.....

NAME OF LIBRARY .....

Alison Wheeler (Society of Chief Librarians)  
Jonathan Carr-Brown (Department of Health) - JCB  
Nicola Gill (Department of Health)  
Peter Appleton (NHS Connecting for Health)  
Sarah Wilkie (Museums, Libraries and Archives Council)  
Elizabeth Manero (Health Link)  
Jenny Sharp (Health Link)

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<sup>i</sup> CIPFA Public Library Actuals 2004 -2005

<sup>ii</sup> CIPFA 2002/03

<sup>iii</sup> Where a GP issues a 'prescription' for people with mild to moderate mental health problems to access designated self help books at the public library.

<sup>iv</sup> CIPFA UK 2001-2002

<sup>v</sup> CIPFA UK 2001-2002

<sup>vi</sup> CIPFA UK 2001-2002

<sup>vii</sup> IPF 2001-2002

<sup>viii</sup> Attended a library at least once in past 12 months

<sup>ix</sup> DCMS 2006

<sup>x-13</sup> Snapshot data over a 12 month period. 2003 (Bridgwood et al.)



**Supporting the public  
with NHS Choices  
E-Learning Pilot Project for  
Public Library Staff  
February 2009**

*"I found this set of lessons and quizzes to be a great way to show us how we can help the public access the NHS Choices Website. Thought it was perfectly pitched and informative. Being able to do it in my own time and own pace helped me fit it into my working day."  
Librarian Barnsley Central Library*

*"The content was ideal as an introduction to 'Choices'. Staff in Rotherham have been really pleased with the How to find a GP or dentist option as it's one of the most common enquiries."  
Manager, Rotherham Libraries.*



*Strengthening public influence on health*

62, Beechwood Rd.  
London E8 3DY  
0207 254 1582  
[www.health-link.org.uk](http://www.health-link.org.uk)  
[www.healthlinklibraries.co.uk](http://www.healthlinklibraries.co.uk)



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Health Link 01/02/2009  
Elizabeth Manero  
Jenny Sharp  
Kasia Hadjuk  
Emily Manero

## 1 Executive Summary

**1.1 Partnership for Patients:** Health Link is an independent social enterprise working to strengthen the public voice in health. In 2006, Health Link set up Partnership for Patients, a national partnership, to pilot local partnerships between public libraries and the health services supporting patients in Choice, especially those at risk of social or digital exclusion. The Partnership consisted of the London Libraries Development Agency (LLDA), the Department of Health (DH), the Museums, Libraries and Archives Council (MLA), the Department for Food, the Environment and Rural Affairs (DEFRA) and London Health Libraries (LHL). The Patient Choice Pilot was set up to

- explore the role of public libraries in supporting patients to compare and choose hospitals and choose and book their appointments; and
- test out the provision of support from health libraries for their public library colleagues in this role

During the original Partnership for Patients Pilots, we tested the model of public libraries providing support to patients to choose a hospital and book their appointments online. The following 10 authorities took part in the 6 month pilot from April 2007, in 30 libraries:

TABLE 1 - PILOT LIBRARY AUTHORITIES IN THE PATIENT CHOICE PILOT				
Bromley	Greenwich	Hackney	Newham	Suffolk
Derbyshire	Gloucester	Haringey	Southwark	Waltham Forest

During this first pilot, we trained 253 public library staff in using the [www.nhs.uk](http://www.nhs.uk) website to compare hospitals and the Choose and Book website ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)) to book their hospital appointment online. The project, independently evaluated by Loughborough University, found that library staff were enthusiastic about providing information on choice for patients. Although patient numbers using the service were small, the libraries were seen as an independent, neutral and accessible location for patients to receive health information and exercise choice. A clear distinction emerged between giving health advice - which is clearly the role of the GP - and giving health choice information, which is an extension of the natural role of the librarian as an information provider.

**1.2 The Public Library Infrastructure - crossing the digital divide.** The public library system is a trusted and accessible presence in every community including access by mobile libraries in rural areas:

- More than 60 % of the population are registered library users
- 92% of the population is within 2 miles of a public library
- Women attend more than men (50% compared to 42%)
- Minority ethnic groups attend more than white adults (56% compared to 45%)

The Public Library Service hosts the 'People's Network' of 30,000 broadband internet linked workstations with library staff trained to provide assistance to those who require help and support. For many people, particularly in lower social economic groups, this network provides their only free access to the internet and accessible assistance to use it. Increasingly, up to date and comprehensive information on many

areas including health, is available only on the internet so this ease of access is critical to allow people, particularly in lower socio-economic groups to access information that would otherwise be denied to them.

**1.3 NHS Choices** ([www.nhs.uk](http://www.nhs.uk)): this is a website designed to help patients make choices from lifestyle decisions about, for example, smoking, drinking and exercise, through to the practical aspects of comparing and choosing NHS services when needed, and booking a hospital appointment online through Choose and Book. Having explored how this service could be made more widely available through the Partnership for Patients Patient Choice pilot project, Health Link was commissioned by NHS Choices to embed the skills to support patients in Choice more deeply in the public library sector, by developing and piloting E-Learning based on the training successfully used in the pilots.

**1.4 Partnership for Patients - The E-Learning Pilot.** The project aim was to develop and test, accessible training for library staff in general on supporting patients in Choice, building on the lessons of the Partnership for Patients pilots. Objectives were:

1. To update the evaluated training materials used in Partnership for Patients
2. To make the training available as an E-learning package
3. To evaluate the training in the libraries authorities of the Pilot Test area of the Yorkshire and Humber Region

**1.5 Moodle:** We used the open source e-learning software, Moodle (<http://moodle.org>), which is widely used in the education sector, as the most cost effective solution. The principle underlying Moodle is one of collaborative learning, which is fitting for Partnership for Patients. Moodle is used in 196 countries and has over 39,000 registered sites, having developed rapidly since 2003. It has the advantage of being scaleable, which is important for providing training nationally in a cost effective way.

**1.6 Pilot Test Region.** Yorkshire and Humber was chosen as the region to test the effectiveness of e-learning training of library staff on how to navigate patients around the NHS Choices website. This region covers 15411 square kilometres and has a population of over five million. It covers a wide range of demographics from very deprived areas in Hull to the prosperous community of York and from an Asian population of 11% in Kirklees to only 1.75% in York. 79 libraries in the region agreed to take part in the E-Learning pilot within 8 local authorities.

**TABLE 2 - PILOT LIBRARY AUTHORITIES IN THE E-LEARNING PILOT**

<b>Barnsley</b>	<b>Hull</b>	<b>Leeds</b>	<b>Sheffield</b>
<b>Calderdale</b>	<b>Kirklees</b>	<b>Rotherham</b>	<b>York</b>

Selection criteria related to location and staffing. Each library authority selected three libraries with access to computers that have audio function, so as to give representation across all the areas from a range of deprivation levels, rurality, BME populations and library workforce size. In each library, a library manager, a frontline staff member and a supervisor (or equivalent) was asked to take part in the pilot.

**1.7 Methodology.** The learning objectives for training participants were to:

1. Become familiar with the NHS Choices website
2. Understand library staff role in guiding patients to compare hospitals
3. Support patients in Choosing and Booking a provider
4. Understand and meet patient confidentiality requirements
5. Signpost patients' queries beyond the scope of library support, appropriately

With support from Calderdale Chief Librarian, Bernard Murphy, we invited all the libraries in the region to participate in the pilot. Nine library authorities responded. The e-learning lessons developed using updated training material from the Patient Choice Pilot, with additional material on the ethics of supporting patients without directing them in their choices.

Health Link designed the content and layout of the lessons, some with input from NHS Connecting for Health. We also produced quizzes and practice sessions as part of the learning and to provide some means of tracking participant's progress in the Moodle 'back office.' All draft material was reviewed and approved by the Steering Group.

**1.8 Evaluations.** Online surveys gathered participants' views on:

- The e-learning package, including navigation, time to complete and usability.
- The NHS Choices website.
- The frequency and nature of health queries from the public to library staff
- The demographics of respondents

Six telephone interviews were also completed to obtain more in depth feedback.

**1.9 Findings.** 76 learners were invited to participate. 61% completed an online survey. 57% rated the lessons overall "Very Good" and 89% would recommend the course to colleagues. Table 3 shows staff confidence after completing the training.

<b>TABLE 3 - LEVELS CONFIDENCE AFTER USING THE E-LEARNING</b>				
<b>TOPIC</b>	<b>VERY CONFIDENT</b>	<b>CONFIDENT</b>	<b>NOT AT ALL CONFIDENT</b>	<b>DON'T KNOW</b>
Links between health, choice & libraries	23%	62%	7%	5%
What the NHS Choices Website offers	26%	67%	3%	2%
Making the site accessible for special needs	16%	52%	25%	3%
Information on Conditions & Treatments	34%	52%	10%	2%
How to find out about GPs performance	31%	62%	5%	0%
How to compare hospitals	30%	56%	13%	0%
How to maintain patient confidentiality	39%	57%	2%	0%

**1.10 Telephone Interviews - summary of findings:** Interviews were carried out with six members of staff. Main themes are described below.

**a) Views on expanding role of Libraries in Choice:** three (half) staff thought this was a good idea. Comments were:

- giving people information and guidance through the process was positive
- it helped people start discussions
- libraries were seen as trustworthy and unbiased
- NHS Choices is a reliable and trustworthy site.

**b) Supporting People with low IT skill:** three people (half) said that supporting people with low IT skills was not difficult. However, for the remainder of the staff interviewed time was an issue

**c) Suggestions for improvement to Special Needs lessons:**

- No improvements needed (4)
- Would refer any problems to IT
- It was hard to devise a package for everyone,
- Difficult to change the font size
- Difficult to create an NHS Choices account

**d) Suggested improvements to Choose and Book:** all but one Authority highlighted that it would be useful to have a mock UBRN number to practice on.

**e) Cross Sector Acceptability of E learning Lessons:** all staff felt that the lessons were pitched right, although one noted that it was rather wordy

**f) Suggestions for Improvements to navigation:** One person said that they thought that the navigation was fine while another disliked the Ethics lesson link at the top of every lesson. The other four comments related to the learner needing to jump around the site, finding it hard to keep track of what they had done, and finally the need to ensure that the Choices website needed to be opened.

**1.11 Conclusions.** Expanding the role of library staff to include assisting public access to the NHS Choices website by providing e-learning training to selected library staff had widespread support at all levels in the Public Library Service. Generally the E-Learning package was generally well received and judged to be pitched at the right level. The advantages of e-learning were appreciated by the participants. Some felt the instructions needed to be clearer and that extra tests would be useful although most completed it without support. Most completed the course all in their working time. The content of the E-Learning needs to be updated inline with the feedback received in the pilot and a national roll out of the training should be expedited to build the capacity of the library sector with the forthcoming advent of the NHS Constitution enshrining the right to Choice in law. Adequacy of the training should be monitored on an ongoing basis.

## 2. Introduction and Background

**2.1 Partnership for Patients:** Health Link is an independent social enterprise working to strengthen the public voice in health. In 2006, Health Link set up the Partnership for Patients, a national partnership, to pilot local partnerships between public libraries and the health services supporting patients in Choice, especially those at risk of social or digital exclusion. The Partnership consisted of the London Libraries Development Agency (LLDA), the Department of Health (DH), the Museums, Libraries and Archives Council (MLA), the Department for Food, the Environment and Rural Affairs (DEFRA) and London Health Libraries (LHL). The Patient Choice Pilot was set up to

- explore the role of public libraries in supporting patients to compare and choose hospitals and choose and book their appointments; and
- test out the provision of support from health libraries for their public library colleagues in this role

Partnership for Patients was established to help turn the opportunity of choice into the reality of choice, for all patients.

**2.2. Public Libraries and their strategic objectives:** Public libraries have always been learning and leisure hubs in their local communities with a statutory role in information. Increasingly they are focusing on health, well-being and empowerment.

**2.2.1 Public Library Impact Measures** were launched in March 2005 to incentivise library authorities to measure their impact on a wide range of social, cultural and community agendas, using the demographics of users including health status, deprivation and age. The four shared priorities to which the Measures relate are

- children,
- education,
- health
- older people

Measures include *‘Improving quality of life’* and *‘Promoting healthier communities and Narrowing Health Inequalities’*

**2.2.2 The Shared Priority of Promoting Healthier Communities and Narrowing Health Inequalities** includes measures for 2005/6, including provision and take up of health related stock, take up in non-English languages and Health and Further Activities which contribute to Healthier Communities.

**2.2.3 Outcomes Framework including health:** in a shift of focus from services to outcomes, the MLA has produced an Outcomes Framework for Museums, Libraries and Archives. Section G of the Framework focuses on what can be done to improve adult health and well-being. The aim is to offer opportunities for people to access services that impact on their perceptions of their overall health and well-being. Libraries are also encouraged to target groups or individuals with long standing health problems.

These factors demonstrate a sound strategic fit with the objectives of the Patient Choice policy.

## 2.3 The Public Library Infrastructure

**2.3.1 Library Access and usage:** Library use is a strong trend in society: more people go to libraries than attend football matches. In 2006/2007,

- Expenditure on public libraries was just under £1 billion.
- Libraries employ over 21,000 staff, who answer 44.1 million enquires per year.
- The busiest library in Inner London is Tower Hamlets Ideas Store, with 675,000 visits per year. This is also the third most deprived area according to the 2007 Index of Multiple Deprivation
- Libraries are accessible to all communities across the country with more remote access supplemented by mobile libraries.
- More than 60% of the population are registered library users
- 35% of the population visits a library at least once a month
- 45% of adults have visited a library in the last 12 months (18.4 million adults)
- Adults aged 24-44 and 45-64 had highest attendance (50% and 44% respectively)
- Women have higher rates of attendance than men (50% compared to 42%)
- Minority ethnic groups attend more than white adults (56% compared to 45%)
- Muslim attendance is higher than all other faith groups (62% compared to 52%)
- Disabled adults attended less than the general population (39% compared to 48%)
- 38% of adults in lower socio economic groups visited, compared to 45% of all adults
- Attendance rates were highest in London and lowest in Yorkshire and Humber

Further information about the public library service is attached at [Appendix 1](#).

