

# Health Information for Patients Service

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## Background:

Health Information for Patients Service (HIPS) delivers support for the creation, updating and governance of Patient Information Leaflets (PILs) at UHCW NHS Trust to meet the Quality Account KPI of 90% leaflets in date. The team does not have capacity to meet the Trust's need for tailored support in producing high quality patient information.

## Objectives:

UHCW has a Waste Reduction Programme (WRP) to support departments in reducing waste, improving efficiency and increasing productivity to enable financial savings. The Trust needed to know the extent of issues with PILs, including risks.

The aim was to determine the most efficient and effective way to deliver high quality written patient information, and what support the HIPS team could and should provide.

## Methods:

A Project manager was seconded for 6 months to investigate. Surveys to Health Professionals, other Trust Libraries, and Health Leads. Focus groups with Health Leads and Patient Partners. Interviews with key staff. Desktop research.

## Results:

A lack of understanding of the process. clear desire for range of support. Other Trusts offering a range of services but many also struggling with capacity to offer support for poor quality provision. Executive level commitment is vital to achieve an enhanced service. Gathering patient feedback was limited by existing channels and processes that are not owned by HIPS.

## Conclusions:

A report was written, and a business case presented with the preferred option to increase HIPS staffing to provide not only the administration task of uploading and proofing but training and support in writing for patients. This included tendering for a new Content Management System. The findings of this work were presented to a Chief Medical Officer led committee in February 2024. HIPS is agreed as an area for action including developing the business case.

**HLG**

Health Libraries  
Group

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University Hospitals  
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