

Welcome to the 4<sup>th</sup> Edition of the Partnership for Patients project update – a lot has been happening over the last few weeks. Here are some highlights.

### Minister of State (Delivery and Quality) Andy Burnham visits Peckham:



Andy Burnham visited the Gaumont House Surgery in Peckham on the 4<sup>th</sup> June. The Minister met staff at the surgery and toured their new premises. The new building includes six consultation rooms, three treatment rooms and a minor surgery suite. The Minister followed the 'patient pathway' to see how a patient goes through the process of finding out non-clinical information to compare and choose a hospital. The patient was informed by the GP that they could go to the local library where the librarian would help them find the information and that if they wanted to, they could choose and book their appointment at the library. The Minister then went with the 'patient' to Peckham Library where they were met by Linda Foster, the Library manager who took the patient through the information on the pilot portal <http://www.intouchwithhealth.co.uk>. The 'patient' was able to select the hospital that suited their circumstances and then made a booking online. Members of the Partnership for Patients Steering Group attended the visit, including Adrian Whittle (Head of Libraries and Culture Southwark), who said "we are delighted to show case this ground breaking partnership with libraries and health working together".

### Library Visits

As mentioned in the last Update we planned to visit the libraries in the pilot areas. We have visited 24 libraries over the last month and anticipate completion of the rest by early July. Thank you all for giving up your valuable time to talk to us and



give us your feedback which we found extremely valuable. It was helpful to hear your views and for those who have had customers, your stories. For example Wendy Sunny (from the PCT) and Jenny Sharp visited the 3 pilots sites and mobile library in **Derbyshire**, Gill Morley from Bolsover (illustrated left) told them about helping a patient who had booked an appointment with his practice. When

he arrived home the patient realised that the date clashed with a holiday that had been arranged. He was able to go into the library, and with the assistance of the librarian, change the appointment. Gill and her team will be rolling the project out to an additional 15 libraries for which she is now responsible. In **Newham** Ash Aziz (PCT), Bibi Razia Auleear (from Newham University Hospital Trust and Alan Fricker (Newham Health Library) joined



Jenny and visited the Gate Library, where they met with Paulo Pisani (Acting Information Development Manager) and Angelina McIntyre, (The Gate Library<sub>1</sub>)

### We want to hear your views and experiences:

Please keep in touch via [j.sharp@health-link.org.uk](mailto:j.sharp@health-link.org.uk) or call us on 0207 254 1582 (8.30 to 5.30 Mon-Fri or answer phone outside these hours)

Manager). Angelina told them about a patient who had come into the library to book their appointment after reading about the service in the local paper. They also visited Star Lane Medical Centre and met with Irene Glover (practice manager) and the GPs, to explain the project to them. In **Haringey** David Fazey (PCT) and Jenny visited Marcus Garvey and St Ann's libraries where the staff told them about the general enquiries they had had about Choice.

LIBRARY AUTH.	BRANCH	MAR.	APR.	MAY	TOTAL TO DATE				
<b>Bromley</b>	N/A	0	0	0	<b>0</b>				
<b>Derbyshire</b>	Bolsover	1	1	3	<b>5</b>				
	Bakewell	0	0	2	<b>2</b>				
<b>Gloucs.</b>	Coleford	0	0	1	<b>1</b>				
<b>Greenwich</b>	New Eltham	1	0	0	<b>1</b>				
<b>Hackney</b>	Hackney Central	3	0	0	<b>3</b>				
<b>Haringey</b>	Wood Green	2	0	0	<b>2</b>				
<b>Newham</b>	N/A	0	0	0	<b>0</b>				
<b>Southwark</b>	Peckham	0	1	0	<b>1</b>				
<b>Suffolk</b>	Bury St. Edmunds	0	0	1	<b>1</b>				
<b>Waltham Forest</b>	Walthamstow Central	0	1	0	<b>1</b>				
	North Chingford	0	0	3	<b>3</b>				
<b>OVERALL TOTAL RECORDED TO DATE</b>					<b>20</b>				
<b>TOTAL RECORDED TO DATE, BY PCT</b>									
<b>Brom.</b>	<b>Derby</b>	<b>Glos.</b>	<b>Green.</b>	<b>C&amp;H</b>	<b>Har.</b>	<b>New.</b>	<b>South</b>	<b>Suff.</b>	<b>W. For.</b>
0	7	1	1	3	2	0	1	1	4