**2.3.2 Libraries and social exclusion:** as the public library service has its own strategic objectives to support socially excluded communities, it ideally placed to help the NHS do the same:

- 72% of library staff are trained to support disabled people and are equipped with assistive technology to do so
- 99% of libraries provide large print or audio material
- Almost 95,000 housebound people receive a service at home from libraries
- Libraries have a reach second to none as they go into schools, prisons, sheltered housing and care homes as well as doing outreach work in rural areas through the mobile library service.

The public library service has an ethos of ‘asking no questions’ which means that anecdotally people find them welcoming and non-stigmatising. Libraries provide Books on Prescription, bibliotherapy, stress counselling, walking groups, internet classes, reading groups, benefits advice, mentoring for refugees and citizen information as well as books and a host of other offerings which improve emotional well-being, so are well-placed to act as a socially inclusive ‘Choice Hub’.

**2.3.3 Health Libraries:** In addition to public libraries, there are over 1500 health libraries in England where staff are expert in health. Based in acute hospitals and other health settings, health libraries are well placed to support their public library



colleagues on health queries, which was a role piloted with them in our Partnership for Patients Patient Choice pilot.<sup>1</sup>

**2.3.4 Libraries and the Digital Divide:** The Public Library Service hosts "The People's Network", a network of 30,000 broadband PCs across the UK used for 60 million hours by the public. 92% of the population is within 2 miles of a public library and of this resource. This is a hugely valuable resource to facilitate choice for those without access to a computer or the internet and those who are disabled.

In addition to accessible hardware in community locations, the library service's 21,000 staff are trained to provide assistance to those who require help and support, so people with little or no IT skills can be supported to access online information and resources and conduct citizen transactions online, such as Choose and Book. The internet is the 'publishing house' for information and computers are the 'printing press.' Just as you do not need to know how to work a printing press to read a book, so you should not need to know how to work a computer to access web-based information to enable informed choice. Library staff can access online information for all patients, IT literate or not, print it out and give it to them - crossing the 'digital divide' in one step.

A majority of users surveyed for the national Evaluation of the People's Network<sup>2</sup> said it would be '*difficult or impossible*' to access the service elsewhere and appreciated the supportive and informal atmosphere in the library.

Health Link recently conducted a national survey of library authorities with support from the Society of Chief Librarians. Of 150 authorities, 94 responded. Findings revealed that

- 65% (61/94) are promoting healthy lifestyles
- 71% (67/94) are providing information on treatment and conditions.

Clearly there is significant potential to follow the public's lead and skill up library staff to support the public to use NHS Choices for this purpose.

**2.4 Partnership for Patients - The Pilot** The following 10 authorities took part in piloting the role of providing information and support to Choice patients over 6 months from April 2007, in 30 libraries:

TABLE 1 - PILOT LIBRARY AUTHORITIES IN THE PATIENT CHOICE PILOT				
Bromley	Greenwich	Hackney	Newham	Suffolk
Derbyshire	Gloucester	Haringey	Southwark	Waltham Forest

During the project we trained 253 public library staff in using the [www.nhs.uk](http://www.nhs.uk) website to compare hospitals and the Choose and Book website ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)) to book their hospital appointment online. The project, independently evaluated by Loughborough University, found that library staff are very enthusiastic about providing information on choice for patients. Although patient numbers using the service were small, the libraries were seen as an independent, neutral and accessible location for

<sup>1</sup> <http://www.hlisd.org>

<sup>2</sup> *Evaluation of The People's Network* November 2004 Big Lottery Research

patients to receive health information and exercise choice. A clear distinction emerged between giving health advice - which is clearly the role of the GP - and health choice information, which is an extension of the natural role of the librarian as an information provider.

The evaluation<sup>3</sup> concluded: *“The low level of take-up of the scheme has made it difficult to draw any firm conclusions on the impact of the scheme, particularly from patient perspective. However, the following points emerge:*

- *The model fits with the core purpose of the public library service in providing trusted information for all.*
- *The model has the potential to fulfill local priorities, particularly those in partnership with the health sector.*
- *Sustainability for any of the partners involved would not appear to be a potential problem, unless the number of users was to increase substantially.*
- *The main barriers seem to emerge from the GPs’ perceptions rather than the librarians’ perceptions.*
- *Some development of the scheme is required to fully realize its potential, in particular, awareness-raising amongst GPs.”*

The independent evaluation noted that despite low numbers, *“the P4P library pilot scheme should be continued and extended nationally, to provide access to choice information for those members of society who may not have internet access at home or at work ... should therefore be measured qualitatively, in terms of meeting Government agendas on healthy communities, social exclusion, equity of access and choice.”*

As a result of exploring and scoping the links between the public library service, health and Choice, Health Link had a number of unique products arising from its Partnership for Patients initiative including:

- Choice Training material for library staff developed with the Department of Health
- Detailed evaluation from library staff on the training content and approach

The training was positively evaluated but library staff expressed concern about forgetting their training if it went unused. Similarly access to training needed to be cost effective and accessible to the 21,000 staff in the public library sector. It therefore became clear that some easy to use, accessible training was needed so that library staff could do the training without undue disruption to their day and have on-going access to elements of it for updating. To this end, an e-learning training package was developed by Health Link using the evaluated training content, for piloting in the Yorkshire and Humber region.

**2.5 NHS Choices** is a website designed to help patients make choices from lifestyle decisions about, for example, smoking, drinking and exercise, through to the practical aspects of comparing and choosing NHS services when they are needed, and booking a hospital appointment online through Choose and Book. Having explored how this service could be made more widely available through the Partnership for Patients Patient Choice pilot project, Health Link was commissioned by NHS Choices to embed the skills to support patients in Choice more deeply in the public library sector by piloting E-Learning.

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<sup>3</sup>*Patient Choice Public Library Pilot Evaluation Report* Loughborough University June 2008  
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**2.6 Yorkshire and Humber** was chosen as the region to test the effectiveness of e-learning training of library staff on how to navigate patients around the NHS Choices website. The Yorkshire and Humber Assembly was considering implementing the Partnership for Patients model across the sector. The Assembly is a partnership of all local authorities in the region and representatives of various economic, social and environmental sectors. The region covers an area of 15411 square kilometres and has a population of over five million. It covers a wide range of demographics from very deprived areas in Hull to the prosperous community of York and from an Asian population of 11% in Kirklees to only 1.75% in York. 79 libraries in the region agreed to take part in the E-Learning pilot within 8 local authorities, the demographic of health profile of which is shown in Appendix 2.

**TABLE 2 - PILOT LIBRARY AUTHORITIES IN THE E-LEARNING PILOT**

<b>Barnsley</b>	<b>Hull</b>	<b>Leeds</b>	<b>Sheffield</b>
<b>Calderdale</b>	<b>Kirklees</b>	<b>Rotherham</b>	<b>York</b>

**2.7 E-Learning** This is a type of learning which takes place online via a series of lessons, practices and quizzes. It does not require face-to-face interaction. E-learning allows library staff to choose their own learning timescale as they log in as and when they wish to complete all or part of the course. There are many commercial VLEs available (Virtual Learning Environments), increasingly used in the business and education sectors. A review of research evidence by the government agency, BECTA (What the Research Says about Virtual Learning Environments in Teaching and Learning British Educational Communications and Technology Agency 2004) on VLEs in education noted that benefits for students included:

- Flexibility of ‘anytime, anywhere’ access
- Learning gains in ICT
- Improved motivation and engagement
- Development of higher level learning styles
- New approaches to learning through online discussion forums

We used the open source e-learning software, Moodle (<http://moodle.org>), which is widely used in the education sector, as the most cost effective solution. The principle underlying Moodle is one of collaborative learning, which is fitting for Partnership for Patients. Moodle is used in 196 countries and has over 39,000 registered sites, having developed rapidly since 2003. It has the advantage of being scaleable, which is important for providing training nationally in a cost effective way. The Open University is one of the largest Moodle users with over 10,000 users. Moodle also has a back office which records who has logged on and when and with what results. IT support was provided by the specialist host provider and learning support by Health Link over the telephone.

### 3. Project Aims and Objectives

The project aim was to develop and test accessible training for library staff in general, on supporting patients in Choice, building on the lessons of the Partnership for Patients pilots. Objectives were:

1. To update the evaluated training materials used in Partnership for Patients
2. To make the training available as an E-learning package
3. To evaluate the training in the library authorities in Yorkshire and Humber region

### 4. Methodology

The training content was updated, converted into E-Learning and piloted before being offered on Moodle to the pilot branch staff. The following instruments were used to assess the merit of the E-Learning:

- An online evaluation that all participants were invited to complete (attached at [Appendix 3](#))
- Telephone interviews with 6 staff who volunteered to provide more in depth feedback.

More detail is provided below on our methodology.

**4.1 The Steering Group** A steering group was set up at the beginning of the project. It comprised representatives from the Museums, Libraries and Archive Council, NHS Choices, both of whom are funders of the project, the health subgroup lead of Society of Chief Librarians and Health Link. A list of the Group members is attached at [Appendix 4](#).

**4.2 Selecting Pilot Libraries** Yorkshire and Humber Strategic Health Authority had shown keen interest in rolling out the Partnership for Patients project. The Steering Group agreed to engage the SHA and Library authorities to pilot this E-Learning. The project was presented to the Executive of the Society of Chief Librarians by John Dolan, MLA Head of Library Policy for England. As a result of further discussion at the Society's Health Sub Group, Yorkshire and Humber library authority volunteered to pilot this project.



Selection criteria related to branch location and staffing.

- **Location:** Each library authority selected three libraries with access to computers that have audio function in their area, so that across all the pilots there was representation from a range of the following characteristics:
  - deprivation
  - rurality
  - BME population
  - library workforce size

- **Staffing:** Each library was asked to select 3 staff to provide representation from the following staff categories:
  - A library manager
  - A front line member of staff
  - A supervisor (or equivalent)

The following library authorities were selected:

<b>TABLE 3 LIBRARY BRANCHES SELECTED FOR THE PILOT BY AUTHORITIES</b>	
<b>KIRKLEES</b>	<b>YORK</b>
Dewsbury Library	York Library
Shepley Library & Information Centre Birkby/Fartown Library and Information Centre	Explore Acomb Library Centre Tang Hall Library
<b>HULL</b>	<b>SHEFFIELD</b>
Central Reference Library Greenwood Avenue Library Western Library	Central Library Upper Thorpe Library Gleadless Library
<b>CALDERDALE</b>	<b>ROTHERHAM</b>
Central Library King Cross Library Todmorden Library	Kiveton Park Library Central Library Maltby Library
<b>BARNSLEY</b>	<b>LEEDS</b>
Barnsley Central Library Worsbrough Library Thurnscoe Lifelong Learning Centre	Leeds Central Library Chapel Allerton Library Garforth Library

Detailed data about the authorities and their populations is shown at [Appendix 4](#).

**4.3 Scheme of Work for the E-Learning:** A Scheme of work was developed incorporating learning objectives and lesson plans. The learning objectives for participants in the training were to:

1. Become familiar with the NHS Choices website
2. Understand library staff role in guiding patients to compare hospitals
3. Support patients in Choosing and Booking a provider
4. Understand and meet patient confidentiality requirements
5. Signpost patients' queries beyond the scope of library support, appropriately

*"The content was ideal as an introduction to 'Choices'. Staff in Rotherham have been really pleased with the "How to find a GP or dentist" option as it's one of the most common enquiries."*  
*Manager, Rotherham Libraries*

With support from Manager of Rotherham Libraries, Bernard Murphy, we invited all the libraries in the region to participate in the pilot. Eight library authorities responded. The e-learning

lessons developed using updated training material from the Patient Choice Pilot, with additional material on the ethics of supporting patients without directing them in their choices. The draft lessons were then road tested by Waltham Forest and Bromley library staff. The Manager, Rotherham Libraries then notified pilot participants when the e-learning would be going live and passed on our instructions on how to log in.

**4.4 E-Learning Tool:** Health Link commissioned Web Anywhere, one of the handful of approved Moodle partners in the UK which has a track record in hosting e-learning for schools, to construct and host the NHS Choices E-learning website. We designed the framework, content and layout of the lessons, some with input from NHS Connecting for Health. We also produced quizzes and practice sessions as part of the learning and to provide some means of tracking participants' progress in the Moodle 'back office.' All draft material was reviewed and approved by the Steering Group.

**4.5 Evaluations:** The evaluation survey included on the system was used to gather users' views in general and their detailed thoughts on:

- The e-learning package, including speed of navigation, the time it took to complete and its usability.
- The NHS Choices website.
- The frequency and nature of health queries from the public to library staff

Demographic data on respondents was also collected.

Respondents were invited to participate in telephone interviews to discuss the E-Learning in greater depth. Six interviews were completed, covering:

- the role of libraries in choice,
- supporting patients,
- suggested improvements to the package
- keeping skills up to date

## 5. Findings

In total 77 learners were identified for participation in the pilot. The table below shows the range of staff that participated, where respondents provided this information.

