

# Information Centre, Walsall Palliative Care Centre. Service Improvement and Redesign.

Raj Mann – Information Centre & Outreach Support Manager.



## Before in 2018



## Present in 2024



## Background

The NHS Information Centre, based at the Walsall Palliative Care Centre, is a dynamic department which offers information and support to people **living with, at risk of, and affected by a Cancer or a Palliative condition**.

We supply a comprehensive range of leaflets, booklets and various sources that can be provided in alternative languages and different formats such as Easy Read, BSL and Audio.



## Method

We believe **trustworthy up to date information** is essential in helping make better decisions on health and wellbeing.

Whether you're a member of the general public, a patient, carer for a relative or a healthcare professional. A personally tailored information pack can be produced, taking into account **social, spiritual, cultural and ethnic** needs.



## Aim

- Re-check all the literature across **Outpatient Waiting Area, Information Centre** and **Patient Quiet Room**.
- Review all publication dates.
- Remove all 'out of date' literature.
- Reorganise literature displays into **Healthcare, Social Care** and **Community Information** related areas.
- Redesign the Patient Quiet Room layout to maximise a cohesive space and display more literature.
- Create an electronic inventory style literature database.
- Create a database that provides a prompt and effective **search and find response** to immediate requests.

## Conclusion

- The new database offers ease of access to key information/literature when responding to an enquiry.
- Staff no longer need to conduct a physical check of literature when answering a telephone enquiry.
- Able to monitor popular themes of literature requested.
  - Able to highlight gaps on certain literature.
- Staff can remove outdated literature in a timely manner.



## Environmental Sustainability

With the new literature database, a first of its kind in the Information Centre. We can now effectively monitor and manage all literature across the Outpatient Waiting Area, Information Centre and Patient Quiet Room.

This has significantly helped with the **reduction of excess stock, over ordering, wastage with expiry dates, storage space and notably reducing the print and postage costs for charities who supply the literature for free.**

## Acknowledgements

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## Comprehensive Electronic Literature Database

Location	Manufacturer	Diagnosis	Publishing Date	Publishing Review Date
Quiet Room - Bookcase 1	Macmillan Cancer Support	Understanding Anal Cancer	Apr-20	Apr-23
	Macmillan Cancer Support	Understanding muscle-invasive and advanced bladder cancer	Nov-18	Dec-25
	Macmillan Cancer Support	Understanding non-muscle-invasive bladder cancer	Nov-18	Dec-25
	Macmillan Cancer Support	Managing the late effects of bowel cancer treatment	Jul-21	Jul-24
	Macmillan Cancer Support	Understanding Bowel Cancer Screening	Aug-18	
	Macmillan Cancer Support	Understanding secondary cancer in the bone	Oct-22	Oct-25
	Macmillan Cancer Support	Understanding primary brain tumours	Jun-19	Sep-22
	Macmillan Cancer Support	Understanding Breast Cancer In Men	Jan-19	Sep-21
	Macmillan Cancer Support	Understanding breast cancer in women	Jan-19	
	Macmillan Cancer Support	Understanding breast reconstruction	Oct-18	Jun-25
	Macmillan Cancer Support	Managing the late effects of breast cancer treatment	Oct-18	Jul-26



## Community Palliative & End of Life Care

### Information Centre & Outreach Support Team

- Linda Hayes – Cervical Cancer Outreach Nurse Specialist
- Penny Elwell – Outreach Support Officer
- Naheed Razzaq – Outreach Support Officer
- Donna Sharpe - Administration Officer
- Caron Gobsill – Administration Officer

### Working in partnership

The Royal Wolverhampton NHS Trust  
Walsall Healthcare NHS Trust