*In addition there have been 16 general enquiries recorded across the pilot, prompted by the joint MLA/DH Patient Choice Awareness Raising Campaign*

In **Waltham Forest** Peter Clarke (PCT) and Paul Drumm (Chief Librarian) visited all three libraries in the pilot area. Paul's team informed us that they have had three patients who have used the service that have had hearing impairments. Lynn Plant from the Department of Health Joined Ann Coppinger (PCT) and Jenny. On the visit to **Bromley** additional training was given to staff. Ann is going to do a quick ring round to the practices to ask them how they are finding the project. Anita

*“Working in partnership with LBWF was viewed with some scepticism at first from the GPs that have been approached. However the benefits are beginning to show. The practices were impressed when a patient with special needs can seek assistance and book the appointment with that little extra help. I would also like to say that the enthusiasm, often in very difficult conditions, when they are undergoing a refurbishment, was evident even in the short time we visited the pilot sites. LBWF library staff should be commended”. Peter Clark WFPCT*

Kane from **Hackney** (Development Manager) and her staff told us that they taken out the Partnership for Patients material to events. In **Greenwich**, lan

### **We want to hear your views and experiences:**

Please keep in touch via [j.sharp@health-link.org.uk](mailto:j.sharp@health-link.org.uk) or call us on 0207 254 1582 (8.30 to 5.30 Mon-Fri or answer phone outside these hours)

Leach (PCT) has invited Gerard Lewis (Senior Library Manager Diversity Department) and other staff to attend the locality practice managers' meeting, to promote and explain the service to them

### Evaluation information - your help required

The evaluation team at Loughborough University is concerned about the very low level of patient surveys received from libraries and the completeness of the Returns. Please could we ask you to really encourage patients to complete the survey, either via the portal or in hard copy from the batch sent to you all. It is also vital that you log each patient and each general enquiry on the Returns available on the portal. If you need any help with this, please give Jenny Sharp at Health Link a ring. Natalie Matchett from Loughborough University will be contacting some of you to ask you to participate in a telephone interview to give your views about providing this service to patients. Loughborough University will shortly be organising a focus group for library staff to explore the issues for the library sector in greater depth. The evaluation is your chance to influence and shape the library role in the future, on behalf of your communities and your colleagues – please do make the most of it.

### Events and Dates for your diary

An event for Primary Care Trust staff will be held on the **29<sup>th</sup> June 2007**, to explore PCT and GP Practice engagement. On the 13<sup>th</sup> July there will be a lunch time session for the London Chief Librarians; information from Mike Clarke will be with you shortly. We will be ringing the rural chief librarians to gather their views and we will be arranging a meeting later on in the year for everyone to get together.

### The Portal and New Choices website

You will notice a difference when you go into the portal and click on NHS Services or type in NHS England. You will find the new NHS Choices website at [www.nhs.uk](http://www.nhs.uk). This site offers a national one-stop information service to help the public and those who support them to make better, more informed choices about their health and wellbeing. We hope you will find this new resource useful. Please explore it and feed back comments via Contact Us.

### Choose and Book Website

As mentioned in our previous update, a library version of the NHS toolkit on optimisation of computer set up has been produced to assist you in easier access to Choose and Book and is now on the portal (<http://www.intouchwithhealth.co.uk/pfp/> followed by your authority area)

### Non Pilot Areas

Both Harrow and Stockport library authorities have asked to roll out the project in their areas. Both PCTs are fully onboard and anxious to get on with things. We have made the materials available to them and are pleased to have them onboard. They will not be included in the pilot evaluation.

*"In Stockport, we think it is important to be involved as our staff will be able to give accurate information to the public when answering their enquiries about health."*  
Lynne Ranson, Stockport Senior Librarian Information Services

### We want to hear your views and experiences:

Please keep in touch via [j.sharp@health-link.org.uk](mailto:j.sharp@health-link.org.uk) or call us on 0207 254 1582 (8.30 to 5.30 Mon-Fri or answer phone outside these hours)