TABLE 4 - Number and levels of staff who participated					
Library Manager	2	Principal Library Assistant	2	Customer Services Manager	1
Assistant Area Manger	1	Customer Services Officer	3	Patient Health Information Officer	1
Patient Librarian	1	Information Resources Officer	2	Customer Services officer	3
Neighbourhood Renewal Manager	1	Learning Coordinator	2	Supervisor	1
Information Assistant	1	Branch Manager	1	Information Librarian	1

**TABLE 4 - Number and levels of staff who participated**

Library Coordinator	1	Service Support Assistant	1	Library Assistant	8
Information Specialist	1	Assistant Librarian	2	Service Support Assistant	1
Team Leader	1	Reader Assistant	1	NO ANSWER	38

Not all staff completed all the lessons and 16 did not complete the evaluation surveys. The table below identifies the percentage of participants who completed both all the lessons and the surveys, per Library Authority.

**TABLE 5 COMPLETION RATES - LESSONS AND EVALUATION SURVEYS**

LIBRARY AUTHORITY	E-LEARNING PARTICIPANTS WHO VIEWED LESSONS	E-LEARNING PARTICIPANTS WHO COMPLETED SURVEYS
Barnsley (10)	100%	100%
Calderdale (10)	44%	44%
Hull (9)	89%	33%
Kirklees (10)	100%	100%
Leeds (9)	66%	66%
Rotherham (10)	90%	70%
Sheffield (9)	55%	33%
York (10)	100%	40%
(total 77staff)		

Feedback was very positive overall with suggestions made for improvements. The data gathered is presented in 2 sections below: findings from the online survey and findings from the 6 telephone interviews.

### 5.1 Online Survey results

61 surveys were received.

**5.1.1 The participants and their experience:** The majority of the respondents were between 40 and 59 and they all had regular experience of handling health enquiries, in common with their colleagues across the library service who deal with this topic frequently. The Tables below give more detail on the profile of the respondents.

**TABLE 6: DEMOGRAPHICS OF RESPONDENTS**

GENDER			
Male	15%	Female	80%
AGE RANGE			
18-29	5%	40-49	34%
30-39	10%	50-59	36%
60-69		8%	

**TABLE 7: EXPERIENCE OF HEALTH ENQUIRIES**

Experience	No./Responded	%
Has given info on health issues, in last 6 months, 1-5 times a week	37/40	61%
Been asked about particular conditions	34*	56%
Been asked about healthy lifestyles	15*	25%
Been asked about finding a GP	11*	18%

**5.1.2 Views on the E-Learning:** When asked to rate the NHS Choices E-Learning overall, the majority (64%) rated them 'Excellent' or 'Very Good'. Detailed results are given in the Table below.

**TABLE 8: VIEWS THE E-LEARNING**

Lessons	Total Responses	Excellent		V good		Fair		Poor	
		%	no.	%	no.	%	no.	%	no.
Lessons Overall	61/61 (100%)	7%	4	57%	35	33%	20	3%	2
Ethics of your role Quiz	51/61 (84%)	7%	4	52%	32	25%	15	-	-
Health/Choice/Libraries Quiz	51/61 (84%)	5%	17	48%	29	28%	17	3%	2
Intro to Lessons	51/61 (84%)	7%	4	57%	35	20%	12	-	-
Meeting Special Needs	52/61 (85%)	7%	4	52%	32	26%	16	-	-
Choice in More Detail	52/61 (85%)	5%	3	54%	33	26%	16	-	-
Choosing Services	51/61 (84%)	5%	3	59%	36	18%	11	2%	1
Choosing a Hospital	51/61 (84%)	8%	5	56%	34	20%	12	2%	1
Choose and Booking	50/61 (82%)	8%	5	46%	28	25%	15	3%	2
Ethics of Your Role	51/61 (84%)	10%	6	56%	34	16%	10	2%	1

Survey respondents particularly valued the quizzes and the lesson on Ethics, which set out new material we had developed about the ethics of supporting patients in making choices without directing them. 2 respondents noted that the site was clear and simple. Other views are summarised in the Table below.

**TABLE 9: OTHER VIEWS USING THE SITE**

	No./Responded	%
Found it easy to navigate the site	35/59	57%
Would recommend the site to colleagues	54/59	89%
Found the speed of the programme about right	53/58	87%
Did not need any support with the site	45/47	74%
Completed the course in working time	53/59	87%
Completed the course in one session	33/59	54%
Found the design and the feel of the site interesting	43/58	70%
I have been asked about booking an appointment	1*	2%



**5.1.3 Improvements suggested:** The Table below summarises the improvements recommended in the evaluation survey.

<b>TABLE 10 : THEMED SUGGESTIONS FOR IMPROVEMENTS FROM THE SURVEY</b>	
<b>THEME</b>	<b>IMPROVEMENT (numbers who suggested this)</b>
<b>CONTENT</b>	<ul style="list-style-type: none"> <li>▪ More quizzes needed (15)</li> <li>▪ Clearer instructions needed on Introduction, Lessons, Map of Medicine and Choose and Book (13)</li> </ul>
<b>NAVIGATION AND INSTRUCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Menu Link needed on all pages (R*)</li> <li>▪ Link to Lesson 8 (Ethics) on all lessons confusing ( 2 )</li> <li>▪ Move Ethics to first lesson or part of the introduction (R*)</li> <li>▪ Needing two windows open at the same time was annoying (2)</li> </ul>
<b>INTERACTIVITY</b>	<ul style="list-style-type: none"> <li>▪ Sound and animation needed (5)</li> <li>▪ Mock URBN needed to practice booking an appointment (R*)</li> <li>▪ Links to the Choose and Book site need to be improved (3)</li> </ul>
<b>GENERAL</b>	<ul style="list-style-type: none"> <li>▪ Replace E-learning with an A4 hard copy (2)</li> <li>▪ Takes too long to upload videos (1)</li> </ul>

\* (R) recommendation

**5.1.4 Outcome:** On all the topics, the majority of staff felt confident or very confident after doing the E-Learning on a number of key tasks derived from the learning objectives. The table below provides more detail.

<b>TABLE 11: LEVELS CONFIDENCE AFTER USING THE E-LEARNING</b>				
<b>TOPIC</b>	<b>VERY CONFIDENT</b>	<b>CONFIDENT</b>	<b>NOT AT ALL CONFIDENT</b>	<b>DON'T KNOW</b>
Links between health, choice & libraries	23%	62%	7%	5%
What the NHS Choices Website offers	26%	67%	3%	2%
Making site accessible for special needs	16%	52%	25%	3%
Information on Conditions & Treatments	34%	52%	10%	2%
How to find out about GPs performance	31%	62%	5%	0%
How to compare hospitals	30%	56%	13%	0%
How to maintain patient confidentiality	39%	57%	2%	0%

## 5.2 Telephone Interviews - summary of findings

Interviews were carried out with six members of staff. Main themes are summarised below.

**5.2.1 Views on expanding role of Libraries in Choice:** 3/6 staff thought this was a good idea. Comments related to:

- giving people information and guidance through the process was viewed positively
- it helped people make decisions
- libraries were seen as trustworthy and unbiased
- NHS Choices is reliable and trust worthy site.

**5.2.2 Supporting People with low IT skill:** 3/6 people said that supporting people with low IT skills was not difficult. However for the remainder of the staff interviewed time was an issue

**5.2.3 Suggestions for improvement to Special Needs lessons:**

- No improvements needed (4)
- Would refer any problems to IT .
- Hard to devise a package that would meet everyone’s different special needs
- Difficult to change the font size
- Difficult to create an NHS Choices account

**5.2.4 Suggested improvements to Choose and Book:** all but one Authority highlighted that it would be useful to have a mock UBRN number to practice on.

**5.2.5 Cross Sector Acceptability of E learning Lessons:** all staff felt that the lessons were pitched right with one commenting that they was rather wordy

**5.2.6 Suggestions for Improvements to navigation:** one made a comment about the Ethics lesson link at the top of every lesson being in appropriate. Another four noted that the learner needed to jump around the site, while another found it hard to keep track of what they had done. Finally, the need to ensure that the Choices website needed to be opened was raised repeatedly.

## 5.3 Verbatim Results from Staff Telephone Interviews

The telephone interviews explored six topics in more depth, shown in the table below.

TABLE 12: SAMPLE COMMENTS ON THE SIX TOPICS			
AREA	TOPICS		
	VIEWS ON EXPANDING ROLE OF LIBRARIES IN CHOICE:	SUPPORTING THOSE WITH LOW/NO IT SKILLS TO USE NHS CHOICES	SUGGESTIONS FOR IMPROVEMENTS TO SPECIAL NEEDS LESSONS :
Barnsley	<i>“Good idea, give people information, helps them to understand what theywant.”</i>	<i>“Not too difficult, people prefer to have someone by their side”</i>	<i>“No problem”</i>

TABLE 12: SAMPLE COMMENTS ON THE SIX TOPICS

AREA	TOPICS		
	VIEWS ON EXPANDING ROLE OF LIBRARIES IN CHOICE:	SUPPORTING THOSE WITH LOW/NO IT SKILLS TO USE NHS CHOICES	SUGGESTIONS FOR IMPROVEMENTS TO SPECIAL NEEDS LESSONS :
Hull	<i>"Very good idea, people in the library can help them through that process"</i>	<i>"Can be time consuming. Have taster sessions and beginners courses. Some people just want you to do it for them"</i>	<i>"Don't think it is an issue"</i>
Kirklees	<i>"Built good links with the PCT, received funding from them"</i>	<i>" this can be difficult, sue to time constraints during busy times when people have little or no IT skills "</i>	<i>"Ok, any problems were referred to IT"</i>
Leeds	<i>"Enables to give information to help individual decision making. We are seen as trustworthy and unbiased. NHS Choices is reliable and trustworthy"</i>	<i>"Here we can give 1:1 sessions, which are planned by librarians."</i>	<i>"Hard to devise a package for everyone. You need a certain amount of technological knowledge. Need to identify before hand what people might need".</i>
Rotherham	<i>"Good idea, people go to libraries for information anyway so information about their health choices is a natural link to make".</i>	<i>"Need to give them more support, we run a beginners class. But it takes time"</i>	<i>"Difficult to change font sizes, not able to set up a personal account"</i>
Sheffield	<i>"Good that libraries are moving with the times"</i>	<i>"Not difficult at all"</i>	<i>"Not a problem".</i>
	SUGGESTIONS FROM IMPROVEMENTS TO CHOOSE AND BOOK:	CROSS SECTOR ACCEPTABILITY OF THE E-LEARNING LESSONS	SUGGESTIONS FOR IMPROVEMENTS TO NAVIGATION:
Barnsley	<i>"Fine".</i>	<i>"Pitched perfectly".</i>	<i>"Didn't have a problem"</i>
Hull	<i>"Definitely need a mock exercise to do".</i>	<i>"Found it too easy, needs to be more challenging, more quizzes, more detail".</i>	<i>"Bit confusing with ethics lesson, would be helpful to be told current lesson and what has been done".</i>
Kirklees	<i>"A mock site".</i>	<i>"Pitched about right".</i>	<i>"Need to stress that you need to open choices website".</i>
Leeds	<i>"Big help to have a mock site".</i>	<i>"Aimed right, to a range of staff".</i>	<i>"Ethics link could be at the beginning before the lessons. Although ethics information is important for staff and customers".</i>
Rotherham	<i>"Useful to have practice, a mock site, role-play".</i>	<i>"Tone right, a bit wordy"..</i>	<i>"Spent a lot of time flicking between lessons, hard to keep track of what I've done".</i>
Sheffield	<i>"Needs to be more thorough, more opportunity for dummy practice".</i>	<i>"About right".</i>	<i>"Felt it jumped about a bit, more guidance needed".</i>

## 6. Conclusions and Recommendations

The level of engagement with staff at both senior and frontline level in the E-Learning pilot was very encouraging. The overall approach was clearly right within the E-Learning content although there were some issues on clarity of wording and structure, lack of animation and the lack of a mock UBRN number to practise Choose and Book - this last was a strong theme in the evaluation of the Patient Choice Pilot training. Many helpful suggestions have been made on how the E-learning can be improved. It is clear from the feedback on current levels of health enquiries that the public library service is seen by the public as a health information provider and an agent for choice. There are ethical and patient confidentiality issues to be explicitly addressed in this emerging role and the attempt to cover these in the E-Learning seems to have been successful. Crucially the use of quizzes, which can be adapted to match the real life context of what patients want from library staff, appears to be a very good way to extend and test knowledge and the Moodle software enables completion and success in these quizzes to be tracked, as a way of quality assuring the training at no extra cost. It is clear from this pilot that E-Learning on Moodle provides a cost effective way of skilling up library staff further to fulfill this important role in supporting patients to make choices through the NHS Choices website.

### Recommendations

1. The content of the E-Learning needs to be updated inline with the feedback received in the pilot
2. A Mock UBRN or 'sandpit' needs to be produced to enable staff to practise Choose and Book
3. A national roll out of the training should be expedited to build the capacity of the library sector to meet the possible increase in demand for their support as Choices gains more prominence with the forthcoming advent of the NHS Constitution enshrining the right to Choice in law.
4. Monitoring and feedback need to continue to ensure the training continues to meet needs as the choice agent role changes and matures in the library sector.

