

*8<sup>th</sup> European Conference of Medical  
& Health Libraries*

**NHS** CALL 24 HOURS ON  
**0845**  
**Direct 4647**

**ENABLING THE EXPERT ERA**

**Bob Gann, Director, NHS Direct Online**



[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

# 21<sup>st</sup> century health care

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**Patients want more choice & higher quality services**

**Ageing population & chronic disease**

**Information & communication technologies**

**Major changes in the way health professionals work**

**(Wanless Report *Securing our future health* April 2002)**



## *Investing in self care*

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**“With support from the NHS people increasingly take responsibility for their own health. Through media such as the internet & digital tv, people receive information and interactive advice... For every £100 spent on encouraging self care, £150 worth of benefits can be delivered.”**

**(Wanless Report *Securing our future health* April 2002)**



## *The expert patient*

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**In UK 17m adults living with chronic illness**  
**Recognising & acting on symptoms**  
**Dealing with acute attacks**  
**Making most effective use of treatments**  
**Accessing social care & support services**

*(The expert patient: a new approach to chronic disease management for 21<sup>st</sup> century September 2001)*



## *The information revolution*

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**Over 500 million people in the world have used the Internet**

**43% UK homes connected (plus workplace, education)**

**75% of all web users access health information (3-4 times a month)**

**100,000 health websites**



## *Expert & occasional users*

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### **EXPERTS**

**Clinical specialists**

**People living with  
chronic conditions**

**Carers**

### **OCCASIONAL**

**General  
practitioners**

**General public**



*Not all experts yet...*

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## POVERTY OF ACCESS

### Digital divide

Users tend to be  
young, affluent,  
employed, white

## POVERTY OF UNDERSTANDING

Tools & skills to make  
best use of  
information

Critical appraisal

Quality standards



## *Partners in shared decision making*

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**Both clinician & patient bring expertise to the partnership**

**Sharing information, sharing responsibility, sharing decision making**

**“Shared decision making may be the most important change in medicine in the next decade”**

**(*BMJ* 319; 719-20: 1999)**





# *Knowledge services for professionals*

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**National electronic Library for Health**

**Know how eg NICE guidelines**

**Knowledge eg Clinical Evidence**

**Over 300 healthcare libraries with 1,000 staff**

**Over £25m expenditure**



# National electronic Library for Health



## Know How

- [CLIP Database](#)
- [Commission for Health Improvement](#)
- [Health Care Needs Assessment](#)
- [Maternity \(MIDIRS\)](#)
- [National Service Frameworks](#)
- [NeLH Care Pathways Database](#)
- [NeLH Guidelines Finder](#)
- [NHS Modernisation Agency](#)
- [NICE Guidance and Guidelines](#)
- [NICE Audit Principles](#)

## Knowledge

- [Anatomy](#)
- [Bandolier](#)
- [OMNI Reviewed Internet Resources](#)
- [British National Formulary](#)
- [Clinical Evidence Issue 7](#)
- [Cochrane Library 2002/3](#)
- [DIPEX](#)
- [Evidence Based on Call](#)
- [HTA Publications](#)
- [MEDLINE/PubMed](#)
- [NHS Cost & Effectiveness Reviews](#)
- [Research Findings Register](#)

## Welcome

The National electronic Library for Health Programme is working with NHS Libraries to develop a digital library for NHS staff, patients and the public.

- [Registering to use NeLH](#)
- [Frequently Asked Questions](#)
- [About Us](#)
- [Publicity Material | Training Material](#)
- [Site Maps: A to Z | Where do I look?](#)

## Pilot Search Engine

[\[more...\]](#) [\[help...\]](#)

## Highlight

**NeLH Guidelines Finder**  
 NeLH has introduced a new version of the Guidelines Database - dubbed - the "Guidelines Finder". [\[more...\]](#)

## Whats New?

30/08/02 **New Briefings from NeLH Health Management**  
 Briefings on Shared Services, Emergency admissions and

## Hitting the Headlines

[\[What's this?\]](#) [\[archive...\]](#)

### Contraceptive jab 'could raise risk of heart disease'

The Guardian on 4 September 2002 reported that a widely used injected contraceptive might increase women's chances of developing heart disease. The article was based on the findings of a small reasonably well-conducted cohort study, but as noted in the newspaper article, the study does not provide direct evidence that the contraceptive causes coronary artery disease. [\[more...\]](#)  
Added:05/09/02

## Document of the Week

[\[What's this?\]](#) [\[archive...\]](#)

### Scientific Writing. Easy when you know how



The art (or science) of writing is not dead yet - the aim of this book is to teach you how to write a clear and structured scientific paper. The tips on getting started writing scientific

## *Multichannel service for patients*

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**22 NHS Direct call centres**

**NHS CAS decision support system**

**NHS Direct Online website**

**200 NHS Direct touch screen kiosks**

**1 million NHS Direct Self Help Guides**

**4 NHS Digital TV pilots**

**£100m a year**





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Direct 4647**

## Welcome to NHS Direct Online

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) Your gateway to health information on the internet

- ▶ [Home](#)
- ▶ [About NHS Direct](#)
- ▶ [Resources](#)
- ▶ [Health Features](#)
- ▶ [Frequently Asked Questions](#)
- ▶ [Send us your Enquiry](#)

### ▶ [Want to find out more about an illness or condition?](#)



Our [health encyclopaedia](#) covers a wide range of health topics.

