

Going in the Right Direction

Information for Health and Wellbeing

Toolkit for Library and Information Services (LIS) in All Sectors to Support Self-Management, Health Literacy and Shared Decision-Making

September 2017

Produced in collaboration by:

The ALLIANCE, NHS 24, NHS Education for Scotland, NHS Scotland Knowledge Services, Iriss, Association of Public Libraries in Scotland (APLS), Scottish Government Digital Health and Care Team



Contents

| | |
|--|----|
| 1. Purpose | 3 |
| 2. Health and social care Information – its role in Self-Management Week | 4 |
| 3. Self-management, health literacy and shared decision-making | 5 |
| Self-management | 5 |
| Health literacy | 6 |
| Shared decision-making | 6 |
| Co-production | 7 |
| Policy context | 7 |
| 4. How can library and information services help? | 8 |
| 5. Health and social care information resources | 10 |
| NHS inform’s national healthcare information services | 11 |
| Healthcare information resources | 11 |
| Healthy living resources | 17 |
| Social care resources | 18 |
| Local health and care information sources | 19 |
| 6. Self-management tools and mobile apps | 20 |
| 7. Health literacy tools and support | 21 |
| 8. Shared decision-making tools | 23 |
| 9. Case studies | 25 |
| 10. What can you do to promote your service’s role during Self-Management Week? | 30 |
| Appendix: Further reading | 32 |
| Appendix: Acknowledgements | 34 |

1. Purpose

This toolkit signposts library and information services (LIS) staff to information resources, tools and activities that will help them to support people to take more control over their health and wellbeing. It is intended to support LIS staff in public libraries and voluntary organisations, NHS libraries, patient information centres and health promotion services.



2. **Health and social care Information – its role in Self-Management Week**

The toolkit aims to help library and information services in all sectors to raise awareness of their role in providing people with good quality information to support self-management, shared decision-making and health literacy. It has been developed by a working group of representatives from public libraries, NHS inform, NHS libraries, Scottish Government and The ALLIANCE. It highlights the complementary roles of LIS in different sectors in supporting health and wellbeing, to encourage LIS to work together across NHS and the wider community. This will help to provide seamless information support to citizens and to health and social care professionals, whenever and wherever they need it, to help people achieve the best outcomes for them.

In the first instance, the toolkit will help library and information services to raise their profile as part of [Self-Management Week](#) (2-6 October 2017). Self-Management Week is a Scotland-wide initiative led by [The ALLIANCE](#) – a membership body of over 2000 third sector organisations, which aims to empower people with disabilities or long-term conditions, and unpaid carers, to have a strong voice, and to live well. The toolkit will also be useful to services beyond this week.

For posters, leaflets and other materials that you can use to promote Self-Management Week, please contact a member of the Self-Management Team at The ALLIANCE, on 0141 404 0231, or email: smw@alliance-scotland.org.uk

October is also international [Health Literacy Month](#). This creates further opportunities to use the ideas in this toolkit to promote your services and resources.

3. Self-management, health literacy and shared decision-making

To help library and information services to support people in making choices about their health and wellbeing, this toolkit focuses on how providing good quality information supports self-management, health literacy and shared decision-making. These terms are closely related, and are explained below.

Self-management

- Is an approach which is focused on people living well on their own terms with a long-term condition(s) or being an unpaid carer, with support from a range of family, peer groups and professionals. Many more people in Scotland are living with more than one long-term condition than ever before, and many more are in a caring role for family members and friends.
- Is about recognising that everyone has strengths, resources, skills and experience that supports their health and wellbeing and enables them to manage their long-term condition(s) or caring role. Support for self-management is designed to enhance these strengths and help people to feel in control and able to manage well in their everyday life.
- Includes a whole spectrum of support that helps someone to learn about their condition, acknowledge the impact it has on their life, make changes and identify areas where they require support. We often say: self-management is being ‘in the driving seat’.
- Supports and encourages people living with long-term conditions to access information and to develop skills to find out what’s right for their condition and, most importantly, right for them.



Health literacy

Health literacy is about people having the confidence, knowledge, understanding and skills to use health information, to be active partners in their care, and to navigate the health and social care system.

Poor health literacy has a significant impact on people's health. Research shows that people with lower health literacy:

- Are 1.5 to 3 times more likely to experience poor health outcomes
- Have a higher risk of developing multiple health problems
- Are more likely to be admitted to hospital as emergencies
- Stay in hospital longer

People with lower health literacy have poorer health in all these ways because they:

- Are less able to communicate with health and care professionals and take part in decisions
- Wait until they are sicker before going to the doctor
- Find it harder to access services, understand labelling and take medicines as directed
- Find it harder to look after their own health and wellbeing and that of their children or others they care for

The [Health Literacy Place website](#) provides information about the underpinning principles, current initiatives and importantly the tools and techniques to improve communication, and therefore, the understanding of patients and clients.

You are advised to watch the first six minutes of the video which explains the issues and why health literacy is important.

[Making it Easy](#) – the current Scottish Government Health Literacy Action Plan – is due to be updated in 2017. It is expected to include a section on the role of librarians in both public library and health sectors.

Shared decision-making

Shared decision making involves actively supporting people to make informed choices about their health and care which reflects what is important to them. It can take place between a service user and / or carer and any of the health and social care professionals involved in their treatment and care. It is relevant at any decision point along the care pathway and is particularly relevant where different options and choices are available, including the choice to do nothing. Shared decision making means that services provide 'the care that people need and no more, and the care that they want and no less.'¹

¹ Mulley, A. Dartmouth Center for Health Care Delivery Science. Referenced in <https://www.kingsfund.org.uk/publications/making-shared-decision-making-reality>

There is strong evidence that working in this way:

- Improves people's health outcomes
- Makes people feel more satisfied with their experience of care, as the decisions are better aligned with their needs
- Reduces inappropriate treatments
- Reduces variation in care across services
- Can improve value and cost effectiveness

Co-production

The [Realistic Medicine](#) report describes shared decision-making as a way of co-producing care decisions. It is useful to understand how shared decision-making, health literacy and self-management align with the principles of co-production as promoted in Scotland's health and social care.

Co-production has been defined as:

*"...A relationship between service provider and service user that draws on the knowledge, ability and resources of both to develop solutions to issues that are claimed to be successful, sustainable and cost-effective, changing the balance of power from the professional towards the service user. The approach is used in work with both individuals and communities."*²

[Appendix 1](#) highlights further information if you want to learn more about self-management, health literacy, shared decision-making, and co-production.

