

Case study: Cambridge University Hospitals NHS Foundation Trust

Developing information booklets for patients

What we did

For patients with COPD, diabetes and heart problems who were due to attend a review appointment, Nuffield Road Medical Centre had developed a series of agenda-setting and information sheets to encourage all patients to think about what they wanted to talk about when visiting a GP or nurse.

The practice has now rationalised their approaches in these four areas and produced a 'family' of materials which incorporate the same design. These materials are produced as stapled A4 booklets which contain, as appropriate, agenda setting prompts, results and condition-specific information. Patients can also incorporate goals and action plans agreed with their clinician.

The idea to produce this family of booklets came from practice staff and they seem to have been inspired by the process. There is a real sense of ownership and pride in what they have produced which appears to be very motivating. They now have a model which they can apply to other areas.

We believe that presenting the materials in this way will encourage the patients to keep the booklets for reference after their appointment. We will collect patient feedback on the booklets, beginning with diabetes review clinics in January 2012.

designed. The Co-creating Health team's role was to provide a supportive environment with structured meetings and planning. We believe this provided the time and space to explore ideas – to allow germination from which ideas then flourished and were developed independently by the practice outside the meetings with the team.

- We will collect patient feedback to understand patients' perceptions of the booklets.

Our learning

- Throughout this year Cambridge's Co-creating Health team which is supporting the implementation of self management support locally has held regular meetings with the practice to support them in their work to develop new approaches to supporting their patients to better manage their own health. This has been key to maintaining momentum and they have found the meetings helpful in keeping them on track in the midst of busy and pressured workloads.
- The idea of producing a family of booklets was generated by the practice themselves. It evolved over time as individual sets of materials were