Fact Sheets for Minor illness

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GP
What is our main task?

- Improve self care
- Reassure patients
- Red flags
- Use in consultation
What are we trying to achieve?

Increase confidence

Easy to use

Reduce re-consultations
Address 3 key questions:

- What do I need to look out for?
- What is the normal duration?
- What can I expect to happen?
Do information leaflets work?

Use of a booklet led to:

↓ antibiotic prescribing

↓ intention to re-consult

↔ patient satisfaction

*Francis et al, BMJ 2009*
What’s already available?

Patient Information Leaflets

- Large number
- Not designed for self care
- Length and style
- Access
Fact Sheet Contents

Introduction

Useful Facts

What can I expect to happen?

What can I do myself to get better?

When should I seek medical help?

Where can I find out more?
Key Resources

- NHS Toolkit for producing health information
- Kings Fund – Producing Patient Information
- Patient Information Forum
- National Guidelines (incl. NICE, SIGN, Royal Colleges) and other NHS resources
In Summary – Potential Benefits

**Patients**
- Save time and money
- Put patients in control
- Reduce anxiety
- Improve quality of life

**Clinicians and NHS**
- Ideas, Concerns, Expectations
- Shared decision making
- Reduce re-consultation rates
- Save money
Informal user feedback

81% reasonable and even-handed

95% easy to understand

66% helps me manage my symptoms

90% helps me to understand when I should seek medical advice

Source: SCF survey
Informal GP Feedback

“...really useful...”

“Covers all aspects, most importantly red flags and a link to exercises.”

“I will definitely be using these in my practice.”

Source: GP survey (KS, personal communication)
...and an informal evaluation

“...well balanced and objective...”

“...aids patient understanding...”

“...very empowering for the patient...”

Source: Thomas Shaw, Clinical Library Manager, NHS Direct
(personal communication, quoted with permission)
Questions for further Evaluation

- Patient Outcomes
- How being used
- Save £
  NHS
- Consultation rates
Can you help?

Feedback and field testing
Design
Distribution

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