Policy context

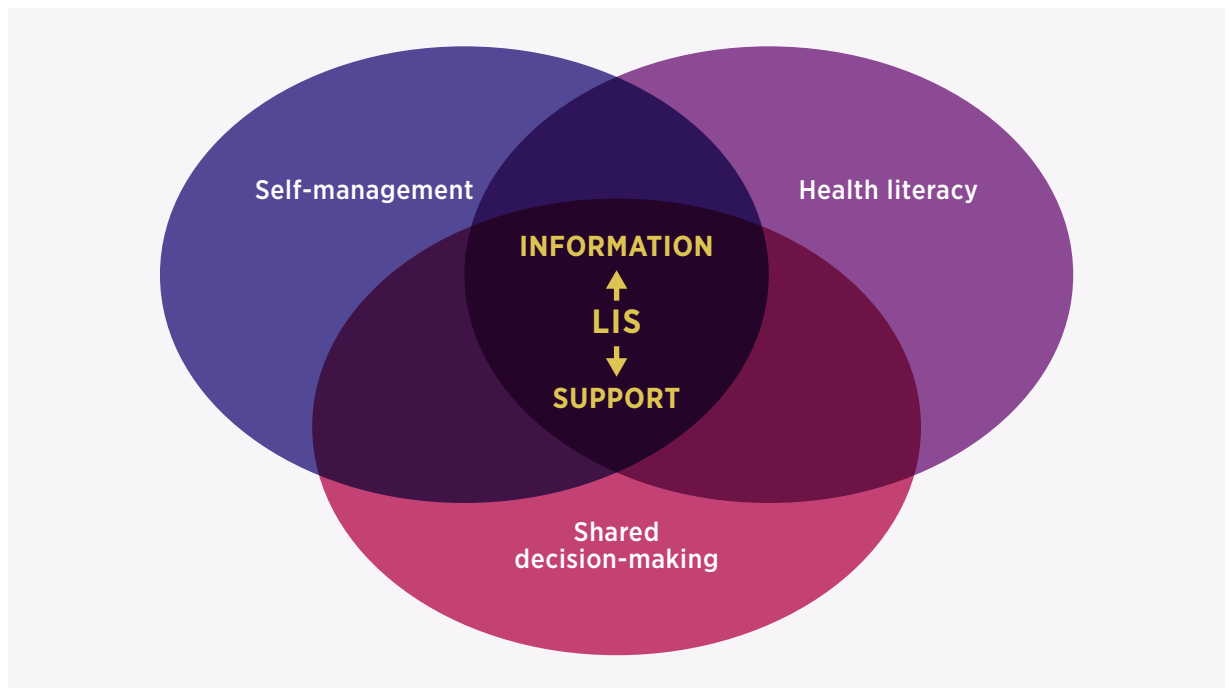
Self-management, health literacy and shared decision-making are key drivers in national health and social care policy – including the [Health and Social Care Delivery Plan](#), [Realistic Medicine](#) and the [House of Care Model](#). All these strategies have a common focus on supporting people and communities to engage as partners in care decisions and to take more ownership over their health and wellbeing. [Ambition and Opportunity](#), the Public Library for Scotland, has a strategic aim focused on Social Wellbeing which includes developing the public library role in supporting self-management.

By highlighting their support for self-management, health literacy and shared decision-making, library and information services can show how they contribute to these national health and social care priorities.

2 Scottish Co-Production Network <http://www.coproductionscotland.org.uk/about/what-is-co-production>

4. How can library and information services help?

Library and information services in all sectors can play a central role in self-management, health literacy and shared decision-making.

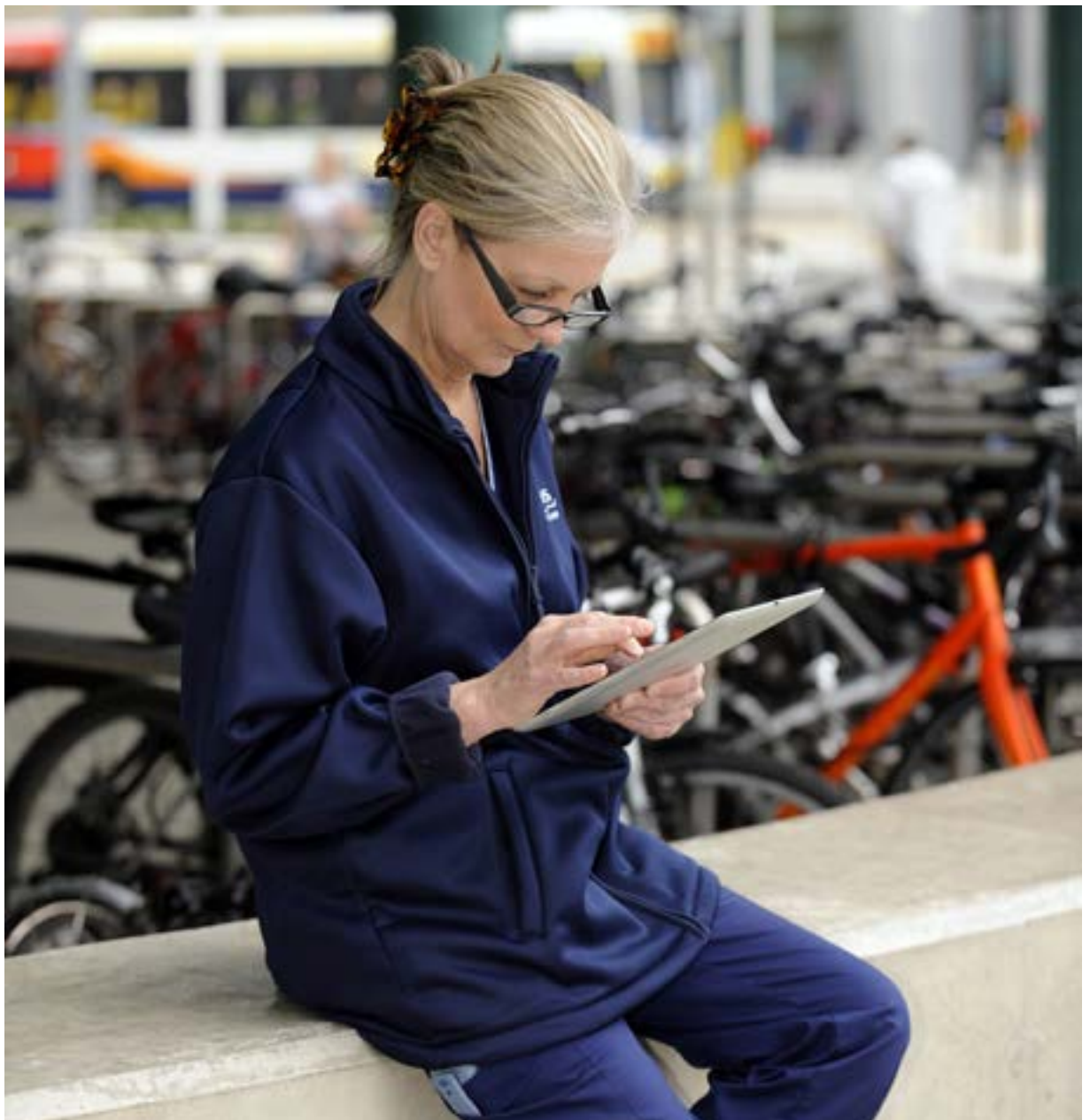


Services that support members of the public – e.g. public libraries, patient information centres, health promotion information services and third sector information services – can:

- **Signpost people to the quality assured information, tools and educational resources they need.**
- **Provide access to the right resources in an accessible format** for people who otherwise find it harder to access information. For example, because their first language is not English, or because they have problems with reading, sight or hearing.
- **Build people's confidence in finding good quality resources** – in digital or print format – that is right for their needs.
- **Signpost people to sources of support** – for example, voluntary organisations, social networks, community groups. These types of support can enhance people's skills and confidence in managing the experience of living with a long-term condition(s) or being a carer.

Services that support health and social care staff – e.g. NHS library services – can:

- Promote the evidence base around the impact of self-management, health literacy and shared decision-making in improving outcomes for service users and communities. The reference list in the [Appendix](#) provides some key evidence sources as a starting point.
- Raise awareness among health and social care staff of information and educational resources, tools and methods that support self-management, health literacy and shared decision-making.
- Raise awareness of tools and techniques for creating accessible and inclusive information resources.



5. Health and social care information resources

We've pulled together some information around services and resources for service users, unpaid carers and members of the public that you might find useful during the week.



NHS inform

NHS inform is the national health and care information service for the people of Scotland. It covers all aspects of care and treatment, as well as many aspects of health and wellbeing and social care.

NHS INFORM

NHS inform is Scotland's dedicated resource that offers up-to-date facts on health, services and campaigns. Its information includes tests and treatments, illnesses and conditions, healthy living and health rights. It has a wealth of information available online, over the telephone or via webchat.

