

# Fact Sheets for Minor illness

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GP



# What is our main task?

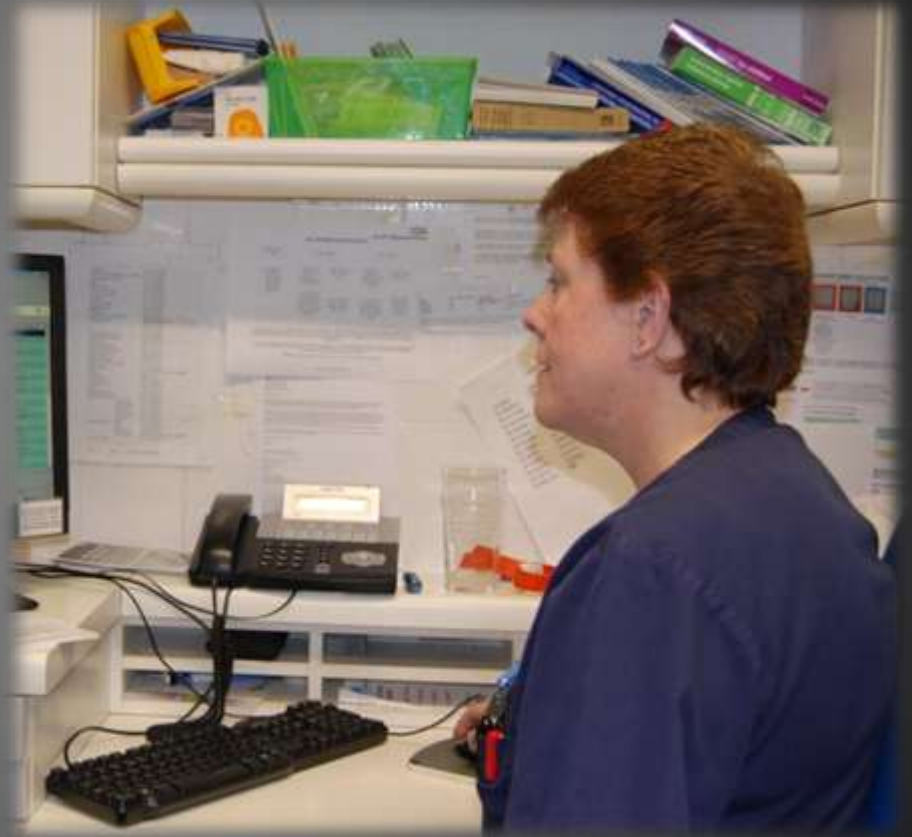


# What are we trying to achieve?