LIBRARY FACTS	DATA
<b>INFRASTRUCTURE</b>	
No. of Public Libraries (excluding those open < 10 hrs) <sup>i</sup>	3,041
Mobile libraries	433
% Libraries open more than 29 hours per week	63%
No. of visits (2003/04 4.3% increase) <sup>ii</sup>	274 million
Annual Budget	£1.13 billion
Staff Nos.	21,690
People's Network for public use (broadband enabled PCs)	30,000
Enquiries dealt with per year	58.5 million
Nos. of housebound readers (i.e. receiving a service at home)	94,787
% Libraries with assistive technology installed for disabled PC users	72%
% Libraries where staff trained to support disabled people	72%
Provision of large print or audio for visually impaired	c.99%
Existing Referral systems with GPs (Books on Prescription) <sup>iii</sup>	50% (by end 2006)
<b>LIBRARY USER PROFILE</b>	
Population per public library	14419
Housebound Readers	113,000
Males as % of users <sup>iv</sup>	41.1%
Females as % of users <sup>v</sup>	58.9%
Older people (all > 55) as % of users <sup>vi</sup>	47.3%
Older people (55-64) as % of users	16.3%
Older people (65-74) as % of users	18.7%
Older people (> 75) as % of users	12.3%
Retired People as % of users <sup>vii</sup>	36.7%
<b>USER SATISFACTION</b>	
% Rating library good/ very good in Public Library User Survey	93%
<b>PERCENTAGE OF LIBRARY USERS<sup>viii</sup> IN POPULATION SUBGROUPS</b>	
% population (all) who are registered to use the library	58% (34,350,906)
% Population (all) who are actual library users <sup>ix</sup>	48.2%
% Minority Ethnic population (all)	56.8%
% White population	47.4%
% Asian or British Asian People <sup>x</sup>	54%
% Black or British Black People <sup>4</sup>	52%
% People in Chinese or other ethnic groups	49%
% People with Mixed Ethnicity <sup>5</sup>	42%
% Those with no Disability or Illness	50.3%
% Those with Non-limiting Disability or Illness	46.4%
% Those with Limiting Disability or Illness	42.4%
% Unemployed people using libraries	54.3%
% From Higher Socio Economic Group	52.1%
% From Lower Socio Economic Group	40.9%

## DEMOGRAPHIC AND HEALTH PROFILE OF YORKSHIRE &amp; HUMBER

TABLE - DEMOGRAPHIC & HEALTH PROFILE OF YORKSHIRE AND HUMBER LOCAL AUTHORITIES										
KEY		HIGHEST	CALDERDALE	BARNSELY	HULL	KIRKLEES	LEEDS	ROTHERHAM	SHEFFIELD	YORK
		LOWEST								
INDICATORS		National Av.								
Population	No.		198,500	218,063	256,200	398,200	750,200	253,300	525,800	191,800
	Density	3.9	5.5	6.6	35.9	9.7	13.6	8.8	14.3	7.1
Life expectancy	Male	77.3	76.1	75.5	74.7	76.2	76.7	75.8	77.0	77.9
	Female	81.6	81.4	79.8	79	80.5	81.6	80.4	81.2	83.1
Ethnicity %	White	89.1	91.1	99.1	94.9	84.5	89.1	95.5	88.7	95.6
	Mixed	1.6	1	0.4	1	1.6	1.7	0.8	1.8	0.9
	Asian	5.3	6.8	0.3	1.8	11.7	5.4	2.8	5.4	1.7
	Black	2.7	0.6	0.1	1	1.6	2	0.6	2.4	0.5
	Chinese/other	1.3	0.6	0.2	1.3	0.5	1.8	0.5	1.6	1.3
Rurality <sup>1</sup>	Rural %	27%	30%	20%	0%	13%	12%	12%	2%	60%
	Class	-	SR	SR	LU	MU	MU	LU	LU	R50
Deprivation	Rank of Av. Score	-	107	43	11	82	85	68	63	242
Health inequalities	Infant mortality <sup>2</sup>	5.1	6.7	5.2	4.9	7.5	6	7	5.4	4.9
	Under-18 pregnancy <sup>3</sup>	41.5	43	49.6	79	43.6	46.5	51.5	54.4	35.1
Self Assessed Health <sup>4</sup>	Good	68.8	67.6	61.3	65.2	67.7	68.3	64.5	65.2	70.3
	Fairly good	22.2	22.5	24.6	23.6	22.5	21.9	23.5	23.5	21.7
	Not good	9	9.8	14	11.2	9.8	9.8	12.1	11.3	8

## DEMOGRAPHIC AND HEALTH PROFILE OF YORKSHIRE &amp; HUMBER

TABLE - DEMOGRAPHIC &amp; HEALTH PROFILE OF YORKSHIRE AND HUMBER LOCAL AUTHORITIES

KEY	HIGHEST	CALDERDALE	BARNSELY	HULL	KIRKLEES	LEEDS	ROTHERHAM	SHEFFIELD	YORK	
	LOWEST									
INDICATORS		National Av.								
GP practices	Practices	8478	27	40	56	78	118	39	94	105
	GPs per 100K	58	50-55	50-55	50-55	55-60	60-65	50-55	65-70	70-75
	Av. patient list	5987	7352	6311	4575	5105	6358	6495	5594	1827
Free public Internet access	Libraries		21	18	14	26	56	14	28	14
	Internet PCs		182	154	169	270	533	168	248	142
Library staff	Prof. posts	4,677.6	15.8	17.8	24.5	39.5	73.0	24.0	67.5	13.9
	Other posts	17,077.9	68.0	55.3	97.6	128.3	329.6	87.0	187.0	53.8
	Staff per 1000	0.43	0.42	0.33	0.48	0.42	0.54	0.44	0.48	0.35
	Visits p.a	1,506,344	419,900	435,812	509,494	677,976	688,177	480,064	296,157	458,033
<sup>1</sup> Rurality classes:	Description									
	Major urban (MU)	Large urban (LU)	Significant urban (SR)	Other urban (OU)	Rural-50 (R50)	Rural-80 (R80)				
<sup>2</sup> Deaths at > r 1 year, per 1000 live births <sup>3</sup>		Pregnancies per 1000 women aged 15-17					<sup>4</sup> Based on the 2001 Census			

Dear

**NHS Choices E learning Pilot Yorkshire and Humber - GOES LIVE**

Firstly, thank you all so much for participating in the above pilot project, we are all very grateful to you and appreciate your and your staffs support. This e learning site will be live from Wednesday 23<sup>rd</sup> July 2008 at 12.00. We hope that your staff will enjoy working through the lessons. You can access these lessons by clicking on the following link.

<http://health-link.moodle.overnetdata.com/>

**Before your staff start please make sure they have the following:**

- login and their password
- that the computer is activated for sound
- should they need any support in configuring your computer
  - please contact your IT department and refer them to the attached document which may be of help
- that they keep to hand Jenny's (020 72494493) and my phone number in case support is needed.

**Completing the lessons:**

Please ask your staff to work through the eight lessons, with quizzes and practice sessions to help them track their progress. The lessons should take them between 60 and 90 minutes. They can start or leave a lesson at any time and log back into the Lesson you are up to next time you log in.

After completing this course your staff will know how to make the links between health, choice & libraries, navigate the Choices Website. Personalize the site and meet the needs of users with special needs help users find out about Living Well, different treatments and conditions and help users to find services such as GPs & sports centers. They will be able to support patients to compare hospitals and help patients Choose & Book a hospital appointment. In addition, they will understand the ethics of your role including patient confidentiality

**Feedback**

Your staff's feedback back is important to us, please ask them complete the survey at the end of the course, this will shape the lessons for the future.

We are aiming to have the piloting completed by 3<sup>rd</sup> September 2008 should you feel that this is not achievable, please let Jenny or myself know.

Again thank you for your support and we will be in touch shortly.



Health Link has developed the NHS Choices E-Learning for library staff in collaboration with the Department of Health and the Museums, Libraries and Archives Council. It is based on Health Link training given to 230 library staff in the Partnership for Patients Library Choice pilots where 10 library authorities tested out the role of library staff supporting patients to choose a hospital and book their appointment online. NHS Choices covers this role as well as providing information about healthy lifestyles and understanding conditions and treatments. We are aiming to train library staff to support the public to use the whole range of support on the site. We are now piloting this expanded NHS Choices E-Learning with library staff in your area and would be grateful if you would help us by completing this survey, so we can improve the training before offering it more widely. The survey will take 10-15 minutes to complete and is anonymous and we will feedback overall findings to your Chief Librarian.

#### A. WHAT TENDS TO HAPPEN IN YOUR LIBRARY SERVICE ON HEALTH INFORMATION

1 a) In the last 6 months have you been asked to give information to a member of the public on any health issue?  Yes  No

1 b) If yes, on average how many times a week do you give such information?  1-5 times  5-10 times  more than 10 times

1c) Did this relate to (please tick all that apply):

Healthy Lifestyles  Particular conditions  Comparing hospitals  Booking an appointment  Finding a GP

Other  Please specify

.....

#### B. ABOUT YOUR EXPERIENCE OF USING THE NHS CHOICES E LEARNING LESSONS

2. How would you rate the NHS Choice E learning lessons overall?  excellent  very good  fair  poor

3. How would you rate each of the NHS Choice E learning lessons and the related quizzes or practices?

a) Health, Choice & Libraries Lesson	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very good
<input type="checkbox"/> Fair	<input type="checkbox"/> Very useful	<input type="checkbox"/> Useful
<input type="checkbox"/> Poor	<input type="checkbox"/> Not Useful	<input type="checkbox"/> Poor
The Quiz or Practice		

b) Introduction to NHS Choices	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very good
<input type="checkbox"/> fair	<input type="checkbox"/> Very useful	<input type="checkbox"/> Useful
<input type="checkbox"/> Poor	<input type="checkbox"/> Not Useful	<input type="checkbox"/> Poor
The Quiz or Practice		

c) Meeting Special needs	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very good
<input type="checkbox"/> Fair		
<input type="checkbox"/> Poor		

The Quiz or Practice  
 Not Useful     poor

Very useful     Useful

d) NHS Choices in more detail  
Good     Fair     Poor  
The Quiz or Practice  
 Not Useful     Poor

Excellent     Very  
 Very useful     Useful

e) Choosing services  
Good     Fair     Poor  
The Quiz or Practice  
 Not Useful     Poor

Excellent     Very  
 Very useful     Useful

f) Choosing hospitals  
Good     Fair     Poor  
The Quiz or Practice  
 Not Useful     Poor

Excellent     Very  
 Very useful     Useful

g) Choose & book appointments  
Good     Fair     Poor  
The Quiz or Practice  
 Not Useful     Poor

Excellent     Very  
 Very useful     Useful

h) The Ethics of your role  
Good     Fair     Poor  
The Quiz or Practice  
 Not Useful     Poor

Excellent     Very  
 Very useful     Useful

4. Please suggest any improvements that would make the lessons more useful (please specify the lesson concerned as a), B0 etc. or say 'overall'. (e.g. clearer instructions, more quizzes, shorter practice sessions)

.....  
.....  
.....  
.....  
.....

5. After doing the E-learning lessons, how confident do you or don't you feel on the following topics?

a) Links between health, Choice & libraries  
 Not at all confident     D/K

Very confident     Confident

b) What the NHS Choices website offers  
 Not at all confident     D/K

Very confident     Confident

- c) Making the site accessible for special needs  Very confident  Confident  
 Not at all confident  D/K
- d) Finding information on Conditions and Treatments  Very confident  Confident  
 Not at all confident  D/K
- e) How to find out about GPs performance  Very confident  Confident  
 Not at all confident  D/K
- f) How to compare hospitals  Very confident  Confident  
 Not at all confident  D/K
- g) How to maintain patient confidentiality  Very confident  Confident  
 Not at all confident  D/K

6. How easy or difficult did you find navigating around the site?  Very easy  Easy  A little difficult  Very difficult

7. How did you find the overall look and design of the site?  Very interesting  Interesting  Dull  D/K

8. Which of these statements best matches your experience of using the site (please tick one):

- The programme was too slow
- The speed of the programme was about right
- The programme was timed out before I could finish what I was doing.

**C. SUPPORT IN USING THE NHS CHOICES E-LEARNING**

11a) Did you need any support to complete the lessons?  Yes  No (If 'No' please go to question 14)

11b) Did you obtain support to complete the lessons?  Yes  No

11c) If yes, please specify whom you obtained your support from. (Please tick all that apply)

- Health Link  NHSIT support  Council's IT department  Your Manager  Library Branch Staff  Other .....

12. How well or poorly did the support meet your needs?  Very well  Quite Well  Not very well  Not at all

13. Explain any extra help you would need (e.g. more time, more I.T. support)  
 .....  
 .....

14. Please estimate how long it took you, on average, to complete each of the E-Learning lessons.....minutes

15. Did you do the NHS choice E-learning  All in your own time  All in your working time  Partly home partly work

16. Did you complete each lesson in one separate session?  Yes  No

17. Would you recommend NHS Choices E-learning to another library colleague   
Yes  No

19. NHS Choices will be grateful for your feedback on the website. Please go to [www.nhs.uk](http://www.nhs.uk) to comment.

To help us explore improvements to the E-Learning in more detail, would you be willing to participate in a brief telephone interview? If so, please give us your name & phone no. here.....

THE FOLLOWING INFORMATION WOULD HELP US TO MAKE SURE WE HAVE A GOOD SAMPLE OF OPINION ON THE E-LEARNING

YOUR GENDER  Male  Female      YOUR AGE  18-29  30-39   
40-49  50-59  60-69

YOUR JOB TITLE.....

NAME OF LIBRARY .....