Website: www.nhsinform.scot

Call: 0800 22 44 88

Order leaflets, posters and pens: HISPartnership&EngagementTeam@nhs24.scot.nhs.uk

Healthcare information resources

This section highlights key resources, services and support for many of the common long term conditions in Scotland.

Arthritis

NHS INFORM

An introduction to arthritis – the most common types, treatment and information on living with the condition.

Website: www.nhsinform.scot/illnesses-and-conditions/muscle-bone-and-joint-conditions/arthritis

NATIONAL RHEUMATOID ARTHRITIS SOCIETY

UK charity specifically devoted to supporting adults and their families living with rheumatoid arthritis (RA) and children, young people and their families affected by juvenile idiopathic arthritis (JIA) and the health professionals treating RA and JIA.

Websites: www.nras.org.uk and www.jia.org.uk

Helpline: 0800 298 7650 (Mon-Fri, 9.30am-4.30pm)

Email: helpline@nras.org.uk

Order information: www.nras.org.uk/publications

General enquiries: 01628 823524 or enquiries@nras.org.uk

ARTHRITIS CARE

A charity offering information and support to everyone affected by arthritis. It provides a number of online and face-to-face services to ensure that no one faces arthritis alone.

Website: www.arthritiscare.org.uk

Helpline: 0808 800 4050

ARTHRITIS RESEARCH UK

Invests in breakthrough treatments, the best information and vital support for everyone affected by arthritis.

Website: www.arthritisresearchuk.org

Helpline: 0800 5200 520

Contact details for posters, leaflets: enquiries@arthritisresearchuk.org

Asthma

NHS INFORM

An introduction to asthma – its causes, symptoms, diagnosis and treatment.

Website: www.nhsinform.scot/illnesses-and-conditions/lungs-and-airways/asthma

MY LUNGS MY LIFE

A comprehensive, free-to-use website for anyone living with chronic obstructive pulmonary disease (COPD), asthma or for parents / guardians of children with asthma.

Website: <http://mylungsmylife.org>

ASTHMA UK

Works to stop asthma attacks and, ultimately, cure asthma by funding world leading research and scientists, campaigning for change and supporting people with asthma to reduce their risk of a potentially life threatening asthma attack.

Website: www.asthma.org.uk

Helpline: 0300 222 5800

Contact details for posters, leaflets: 0300 222 5800 or info@asthma.org.uk

Cancer

NHS INFORM

Information, practical advice and support for anybody who has been diagnosed with cancer or their relatives or friends. Hear from the experts and read about other people's experiences.

Website: www.nhsinform.scot/illnesses-and-conditions/cancer

MAGGIE'S

Maggie's offers free practical, emotional and social support to people with cancer and their families and friends. Help is offered freely to anyone with any type of cancer. Visit the website to find the nearest centre and contact details.

Website: www.maggiescentres.org

MACMILLAN CANCER SUPPORT

Right from the moment someone is diagnosed, through your treatment and beyond, Macmillan provides a constant source of support to help the individual take back control of his or her life. It provides practical, medical and financial support.

Website: www.macmillan.org.uk

Helpline: 0808 808 0000 (Mon-Fri, 9am-8pm)

Contact details for posters, leaflets: <https://be.macmillan.org.uk>

Chronic obstructive pulmonary disease (COPD)

NHS INFORM

An introduction to COPD – the causes, symptoms, diagnosis treatment and living with the condition.

Website: www.nhsinform.scot/illnesses-and-conditions/lungs-and-airways/chronic-obstructive-pulmonary-disease

MY LUNGS MY LIFE

A comprehensive, free-to-use website for anyone living with COPD, asthma or for parents / guardians of children with asthma.

Website: <http://mylungsmylife.org>

BRITISH LUNG FOUNDATION SCOTLAND

Works for everyone across Scotland affected by a lung condition. It supports people who have lung disease, their families and carers and raises awareness of lung disease at a local and national level.

Website: www.blf.org.uk/scotland

Helpline: 03000 030 555

Contact details for posters, leaflets: <https://shop.blf.org.uk>

CHEST HEART AND STROKE SCOTLAND

Aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness through medical research, advice and information, and support in the community.

Website: <https://www.chss.org.uk/heart-information-and-support/about-your-heart-condition/common-heart-conditions/heart-failure/>

Helpline: 0808 801 0899

Contact details for posters, leaflets: adviceline@chss.org.uk

Chronic pain

NHS INFORM

Website: www.nhsinform.scot/illnesses-and-conditions/brain-nerves-and-spinal-cord/chronic-pain

PAIN ASSOCIATION SCOTLAND

Website: <https://painuk.org/members/charities/pain-association-scotland>

PAIN CONCERN

Website: <http://painconcern.org.uk>

Helpline: 0300 123 0789 / help@painconcern.org.uk

Contact details for posters, leaflets: Order form at <http://painconcern.org.uk/wp-content/uploads/2016/09/resources-order-form-2016.docx> or contact 0131 669 5951 / order@painconcern.org.uk

Dementia

NHS INFORM

An introduction to dementia – what it is, the causes and treatment.

Website: www.nhsinform.scot/illnesses-and-conditions/brain-nerves-and-spinal-cord/dementia/about-dementia

ALZHEIMER SCOTLAND

Specialist dementia charity that works to improve the lives of everyone affected by dementia. Provides individualised support and day services, and fundraises to provide Dementia Advisors, Dementia Nurses, Dementia research and a 24-hour Dementia Helpline.

Website: www.alzscot.org

Helpline: 0808 808 3000

Contact details for posters, leaflets: info@alzscot.org

Diabetes

NHS INFORM

An introduction to Diabetes.

Website: www.nhsinform.scot/illnesses-and-conditions/diabetes/diabetes

DIABETES SCOTLAND – DIABETES UK

A UK diabetes charity, which supports those living with diabetes and the prevention of Type 2 diabetes. It also endeavours to make research breakthroughs and ultimately, find a cure.

Website: www.diabetes.org.uk/In_Your_Area/Scotland

Helpline: 0141 212 8710

Contact details for posters, leaflets: <http://bit.ly/2vgUMn3>

Heart failure

NHS INFORM

An introduction to heart failure – its causes, symptoms, diagnosis, treatment and prevention.

Website: www.nhsinform.scot/illnesses-and-conditions/heart-and-blood-vessels/conditions/heart-failure

BRITISH HEART FOUNDATION

A major funder and authority in cardiovascular research, education and care. It works with other organisations to combat premature death and disability from cardiovascular disease.

Website: www.bhf.org.uk/heart-health/conditions/heart-failure

Helpline: 0300 330 3311

Contact details for posters, leaflets: via website

CHEST HEART AND STROKE SCOTLAND

Aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness through medical research, advice and information, and support in the community.

Website: www.chss.org.uk/heart-information-and-support/about-your-heart-condition/common-heart-conditions/heart-failure

Helpline: 0808 801 0899

Contact details for posters, leaflets: advice@chss.org.uk

High blood pressure (hypertension)

NHS INFORM

An introduction to high blood pressure (hypertension) – its causes, symptoms, diagnosis, treatment and prevention.

Website: www.nhsinform.scot/illnesses-and-conditions/heart-and-blood-vessels/conditions/high-blood-pressure-hypertension

BRITISH HEART FOUNDATION

A major funder and authority in cardiovascular research, education and care. It works with other organisations to combat premature death and disability from cardiovascular disease.

Website: www.bhf.org.uk/heart-health/risk-factors/high-blood-pressure

Helpline: 0300 330 3311

Contact details for posters, leaflets: via website

CHEST HEART AND STROKE SCOTLAND

Aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness through medical research, advice and information, and support in the community.