**Increase confidence**

**Easy to use**

**Reduce re-consultations**

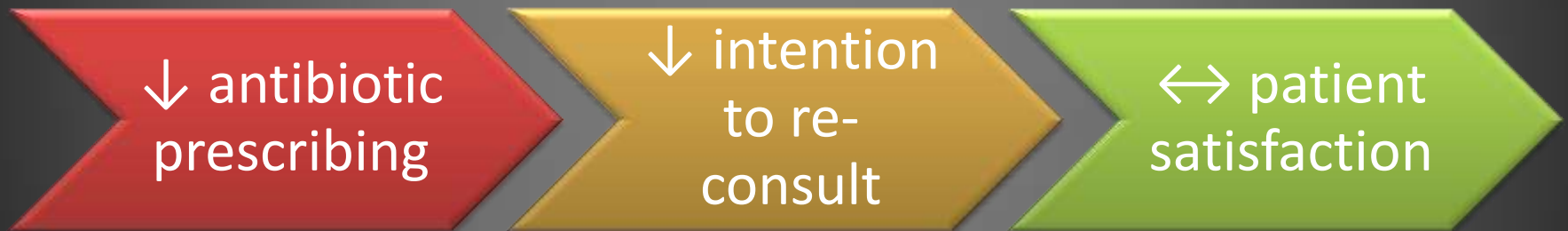


# Address 3 key questions:



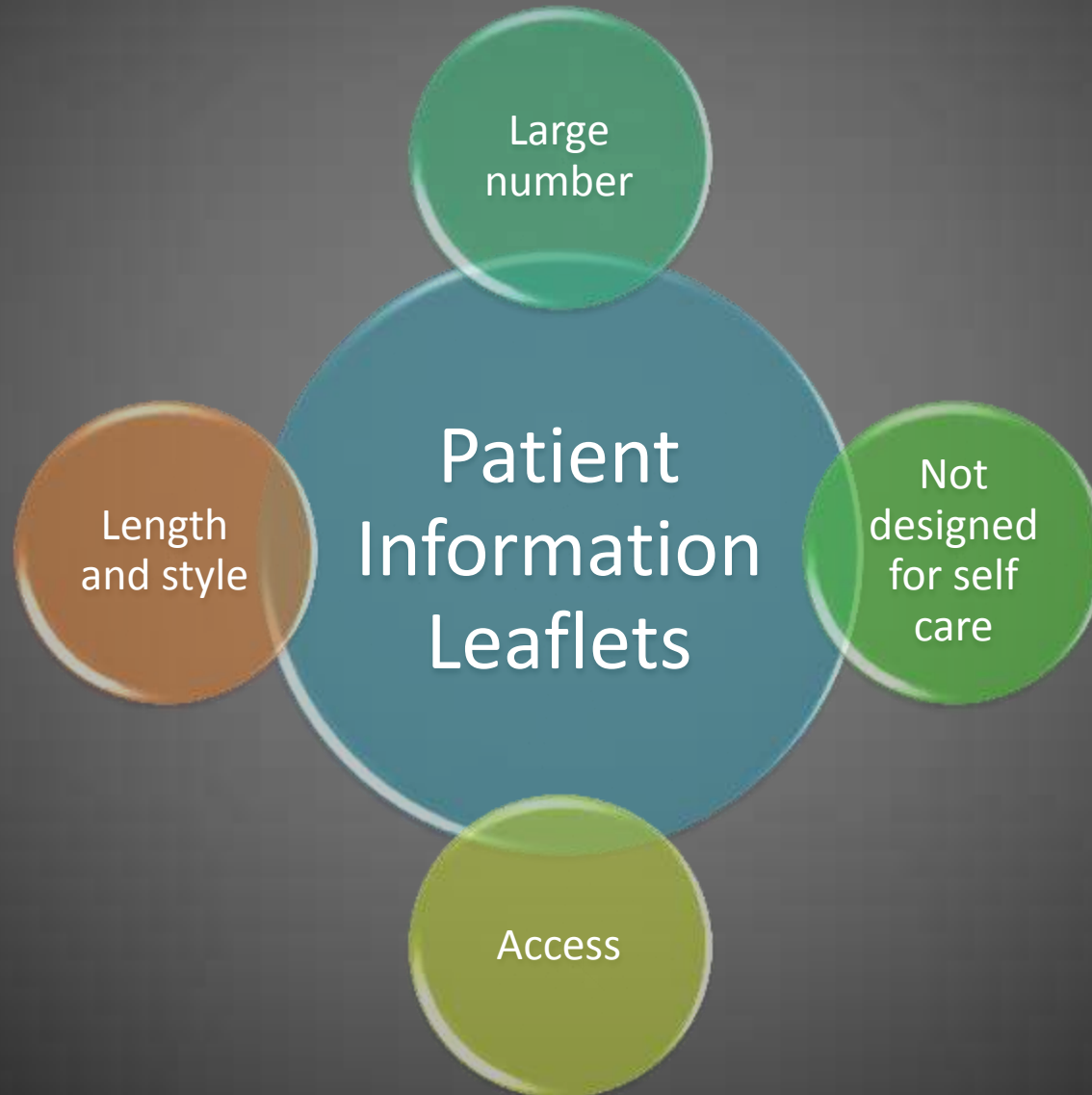
# Do information leaflets work?

