



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

At NAM we believe that having access to independent, clear and accurate information is vital in the fight against HIV and AIDS.

Patients 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 are passionate about 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. As treatment and life-expectancy improves, we supply information on living well with HIV into older age.

NAM has been providing support to people living with and affected by HIV since the early days of the epidemic. 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 inform, 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.

Matthew Hodson
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:



100% agree that NAM's patient information resources are important in supporting their work with patients.



100% agree that patients who use NAM's information resources are better at understanding and managing their care.



97% would describe the value of NAM's scheme to their clinics as essential, very useful or useful.



£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, Ireland and Northern Ireland and the overwhelming majority in London.



3 new booklet editions in 2016/17 – including *CD4, viral load & other tests*.

22 updated titles in *The basics* series

The quality of our resources



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



NAM's leaflet series *The basics* is 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 26 fold-out leaflets, each providing entry-level information on a key topic associated with HIV, health and treatment. They are 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.

"NAM has the knack of explaining complex HIV information in plain language. I have used the translated 'Basics' leaflets to support consultations via an interpreter, which is extremely useful."

Martin Jones, East Sussex NHS Trust

What's included?

For an annual subscription fee, your clinic will have access to:



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. Includes our booklet for people newly diagnosed with HIV *Your next steps*, and new editions of popular titles such as *CD4, viral load & other tests* and *HIV & sex*, and 22 recently updated titles from *The basics* series. Order from the full range and in the quantities you need.



Our online portal for clinics and patients

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 21 languages, and our apps and range of interactive online tools for patients.



Online patient decision tools and drugs charts

Decision tools to help patients prepare for clinical conversations, and a personalised anti-HIV drugs chart with dosage notes, information on food restrictions, drug 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 and statistics to help you evidence against these requirements to support you when retendering for services.



Waiting room videos

Based on our award-winning range *The basics*, we have developed waiting room videos which can be played on screens in specialist HIV clinics and GUM clinics. They highlight important facts to reinforce key messages about living with HIV.

NAM Patient Information Scheme resources

Here is a selection of the resources available to you as part of the scheme.

Booklets



The basics



Clinic portal clinic.nam.org.uk

Upgraded factsheets - online only



Find out about a subscription...

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

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

Replacing old stock

At NAM we are always renewing and updating our booklets and leaflets. Clear and accurate information is vital 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 info@nam.org.uk for more information.

"Sahir House is a small HIV charity and having access to NAM resources is a crucial part of our information service to people living with HIV in Merseyside and health and social care professionals who access our HIV awareness training courses. We rely on NAM's resources as we know that they are up to date, current, delivered in very user friendly formats... We find them an invaluable resource."

Sahir House, Merseyside's HIV Support, Training, Information & Prevention Centre