



Patient Information Scheme



Clear, accurate and trustworthy patient information on HIV



Supporting over 80 HIV and sexual health services



Developed with clinical staff and people living with HIV

Since April 2014, no central commissioning body has been responsible for HIV patient information resources. Thanks to the support of **over 80 clinics** across the UK, we have successfully introduced a subscription scheme so clinics and patients still have access to our award-winning booklets and *The basics* leaflets.

Patient information is crucial for people living with HIV. Individuals with access to **clear, accurate** and **empowering** information are more **adherent to their treatment**, have a more **positive experience** of their health services, and are better able to manage their health and care.

This is why we at NAM passionately believe in what we do. Our materials, developed with clinical staff and people living with HIV, cover almost **every aspect of living with HIV** - from information on HIV treatment, to emotional wellbeing, disclosure, healthy living, and sexual and reproductive health.

After 18 years as a world-leading provider of patient information on HIV, we are proud that our booklets and *The basics* leaflets have won **multiple awards**, are the only in-clinic patient information on HIV treatment with the **Information Standard** quality mark, and continue to support, reassure and empower people living with HIV throughout the UK.

We hope that you will continue to support us as we work with you to help your patients understand their condition and care, and continue to lead healthy and active lives!

Caspar Thomson
Executive Director, NAM

BHIVA's standards of care require "...provision of practical and empowering information about HIV, treatment, healthy living with HIV, diet and lifestyle..."

The scheme in numbers

In a recent survey of our members:



92% agree that being a member helps them provide the best possible service to patients, while **86%** strongly agree that our resources are essential in supporting their work.



72% strongly agree that NAM's booklets and *The basics* leaflets are the best patient information materials available.



100% agree that they would recommend the subscription to other clinics, with over **60%** strongly agreeing.



£11,000 is the average cost of care for someone living with HIV in the UK. **£4.30** is the average cost per patient of providing our materials.



80+ Clinics in the scheme, including all services in Brighton and Manchester and the overwhelming majority in London.



3 updated editions in 2014/15 - including *Anti-HIV drugs*.
2 new titles in 2014/15 - *Your next steps* and *Taking your HIV treatment*.

The quality of our resources



The **ONLY** printed HIV treatment information resources that are certified by the Information Standard, the UK's quality mark for reliable, trustworthy information.



NAM's *The basics* range are the only HIV treatment information to bear the Plain English Campaign's Crystal Mark for clarity.



NAM has won more commendations in the British Medical Association's annual patient information awards than any other HIV information provider.

And the reason for our success - people living with HIV and people working in clinics shape and review all our work!

NAM's patient information

At each step in an individual's care pathway, NAM makes a key contribution by providing clear, accurate and empowering information on living with HIV.

That might mean supporting someone who is newly diagnosed, preparing someone to begin treatment, supporting adherence or enabling people to reach decisions about complex issues like pregnancy and contraception.

- **The basics** is a series of 27 fold-out leaflets, each providing entry-level information on a key topic associated with HIV, health and treatment. Designed to be used to support conversations between health professionals and the individuals in their care.
- Our **booklets** cover key issues for people using HIV treatment and care services. Each booklet covers one aspect of HIV, health and treatment, addressing it in more detail, but still written at an introductory level for patients, with technical terms explained.

NHS White Paper *Equity and excellence* "involving patients in their care and treatment improves their health outcomes, boosts their satisfaction with services, and increases... their adherence to a chosen treatment. **It can also bring a significant reduction in costs."**

What's included?

For an annual subscription fee, your clinic can:



Order unlimited printed copies of all of our booklets and *The basics*

Covering core topics for people living with HIV - from information on treatment, to emotional wellbeing, disclosure and healthy living. Including our booklet for people newly diagnosed with HIV - *Your next steps*, and new editions of popular titles such as *Anti-HIV drugs* - the only patient resource updated with all recently approved drugs (correct as of 1 December 2014).



Access to our online portal... preparing you to go 'digital by default'

A clean space for all our patient information resources. Responding to feedback from clinics, the portal houses printable versions of our resources, including translated titles in 18 languages, and our online tools for patients...



Online patient decision tools and drugs charts

Decision tools to help patients prepare for clinical conversations, and a personalised treatment chart with dosage notes, information on food restrictions, drugs interactions and possible side-effects.



Reporting information

As part of the BHIVA Standards of Care and under NHS standard contracts, clinics are required to provide 'practical and empowering information on HIV...' NAM will provide reporting information on your use of our range of materials, statistics to help you evidence against these requirements to support you when retendering for services.

"NAM literature plays a key role in educating and supporting people with HIV. The wide selection of material provides us with easy to read, relevant information that is consistent with national guidelines and supports the care we offer. It creates opportunities to discuss and explore different aspects of living with HIV."

Tracy Buckingham - HIV Nurse Manager at Brighton & Sussex University Hospitals NHS Trust (February 2015)

New for 2015/16



New editions for 2015/16

Last year we launched *Your next steps* and a new edition of *Anti-HIV drugs* – updated to include newly licensed drugs. This year we have important updates including new editions of *Nutrition, HIV and sex* and *The basics*.



Online access for your patients and third sector groups you work with

- HIV support groups you work with can use all of the portal, including ordering resources with your agreement.
- People living with HIV can use the portal to access alternative language editions, decision tools and personal treatment information. The only thing they can't do is bulk order materials!
- Simply share your clinic's unique username and password with patients and support groups using the small NAM clinic portal cards.



Access for your patients, and our Patient App!

New this year - patients will also be able to access all our resources on their smartphones and tablets through our non-identifying and password-protected patient app!



Waiting room presentations

Based on our award winning range, *The basics*, we are developing waiting room presentations for specialist HIV clinics and GUM clinics which highlight important facts to reinforce key messages about living with HIV.



Fixed combination drugs charts

Simple A4 factsheet/poster with information on single-tablet regimens.

Find out about subscription...

Subscriptions to the patient information scheme are based on the number of people living with HIV in your care.

To find out about taking out a subscription, or for the latest on what's included as part of your current subscription, please contact jonny@nam.org.uk.

Replacing old stock:

At NAM we are always renewing and updating our booklets and leaflets. Clear and accurate information is vital important for people living with HIV, but out-of-date information can be harmful. Please make sure you dispose of out-of-date stock and replace with current editions. Contact resources@nam.org.uk.

"The wide-ranging comprehensive patient information provided by NAM is an essential part of our patient management. This helps individuals with HIV to gain skills and knowledge to manage their own health with improvements in quality of life."

Dr Nicola Mackie, Head of Specialty: HIV, Imperial College Healthcare NHS Trust (March 2015)