Website: www.chss.org.uk/heart-information-and-support/about-your-heart-condition/common-heart-conditions/high-blood-pressure

Helpline: 0808 801 0899

Contact details for posters, leaflets: adviceline@chss.org.uk

Inflammatory bowel disease (IBD)

NHS INFORM (ULCERATIVE COLITIS)

Website: www.nhsinform.scot/illnesses-and-conditions/stomach-liver-and-gastrointestinal-tract/ulcerative-colitis

NHS INFORM (CROHN'S DISEASE)

Website: www.nhsinform.scot/illnesses-and-conditions/stomach-liver-and-gastrointestinal-tract/crohns-disease

CROHN'S & COLITIS UK

Works to make life better for the 300,000 people in the UK with Crohn's Disease, Ulcerative Colitis and other forms of IBD.

Website: www.crohnsandcolitis.org.uk

Helpline: 0300 222 5700

Contact details for posters, leaflets: 01727 830 038

Kidney disease

NHS INFORM

An introduction to chronic kidney disease – its causes, symptoms, diagnosis, treatment and prevention.

Website: www.nhsinform.scot/illnesses-and-conditions/kidneys-bladder-and-prostate/chronic-kidney-disease

KIDNEY RESEARCH UK

Kidney health information is a free web-based information service for kidney patients, their families and carers, as well as medical professionals and researchers.

Website: www.kidneyresearchuk.org/health-information

Helpline: 0300 303 1100

Contact details for posters, leaflets:
enquiries@kidneyresearchuk.org

Liver disease (alcohol related)

NHS INFORM

An introduction to alcohol-related liver disease – its causes, symptoms, diagnosis and treatment.

Website: www.nhsinform.scot/illnesses-and-conditions/stomach-liver-and-gastrointestinal-tract/alcohol-related-liver-disease

BRITISH LIVER TRUST

Patient information and support, liver health awareness, campaigning and research to improve services for all liver conditions.

Website: www.britishlivertrust.org.uk/liver-information/liver-conditions/non-alcohol-related-fatty-liver-disease

Helpline: 0800 652 7330 (Mon-Fri, 10am-3pm)

Contact details for posters, leaflets:
publications@britishlivertrust.org.uk

Liver disease (non-alcohol related)

NHS INFORM

An introduction to non-alcoholic fatty liver disease.

Website: www.nhsinform.scot/illnesses-and-conditions/stomach-liver-and-gastrointestinal-tract/non-alcoholic-fatty-liver-disease-naflid

BRITISH LIVER TRUST

Patient information and support, liver health awareness, campaigning and research to improve services for all liver conditions.

Websites: www.britishlivertrust.org.uk/liver-information/liver-conditions/non-alcohol-related-fatty-liver-disease

Helpline: 0800 652 7330 (Mon-Fri, 10am-3pm)

Contact details for posters, leaflets:
publications@britishlivertrust.org.uk

Mental health and wellbeing

NHS INFORM

Information on treatment for depression.

Website: www.nhsinform.scot/illnesses-and-conditions/mental-health/depression#treatment

BREATHING SPACE

This service is also part of NHS inform. It is a free, confidential phone line, staffed by trained advisors, for anyone in Scotland experiencing low mood or depression, and for those who are unusually worried and need someone to talk to.

Website: www.breathingspace.scot

Helpline: 0800 83 85 87 Weekdays (Monday to Thursday) 6pm-2 am. Weekends (Open 24 hours). Friday 6pm-Monday 6am.

Contact details for posters, leaflets:
info@breathingspacescotland.co.uk

SAMH

Operates over 60 services in communities across Scotland providing a range of mental health social care support, homelessness, addictions and employment services, among others.

Website: www.samh.org.uk

Contact details for posters, leaflets: 0141 530 1000

LIVING LIFE

Online courses covering low mood and stress and all of the common linked problems this causes. It will work out why individuals feel as they do, and support them to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more.

Website: www.lltf.com

SAMARITANS

Offers people a safe place to talk any time they like, in their own way, about whatever's getting to them. The person doesn't have to be suicidal.

Website: www.samaritans.org

Helpline: 116 123

Contact details for posters, leaflets: scotland@samaritans.org

Multiple sclerosis (MS)

NHS INFORM

Website: <https://www.nhsinform.scot/illnesses-and-conditions/brain-nerves-and-spinal-cord/multiple-sclerosis-ms>

MULTIPLE SCLEROSIS SCOTLAND

Provides support for people living with MS.

Websites: www.mssociety.org.uk/near-me/branches/ms-society-scotland

Helpline: 0808 800 8000

Contact details for posters, leaflets: 020 8438 0999 or shop@mssociety.org.uk

Sexual health

SEXUAL HEALTH SCOTLAND

Information about sex and sexual health, relationships and pregnancy.

Website: www.sexualhealthscotland.co.uk

Helpline: 0800 22 44 88

Smoking

SMOKELINE

This NHS inform service is Scotland's national stop smoking service. Smokeline advisers can give all sorts of tips on how to quit and what to do to get support from local groups. People can call for free and speak to a trained stop smoking adviser.

Web chat is available at: www.nhsinform.scot/smokeline

Helpline: 0800 84 84 84

Order leaflets, posters and pens:

HISPartnership&EngagementTeam@nhs24.scot.nhs.uk

Stroke

NHS INFORM

Website: www.nhsinform.scot/illnesses-and-conditions/brain-nerves-and-spinal-cord/stroke

STROKE ASSOCIATION

Works to prevent strokes happening, as well as providing information and support to anyone affected by stroke.

Website: www.stroke.org.uk

Helpline: 0303 3033 100

Contact details for posters, leaflets: info@stroke.org.uk

CHEST HEART AND STROKE SCOTLAND

Aims to improve the quality of life for people in Scotland affected by chest, heart and stroke illness through medical research, advice and information, and support in the community.

Website: www.chss.org.uk/stroke-information-and-support

Helpline: 0808 801 0899

Contact details for posters, leaflets: adviceline@chss.org.uk

Healthy living resources

The [Healthy Living section of NHS inform](#) has useful information, links, advice and suggested activities to support services and advice for many lifestyle topics, including the following:

ALCOHOL

Information around having a responsible relationship with alcohol.

Website: www.nhsinform.scot/healthy-living/alcohol

DIET (FOOD AND NUTRITION)

How to eat a healthy, balanced diet, food labelling and weight loss.

Website: www.nhsinform.scot/healthy-living/food-and-nutrition

KEEPING ACTIVE

Includes information around the benefits of physical activity, choosing activities and keeping motivated.

Website: www.nhsinform.scot/healthy-living/keeping-active

PREGNANCY

From getting pregnant, being pregnant or caring for a new baby.

Website: www.nhsinform.scot/healthy-living/pregnancy-and-baby

STOPPING SMOKING

Find out about the benefits of quitting and the support available to stop.

Website: www.nhsinform.scot/healthy-living/stopping-smoking

Other

KEEPING ACTIVE

Find places nearby to go to be active — sports centres, community halls, parks, gyms, climbing walls, woodlands, swimming beaches, national cycle routes, and lots more.

Website: www.activescotland.org.uk

EAT BETTER FEEL BETTER

Eat Better Feel Better can help people make changes to how they shop, cook and eat, so their family can eat better and feel better. Includes tips, recipes and cook-along videos.

Website: www.eatbetterfeelbetter.co.uk

Social care resources

CARE INFORMATION SCOTLAND

An NHS inform service that offers phone, webchat and a website providing information about care and care services for people living in Scotland. Advisors can support people who are new to care, need care themselves or are planning for future care needs.

Website: www.careinfoscotland.scot

Helpline: 0800 011 3200

Order leaflets, posters and pens:

HISPartnership&EngagementTeam@nhs24.scot.nhs.uk

CHILDLINE

A free, private and confidential service for children and young people who would like to talk about anything.

