

Patient Key Resources

Consumer Health Information



This guide provides a selection of patient information resources available on the internet from reliable sources. Information should not be used as a substitute for professional advice.

What is Consumer Health Information?

Consumer health information is defined as any information that enables individuals to understand their health and make health-related decisions for themselves and their families (Patrick and Koss, 1995). It also helps individuals to make informed choices regarding their healthcare and to develop effective partnerships with healthcare professionals.

Liverpool Heart and Chest Hospital Patient Resources

Patient Information Pages

Contains useful patient information during your care and treatment at Liverpool Heart & Chest Hospital.

www.lhch.nhs.uk > click on *Our Patients*

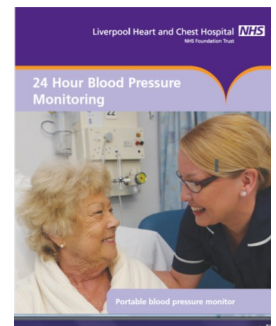
Patient Information Leaflets

Patient information leaflets available for download.

www.lhch.nhs.uk > click on *Our Patients* > *Patient Information Leaflets*

Patient and Family Support Team

Offer confidential support and advice to patients, relatives and carers.



Patient Information on the Internet

NHS Website – Your complete guide to conditions, symptoms and treatments, including what to do and when to get help.

www.nhs.uk

NHS App Library – Find digital tools to help you manage and improve your health.

<https://www.nhs.uk/apps-library/>

Patient – The site contains over 4000 health information leaflets.

www.patient.info

healthtalk.org – Find information and support for a range of health issues from seeing and hearing people's real life experiences.

www.healthtalk.org

Patient Information on the Internet *continued*

UpToDate – Free public access to Beyond the Basics patient information articles written and reviewed by medical professionals.

www.lhch.nhs.uk > click on *Our Patients* > *UpToDate for Patients*

MedlinePlus - Learn about the latest treatments, look up information on a drug or supplement, find out the meanings of words, or view medical videos or illustrations.

<https://medlineplus.gov/>

WebMD - provides information on a variety of health topics (see “Health A-Z”) and interactive tools.

www.webmd.com/

Behind the Headlines - guide to science that makes the news.

www.nhs.uk/News/

NICE - The National Institute for Health and Care Excellence (NICE) provides national guidance and advice to improve health and social care.

www.nice.org.uk

Evidence - Searches NICE guidelines and many other quality-checked sources of healthcare information.

www.evidence.nhs.uk

Cochrane Reviews - Cochrane Reviews are systematic reviews of research in healthcare and health policy that are published in The Cochrane Library.

www.cochranelibrary.com > click *Cochrane Reviews* > *Browse Reviews* . Select topic and choose a review. Scroll down to *Plain Language Summary* for information

Use Caution when Surfing the Internet

Not all of the information that’s available on the internet is accurate and reliable. Things that sound too good to be true often are!

Consider:

- who has produced the information. Look for an "about us" or “home page”, check to see who runs the site
- who reviews the information. Does the website have editors?
- how current is the information. Look for websites that stay current on their health information.
- why is the website there. Is it trying to recommend a particular product to you or a specific company? If the website is selling something, the information it provides may be biased.

The Information Standard Principles

The Information Standard is made up of 6 principles – each supported by quality statements informed by best practice. These are designed to show that an organisation has a process in place to produce and sustain good quality, evidence based, health and care information. This should be information that users can understand and act upon consistently. For more

information about the scheme visit: <http://www.england.nhs.uk/tis/>