Alison Wheeler (Society of Chief Librarians)  
Jonathan Carr-Brown (Department of Health) - JCB  
Nicola Gill (Department of Health)  
Peter Appleton (NHS Connecting for Health)  
Sarah Wilkie (Museums, Libraries and Archives Council)  
Elizabeth Manero (Health Link)  
Jenny Sharp (Health Link)

---

i CIPFA Public Library Actuals 2004 -2005

ii CIPFA 2002/03

iii Where a GP issues a 'prescription' for people with mild to moderate mental health problems to access designated self help books at the public library.

iv CIPFA UK 2001-2002

v CIPFA UK 2001-2002

vi CIPFA UK 2001-2002

vii IPF 2001-2002

viii Attended a library at least once in past 12 months

ix DCMS 2006

x-13 Snapshot data over a 12 month period. 2003 (Bridgwood et al.)



**Supporting the public  
with NHS Choices  
E-Learning Pilot Project for  
Public Library Staff  
February 2009**

*"I found this set of lessons and quizzes to be a great way to show us how we can help the public access the NHS Choices Website. Thought it was perfectly pitched and informative. Being able to do it in my own time and own pace helped me fit it into my working day."  
Librarian Barnsley Central Library*

*"The content was ideal as an introduction to 'Choices'. Staff in Rotherham have been really pleased with the How to find a GP or dentist option as it's one of the most common enquiries."  
Manager, Rotherham Libraries.*



*Strengthening public influence on health*

62, Beechwood Rd.  
London E8 3DY  
0207 254 1582

[www.health-link.org.uk](http://www.health-link.org.uk)  
[www.healthlinklibraries.co.uk](http://www.healthlinklibraries.co.uk)

## **ACKNOWLEDGEMENTS**

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Health Link 01/02/2009  
Elizabeth Manero  
Jenny Sharp  
Kasia Hadjuk  
Emily Manero

## 1 Executive Summary

**1.1 Partnership for Patients:** Health Link is an independent social enterprise working to strengthen the public voice in health. In 2006, Health Link set up Partnership for Patients, a national partnership, to pilot local partnerships between public libraries and the health services supporting patients in Choice, especially those at risk of social or digital exclusion. The Partnership consisted of the London Libraries Development Agency (LLDA), the Department of Health (DH), the Museums, Libraries and Archives Council (MLA), the Department for Food, the Environment and Rural Affairs (DEFRA) and London Health Libraries (LHL). The Patient Choice Pilot was set up to

- explore the role of public libraries in supporting patients to compare and choose hospitals and choose and book their appointments; and
- test out the provision of support from health libraries for their public library colleagues in this role

During the original Partnership for Patients Pilots, we tested the model of public libraries providing support to patients to choose a hospital and book their appointments online. The following 10 authorities took part in the 6 month pilot from April 2007, in 30 libraries:

TABLE 1 - PILOT LIBRARY AUTHORITIES IN THE PATIENT CHOICE PILOT				
Bromley	Greenwich	Hackney	Newham	Suffolk
Derbyshire	Gloucester	Haringey	Southwark	Waltham Forest

During this first pilot, we trained 253 public library staff in using the [www.nhs.uk](http://www.nhs.uk) website to compare hospitals and the Choose and Book website ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)) to book their hospital appointment online. The project, independently evaluated by Loughborough University, found that library staff were enthusiastic about providing information on choice for patients. Although patient numbers using the service were small, the libraries were seen as an independent, neutral and accessible location for patients to receive health information and exercise choice. A clear distinction emerged between giving health advice - which is clearly the role of the GP - and giving health choice information, which is an extension of the natural role of the librarian as an information provider.

**1.2 The Public Library Infrastructure - crossing the digital divide.** The public library system is a trusted and accessible presence in every community including access by mobile libraries in rural areas:

- More than 60 % of the population are registered library users
- 92% of the population is within 2 miles of a public library
- Women attend more than men (50% compared to 42%)
- Minority ethnic groups attend more than white adults (56% compared to 45%)

The Public Library Service hosts the 'People's Network' of 30,000 broadband internet linked workstations with library staff trained to provide assistance to those who require help and support. For many people, particularly in lower social economic groups, this network provides their only free access to the internet and accessible assistance to use it. Increasingly, up to date and comprehensive information on many

areas including health, is available only on the internet so this ease of access is critical to allow people, particularly in lower socio-economic groups to access information that would otherwise be denied to them.

**1.3 NHS Choices** ([www.nhs.uk](http://www.nhs.uk)): this is a website designed to help patients make choices from lifestyle decisions about, for example, smoking, drinking and exercise, through to the practical aspects of comparing and choosing NHS services when needed, and booking a hospital appointment online through Choose and Book. Having explored how this service could be made more widely available through the Partnership for Patients Patient Choice pilot project, Health Link was commissioned by NHS Choices to embed the skills to support patients in Choice more deeply in the public library sector, by developing and piloting E-Learning based on the training successfully used in the pilots.

**1.4 Partnership for Patients - The E-Learning Pilot.** The project aim was to develop and test, accessible training for library staff in general on supporting patients in Choice, building on the lessons of the Partnership for Patients pilots. Objectives were:

1. To update the evaluated training materials used in Partnership for Patients
2. To make the training available as an E-learning package
3. To evaluate the training in the libraries authorities of the Pilot Test area of the Yorkshire and Humber Region

**1.5 Moodle:** We used the open source e-learning software, Moodle (<http://moodle.org>), which is widely used in the education sector, as the most cost effective solution. The principle underlying Moodle is one of collaborative learning, which is fitting for Partnership for Patients. Moodle is used in 196 countries and has over 39,000 registered sites, having developed rapidly since 2003. It has the advantage of being scaleable, which is important for providing training nationally in a cost effective way.

**1.6 Pilot Test Region.** Yorkshire and Humber was chosen as the region to test the effectiveness of e-learning training of library staff on how to navigate patients around the NHS Choices website. This region covers 15411 square kilometres and has a population of over five million. It covers a wide range of demographics from very deprived areas in Hull to the prosperous community of York and from an Asian population of 11% in Kirklees to only 1.75% in York. 79 libraries in the region agreed to take part in the E-Learning pilot within 8 local authorities.

**TABLE 2 - PILOT LIBRARY AUTHORITIES IN THE E-LEARNING PILOT**

<b>Barnsley</b>	<b>Hull</b>	<b>Leeds</b>	<b>Sheffield</b>
<b>Calderdale</b>	<b>Kirklees</b>	<b>Rotherham</b>	<b>York</b>

Selection criteria related to location and staffing. Each library authority selected three libraries with access to computers that have audio function, so as to give representation across all the areas from a range of deprivation levels, rurality, BME populations and library workforce size. In each library, a library manager, a frontline staff member and a supervisor (or equivalent) was asked to take part in the pilot.

**1.7 Methodology.** The learning objectives for training participants were to:

1. Become familiar with the NHS Choices website
2. Understand library staff role in guiding patients to compare hospitals
3. Support patients in Choosing and Booking a provider
4. Understand and meet patient confidentiality requirements
5. Signpost patients' queries beyond the scope of library support, appropriately

With support from Calderdale Chief Librarian, Bernard Murphy, we invited all the libraries in the region to participate in the pilot. Nine library authorities responded. The e-learning lessons developed using updated training material from the Patient Choice Pilot, with additional material on the ethics of supporting patients without directing them in their choices.

Health Link designed the content and layout of the lessons, some with input from NHS Connecting for Health. We also produced quizzes and practice sessions as part of the learning and to provide some means of tracking participant's progress in the Moodle 'back office.' All draft material was reviewed and approved by the Steering Group.

**1.8 Evaluations.** Online surveys gathered participants' views on:

- The e-learning package, including navigation, time to complete and usability.
- The NHS Choices website.
- The frequency and nature of health queries from the public to library staff
- The demographics of respondents

Six telephone interviews were also completed to obtain more in depth feedback.

**1.9 Findings.** 76 learners were invited to participate. 61% completed an online survey. 57% rated the lessons overall "Very Good" and 89% would recommend the course to colleagues. Table 3 shows staff confidence after completing the training.

<b>TABLE 3 - LEVELS CONFIDENCE AFTER USING THE E-LEARNING</b>				
<b>TOPIC</b>	<b>VERY CONFIDENT</b>	<b>CONFIDENT</b>	<b>NOT AT ALL CONFIDENT</b>	<b>DON'T KNOW</b>
Links between health, choice & libraries	23%	62%	7%	5%
What the NHS Choices Website offers	26%	67%	3%	2%
Making the site accessible for special needs	16%	52%	25%	3%
Information on Conditions & Treatments	34%	52%	10%	2%
How to find out about GPs performance	31%	62%	5%	0%
How to compare hospitals	30%	56%	13%	0%
How to maintain patient confidentiality	39%	57%	2%	0%

**1.10 Telephone Interviews - summary of findings:** Interviews were carried out with six members of staff. Main themes are described below.

**a) Views on expanding role of Libraries in Choice:** three (half) staff thought this was a good idea. Comments were:

- giving people information and guidance through the process was positive
- it helped people start discussions
- libraries were seen as trustworthy and unbiased
- NHS Choices is a reliable and trustworthy site.

**b) Supporting People with low IT skill:** three people (half) said that supporting people with low IT skills was not difficult. However, for the remainder of the staff interviewed time was an issue

**c) Suggestions for improvement to Special Needs lessons:**

- No improvements needed (4)
- Would refer any problems to IT
- It was hard to devise a package for everyone,
- Difficult to change the font size
- Difficult to create an NHS Choices account

**d) Suggested improvements to Choose and Book:** all but one Authority highlighted that it would be useful to have a mock UBRN number to practice on.

**e) Cross Sector Acceptability of E learning Lessons:** all staff felt that the lessons were pitched right, although one noted that it was rather wordy

**f) Suggestions for Improvements to navigation:** One person said that they thought that the navigation was fine while another disliked the Ethics lesson link at the top of every lesson. The other four comments related to the learner needing to jump around the site, finding it hard to keep track of what they had done, and finally the need to ensure that the Choices website needed to be opened.

**1.11 Conclusions.** Expanding the role of library staff to include assisting public access to the NHS Choices website by providing e-learning training to selected library staff had widespread support at all levels in the Public Library Service. Generally the E-Learning package was generally well received and judged to be pitched at the right level. The advantages of e-learning were appreciated by the participants. Some felt the instructions needed to be clearer and that extra tests would be useful although most completed it without support. Most completed the course all in their working time. The content of the E-Learning needs to be updated inline with the feedback received in the pilot and a national roll out of the training should be expedited to build the capacity of the library sector with the forthcoming advent of the NHS Constitution enshrining the right to Choice in law. Adequacy of the training should be monitored on an ongoing basis.

## 2. Introduction and Background

**2.1 Partnership for Patients:** Health Link is an independent social enterprise working to strengthen the public voice in health. In 2006, Health Link set up the Partnership for Patients, a national partnership, to pilot local partnerships between public libraries and the health services supporting patients in Choice, especially those at risk of social or digital exclusion. The Partnership consisted of the London Libraries Development Agency (LLDA), the Department of Health (DH), the Museums, Libraries and Archives Council (MLA), the Department for Food, the Environment and Rural Affairs (DEFRA) and London Health Libraries (LHL). The Patient Choice Pilot was set up to

- explore the role of public libraries in supporting patients to compare and choose hospitals and choose and book their appointments; and
- test out the provision of support from health libraries for their public library colleagues in this role

Partnership for Patients was established to help turn the opportunity of choice into the reality of choice, for all patients.

**2.2. Public Libraries and their strategic objectives:** Public libraries have always been learning and leisure hubs in their local communities with a statutory role in information. Increasingly they are focusing on health, well-being and empowerment.

**2.2.1 Public Library Impact Measures** were launched in March 2005 to incentivise library authorities to measure their impact on a wide range of social, cultural and community agendas, using the demographics of users including health status, deprivation and age. The four shared priorities to which the Measures relate are

- children,
- education,
- health
- older people

Measures include *‘Improving quality of life’* and *‘Promoting healthier communities and Narrowing Health Inequalities’*

**2.2.2 The Shared Priority of Promoting Healthier Communities and Narrowing Health Inequalities** includes measures for 2005/6, including provision and take up of health related stock, take up in non-English languages and Health and Further Activities which contribute to Healthier Communities.

**2.2.3 Outcomes Framework including health:** in a shift of focus from services to outcomes, the MLA has produced an Outcomes Framework for Museums, Libraries and Archives. Section G of the Framework focuses on what can be done to improve adult health and well-being. The aim is to offer opportunities for people to access services that impact on their perceptions of their overall health and well-being. Libraries are also encouraged to target groups or individuals with long standing health problems.

These factors demonstrate a sound strategic fit with the objectives of the Patient Choice policy.

## 2.3 The Public Library Infrastructure

**2.3.1 Library Access and usage:** Library use is a strong trend in society: more people go to libraries than attend football matches. In 2006/2007,

- Expenditure on public libraries was just under £1 billion.
- Libraries employ over 21,000 staff, who answer 44.1 million enquires per year.
- The busiest library in Inner London is Tower Hamlets Ideas Store, with 675,000 visits per year. This is also the third most deprived area according to the 2007 Index of Multiple Deprivation
- Libraries are accessible to all communities across the country with more remote access supplemented by mobile libraries.
- More than 60% of the population are registered library users
- 35% of the population visits a library at least once a month
- 45% of adults have visited a library in the last 12 months (18.4 million adults)
- Adults aged 24-44 and 45-64 had highest attendance (50% and 44% respectively)
- Women have higher rates of attendance than men (50% compared to 42%)
- Minority ethnic groups attend more than white adults (56% compared to 45%)
- Muslim attendance is higher than all other faith groups (62% compared to 52%)
- Disabled adults attended less than the general population (39% compared to 48%)
- 38% of adults in lower socio economic groups visited, compared to 45% of all adults
- Attendance rates were highest in London and lowest in Yorkshire and Humber

Further information about the public library service is attached at [Appendix 1](#).

