***Health Information Study Day: Feedback from Lisa Jeskins’ Workshop on Information Literacy in the ‘fake news’ era***

*Delegates were split into groups and asked one of two questions; What do patients need to know? What skills do patients need?*

*The flipcharts were shared after group discussion and delegates asked to put a smiley face sticker next to the issues they identified as the five most important– the results are below.*

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| *What do patients need to know?* |
| **Group 1*** Trusted sources
	+ NHS Choices ☺☺
	+ Patients.com ☺☺☺
	+ How to identify sites/sources that are accurate and reliable ☺☺☺☺☺☺
* General information literacy ☺☺☺
	+ How to use the internet (Where to access the internet
	+ Signposting to resources and organisations
* Question things ☺☺☺☺☺☺☺
	+ Is the doctor/nurse/clinician actually using the right information?
	+ See a second opinion
	+ Are there any other options? Better options?
		- For you personally?
		- For particular groups of people
* Newspaper/media coverage
	+ Sensationalism ☺
	+ Confusion in ‘mixed messages’. Where the public does not read/comprehend the message and creates their own inaccurate message
* NOTE: avoid overloading people at initial point of diagnosis. Too much information at once is as bad as none at all!
	+ Assistance with interpreting information ☺☺
 | **Group 2*** Libraries are open and accessible ☺☺☺☺☺☺☺☺☺☺
* Community hubs which include health information ☺☺☺☺
* Independent/impartial/trustworthy/confidentiality ☺
* Quality information in an accessible & understandable format ☺☺☺☺☺☺☺
* Signpost other organisations appropriate to their needs ☺☺☺☺
* Condition/symptoms/test/treatments
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| *What skills do patients need?* |
| * Digital Literacy ☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺☺
	+ Evaluating information –reliability/provenance
	+ Awareness of variety of information sources
	+ Information seeking
	+ Digital skills
		- Use technology
* Literacy ☺☺☺☺☺☺☺☺☺☺☺
* Partnerships with health professionals ☺☺☺☺
* Processing information ☺☺
* Listening ☺
* Communication (Verbal) ☺
* Questioning
* Assertiveness
* Numeracy
* English as a second language
* Awareness of a variety of sources
* Multiplatform resources and multimedia
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