***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 |
| *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 | |