Website: www.childline.org.uk

Helpline: 0800 1111

Download tools and videos: www.childline.org.uk/toolbox

Through their local partnerships, public libraries will often have information about local care and support services, voluntary organisations and community groups to help people looking for social care information.

Self-Directed Support

Self-Directed Support is a major culture shift in the way health and social care services are delivered. The shift sees a move towards a more person-centred and outcomes-focused assessment of needs and delivery of services. It is about the individual making an informed choice and deciding how much on-going control they wish to have. This is an opportunity for librarians to signpost information about local services and promoting the library as a useful amenity.

SELF-DIRECTED SUPPORT PORTAL

Website: www.sks.org.uk/selfdirectedsupport

MY SUPPORT MY CHOICE

Website: www.selfdirectedsupportscotland.org.uk

SEARCH FOR SUPPORT

Website: <http://searchforsupport.org>

IRISS PILOTLIGHT PROJECT

useful case studies and videos

Website: <http://pilotlight.iriss.org.uk>

Local health and care information sources

Public libraries already have lots of valuable information about local services, voluntary organisations and support groups. In addition, you might want to consider the following sources of local information and support:

NHS INFORM SERVICES DIRECTORY

Provides information about local services and groups in a given postcode area, including:

- GP practices
- Dental, optician and pharmacy services
- Sexual health services
- Health and wellbeing services
- Accident and emergency and minor injury services

ALISS

ALISS (A Local Information System for Scotland) is a search and collaboration tool for health and wellbeing resources in Scotland.

Website: www.aliss.org

Contact details for posters, leaflets: 0141 404 0231 or aliss@alliance-scotland.org.uk

Local health board information resources

Below is a selection of local information resources and services managed by NHS Boards.

NHS GREATER GLASGOW AND CLYDE

Public Health Resources Directory (PHRD)

Provides access to comprehensive information about the full range of public health and health improvement resources available to clients across Greater Glasgow and Clyde.

Website: www.phrd.scot.nhs.uk

Patient and Health Information Centres

Patient and Health Information Centres are non-clinical spaces within hospitals. Staff in these centres can provide information and support on a wide range of health and lifestyle issues.

Website: www.nhsggc.org.uk/patients-and-visitors/health-information-centres/support-and-information-service

NHS HIGHLAND

NHS Highland's Health Information and Resources Service (HIRS) is available for professionals, students and the general public working or living within NHS Highland's geographical area and Argyll and Bute council areas. HPAC is an online library catalogue that enables you to search for, and request resources from the Health Information and Resources Service (HIRS).

How to order resources:

www.nhshighland.scot.nhs.uk/HIRS/Pages/Resources.aspx
<http://healthyhighlanders.co.uk/HPAC>

NHS Ayrshire and Arran

The Health Information and Resource Service (HIRS) provides access to a wide range of health promotion materials to professionals and the public.

How to order resources: www.healthinfoshop.scot.nhs.uk

Patient and Health Information Centres: www.nhsaaa.net/services-a-z/h-health-information-and-support-centre.aspx

NHS TAYSIDE

HPAC is an online library catalogue that enables you to search for, and request resources from the NHS Tayside Health Promotion Leaflet and Resource Service. There is no charge for using the service.

How to order resources: www.tayhp.com/HPAC/HPACIndex.jsp

NHS Tayside Health Shops: Can be contacted on (01382) 633859/740400

NHS LANARKSHIRE

An online resource for ordering leaflets for anyone living or working in the NHS Lanarkshire area.

How to order resources: <http://hpac.nhs.lanarkshire.scot.nhs.uk/HPAC/Index.jsp>

6. Self-management tools and mobile apps

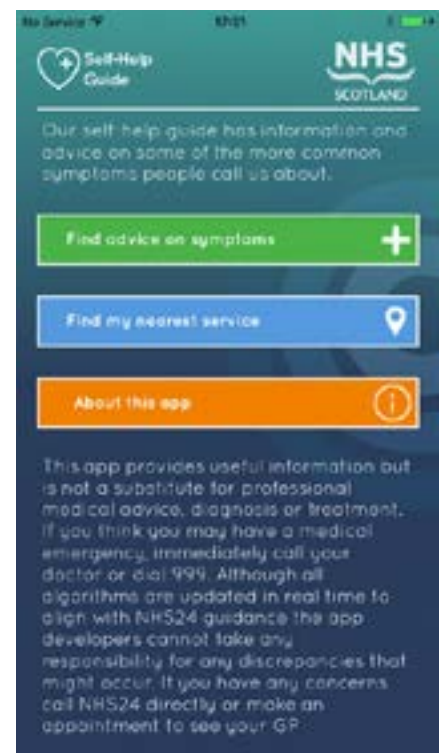
LIS staff who work directly with the public can signpost them to the following quality-assured tools and resources.

LIS staff who work with health and social care professionals may also want to make them aware of these tools and resources that they can recommend to service users and carers to support self-management.

The NHS inform Self-Help Guide is available as a mobile app from the [Apple App Store](#) and [Google Play](#). It is also available through [its own section in the NHS inform website](#). It covers a range of common symptoms including low back pain; fever in babies and adults; and help in accessing the medicines you need.

You can find out about other NHS inform self-management tools and apps at www.nhsinform.scot/care-support-and-rights/tools-and-apps. These include:

- **Self-management for musculoskeletal disorders** such as back or shoulder pain
- **How to access telecare services** in your area
- **Falls Assistant** – to help people at risk of falls to live safely and independently at home



Mental health apps

The charity [Mind](#) provides a range of advice and information, advocacy and support services to empower anyone experiencing a mental health problem to live a full life, and play a full part in society. They have a list of [Apps For Mental Wellbeing](#).

The [Anticipatory Care Planning app](#) from Healthcare Improvement Scotland is designed to help people to plan ahead and make choices about their future care. Many people with long-term conditions or chronic health problems can benefit from having an Anticipatory Care Plan. This can help the individual be more in control and be able to manage any changes in their health and wellbeing.

7. Health literacy tools and support

Library and information services can make it easier for service users and carers to use health information, so that they can become active partners in their care, in a number of ways.

LIS staff who work directly with the public can:

- Use their reference interview skills to **help people articulate their questions and the type of information they want**. For example, they may not just want factual information but perhaps biography or fiction that gives insight into the experience of others with the same condition.
- When possible, **check whether the information provided met the person's health and wellbeing needs**, or whether they have additional questions.
- Help people to **distinguish good quality health information** from unreliable information. The Patient Information Forum provides some [useful guidance on evaluating patient and public health information sources](#).



- Make sure that **health information resources you suggest are fully accessible** to all. For example, checking – do the resources:
 - » Use simple language – avoiding jargon?
 - » Use pictures – this is helpful for everyone, and particularly for people with poor reading literacy?
 - » ‘Chunk and check’ – break information into small manageable chunks?
- **Support people with visual or hearing impairment, and whose first language is not English**, for example by:
 - » Checking that the health information websites you suggest are compatible with screen readers and other assistive technologies. It is helpful if they use tools such as Browsealoud, which simplifies and reads out pages for people with visual impairment, and translates into multiple languages.
 - » Being aware that people whose first language is not English can use services such as [NHS 24’s Language Line](#), which offer free interpretation services.
 - » Being aware that people with hearing impairment can use [contactSCOTLAND-BSL](#) which connects deaf BSL users throughout Scotland through a video relay service (VRS) with all of Scotland’s public authorities and voluntary organisations (Third Sector).

