

# Information Prescriptions mental health pilot

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Complex needs service manager

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## Where we are

- 3 focus groups have taken place – preferred formats identified
- 4x PCs, 30x mp3 players and 40x 1Gb memory sticks arrived
- Collated information on Bipolar Affective Disorder and Psychosis – at quality assurance stage using DISCERN tool
- Decision to be made regarding staff training (e-learning package or champions)
- All four teams are fully involved and enthusiastic
- Specific tasks and responsibilities allocated to individuals

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## Carer focus group

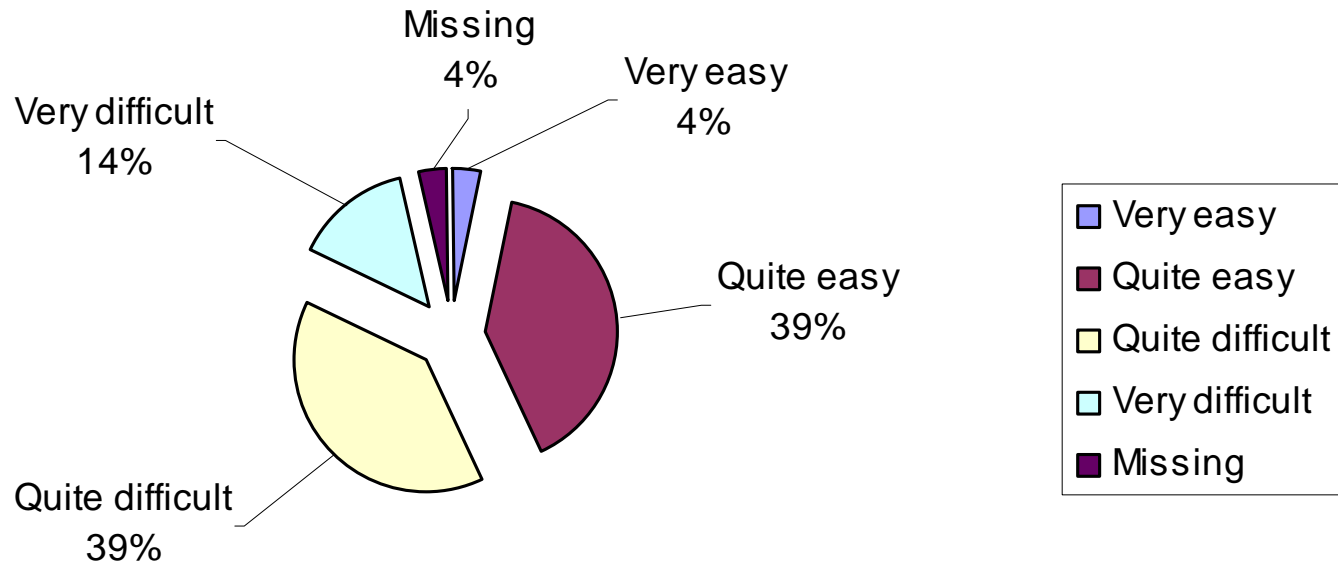
- Most interested in:
  - listening to experiences of other carers, and hearing ‘honest answers’
  - Identified need for information prescriptions
  - Need for information filter
  - Podcasts
  - Carer survey (high rate of return)
  - Rotten evening but people still turned out
  - Happy to act as proof-readers
  - High level of satisfaction with RST
  - Diversity (gender, ethnic background, socio-economic)
  - Care co-ordinator key person in delivering IP

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## Carer focus group

How easy has it been to find the information you feel you need?

*n* = 28



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## Client focus group

- General discussion around information prescriptions:
  - Sharing and listening to experiences
  - Varied sources and formats of information
  - Interested in podcasts
  - Information very helpful at first diagnosis, but not sure what information
  - Happy to proof-read
  - Less of a homogenous group than carers
  - Generated ideas and interest
  - Diversity (gender, ethnic background, socio-economic)