**2.3.2 Libraries and social exclusion:** as the public library service has its own strategic objectives to support socially excluded communities, it ideally placed to help the NHS do the same:

- 72% of library staff are trained to support disabled people and are equipped with assistive technology to do so
- 99% of libraries provide large print or audio material
- Almost 95,000 housebound people receive a service at home from libraries
- Libraries have a reach second to none as they go into schools, prisons, sheltered housing and care homes as well as doing outreach work in rural areas through the mobile library service.

The public library service has an ethos of ‘asking no questions’ which means that anecdotally people find them welcoming and non-stigmatising. Libraries provide Books on Prescription, bibliotherapy, stress counselling, walking groups, internet classes, reading groups, benefits advice, mentoring for refugees and citizen information as well as books and a host of other offerings which improve emotional well-being, so are well-placed to act as a socially inclusive ‘Choice Hub’.

**2.3.3 Health Libraries:** In addition to public libraries, there are over 1500 health libraries in England where staff are expert in health. Based in acute hospitals and other health settings, health libraries are well placed to support their public library

colleagues on health queries, which was a role piloted with them in our Partnership for Patients Patient Choice pilot.<sup>1</sup>

**2.3.4 Libraries and the Digital Divide:** The Public Library Service hosts "The People's Network", a network of 30,000 broadband PCs across the UK used for 60 million hours by the public. 92% of the population is within 2 miles of a public library and of this resource. This is a hugely valuable resource to facilitate choice for those without access to a computer or the internet and those who are disabled.

In addition to accessible hardware in community locations, the library service's 21,000 staff are trained to provide assistance to those who require help and support, so people with little or no IT skills can be supported to access online information and resources and conduct citizen transactions online, such as Choose and Book. The internet is the 'publishing house' for information and computers are the 'printing press.' Just as you do not need to know how to work a printing press to read a book, so you should not need to know how to work a computer to access web-based information to enable informed choice. Library staff can access online information for all patients, IT literate or not, print it out and give it to them - crossing the 'digital divide' in one step.

A majority of users surveyed for the national Evaluation of the People's Network<sup>2</sup> said it would be '*difficult or impossible*' to access the service elsewhere and appreciated the supportive and informal atmosphere in the library.

Health Link recently conducted a national survey of library authorities with support from the Society of Chief Librarians. Of 150 authorities, 94 responded. Findings revealed that

- 65% (61/94) are promoting healthy lifestyles
- 71% (67/94) are providing information on treatment and conditions.

Clearly there is significant potential to follow the public's lead and skill up library staff to support the public to use NHS Choices for this purpose.

**2.4 Partnership for Patients - The Pilot** The following 10 authorities took part in piloting the role of providing information and support to Choice patients over 6 months from April 2007, in 30 libraries:

TABLE 1 - PILOT LIBRARY AUTHORITIES IN THE PATIENT CHOICE PILOT				
Bromley	Greenwich	Hackney	Newham	Suffolk
Derbyshire	Gloucester	Haringey	Southwark	Waltham Forest

During the project we trained 253 public library staff in using the [www.nhs.uk](http://www.nhs.uk) website to compare hospitals and the Choose and Book website ([www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)) to book their hospital appointment online. The project, independently evaluated by Loughborough University, found that library staff are very enthusiastic about providing information on choice for patients. Although patient numbers using the service were small, the libraries were seen as an independent, neutral and accessible location for

<sup>1</sup> <http://www.hlisd.org>

<sup>2</sup> *Evaluation of The People's Network* November 2004 Big Lottery Research  
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patients to receive health information and exercise choice. A clear distinction emerged between giving health advice - which is clearly the role of the GP - and health choice information, which is an extension of the natural role of the librarian as an information provider.

The evaluation<sup>3</sup> concluded: *“The low level of take-up of the scheme has made it difficult to draw any firm conclusions on the impact of the scheme, particularly from patient perspective. However, the following points emerge:*

- *The model fits with the core purpose of the public library service in providing trusted information for all.*
- *The model has the potential to fulfill local priorities, particularly those in partnership with the health sector.*
- *Sustainability for any of the partners involved would not appear to be a potential problem, unless the number of users was to increase substantially.*
- *The main barriers seem to emerge from the GPs’ perceptions rather than the librarians’ perceptions.*
- *Some development of the scheme is required to fully realize its potential, in particular, awareness-raising amongst GPs.”*

The independent evaluation noted that despite low numbers, *“the P4P library pilot scheme should be continued and extended nationally, to provide access to choice information for those members of society who may not have internet access at home or at work ... should therefore be measured qualitatively, in terms of meeting Government agendas on healthy communities, social exclusion, equity of access and choice.”*

As a result of exploring and scoping the links between the public library service, health and Choice, Health Link had a number of unique products arising from its Partnership for Patients initiative including:

- Choice Training material for library staff developed with the Department of Health
- Detailed evaluation from library staff on the training content and approach

The training was positively evaluated but library staff expressed concern about forgetting their training if it went unused. Similarly access to training needed to be cost effective and accessible to the 21,000 staff in the public library sector. It therefore became clear that some easy to use, accessible training was needed so that library staff could do the training without undue disruption to their day and have on-going access to elements of it for updating. To this end, an e-learning training package was developed by Health Link using the evaluated training content, for piloting in the Yorkshire and Humber region.

**2.5 NHS Choices** is a website designed to help patients make choices from lifestyle decisions about, for example, smoking, drinking and exercise, through to the practical aspects of comparing and choosing NHS services when they are needed, and booking a hospital appointment online through Choose and Book. Having explored how this service could be made more widely available through the Partnership for Patients Patient Choice pilot project, Health Link was commissioned by NHS Choices to embed the skills to support patients in Choice more deeply in the public library sector by piloting E-Learning.

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<sup>3</sup>*Patient Choice Public Library Pilot Evaluation Report* Loughborough University June 2008  
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**2.6 Yorkshire and Humber** was chosen as the region to test the effectiveness of e-learning training of library staff on how to navigate patients around the NHS Choices website. The Yorkshire and Humber Assembly was considering implementing the Partnership for Patients model across the sector. The Assembly is a partnership of all local authorities in the region and representatives of various economic, social and environmental sectors. The region covers an area of 15411 square kilometres and has a population of over five million. It covers a wide range of demographics from very deprived areas in Hull to the prosperous community of York and from an Asian population of 11% in Kirklees to only 1.75% in York. 79 libraries in the region agreed to take part in the E-Learning pilot within 8 local authorities, the demographic of health profile of which is shown in Appendix 2.

**TABLE 2 - PILOT LIBRARY AUTHORITIES IN THE E-LEARNING PILOT**

<b>Barnsley</b>	<b>Hull</b>	<b>Leeds</b>	<b>Sheffield</b>
<b>Calderdale</b>	<b>Kirklees</b>	<b>Rotherham</b>	<b>York</b>

**2.7 E-Learning** This is a type of learning which takes place online via a series of lessons, practices and quizzes. It does not require face-to-face interaction. E-learning allows library staff to choose their own learning timescale as they log in as and when they wish to complete all or part of the course. There are many commercial VLEs available (Virtual Learning Environments), increasingly used in the business and education sectors. A review of research evidence by the government agency, BECTA (What the Research Says about Virtual Learning Environments in Teaching and Learning British Educational Communications and Technology Agency 2004) on VLEs in education noted that benefits for students included:

- Flexibility of ‘anytime, anywhere’ access
- Learning gains in ICT
- Improved motivation and engagement
- Development of higher level learning styles
- New approaches to learning through online discussion forums

We used the open source e-learning software, Moodle (<http://moodle.org>), which is widely used in the education sector, as the most cost effective solution. The principle underlying Moodle is one of collaborative learning, which is fitting for Partnership for Patients. Moodle is used in 196 countries and has over 39,000 registered sites, having developed rapidly since 2003. It has the advantage of being scaleable, which is important for providing training nationally in a cost effective way. The Open University is one of the largest Moodle users with over 10,000 users. Moodle also has a back office which records who has logged on and when and with what results. IT support was provided by the specialist host provider and learning support by Health Link over the telephone.

### 3. Project Aims and Objectives

The project aim was to develop and test accessible training for library staff in general, on supporting patients in Choice, building on the lessons of the Partnership for Patients pilots. Objectives were:

1. To update the evaluated training materials used in Partnership for Patients
2. To make the training available as an E-learning package
3. To evaluate the training in the library authorities in Yorkshire and Humber region

### 4. Methodology

The training content was updated, converted into E-Learning and piloted before being offered on Moodle to the pilot branch staff. The following instruments were used to assess the merit of the E-Learning:

- An online evaluation that all participants were invited to complete (attached at [Appendix 3](#))
- Telephone interviews with 6 staff who volunteered to provide more in depth feedback.

More detail is provided below on our methodology.

**4.1 The Steering Group** A steering group was set up at the beginning of the project. It comprised representatives from the Museums, Libraries and Archive Council, NHS Choices, both of whom are funders of the project, the health subgroup lead of Society of Chief Librarians and Health Link. A list of the Group members is attached at [Appendix 4](#).

**4.2 Selecting Pilot Libraries** Yorkshire and Humber Strategic Health Authority had shown keen interest in rolling out the Partnership for Patients project. The Steering Group agreed to engage the SHA and Library authorities to pilot this E-Learning. The project was presented to the Executive of the Society of Chief Librarians by John Dolan, MLA Head of Library Policy for England. As a result of further discussion at the Society's Health Sub Group, Yorkshire and Humber library authority volunteered to pilot this project.



Selection criteria related to branch location and staffing.

- **Location:** Each library authority selected three libraries with access to computers that have audio function in their area, so that across all the pilots there was representation from a range of the following characteristics:
  - deprivation
  - rurality
  - BME population
  - library workforce size

- **Staffing:** Each library was asked to select 3 staff to provide representation from the following staff categories:
  - A library manager
  - A front line member of staff
  - A supervisor (or equivalent)

The following library authorities were selected:

<b>TABLE 3 LIBRARY BRANCHES SELECTED FOR THE PILOT BY AUTHORITIES</b>	
<b>KIRKLEES</b>	<b>YORK</b>
Dewsbury Library	York Library
Shepley Library & Information Centre Birkby/Fartown Library and Information Centre	Explore Acomb Library Centre Tang Hall Library
<b>HULL</b>	<b>SHEFFIELD</b>
Central Reference Library Greenwood Avenue Library Western Library	Central Library Upper Thorpe Library Gleadless Library
<b>CALDERDALE</b>	<b>ROTHERHAM</b>
Central Library King Cross Library Todmorden Library	Kiveton Park Library Central Library Maltby Library
<b>BARNSELY</b>	<b>LEEDS</b>
Barnsley Central Library Worsbrough Library Thurnscoe Lifelong Learning Centre	Leeds Central Library Chapel Allerton Library Garforth Library

Detailed data about the authorities and their populations is shown at [Appendix 4](#).

**4.3 Scheme of Work for the E-Learning:** A Scheme of work was developed incorporating learning objectives and lesson plans. The learning objectives for participants in the training were to:

1. Become familiar with the NHS Choices website
2. Understand library staff role in guiding patients to compare hospitals
3. Support patients in Choosing and Booking a provider
4. Understand and meet patient confidentiality requirements
5. Signpost patients' queries beyond the scope of library support, appropriately

*"The content was ideal as an introduction to 'Choices'. Staff in Rotherham have been really pleased with the "How to find a GP or dentist" option as it's one of the most common enquiries."*

*Manager, Rotherham Libraries*

With support from Manager of Rotherham Libraries, Bernard Murphy, we invited all the libraries in the region to participate in the pilot. Eight library authorities responded. The e-learning

lessons developed using updated training material from the Patient Choice Pilot, with additional material on the ethics of supporting patients without directing them in their choices. The draft lessons were then road tested by Waltham Forest and Bromley library staff. The Manager, Rotherham Libraries then notified pilot participants when the e-learning would be going live and passed on our instructions on how to log in.

**4.4 E-Learning Tool:** Health Link commissioned Web Anywhere, one of the handful of approved Moodle partners in the UK which has a track record in hosting e-learning for schools, to construct and host the NHS Choices E-learning website. We designed the framework, content and layout of the lessons, some with input from NHS Connecting for Health. We also produced quizzes and practice sessions as part of the learning and to provide some means of tracking participants' progress in the Moodle 'back office.' All draft material was reviewed and approved by the Steering Group.

**4.5 Evaluations:** The evaluation survey included on the system was used to gather users' views in general and their detailed thoughts on:

- The e-learning package, including speed of navigation, the time it took to complete and its usability.
- The NHS Choices website.
- The frequency and nature of health queries from the public to library staff

Demographic data on respondents was also collected.

Respondents were invited to participate in telephone interviews to discuss the E-Learning in greater depth. Six interviews were completed, covering:

- the role of libraries in choice,
- supporting patients,
- suggested improvements to the package
- keeping skills up to date

## 5. Findings

In total 77 learners were identified for participation in the pilot. The table below shows the range of staff that participated, where respondents provided this information.

TABLE 4 - Number and levels of staff who participated					
Library Manager	2	Principal Library Assistant	2	Customer Services Manager	1
Assistant Area Manger	1	Customer Services Officer	3	Patient Health Information Officer	1
Patient Librarian	1	Information Resources Officer	2	Customer Services officer	3
Neighbourhood Renewal Manager	1	Learning Coordinator	2	Supervisor	1
Information Assistant	1	Branch Manager	1	Information Librarian	1

**TABLE 4 - Number and levels of staff who participated**

Library Coordinator	1	Service Support Assistant	1	Library Assistant	8
Information Specialist	1	Assistant Librarian	2	Service Support Assistant	1
Team Leader	1	Reader Assistant	1	NO ANSWER	38

Not all staff completed all the lessons and 16 did not complete the evaluation surveys. The table below identifies the percentage of participants who completed both all the lessons and the surveys, per Library Authority.