### ▶ [Not feeling well?](#)



Try our [self-help guide](#) for advice.

### ▶ [Want to stay healthy?](#)



We have advice in the [healthy living](#) section.

### ▶ [Looking for information about the NHS?](#)



Search our [local information database](#).

#### Other Links:

- ▶ [UK Online](#)
- ▶ [Care Direct](#)
- ▶ [nhs.uk](#)
- ▶ [National electronic Library For Health](#)
- ▶ [NHS Direct Wales](#)

**Search**

[Go](#)

[Help](#)

- Hot Topics**
- ▶ [Don't miss out because of migraine](#)
  - ▶ [National Migraine Week](#)
  - ▶ [National Pregnancy Week](#)
  - ▶ [Boost your chances of conceiving with a healthy lifestyle.](#)
  - ▶ [Commission for Health Improvement \(CHI\)](#)
  - ▶ [What do you think of the NHS Direct Online website?](#)
- Topics in Depth**
- ▶ [Breast Cancer](#)
  - ▶ [Depression](#)
  - ▶ [Schizophrenia](#)
  - ▶ [Diabetes](#)
  - ▶ [Stroke](#)
  - ▶ [Legionnaire's Disease](#)
- Other Topics**
- ▶ [Cancer](#)

# *National Knowledge Service*

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**“We are creating a National Knowledge Service for the NHS...which will meet the needs of professionals, patients & the public for up to date evidence based information by fully integrating the development of NHS knowledge systems (eg NHS Direct, NHS UK, National electronic Library for Health, Department of Health websites)”**

*(Learning from Bristol: the Dept of Health reponse to public inquiry into Bristol Royal Infirmary Jan 2002)*



# Topics in depth

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## BREAST CANCER

[Search](#) [Diagnosis](#) [What is breast cancer?](#) [Management](#) [Treatment](#) [Feedback](#)



[Watch the  
celebrity videos](#)

### Welcome to the NHS Direct Online website for breast cancer

If you have breast cancer, or care for someone who has breast cancer, then this website may help you learn more about the disease. It has been designed to answer all of the questions that are asked by UK patients, carers and caregivers, using only the best available research evidence.

[Read the NHSDO summary on herceptin](#)

If this is your first visit please [read the introduction](#).

There is a [detailed version](#) of this website which features in-depth information with more medical terminology. This site will be of interest to health professionals and others who want more detailed content.

The site was last updated on Friday, March 15, 2002

[Search](#) | [Diagnosis](#) | [What is breast cancer?](#) | [Management](#) | [Treatment](#) | [Feedback](#) | [Disclaimer](#)  
[Introduction](#) | [Prevention](#) | [Screening](#) | [Genetics](#) | [Complications](#) | [Bibliography](#) | [Celebrity stories](#)  
[Detailed version of website content](#) | [Video](#) | [Glossary](#) | [Links](#) | [Acknowledgements](#) | [A-Z](#)  
| [Home](#)

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Site designed and maintained by the National electronic Library for Cancer

**NHS**  
National Electronic  
Library for Health  
Cancer

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

# Sharing patient expertise

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The screenshot shows a web browser window displaying the 'Database of Individual Patient Experiences' (DIPEX) website. The browser's address bar and toolbar are visible at the top. The website has a dark blue background with white text. At the top left, there is a profile icon and the title 'Database of Individual Patient Experiences'. Below this, there are three navigation links: 'more about DIPEX', 'disclaimers', and 'credits'. The main content area features a large 'welcome to DIPEX' heading, followed by a paragraph of introductory text. To the right, there is a small portrait of Jon Snow with the text 'Jon Snow introduction'. Below this, a section titled 'Supported by:' lists four logos: Cancer Research UK, NHS Direct, Macmillan Cancer Relief, and NHS National Electronic Library for Health. At the bottom, there is a row of five buttons: 'How available', 'hypertension', 'prostate cancer', 'breast cancer', and 'colorectal cancer'. Below the buttons, there is a paragraph of text about browser requirements and a list of two links: 'Download RealPlayer' and 'Download Flash Player'. At the very bottom, there is a note about browser optimization and a copyright notice.

Database of Individual Patient Experiences

[more about DIPEX](#)   [disclaimers](#)   [credits](#)

## welcome to DIPEX

Welcome to the DIPEX website and the world's first Database of Individual Patient Experiences. So far the Hypertension, Prostate and Breast Cancer modules are ready for browsing.

Watch our video introduction from **Jon Snow**, read our [guide](#) to using the site, or simply click below on the condition you are interested in.

Just launched - [Colorectal cancer module](#) - featuring an introduction from John Peel.

**How available**   **hypertension**   **prostate cancer**   **breast cancer**   **colorectal cancer**

You will need the Flash and RealPlayer plug-ins to access the site. Click the links below to download them.

- [Download RealPlayer](#)
- [Download Flash Player](#)

The site is currently optimised for **Internet Explorer** on the **PC**.  
© Dipex MMI [DIPEX is a registered charity no. 1087019]

**Jon Snow**  
introduction

Supported by :

- 
- 
- 
- 

# *Working together towards NKS*

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**Joint content development – in depth topics, DIPEX**

**Stakeholder involvement & scoping – black & minority ethnic, medicines**

**Integrating editorial processes – NHS Direct Online, NHS CAS, NeLH**

**Technical infrastructure – hosting, search engine**





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**Integrated service....  
providing the best knowledge....  
to all experts**



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