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## Staff focus group

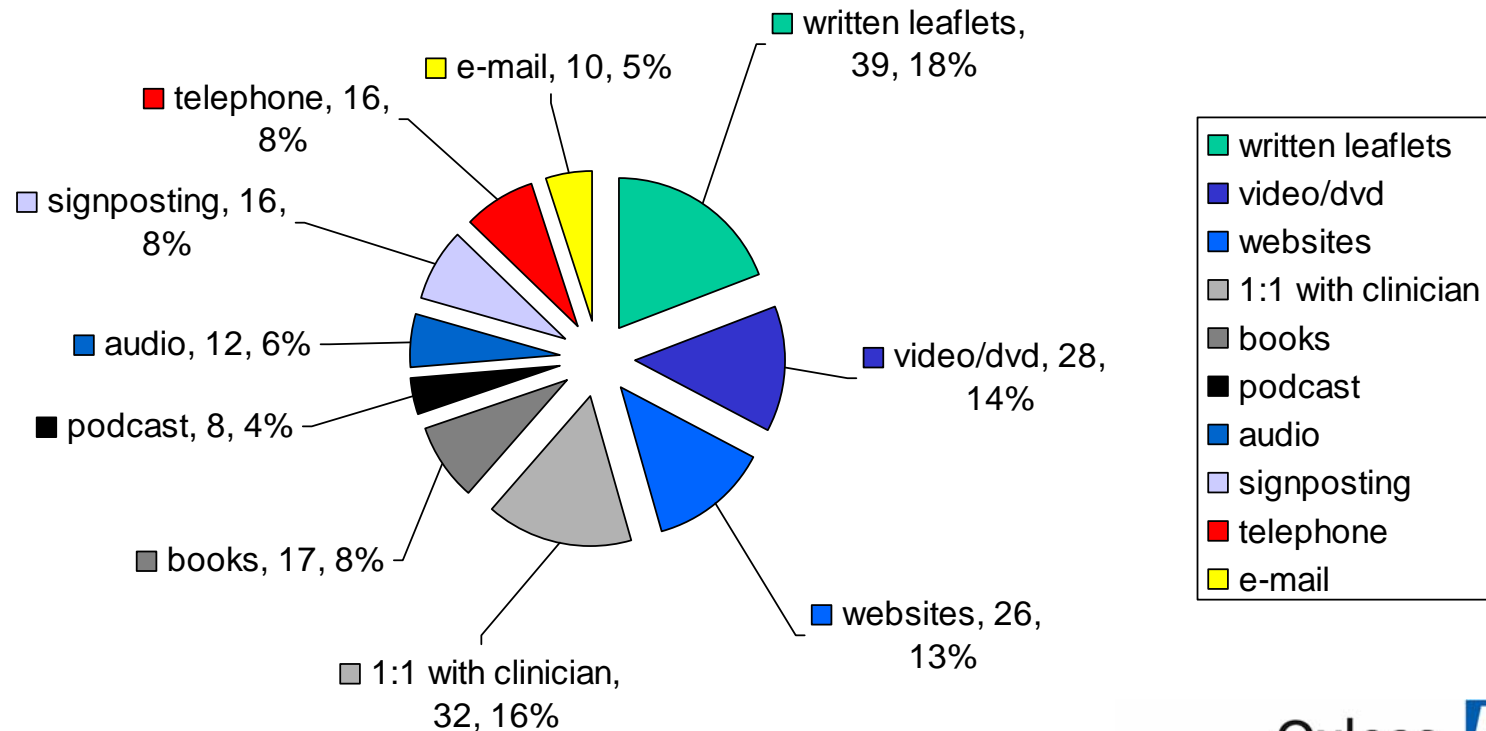
- General discussion around information prescriptions:
  - All four sites visited and questionnaires distributed
  - Results received
  - Staff keen to be involved
  - Issues identified relating to training and rollout
  - Staff identified potential need to develop own information on psychosis
  - Less interest in podcasts
  - Keen to proof-read due to philosophy of complex needs service
  - Recognising and formalising existing practice

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## Staff focus group

What is your preferred medium for user/carer information?

*n* = 45



## Process for information gathering

- Internet searches using range of search engines (Google and Google Scholar), OMNI, Medic8, HON
- Dedication and hard work of staff
- NHS Direct, NHS Clinical Knowledge Summaries, National Library for Health
- Met with Tate Britain
- Other forms of media:
  - Fictional and non-fictional books (Bibliotherapy)
  - DVDs and video cassettes

## Assessing the quality of user/carer information: DISCERN

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## User/carer information:

- Is essential when considering treatment options
- Is a vital part of user/carer involvement in care
- Should be accurate and based upon the best current evidence
- Should be accessible in terms of media and style
- Despite the rapid growth in the provision and accessibility of user/carer information, quality is variable

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## Background to DISCERN:

- Despite the rapid growth in the provision and accessibility of user/carer information, quality is variable
- DISCERN is a tool that provides a valid and reliable way of assessing the quality of a broad range of healthcare information in a variety of formats
- The first standardised index of quality of healthcare information
- It can also be used by healthcare professionals when developing information sources
- Originally funded in 1996-97 by the British Library and the NHS Executive R&D Programme

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## DISCERN:

- Can be used as an aide for users/carers who are making decisions about treatment or want to know more about a treatment currently being received
- Can be used as a screening tool for healthcare professionals who are providing user/carer information
- Can be used as a checklist by those producing healthcare information
- Can be used to judge the reliability and quality of user/carer information
- Cannot be used to assess scientific quality or presentation

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## DISCERN structure and how it measures 'quality':

Each question scored on scale of 1-5

- Are the aims of the publication clear?
- Does the publication achieve its aims?
- Is the publication relevant?
- Are the sources of information used in the publication clear?
- Is it clear when the information used in the publication was produced?
- Is the information used in the publication balanced and unbiased?
- Does the publication provide details of additional sources of support and information?
- Does it refer to areas of uncertainty?

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## DISCERN structure and how it measures 'quality':

Each question scored on scale of 1-5

- Does it describe how each treatment works?
- Does it describe the benefits of each treatment?
- Does it describe the risks of each treatment?
- Does it describe what would happen if no treatment is used?
- Does it describe how the treatment choices affect overall quality of life?
- Is it clear that there may be more than one possible treatment choice?
- Does it provide support for shared decision-making?

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## DISCERN structure and how it measures 'quality':

- Intuitive overall quality rating of publication based on above questions
  - 1 Low - serious or extensive shortcomings
  - 3 Moderate - potentially important but not serious shortcomings
  - 5 High - minimal shortcomings
- Use own judgement to exclude questions that are not relevant, but do not use individual questions or sets of questions separately

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## DISCERN contact details:

- Urged to share results with DISCERN team to help in the instrument's future development:

Sasha Shepperd, University of Oxford

Division of Public Health and Primary Health Care, Institute of Health  
Sciences

Old Road

Headington

Oxford OX3 7LF

[www.discern.org.uk](http://www.discern.org.uk)

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