



Patient Information Forum

For everyone involved in health information and support

THE PERFECT PATIENT INFORMATION JOURNEY

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WHAT WE'LL COVER

- Part 1: Overview of the PPIF project
- Part 2: Presentation of key findings & discussion
- Part 3: Group activity – Barriers & solutions



ABOUT PIF

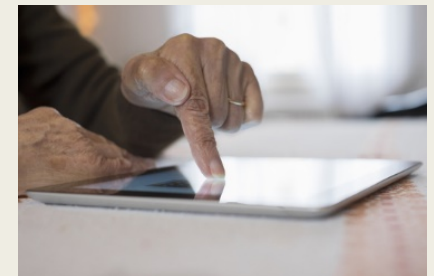
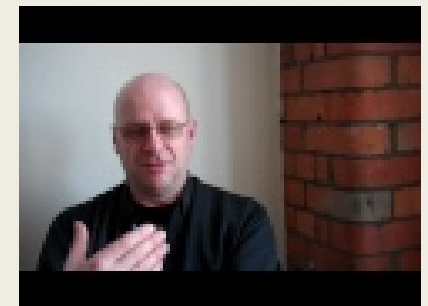
- Quality
- Integration
- Expertise
- Impact





More than just a leaflet

- Health and care information (content) is a factual tool.
- Person centred information.
- Information that people can understand, use and act upon.
- The foundation for making informed decisions about their health and care.
- Fundamental to person centred care and partnership between people and their healthcare professionals.
- The channels and medium for the delivery of information are many and varied.

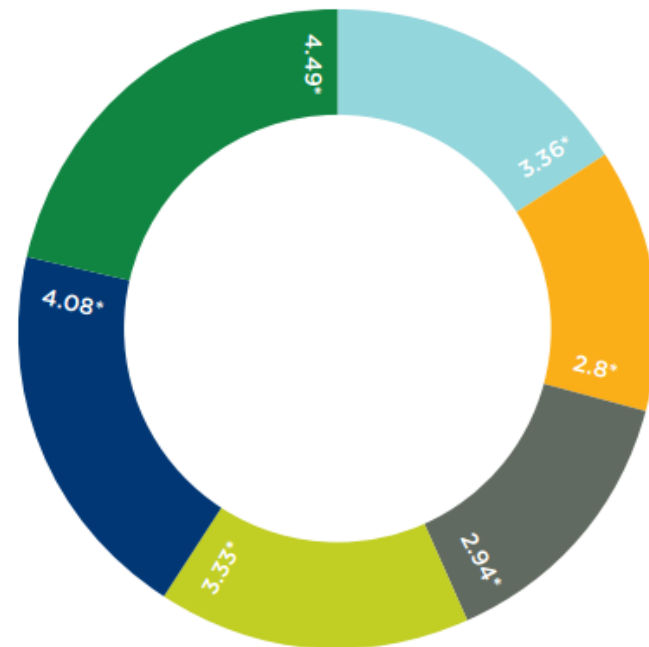




Information and support

What would be most helpful in making you feel more in control of your own care and treatment

- Longer appointments with your doctor
- More information on how to manage your condition
- More opportunities to discuss your options with your doctor
- More information on your condition
- More opportunities to discuss your condition with people other than your doctor
- More opportunities to talk to people who also have your condition



PiF & MHP Communications Report, Is Knowledge Power? (March 2015)



Quality matters!

Not enough to just provide information

To be effective information must:

- Be developed with users
- Be tailored – one size doesn't fit all
- Be delivered at the right time and right format for the individual
- Empower users to make choices and be supported at point of delivery
- Be accurate and evidence based
- Be clearly communicated and accessible
- Be evaluated

Evidence also shows it needs to be 'supported' and embedded into care

Collected in PiF reports 'What does good information look like' (2014) & 'Making the Case for Information' (2013)





PPIJ project

What's the problem?

People with long-term conditions still do not have the information they need to engage in shared decision-making and self-management.

What are we aiming to do?

Develop the 'perfect patient information journey' for people with long-term conditions.

How are we aiming to do it?

By working alongside patients, healthcare professionals and commissioners to develop resources which can be implemented in a clinical setting in order to embed information access in the patient pathway.



PPIJ project

What have we discovered so far?

- *Information on first diagnosis is essential BUT ...*
- *Information on first diagnosis can also be overwhelming*
- *Information needs change as people move along the pathway*
- *The journey for every person with a long-term condition is different, but there are definite points where every individual will require access to more information*
- *It's obvious, but information HAS to be tailored to the needs of the individual*
- *Being supported to ask questions is vital*
- *Local leadership and information champions are required*
- *Healthcare professionals want to do more, but time is a barrier*
- *Commissioners want to do more, but need the evidence*



Group discussion



Questions to consider:

- 1) What is your patient community's experience of accessing information, particularly in order to facilitate shared decision-making?
- 2) Does your patient community's pathway reflect the good practice principles outlined?



Group activity: Barriers & solutions

The task:

From the perspective of either patients, healthcare professionals or commissioners, consider the following:

What are three barriers that are preventing you from accessing/providing/commissioning improved access to information?

Consider and propose one solution which would help to overcome each of these barriers.



Group activity

Barrier	Solution
Insufficient time in GP consultations	Information directory for GPs to use to signpost patients to the necessary information



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