LIS staff who work with health and social care professionals

- May want to raise awareness of a few key techniques that are promoted widely for use by health and social care professionals in Scotland.
- TeachBack – to confirm that the information you provide is being understood by getting people to ‘teach back’ what has been discussed and what instruction has been given. This is more than saying ‘Do you understand?’ It is more a check of how you have explained things rather than patient/client understanding.
- ‘Chunk and check’ – break down the information that you need to discuss into smaller more manageable chunks.
- Use simple language – avoid jargon.
- Use pictures.
- Routinely offer help with paperwork.

Find out more

You can find out more information about the health literacy tools and support outlined above, and more, on the following websites:

- [The Health Literacy Place](#)
- The [Plain English Campaign](#) provides guides on clear communication. Its Crystal Mark on documents and websites indicates that the resources follow Plain English principles.
- The [Scottish Accessible Information Forum](#) provides guidance and advice on producing accessible information.

8. Shared decision-making tools

LIS staff who work directly with the public can help people to participate more confidently as partners in their care by making them aware of tools that help them to prepare for meeting with a health or social care professional, so that they get what they need from the consultation.

LIS staff who support health and social care professionals can signpost them to the same tools, so that professionals can help service users and carers to participate more confidently as partners in their care, so that they get what they need from a consultation.

- **Talking Mats** is an award-winning communication tool that is used to improve the capacity of people with communication difficulties to communicate effectively about the things that matter to them. It is a generic approach, which can be used for a wide range of needs, issues and conditions.
- **'Ask Me Three'** is a tool that encourages people to ask three questions that should provide them with the key information that they need to know about their condition and situation:
 - 1 What is my main problem?
 - 2 What do I need to do?
 - 3 Why is it important for me to do this?
- The **Encouraging Patient Questions** section of The Health Literacy Place website provides more tools and guidance. This includes NHS 24's useful leaflet 'It's okay to ask' which highlights general questions and prompts for patients to consider before a consultation with a healthcare professional.
- The **Choosing Wisely Campaign**, led by UK Royal Colleges, highlights five key questions which patients might consider asking in discussing options with healthcare professionals:
 - 1 Do I really need this test, treatment, or procedure?
 - 2 What are the risks or downsides?
 - 3 What are the possible side-effects?
 - 4 Are there simpler, safer options?
 - 5 What will happen if I do nothing?

- **'What Matters to Me?'** – helping someone to think through what is really important to them as an individual can help them to work with health and care professionals to make the choices that are right for them. It also helps professionals to gain a better understanding of that person in the context of their life. Questions that a practitioner might consider to engage the service user in this conversation include:
 - » What are the things that are important to you at the moment?
 - » What are some of the things you would like to achieve as a result of this support?
 - » When you have a good day, what are the things that make it good?

Shared decision aids for specific problems

NHS Rightcare is an NHS England organisation that provides a number of [evidence-based decision aids](#) to support shared decision-making between patient and professional for a number of issues. These range from smoking cessation and obesity, to hip and knee replacement, to helping parents whose screening tests show an increased chance of their children having Down's Syndrome.



9. Case studies

Public library services

Bibliotherapy in Midlothian

Midlothian Public Library Service offers a wide-ranging and well-evaluated bibliotherapy service. This supports people to use creative reading to help their personal health and wellbeing. Partnership is at the heart of the delivery model, with a steering group involving a psychological psychotherapist, Child and Adolescent Mental Health Services (CAMHS), and a joint mental health officer from the local authority. Examples of the benefits of this service include:

- Through bibliotherapy sessions in a local high school, facilitated by an experienced English teacher, a group of children and young people at risk of exclusion was able to experience unique challenges designed to address emotional wellbeing.
- In addition, Midlothian Braw Blether uses bibliotherapy to bring people together who have a history of mental health issues. The facilitated sessions have regular attendees who emphasised the importance of light-touch facilitation and the non-judgemental environment which is encouraged. One participant spoke of 'leaving their troubles at the door', and another noted how it has built his confidence and addressed his social isolation. Another participant in one of the groups referred to the group being about 'restoring a sense of worth to those who may have felt downwardly affected by forms of memory impairment.'

'Dr You' Project in Western Isles

The 'Dr You' project delivered by the Western Isles public library service is based in a small community where it can be difficult to access public services without other people knowing. 'Dr You' provided a route for people to access health information discretely. It also helped to develop understanding in the community of the impact of dementia and contributed to building a dementia-enabled and dementia-friendly community.

Dementia Information Centre in Dundee

Dundee City Library Service worked closely with the Dementia Centre at the University of Stirling and with Alzheimer Scotland to develop a Dementia Information Resource Centre for use by patients, carers, professionals and the general public. The Dundee project organised tailored training for core staff members and opened this training up to library staff in Fife, Angus and Dundee. As they recognised that users of the library came from many of these areas, cascading/sharing knowledge was an important component of receiving the PLIF funding.

Memory Boxes in Angus

ANGUSALive public library service has worked in partnership with Angus Alive, the local Alzheimer Scotland office and healthcare practitioners, to provide Dementia Memory Boxes that can help people with dementia retain or reconnect with cherished memories.

Themed boxes are filled with different items, pictures and objects that help stimulate memories of times past for people with dementia. They are available to individuals, families, groups and health professionals. Serving as tailor-made conversation starters for use with informal and formal care providers, the differing contents of the Dementia Memory Boxes can prompt recollections of childhood, holidays, home-life, days at work, hobbies, wildlife, countryside and other experiences. The contents have been specially selected to exercise all the senses, for example, a photo of home baking that smells of custard can spark childhood memories.

‘What Matters to you’ day

[What Matters to You day](#) launched in 2016 and is a day dedicated to raising awareness of how important it is to ask about, and listen to, what matters to patients and carers. This was repeated in 2017, and on this occasion, the NHS Greater Glasgow and Clyde staff and partner’s library (The Library Network) got involved.

Members of the library staff were made aware of ‘What matters to you day’ via communication with the Patient-Centred Care Team that they had worked with previously. A number of library sites agreed to contact the relevant organisers to obtain as many promotional materials as possible. This included badges, post-it notes, posters and stickers. Library staff used their contact lists to advertise ‘What matters to you’ day and to let wards and departments know that they could get materials related to it from the libraries. Materials were requested to arrive a few weeks before the ‘What Matters to you’ day, so that staff from wards and department could view what was available and arrange collection for their ward/department. A display of patient-centred care related material, such as books, was placed in prominent locations, so that when staff came in

to collect their materials the resources would be visible. The uptake was very good – all the promotional material was distributed and the display prompted conversations among clinical staff who were in the library about ‘What matters to you’ and its aims.

‘Breathing space’ and ‘Better you for a brighter tomorrow’

NHS Greater Glasgow and Clyde Library Network provide NHSGGC staff and partners with access to services and resources to support their care of patients. They also cater for the wellbeing of NHSGGC staff themselves.

Members of the Clyde Sector of NHS Greater Glasgow and Clyde Library Services attended a Healthy Working Lives event for Renfrewshire community and health and social care staff. Contacts were made with staff in Health Improvement and this led to a variety of wellbeing mental health booklets around subjects such as self-esteem, anxiety, stress and sleeping being sourced from the Public Health Resource Unit. At the same time, other sectors were also sourcing similar, or the same material and a sharing of ideas ensued so multiple copies of the leaflets were obtained for each library. These were then placed in the libraries for any member of staff to take away. This has been highly successful with some wards and departments collecting large numbers of the booklets that were then circulated around their staff, or given to patients/carers. Library staff have also signposted to where clinical staff can obtain these resources. Similarly material was also sourced from the Breathing Space website, particularly in relation to their campaign ‘52 Acts of Kindness’. These were also made freely available within the libraries. All of the libraries within NHS Greater Glasgow and Clyde have regular displays on topics and events, and examples of this not only include the ‘52 Acts of Kindness’, but also activities such as ‘No Smoking Day’ and alcohol awareness.