**TABLE 5 COMPLETION RATES - LESSONS AND EVALUATION SURVEYS**

LIBRARY AUTHORITY	E-LEARNING PARTICIPANTS WHO VIEWED LESSONS	E-LEARNING PARTICIPANTS WHO COMPLETED SURVEYS
Barnsley (10)	100%	100%
Calderdale (10)	44%	44%
Hull (9)	89%	33%
Kirklees (10)	100%	100%
Leeds (9)	66%	66%
Rotherham (10)	90%	70%
Sheffield (9)	55%	33%
York (10)	100%	40%
(total 77staff)		

Feedback was very positive overall with suggestions made for improvements. The data gathered is presented in 2 sections below: findings from the online survey and findings from the 6 telephone interviews.

### 5.1 Online Survey results

61 surveys were received.

**5.1.1 The participants and their experience:** The majority of the respondents were between 40 and 59 and they all had regular experience of handling health enquiries, in common with their colleagues across the library service who deal with this topic frequently. The Tables below give more detail on the profile of the respondents.

**TABLE 6: DEMOGRAPHICS OF RESPONDENTS**

GENDER			
Male	15%	Female	80%
AGE RANGE			
18-29	5%	40-49	34%
30-39	10%	50-59	36%
60-69		8%	

**TABLE 7: EXPERIENCE OF HEALTH ENQUIRIES**

Experience	No./Responded	%
Has given info on health issues, in last 6 months, 1-5 times a week	37/40	61%
Been asked about particular conditions	34*	56%
Been asked about healthy lifestyles	15*	25%
Been asked about finding a GP	11*	18%

**5.1.2 Views on the E-Learning:** When asked to rate the NHS Choices E-Learning overall, the majority (64%) rated them 'Excellent' or 'Very Good'. Detailed results are given in the Table below.

**TABLE 8: VIEWS THE E-LEARNING**

Lessons	Total Responses	Excellent		V good		Fair		Poor	
		%	no.	%	no.	%	no.	%	no.
Lessons Overall	61/61 (100%)	7%	4	57%	35	33%	20	3%	2
Ethics of your role Quiz	51/61 (84%)	7%	4	52%	32	25%	15	-	-
Health/Choice/Libraries Quiz	51/61 (84%)	5%	17	48%	29	28%	17	3%	2
Intro to Lessons	51/61 (84%)	7%	4	57%	35	20%	12	-	-
Meeting Special Needs	52/61 (85%)	7%	4	52%	32	26%	16	-	-
Choice in More Detail	52/61 (85%)	5%	3	54%	33	26%	16	-	-
Choosing Services	51/61 (84%)	5%	3	59%	36	18%	11	2%	1
Choosing a Hospital	51/61 (84%)	8%	5	56%	34	20%	12	2%	1
Choose and Booking	50/61 (82%)	8%	5	46%	28	25%	15	3%	2
Ethics of Your Role	51/61 (84%)	10%	6	56%	34	16%	10	2%	1

Survey respondents particularly valued the quizzes and the lesson on Ethics, which set out new material we had developed about the ethics of supporting patients in making choices without directing them. 2 respondents noted that the site was clear and simple. Other views are summarised in the Table below.

**TABLE 9: OTHER VIEWS USING THE SITE**

	No./Responded	%
Found it easy to navigate the site	35/59	57%
Would recommend the site to colleagues	54/59	89%
Found the speed of the programme about right	53/58	87%
Did not need any support with the site	45/47	74%
Completed the course in working time	53/59	87%
Completed the course in one session	33/59	54%
Found the design and the feel of the site interesting	43/58	70%
I have been asked about booking an appointment	1*	2%

**5.1.3 Improvements suggested:** The Table below summarises the improvements recommended in the evaluation survey.

<b>TABLE 10 : THEMED SUGGESTIONS FOR IMPROVEMENTS FROM THE SURVEY</b>	
<b>THEME</b>	<b>IMPROVEMENT (numbers who suggested this)</b>
<b>CONTENT</b>	<ul style="list-style-type: none"> <li>▪ More quizzes needed (15)</li> <li>▪ Clearer instructions needed on Introduction, Lessons, Map of Medicine and Choose and Book (13)</li> </ul>
<b>NAVIGATION AND INSTRUCTIONS</b>	<ul style="list-style-type: none"> <li>▪ Menu Link needed on all pages (R*)</li> <li>▪ Link to Lesson 8 (Ethics) on all lessons confusing ( 2 )</li> <li>▪ Move Ethics to first lesson or part of the introduction (R*)</li> <li>▪ Needing two windows open at the same time was annoying (2)</li> </ul>
<b>INTERACTIVITY</b>	<ul style="list-style-type: none"> <li>▪ Sound and animation needed (5)</li> <li>▪ Mock URBN needed to practice booking an appointment (R*)</li> <li>▪ Links to the Choose and Book site need to be improved (3)</li> </ul>
<b>GENERAL</b>	<ul style="list-style-type: none"> <li>▪ Replace E-learning with an A4 hard copy (2)</li> <li>▪ Takes too long to upload videos (1)</li> </ul>

\* (R) recommendation

**5.1.4 Outcome:** On all the topics, the majority of staff felt confident or very confident after doing the E-Learning on a number of key tasks derived from the learning objectives. The table below provides more detail.

<b>TABLE 11: LEVELS CONFIDENCE AFTER USING THE E-LEARNING</b>				
<b>TOPIC</b>	<b>VERY CONFIDENT</b>	<b>CONFIDENT</b>	<b>NOT AT ALL CONFIDENT</b>	<b>DON'T KNOW</b>
Links between health, choice & libraries	23%	62%	7%	5%
What the NHS Choices Website offers	26%	67%	3%	2%
Making site accessible for special needs	16%	52%	25%	3%
Information on Conditions & Treatments	34%	52%	10%	2%
How to find out about GPs performance	31%	62%	5%	0%
How to compare hospitals	30%	56%	13%	0%
How to maintain patient confidentiality	39%	57%	2%	0%



## 5.2 Telephone Interviews - summary of findings

Interviews were carried out with six members of staff. Main themes are summarised below.

**5.2.1 Views on expanding role of Libraries in Choice:** 3/6 staff thought this was a good idea. Comments related to:

- giving people information and guidance through the process was viewed positively
- it helped people make decisions
- libraries were seen as trustworthy and unbiased
- NHS Choices is reliable and trust worthy site.

**5.2.2 Supporting People with low IT skill:** 3/6 people said that supporting people with low IT skills was not difficult. However for the remainder of the staff interviewed time was an issue

**5.2.3 Suggestions for improvement to Special Needs lessons:**

- No improvements needed (4)
- Would refer any problems to IT .
- Hard to devise a package that would meet everyone’s different special needs
- Difficult to change the font size
- Difficult to create an NHS Choices account

**5.2.4 Suggested improvements to Choose and Book:** all but one Authority highlighted that it would be useful to have a mock UBRN number to practice on.

**5.2.5 Cross Sector Acceptability of E learning Lessons:** all staff felt that the lessons were pitched right with one commenting that they was rather wordy

**5.2.6 Suggestions for Improvements to navigation:** one made a comment about the Ethics lesson link at the top of every lesson being in appropriate. Another four noted that the learner needed to jump around the site, while another found it hard to keep track of what they had done. Finally, the need to ensure that the Choices website needed to be opened was raised repeatedly.

## 5.3 Verbatim Results from Staff Telephone Interviews

The telephone interviews explored six topics in more depth, shown in the table below.

TABLE 12: SAMPLE COMMENTS ON THE SIX TOPICS			
AREA	TOPICS		
	VIEWS ON EXPANDING ROLE OF LIBRARIES IN CHOICE:	SUPPORTING THOSE WITH LOW/NO IT SKILLS TO USE NHS CHOICES	SUGGESTIONS FOR IMPROVEMENTS TO SPECIAL NEEDS LESSONS :
Barnsley	<i>“Good idea, give people information, helps them to understand what theywant.”</i>	<i>“Not too difficult, people prefer to have someone by their side”</i>	<i>“No problem”</i>

TABLE 12: SAMPLE COMMENTS ON THE SIX TOPICS

AREA	TOPICS		
	VIEWS ON EXPANDING ROLE OF LIBRARIES IN CHOICE:	SUPPORTING THOSE WITH LOW/NO IT SKILLS TO USE NHS CHOICES	SUGGESTIONS FOR IMPROVEMENTS TO SPECIAL NEEDS LESSONS :
Hull	<i>"Very good idea, people in the library can help them through that process"</i>	<i>"Can be time consuming. Have taster sessions and beginners courses. Some people just want you to do it for them"</i>	<i>"Don't think it is an issue"</i>
Kirklees	<i>"Built good links with the PCT, received funding from them"</i>	<i>" this can be difficult, sue to time constraints during busy times when people have little or no IT skills "</i>	<i>"Ok, any problems were referred to IT"</i>
Leeds	<i>"Enables to give information to help individual decision making. We are seen as trustworthy and unbiased. NHS Choices is reliable and trustworthy"</i>	<i>"Here we can give 1:1 sessions, which are planned by librarians."</i>	<i>"Hard to devise a package for everyone. You need a certain amount of technological knowledge. Need to identify before hand what people might need".</i>
Rotherham	<i>"Good idea, people go to libraries for information anyway so information about their health choices is a natural link to make".</i>	<i>"Need to give them more support, we run a beginners class. But it takes time"</i>	<i>"Difficult to change font sizes, not able to set up a personal account"</i>
Sheffield	<i>"Good that libraries are moving with the times"</i>	<i>"Not difficult at all"</i>	<i>"Not a problem".</i>
	SUGGESTIONS FROM IMPROVEMENTS TO CHOOSE AND BOOK:	CROSS SECTOR ACCEPTABILITY OF THE E-LEARNING LESSONS	SUGGESTIONS FOR IMPROVEMENTS TO NAVIGATION:
Barnsley	<i>"Fine".</i>	<i>"Pitched perfectly".</i>	<i>"Didn't have a problem"</i>
Hull	<i>"Definitely need a mock exercise to do".</i>	<i>"Found it too easy, needs to be more challenging, more quizzes, more detail".</i>	<i>"Bit confusing with ethics lesson, would be helpful to be told current lesson and what has been done".</i>
Kirklees	<i>"A mock site".</i>	<i>"Pitched about right".</i>	<i>"Need to stress that you need to open choices website".</i>
Leeds	<i>"Big help to have a mock site".</i>	<i>"Aimed right, to a range of staff".</i>	<i>"Ethics link could be at the beginning before the lessons. Although ethics information is important for staff and customers".</i>
Rotherham	<i>"Useful to have practice, a mock site, role-play".</i>	<i>"Tone right, a bit wordy"..</i>	<i>"Spent a lot of time flicking between lessons, hard to keep track of what I've done".</i>
Sheffield	<i>"Needs to be more thorough, more opportunity for dummy practice".</i>	<i>"About right".</i>	<i>"Felt it jumped about a bit, more guidance needed".</i>

## 6. Conclusions and Recommendations

The level of engagement with staff at both senior and frontline level in the E-Learning pilot was very encouraging. The overall approach was clearly right within the E-Learning content although there were some issues on clarity of wording and structure, lack of animation and the lack of a mock UBRN number to practise Choose and Book - this last was a strong theme in the evaluation of the Patient Choice Pilot training. Many helpful suggestions have been made on how the E-learning can be improved. It is clear from the feedback on current levels of health enquiries that the public library service is seen by the public as a health information provider and an agent for choice. There are ethical and patient confidentiality issues to be explicitly addressed in this emerging role and the attempt to cover these in the E-Learning seems to have been successful. Crucially the use of quizzes, which can be adapted to match the real life context of what patients want from library staff, appears to be a very good way to extend and test knowledge and the Moodle software enables completion and success in these quizzes to be tracked, as a way of quality assuring the training at no extra cost. It is clear from this pilot that E-Learning on Moodle provides a cost effective way of skilling up library staff further to fulfill this important role in supporting patients to make choices through the NHS Choices website.

### Recommendations

1. The content of the E-Learning needs to be updated inline with the feedback received in the pilot
2. A Mock UBRN or 'sandpit' needs to be produced to enable staff to practise Choose and Book
3. A national roll out of the training should be expedited to build the capacity of the library sector to meet the possible increase in demand for their support as Choices gains more prominence with the forthcoming advent of the NHS Constitution enshrining the right to Choice in law.
4. Monitoring and feedback need to continue to ensure the training continues to meet needs as the choice agent role changes and matures in the library sector.