Use of a booklet led to:

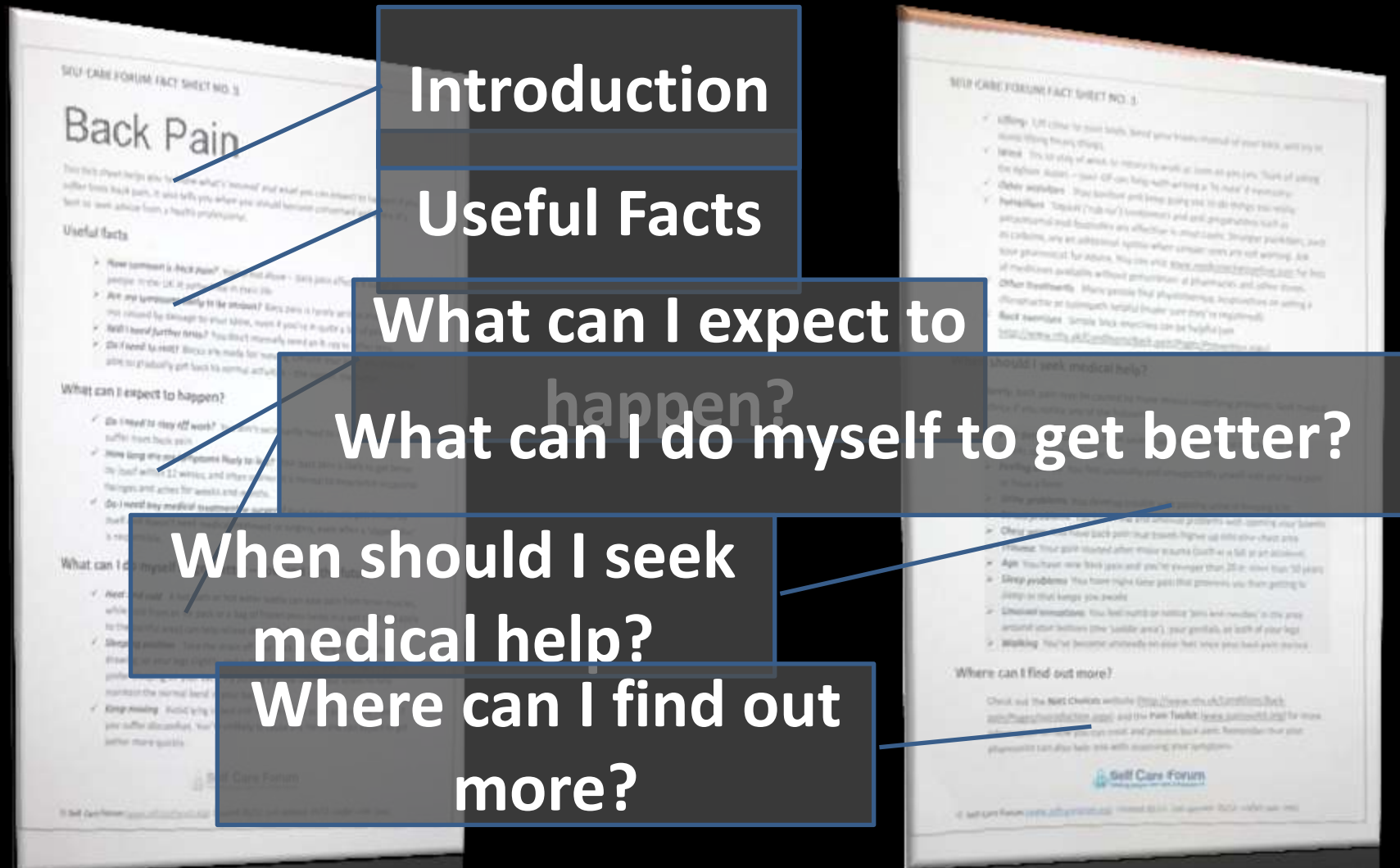


*Francis et al, BMJ 2009*

# What's already available?



# 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

TheKingsFund>

Kings Fund – Producing Patient Information



Patient Information Forum

NHS

National Institute for  
Health and Clinical Excellence

