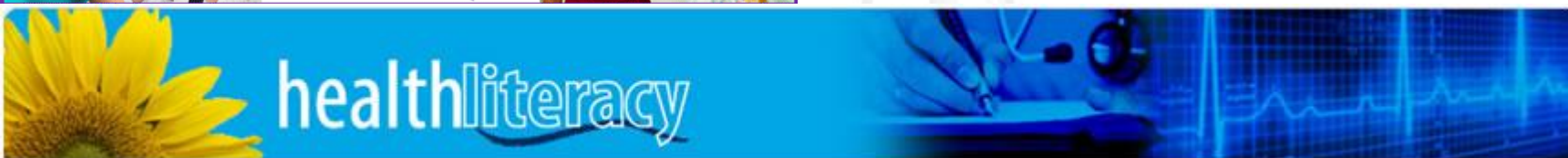


From Ideas to Action: Update & Moving Forward

- Haywood Foundation
- June Brammar



Haywood Foundation

- We are a local charity in North Staffordshire dedicated to improving the well-being of people with arthritis and related conditions.
- We are based at the Haywood Hospital in Burslem, Stoke on Trent.

Recently Developed the **PIER** (Patient Information and Education Resource Centre)



PIER

(Patient Information and Education Resource Centre)

- Opened in October 2015.
- Situated in the Haywood Hospital
- Developed and funded by the Haywood Foundation.



Patient Information Education
and Resource Centre



PIER

(Patient Information and Education Resource Centre)

- Manned by staff and volunteers.
- Patients and visitors to the PIER have access to a range of printed and online material.
- Free to use and available to all visitors



Monday Morning PIER Volunteers



Why the interest in health literacy

We are

- Thoughtful about how information is made available.
- Mindful of the many different people that pass through the hospital environment
- Working in partnership with Public Health – a must to give a balanced view on health information

What we have done

- We have built a health literacy session into our volunteer training programme.
- Three programmes delivered since 2015.

We have had really good feedback.

All volunteers:

- Aware of the importance of understanding health literacy
- Able to individualise information for the ‘person’

What the impact has been

PIER Staff are:

- More understanding of health literacy
- Aware that they may need to give out information in a variety of ways.
- Listening and communication Skills have improved.

What's next?

- Our plans are to...
- Deliver more sessions
- Build on our knowledge of health literacy into the way we work alongside patients, visitors and staff to deliver a good health information service.