

**ILCoP Health Literacy Group meeting
Friday 10th August 2018 CILIP Scotland, Glasgow 14:00 – 16:00**

1. Welcome introductions and apologies

Cleo thanked Sean on behalf of the group for hosting the meeting at CILIPS offices. All attendees introduced themselves to the group.

Apologies from:

Gillian Armour, Hilary Weir, Victoria McCandlish

Present: Cleo Jones, Jenny Foreman, Annette Thain, John Crawford, Kirsten McCormick (minutes), Sean McNamara, Ian McCracken, Ann-Marie Burns, Liz Sinclair (SQA Digital Literacy Engagement Officer, attending in place of Hilary Weir), Heather O'Neill

Ann-Marie Burns was welcomed as a new member to the group. Ann-Marie provided the context of her interest in the work of the group describing her role leading on the population health agenda for Clyde Gateway.

Cleo provided information about the inception of the group including reference to Cat McAuley's (Head of User Research & Service Design, Scottish Government) recommendation that the Information Literacy Community of Practice focus their IL agenda on work currently being undertaken on health literacy.

Annette explained that the group is currently taking an overview of how the various groups, research and work in the area of health literacy all 'fit' before establishing how the ILCoP HLG might contribute.

2. Summary of responses re involving school librarians in the current work

Annette reported on progress to date of 'Going in the right direction' – a partnership project (with PLIF funding from SLIC) between the Health and Social Care Alliance Scotland, NHS Scotland and public libraries to build a health information [toolkit](#) and training resource for public library staff. The aim of the toolkit is to provide LIS staff with information that will enable them to support members of the public with self-management and health literacy. Phase 1 of the project is currently underway with the toolkit now available online. Work is continuing with scenario based training currently under development. Annette advised that the report on phase 1 is expected to be published in September 2018 and that funding for phase 2 and discussions around a pilot with school librarians are currently on the agenda.

- Discussion

Cleo communicated her intention to sit in on the training that will be delivered in Midlothian (being taken forward by Jane Milne and Dr. Anne Wales) and added that she is also keen to identify an intervention for the public and not just staff.

Ann-Marie agreed there are other variables to building capacity in communities. She stressed the need for consultation with communities and involving users in the design of any community-based intervention. She added that support for skills was a top priority for people in the Clyde Gateway area.

Liz commented on her experience of individuals lacking awareness of their own skills gaps.

Ann-Marie provided an example of good practice and 'soft-touch' intervention whereby support for digital literacy was made available in local housing and attested to the benefits of sharing skills within and between members of the community such as increased likelihood of engagement.

Liz and Ann-Marie acknowledged there would always be challenges in engaging 'hard-to-reach' members of a community.

Liz spoke about plans for the SQA to provide a bespoke resource guide for the NHS based upon their suite of step-by-step [digital learning guides](#). The guides continue to be developed in response to feedback and currently no video is longer than 90 seconds and all guides follow a task oriented 'watch then do' format. Digital badges are available for completing a selection of guides. Liz commented that unfortunately talks with the NHS had currently stalled. Ian McCracken requested that Liz circulate links for the guides to the group.

Ann-Marie referred to an earlier meeting she had attended with Education Services and a conversation around the difficulty of engaging parents once a child is in secondary school. She suggested that the model of 'family meal and homework club' that has been trialed in primary schools in the Clyde Gateway area had potential to be adapted for parents supporting children with digital devices in secondary school. She also acknowledged that some parents may experience anxiety about supporting their children with digital devices.

Ian enquired as to the potential for health literacy to be incorporated into the SQA guides i.e. search for health information

Ann-Marie referred to her experience in a previous role with Glasgow Libraries around physical literacies.

Ian expressed the need for teaching staff in schools to understand the difference between digital, reading and information literacies.

3. Trusted resources for health literacy that are already available – group to scope out what’s there and identify gaps.

Annette agreed to send the group links to the [Health Literacy Place](#) and introductory [video](#) and reaffirmed that the resources are from an NHS staff perspective. Annette also agreed to raise awareness of other people in the ILCOP that these resources are available and to check whether the Alliance is aware of the SQA guides – **Action AT**

Cleo enquired whether there was an awareness of health literacy in HE. Kirsten was not aware of whether the Health Literacy Place was being used within the School of Health and Life Sciences at GCU but there may opportunities to query this with staff / student.