North Sector NHSGGC promotion with Glasgow Life

NHS Greater Glasgow and Clyde Library Network and Glasgow Life (as Glasgow Public libraries are known) have been meeting and discussing collaborative working for some time, supported by [The Vision for Glasgow Libraries](#) and [The National Strategy for Public Libraries](#), as well as NHSGGC’s Library Improvement Plan. Discussions and collaborative working with other Public Library Services, most notably, Renfrewshire and Inverclyde have also recently begun.

The North Sector libraries of NHS Greater Glasgow and Clyde, and Glasgow Life, arranged to do joint promotional events at Glasgow Royal Infirmary and Stobhill Hospital. At Stobhill, the promotion was set up in the foyer next to the main entrance in the new Ambulatory Care Hospital. It is an ideal location for promotional events as it is near the lifts and the visitor cafeteria. Glasgow Life brought along their banners and promotional materials and forms, and NHS Library brought theirs, which also included a

visit from a Dynamed trainer. The library was able to show NHS staff resources and pass them on to Glasgow Life who were promoting their electronic resources such as music streaming and online magazines and comics. Glasgow Life managed to sign up members of the public to their services. A baby even managed to get 'My first library card'. The joint promotion linked Reading Ahead participants with access to extra materials from the public library. Glasgow Life could come into the hospital and have face-to-face interactions with members of the public who had never before had contact with its services. A similar event is planned with Inverclyde Public libraries in October 2017.

North West Community Rehabilitation Team, Drumchapel Hospital

The North West Community Respiratory Team was one of three pilot respiratory teams based in NHSGGC during 2013/14. The team's role was to provide community-based services to patients with chronic obstructive pulmonary disease (COPD) based in the NHSGGC North West Sector. Over 40% of people with COPD in the GGC area live in the North West of Glasgow (1). The patients are mostly elderly and many are housebound, and the team's pilot service aimed to help them manage their condition at home, so they were less likely to have to be admitted to hospital. The team included physiotherapists, occupational therapists, a pharmacist and a healthcare support worker and it requested support from the Library Network in evaluating the impact of its service.

Evidence searches and evidence syntheses were done on the following topics:

- Telehealth and telecare for COPD patients in their homes (2 searches)
- Anxiety related to breathlessness/COPD, and the use of mindfulness
- Patient diaries, mainly within a multidisciplinary/physiotherapy setting
- Good practice in obtaining feedback from elderly patients (2 searches)
- Services similar to NWCRT – impact, evidence, good practice

Actionable knowledge:

- Sourcing of apps for use with patients
- Provision of Dell tablets for the team

Social use of knowledge:

- Support in setting up a community website

Creating capacity:

- Basic training in use and maintenance of the community website
- Support for staff in using the tablets

Feedback from the team was very good, and they continued to get positive feedback from their service users. Evidence was presented on the efficiencies and service improvements which this model brings to the care of these patients. The three pilot teams have now been merged into a single NHSGGC service (2).

References

- Milligan, M., (2017) Community respiratory team. Case study. *Chartered Society of Physiotherapy*, 22nd February 2017. <https://casestudies.csp.org.uk/case-studies/community-respiratory-team-0>
- NHSGGC (2014) *Pilot shows major improvement in patients* [press release]. NHS Greater Glasgow and Clyde, 20th August, 2014. <http://www.nhsggc.org.uk/about-us/media-centre/news/2014/8/pilot-shows-major-improvements-in-patients/>

Sourcing the Evidence for Shared Decision Aids

Shared Decision Aids are tools which help people to participate in decisions about their health in ways that they prefer. They are generally used when there is more than one reasonable option for diagnosis or treatment. Each option will have pros and cons that different people will value in different ways. Therefore there is no clear “right option” that applies to everyone. A Shared Decision-Making Aid helps to match the features that matter most to an individual with the option that best supports these features.

The Healthcare Improvement Scotland Knowledge Services Team has sourced and summarised the evidence base around:

- Methods for developing shared decision aids
- International standards and quality criteria for shared decision aids
- Exemplars of good practice in shared decision aids

This evidence base provided valuable insights into how to develop shared decision aids to do three things effectively:

- 1 Provide facts about a condition, diagnosis or treatment options, and the pros and cons of each option
- 2 Help people to clarify their values (what matters most to them)
- 3 Help people to share their values with their healthcare professionals so that they can jointly plan the best course of action

This evidence base is being used to inform development of web and mobile shared decision-making tools to support conversations between patients and healthcare professionals as part of the medicines review process.

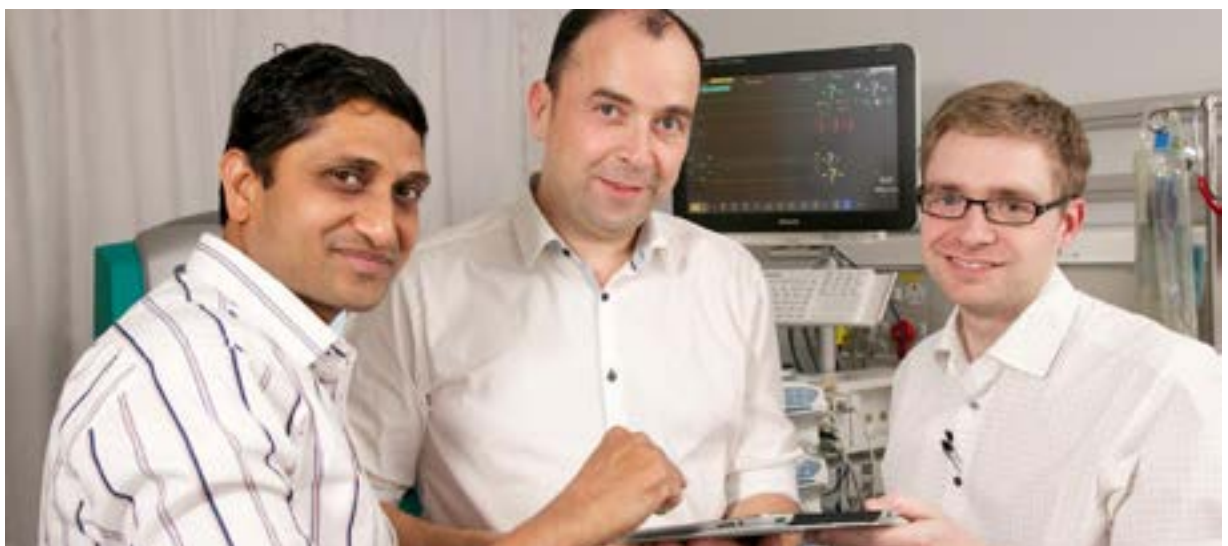
10. What can you do to promote your service's role during Self-Management Week?

Below are some suggestions. We encourage you to take some of these forward as partnership across NHS, public library and third sector library and information services. Self-Management Week focuses on collaborating across sectors to provide the best information and support for everyone, when and where they need it.