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

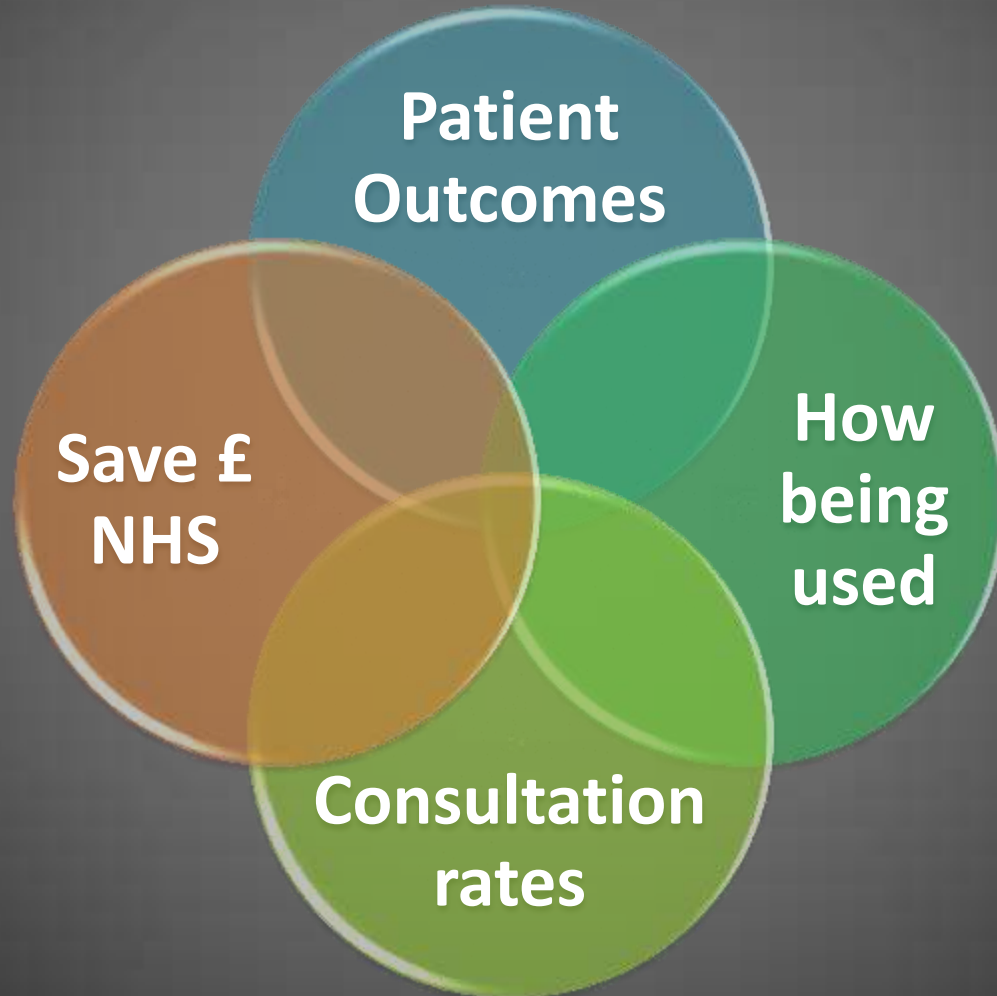
*“...well balanced and objective...”*

*“...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



# Can you help?

**MINOR ILLNESS  
ROOM**

**Feedback and field testing**

**Design**

**Distribution**

Contact [k.schroeder@bristol.ac.uk](mailto:k.schroeder@bristol.ac.uk) or the

