



Findings from first stock-take: April–May 2007

Purpose of the stock take

One of the strongest messages that came out of the launch conference was that pilot sites want to share more information and insights with each other. Therefore all pilot sites were asked to complete a stock take form in April, which posed a number of questions which will help us identify common areas of good progress, key challenges and where central support will be helpful. We have now analysed all the responses, and below we set out briefly the findings and requests for more support.

Areas of good progress

Some trends are emerging from the stock takes that show some genuinely positive developments. All but one pilot classified their patient and user involvement as 'making good progress' or going 'ok'. Some have established user involvement reference groups, while others have send letters out to patients explaining about the pilot. In terms of IT support and development most pilots are positive about the development of an Information Prescription template, and establishing and sharing directories of content linked to decision points in the care pathway. Another really positive trend is the support and interest that almost all pilots feel they received from staff within their organisation as well as in partner organisations in the development and dispensing of Information Prescriptions.

challenges

The difficulties for sites were focused around developing different IP formats for different IP groups and challenges around developing processes for measuring impact of IP. Issues around patients with English as a second language and those with low literacy rates, and complex lives were emphasized in both cases. Another area of difficulty was creating tools for recording IP dispensing. Some sites are working on developing electronic patients records but until then were planning to use paper based IP and processes which are less effective. Others have simply not started this part of the pilot yet due to a lack of time.

challenges where support is needed

The sites specifically requested help in relation to the following areas:

- Establishing and sharing directories of content linked to decision points in the care pathway
- Developing different IP formats for different IP groups
- Developing processes for ensuring quality of content and what information should be referred to
- Developing processes for measuring impact

The next action-learning event, on 19th June, will pick up on these issues. We will also be launching a number of themed discussion forums on the website. Further offers of support and guidance will be posted on the website.

30 May 2007