- 1 **Display posters and leaflets** from The ALLIANCE, NHS 24 and third sector organisations whose contact details are provided above.
- 2 **Host an NHS 24 Health inform services stand (NHS inform, Care Information Scotland and Smokeline) in the library.** Contact: HISPartnership&EngagementTeam@nhs24.scot.nhs.uk
- 3 Work with The ALLIANCE to **host Open Doors and other events for Self-Management Week.** Contact: smw@alliance-scotland.org.uk
- 4 Offer **pop-up libraries promoting your services alongside NHS information services – on NHS sites and in community settings.** This may include promoting Books on Prescription and bibliotherapy services.
- 5 **Community pharmacists** may be willing to host a stand in public libraries to promote the role of community pharmacy in health information and advice, and to highlight how using good quality information resources can help in using medicines effectively. Contact: gail.lumsden@nhs24.scot.nhs.uk
- 6 **Host talks from voluntary organisations such as Macmillan and Alzheimer's Scotland,** who can advise about the work that they do, and the information and support they offer. The ALLIANCE can assist you in promoting these opportunities to voluntary organisations in your area. Contact: smw@alliance-scotland.org.uk
- 7 Create a **special promotion around lifestyle groups or activities,** which you already offer or may want to explore during this special week – e.g. Walking Groups.
- 8 Create a **special promotion of books on prescription and bibliotherapy services** (you may already offer) to health and social care professionals.
- 9 **Joint awareness sessions with NHS health literacy and self-management leads.** These could target both the workforce and service users through collaboration with public libraries and patient information services.

Some NHS librarians have found that engaging with self-management, health literacy and shared decision-making presents an ideal opportunity to have conversations with health and social care practitioners to understand how these activities fit with their role and to promote relevant resources and services. NHS contacts to explore how best to support self-management, health literacy and shared decision-making include:

- **Patient safety** – building health literacy to improve informed consent, signage and accessibility within health settings, and production of NHS communications.
- **NMAHP practice educators** are interested in health literacy.
- **Healthcare support workers**, who have expressed an interest in training.
- **Patient information centres**, possibly supporting volunteers.
- **Primary care clinical leads in Integrated Joint Boards**. This includes leads in pharmacy, dietetics and other professions. Primary care has a major priority around emphasising self-management and shared decision-making.
- **Organisational development/learning and development** to offer a joint session on finding or sharing information to support self-management, health literacy and shared decision-making.



Appendix: Further reading

Co-production

- Batalden, M., Batalden, P., Margolis, P. et al (2016) Coproduction of healthcare services. *BMJ Quality and Safety*, 25, 7, pp.509-517. Available from: <http://qualitysafety.bmj.com/content/25/7/509>
- Bradley, E. (2015) Carers and co-production: enabling expertise through experience? *Mental Health Review*, 20, 4, pp.232-241. Available from: <http://www.emeraldinsight.com/doi/abs/10.1108/MHRJ-05-2014-0016>
- Scottish Co-production Network. *Self-management: why co-production is central*. [Accessed 01/08/2017]. Available from: <http://www.coproductionscotland.org.uk/resources/resource-case-studies/self-management-why-co-production-is-central/>
- Social Care Institute for Excellence (2013) *Co-production in social care: what it is and how to do it*. London: Social Care Institute for Excellence. Available from: <http://www.scie.org.uk/publications/guides/guide51/what-is-coproduction/defining-coproduction.asp>

Health Literacy

- Agency for Health Research and Quality (2011) *Health literacy interventions and outcomes: an updated systematic review*. North Carolina: Agency for Health Research and Quality. Available from: <https://www.ahrq.gov/downloads/pub/evidence/pdf/literacy/literacyup.pdf>
- Car, J., Lang, B., Colledge, A. et al (2011) Interventions for enhancing consumers' online health literacy. *Cochrane Review*. Available from: <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD007092.pub2/abstract>
- D'Eath, M., Barry, M.M., and Sixsmith, J. (2012) *A rapid evidence review of interventions for improving health literacy: insights into health communication*. Stockholm: European Centre for Disease Prevention and Control. Available from: https://www.researchgate.net/publication/259614329_A_Rapid_Evidence_Review_of_Interventions_for_Improving_Health_Literacy
- Kickbusch, I., Pelikan, J.M., Apfel, F. et al (2013) *Health literacy: the solid facts*. Denmark: World Health Organization. Available from: <http://www.euro.who.int/en/publications/abstracts/health-literacy.-the-solid-facts>
- Public Health England / UCL Institute of Health Equity (2015) *Improving health literacy to reduce inequalities*. Available from: <https://www.gov.uk/government/publications/local-action-on-health-inequalities-improving-health-literacy>

Self-Management

- Coulter, A., Roberts S., and Dixon, A. (2013) *Delivering better services for people with long term conditions: building the house of care*. London: The King's Fund. Available from: https://www.kingsfund.org.uk/sites/default/files/field/field_publication_file/delivering-better-services-for-people-with-long-term-conditions.pdf
- De Silva, D. (2011) *Evidence: helping people to help themselves*. London: The Health Foundation. Available from: <http://www.health.org.uk/publication/evidence-helping-people-help-themselves>
- Health and Social Care Alliance Scotland (2008) *Gaun yersel: the self-management strategy for long term conditions management in Scotland*. Glasgow: Health and Social Care Alliance Scotland. Available from: http://www.alliance-scotland.org.uk/download/library/lib_54b668b3d492a/
- Health and Social Care Alliance Scotland (2015) *Self management: lived experience driving change in health and social care*. Glasgow: Health and Social Care Alliance Scotland. Available from: <http://smns.alliance-scotland.org.uk/resource/self-management-thinkpiece/>
- Newbrunner, R., Chamberlain, R., Borthwick, R. et al (2013) *Sustaining and spreading self management support*. London: The Health Foundation. Available from: <http://www.health.org.uk/publication/sustaining-and-spreading-self-management-support>
- Taylor, S.J.C., Pinnock, H., Epiphaniou E. et al (2014) A rapid synthesis of the evidence on interventions supporting self-management for people with long-term conditions: PRISMS – practical systematic review of self-management support for long-term conditions. *NIHR Journals Library*. Available from: <https://www.ncbi.nlm.nih.gov/pubmed/25642548>

Shared Decision-Making

- Choosing Wisely UK (2017) *Shared decision-making*. [Accessed 13/08/2017] Available from: <http://www.choosingwisely.co.uk/i-am-a-clinician/shared-decision-making/>
- Coulter, A., and Collins, A. (2011) *Making shared decision-making a reality: no decision about me without me*. London: The King's Fund. Available from: <https://www.kingsfund.org.uk/publications/making-shared-decision-making-reality>
- Da Silva, D. (2012) *Evidence: helping people share decision-making*. London: The Health Foundation. Available from: www.health.org.uk/sites/health/files/HelpingPeopleShareDecisionMaking.pdf
- Legare, F., Stacey, D., Turcotte, S. et al (2014) Interventions for improving the adoption of shared decision-making by healthcare professionals. *Cochrane Systematic Review*. Available from: <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD006732.pub3/abstract>
- National Voices (2014) *Supporting shared decision-making: summarising evidence from systematic reviews*. Available from: <https://www.nationalvoices.org.uk/publications/our-publications/supporting-shared-decision-making>

Appendix: Acknowledgements

Working group

Dr Ann Wales, Programme Manager, Knowledge and Decision Support, Scottish Government Digital Health and Care (Chair)

Michelle Drumm, Communications and Content Manager, Iriss

Michelle Kirkwood, Knowledge Services Manager, NHS Greater Glasgow and Clyde

Gail Lumsden, Partnership and Engagement Officer, NHS 24 Health and Care Information Services

Jane Milne, Customer Services Manager, Midlothian Council, and Lead for Health and Wellbeing strand of Public Library Strategy

Lara Murray, Partnership and Practice Programme Network Officer (Self Management), The ALLIANCE

Sara Redmond, Partnership and Practice Development Programme Manager, The ALLIANCE

Annette Thain, Manager, Knowledge Services, NHS Education for Scotland

Copyright

This work is licensed under the Creative Commons Attribution-Non Commercial-Share Alike 2.5 UK: Scotland Licence. To view a copy of this licence, visit <https://creativecommons.org/licenses/by-nc-sa/2.5/scotland/>

You are free to:

Share — copy and redistribute the material in any medium or format

Adapt — remix, transform, and build upon the material