4. We need to be able to point people in direction of those online resources

5. Contributing to October Health Literacy month

Annette suggested we use ‘Challenge Poverty Week’ 1-7 October to promote resources including the ‘Going in the right direction’ [toolkit](#) via Twitter etc.

Ann-Marie mentioned this could also tie-in with projects currently underway to tackle screening inequalities. She mentioned marketing and media that has taken guidance from Cancer Research UK but been changed to reflect the local population including localising of language.

6. Recommendations in Making It Easier: A Health Literacy Action Plan

Cleo raised the importance of staying updated on the NHS Health Literacy Action Plan and Annette agreed the importance of information literacy remaining on the agenda for implementation of the plan.

John Crawford mentioned the health literacy / communication of GPs as an area of concern.

Ann-Marie will take back information on what is being done to equip front-line staff to the population health group at Clyde Gateway. She referred to the challenge of ‘deep end’ GPs and issues for them in getting time for their own learning. Ann-Marie also mentioned the potential for Clyde Gateway to serve as a test-site to investigate what is / can be done to support front-line practice and that the Centre for Population Health may be able to support with evaluation.

Cleo asked whether public libraries in Glasgow currently have the long term condition areas in place – Ann-Marie responded this was an area they were currently working towards.

Annette spoke about the action plan building on [Realising realistic medicine](#) and that the main aims are to improve shared decision making. NHS focus at present would be

around supporting NHS staff to better their understanding of health literacy and ability to communicate with patients through techniques and tools such as ‘teachback’. Success will be dependent upon sustainable intervention and exit planning. She also acknowledged the challenges for ‘deep end’ GPs and mentioned the work of community link workers (training intervention with link workers was of unknown success).

Ann-Marie commented that Clyde Gateway is managing funding for projects and the success of any initiative would be reliant upon the information skills of staff.

John referred to the [Information Literacy Group awards](#) available for projects and suggested an interview-based research project focusing on HE healthcare students – what do you do to interact with health literacy resources / information for patients? Kirsten replied this may be a research project to consider further down the line.

7. CILIP in Scotland Autumn Gathering session: Health Libraries Pathways – the role of public library staff in supporting self-management and health literacy

Sean mentioned the health information pathways session planned for [CILIPS Autumn Gathering](#) and that there is a 20 minute gap in the gathering yet to fill. He agreed to message the ILCOP to find someone who might be comfortable to present on the project (maybe Marianne Brennan) – **Action SM**

8. Ask someone from the ALLIANCE to come and talk to the health literacy group next time

Annette suggested we invite someone, possibly Marianne, once phase 2 of the project is underway.

9. Ask Kirsten Urquhart / someone from YoungScot to come along to the group next time

The group agreed it would be desirable to have someone from YoungScot on board. Ian mentioned that Cleo and Kirsten Urquhart (YoungScot) have worked together previously but the outcomes were never written up / published.

Jenny agreed to contact Kirsten Urquhart – **Action JF**

- Discussion

Cleo informed the group that school librarians in Midlothian had received mental health first aid training and emphasized mental health as a major area of concern for young people. Cleo stated that anecdotally young people often report they want apps but on further investigation they simply want information that is accessible and displays on a mobile platform.

Ann-Marie referred to findings from Steven Buchanan's (University of Strathclyde) [research](#) into the information needs of young first-time mothers which also highlights the importance to this group of offline support.

Cleo will check who received SLIF (School Libraries Improvement Fund) for mental health initiative(s) – **Action CJ**

10. Plan for a health literacy event next year – perhaps the Digital and Info Lit forum event in November 2019 can be dedicated to health literacy

Jenny suggested a health literacy theme for the forum.

11. Create a timeline with all group's actions and event for us to follow

12. AOB

13. Date of next meeting

TBA Wednesday 19th September at CILIPS offices was suggested but now cancelled due to group commitments.

Jenny send out a Doodle poll on Thursday 16th August.