LIBRARY FACTS	DATA
<b>INFRASTRUCTURE</b>	
No. of Public Libraries (excluding those open < 10 hrs) <sup>i</sup>	3,041
Mobile libraries	433
% Libraries open more than 29 hours per week	63%
No. of visits (2003/04 4.3% increase) <sup>ii</sup>	274 million
Annual Budget	£1.13 billion
Staff Nos.	21,690
People's Network for public use (broadband enabled PCs)	30,000
Enquiries dealt with per year	58.5 million
Nos. of housebound readers (i.e. receiving a service at home)	94,787
% Libraries with assistive technology installed for disabled PC users	72%
% Libraries where staff trained to support disabled people	72%
Provision of large print or audio for visually impaired	c.99%
Existing Referral systems with GPs (Books on Prescription) <sup>iii</sup>	50% (by end 2006)
<b>LIBRARY USER PROFILE</b>	
Population per public library	14419
Housebound Readers	113,000
Males as % of users <sup>iv</sup>	41.1%
Females as % of users <sup>v</sup>	58.9%
Older people (all > 55) as % of users <sup>vi</sup>	47.3%
Older people (55-64) as % of users	16.3%
Older people (65-74) as % of users	18.7%
Older people (> 75) as % of users	12.3%
Retired People as % of users <sup>vii</sup>	36.7%
<b>USER SATISFACTION</b>	
% Rating library good/ very good in Public Library User Survey	93%
<b>PERCENTAGE OF LIBRARY USERS<sup>viii</sup> IN POPULATION SUBGROUPS</b>	
% population (all) who are registered to use the library	58% (34,350,906)
% Population (all) who are actual library users <sup>ix</sup>	48.2%
% Minority Ethnic population (all)	56.8%
% White population	47.4%
% Asian or British Asian People <sup>x</sup>	54%
% Black or British Black People <sup>4</sup>	52%
% People in Chinese or other ethnic groups	49%
% People with Mixed Ethnicity <sup>5</sup>	42%
% Those with no Disability or Illness	50.3%
% Those with Non-limiting Disability or Illness	46.4%
% Those with Limiting Disability or Illness	42.4%
% Unemployed people using libraries	54.3%
% From Higher Socio Economic Group	52.1%
% From Lower Socio Economic Group	40.9%

## DEMOGRAPHIC AND HEALTH PROFILE OF YORKSHIRE &amp; HUMBER

TABLE - DEMOGRAPHIC & HEALTH PROFILE OF YORKSHIRE AND HUMBER LOCAL AUTHORITIES										
KEY		HIGHEST	CALDERDALE	BARNSELY	HULL	KIRKLEES	LEEDS	ROTHERHAM	SHEFFIELD	YORK
		LOWEST								
INDICATORS		National Av.								
Population	No.		198,500	218,063	256,200	398,200	750,200	253,300	525,800	191,800
	Density	3.9	5.5	6.6	35.9	9.7	13.6	8.8	14.3	7.1
Life expectancy	Male	77.3	76.1	75.5	74.7	76.2	76.7	75.8	77.0	77.9
	Female	81.6	81.4	79.8	79	80.5	81.6	80.4	81.2	83.1
Ethnicity %	White	89.1	91.1	99.1	94.9	84.5	89.1	95.5	88.7	95.6
	Mixed	1.6	1	0.4	1	1.6	1.7	0.8	1.8	0.9
	Asian	5.3	6.8	0.3	1.8	11.7	5.4	2.8	5.4	1.7
	Black	2.7	0.6	0.1	1	1.6	2	0.6	2.4	0.5
	Chinese/other	1.3	0.6	0.2	1.3	0.5	1.8	0.5	1.6	1.3
Rurality <sup>1</sup>	Rural %	27%	30%	20%	0%	13%	12%	12%	2%	60%
	Class	-	SR	SR	LU	MU	MU	LU	LU	R50
Deprivation	Rank of Av. Score	-	107	43	11	82	85	68	63	242
Health inequalities	Infant mortality <sup>2</sup>	5.1	6.7	5.2	4.9	7.5	6	7	5.4	4.9
	Under-18 pregnancy <sup>3</sup>	41.5	43	49.6	79	43.6	46.5	51.5	54.4	35.1
Self Assessed Health <sup>4</sup>	Good	68.8	67.6	61.3	65.2	67.7	68.3	64.5	65.2	70.3
	Fairly good	22.2	22.5	24.6	23.6	22.5	21.9	23.5	23.5	21.7
	Not good	9	9.8	14	11.2	9.8	9.8	12.1	11.3	8

## DEMOGRAPHIC AND HEALTH PROFILE OF YORKSHIRE &amp; HUMBER

TABLE - DEMOGRAPHIC &amp; HEALTH PROFILE OF YORKSHIRE AND HUMBER LOCAL AUTHORITIES

KEY	HIGHEST	CALDERDALE	BARNSELY	HULL	KIRKLEES	LEEDS	ROTHERHAM	SHEFFIELD	YORK	
	LOWEST									
INDICATORS		National Av.								
GP practices	Practices	8478	27	40	56	78	118	39	94	105
	GPs per 100K	58	50-55	50-55	50-55	55-60	60-65	50-55	65-70	70-75
	Av. patient list	5987	7352	6311	4575	5105	6358	6495	5594	1827
Free public Internet access	Libraries		21	18	14	26	56	14	28	14
	Internet PCs		182	154	169	270	533	168	248	142
Library staff	Prof. posts	4,677.6	15.8	17.8	24.5	39.5	73.0	24.0	67.5	13.9
	Other posts	17,077.9	68.0	55.3	97.6	128.3	329.6	87.0	187.0	53.8
	Staff per 1000	0.43	0.42	0.33	0.48	0.42	0.54	0.44	0.48	0.35
	Visits p.a	1,506,344	419,900	435,812	509,494	677,976	688,177	480,064	296,157	458,033
<sup>1</sup> Rurality classes:	Description									
	Major urban (MU)	Large urban (LU)	Significant urban (SR)	Other urban (OU)	Rural-50 (R50)	Rural-80 (R80)				
<sup>2</sup> Deaths at > r 1 year, per 1000 live births <sup>3</sup>		Pregnancies per 1000 women aged 15-17					<sup>4</sup> Based on the 2001 Census			

Dear

**NHS Choices E learning Pilot Yorkshire and Humber - GOES LIVE**

Firstly, thank you all so much for participating in the above pilot project, we are all very grateful to you and appreciate your and your staffs support. This e learning site will be live from Wednesday 23<sup>rd</sup> July 2008 at 12.00. We hope that your staff will enjoy working through the lessons. You can access these lessons by clicking on the following link.

<http://health-link.moodle.overnetdata.com/>

**Before your staff start please make sure they have the following:**

- login and their password
- that the computer is activated for sound
- should they need any support in configuring your computer
  - please contact your IT department and refer them to the attached document which may be of help
- that they keep to hand Jenny's (020 72494493) and my phone number in case support is needed.

**Completing the lessons:**

Please ask your staff to work through the eight lessons, with quizzes and practice sessions to help them track their progress. The lessons should take them between 60 and 90 minutes. They can start or leave a lesson at any time and log back into the Lesson you are up to next time you log in.

After completing this course your staff will know how to make the links between health, choice & libraries, navigate the Choices Website. Personalize the site and meet the needs of users with special needs help users find out about Living Well, different treatments and conditions and help users to find services such as GPs & sports centers. They will be able to support patients to compare hospitals and help patients Choose & Book a hospital appointment. In addition, they will understand the ethics of your role including patient confidentiality

**Feedback**

Your staff's feedback back is important to us, please ask them complete the survey at the end of the course, this will shape the lessons for the future.

We are aiming to have the piloting completed by 3<sup>rd</sup> September 2008 should you feel that this is not achievable, please let Jenny or myself know.

Again thank you for your support and we will be in touch shortly.

Health Link has developed the NHS Choices E-Learning for library staff in collaboration with the Department of Health and the Museums, Libraries and Archives Council. It is based on Health Link training given to 230 library staff in the Partnership for Patients Library Choice pilots where 10 library authorities tested out the role of library staff supporting patients to choose a hospital and book their appointment online. NHS Choices covers this role as well as providing information about healthy lifestyles and understanding conditions and treatments. We are aiming to train library staff to support the public to use the whole range of support on the site. We are now piloting this expanded NHS Choices E-Learning with library staff in your area and would be grateful if you would help us by completing this survey, so we can improve the training before offering it more widely. The survey will take 10-15 minutes to complete and is anonymous and we will feedback overall findings to your Chief Librarian.

#### A. WHAT TENDS TO HAPPEN IN YOUR LIBRARY SERVICE ON HEALTH INFORMATION

1 a) In the last 6 months have you been asked to give information to a member of the public on any health issue?  Yes  No

1 b) If yes, on average how many times a week do you give such information?  1-5 times  5-10 times  more than 10 times

1c) Did this relate to (please tick all that apply):

Healthy Lifestyles  Particular conditions  Comparing hospitals  Booking an appointment  Finding a GP

Other  Please specify

.....

#### B. ABOUT YOUR EXPERIENCE OF USING THE NHS CHOICES E LEARNING LESSONS

2. How would you rate the NHS Choice E learning lessons overall?  excellent  very good  fair  poor

3. How would you rate each of the NHS Choice E learning lessons and the related quizzes or practices?

a) Health, Choice & Libraries Lesson	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very
good <input type="checkbox"/> Fair <input type="checkbox"/> Poor		
The Quiz or Practice	<input type="checkbox"/> Very useful	<input type="checkbox"/> Useful
<input type="checkbox"/> Not Useful <input type="checkbox"/> Poor		

b) Introduction to NHS Choices	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very
good <input type="checkbox"/> fair <input type="checkbox"/> Poor		
The Quiz or Practice	<input type="checkbox"/> Very useful	<input type="checkbox"/> Useful
<input type="checkbox"/> Not Useful <input type="checkbox"/> Poor		

c) Meeting Special needs	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very
good <input type="checkbox"/> Fair <input type="checkbox"/> Poor		



<p>The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> poor</p>	<p><input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>d) NHS Choices in more detail          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>e) Choosing services          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>f) Choosing hospitals          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>g) Choose &amp; book appointments          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>
<p>h) The Ethics of your role          Good    <input type="checkbox"/> Fair    <input type="checkbox"/> Poor          The Quiz or Practice  <input type="checkbox"/> Not Useful    <input type="checkbox"/> Poor</p>	<p><input type="checkbox"/> Excellent    <input type="checkbox"/> Very  <input type="checkbox"/> Very useful    <input type="checkbox"/> Useful</p>

4. Please suggest any improvements that would make the lessons more useful (please specify the lesson concerned as a), B0 etc. or say 'overall'. (e.g. clearer instructions, more quizzes, shorter practice sessions)

.....

.....

.....

.....

.....

5. After doing the E-learning lessons, how confident do you or don't you feel on the following topics?

<p>a) Links between health, Choice &amp; libraries  <input type="checkbox"/> Not at all confident    <input type="checkbox"/> D/K</p>	<p><input type="checkbox"/> Very confident    <input type="checkbox"/> Confident</p>
<p>b) What the NHS Choices website offers  <input type="checkbox"/> Not at all confident    <input type="checkbox"/> D/K</p>	<p><input type="checkbox"/> Very confident    <input type="checkbox"/> Confident</p>

- c) Making the site accessible for special needs  Very confident  Confident  
 Not at all confident  D/K
- d) Finding information on Conditions and Treatments  Very confident  Confident  
 Not at all confident  D/K
- e) How to find out about GPs performance  Very confident  Confident  
 Not at all confident  D/K
- f) How to compare hospitals  Very confident  Confident  
 Not at all confident  D/K
- g) How to maintain patient confidentiality  Very confident  Confident  
 Not at all confident  D/K

6. How easy or difficult did you find navigating around the site?  Very easy  Easy  A little difficult  Very difficult

7. How did you find the overall look and design of the site?  Very interesting  Interesting  Dull  D/K

8. Which of these statements best matches your experience of using the site (please tick one):

- The programme was too slow
- The speed of the programme was about right
- The programme was timed out before I could finish what I was doing.

**C. SUPPORT IN USING THE NHS CHOICES E-LEARNING**

11a) Did you need any support to complete the lessons?  Yes  No (If 'No' please go to question 14)

11b) Did you obtain support to complete the lessons?  Yes  No

11c) If yes, please specify whom you obtained your support from. (Please tick all that apply)

- Health Link  NHSIT support  Council's IT department  Your Manager  Library Branch Staff  Other .....

12. How well or poorly did the support meet your needs?  Very well  Quite Well  Not very well  Not at all

13. Explain any extra help you would need (e.g. more time, more I.T. support)  
 .....  
 .....

14. Please estimate how long it took you, on average, to complete each of the E-Learning lessons.....minutes

15. Did you do the NHS choice E-learning  All in your own time  All in your working time  Partly home partly work

16. Did you complete each lesson in one separate session?  Yes  No

17. Would you recommend NHS Choices E-learning to another library colleague   
Yes  No

19. NHS Choices will be grateful for your feedback on the website. Please go to [www.nhs.uk](http://www.nhs.uk) to comment.

To help us explore improvements to the E-Learning in more detail, would you be willing to participate in a brief telephone interview? If so, please give us your name & phone no. here.....

**THE FOLLOWING INFORMATION WOULD HELP US TO MAKE SURE WE HAVE A GOOD SAMPLE OF OPINION ON THE E-LEARNING**

YOUR GENDER  Male  Female      YOUR AGE  18-29  30-39   
40-49  50-59  60-69

YOUR JOB TITLE.....

NAME OF LIBRARY .....

Alison Wheeler (Society of Chief Librarians)  
Jonathan Carr-Brown (Department of Health) - JCB  
Nicola Gill (Department of Health)  
Peter Appleton (NHS Connecting for Health)  
Sarah Wilkie (Museums, Libraries and Archives Council)  
Elizabeth Manero (Health Link)  
Jenny Sharp (Health Link)

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i CIPFA Public Library Actuals 2004 -2005

ii CIPFA 2002/03

iii Where a GP issues a 'prescription' for people with mild to moderate mental health problems to access designated self help books at the public library.

iv CIPFA UK 2001-2002

v CIPFA UK 2001-2002

vi CIPFA UK 2001-2002

vii IPF 2001-2002

viii Attended a library at least once in past 12 months

ix DCMS 2006

x-13 Snapshot data over a 12 month period. 2003 (Bridgwood et al.)