

Patient Information with 20:20 Clarity

Authors: Linda McPhillie, CEO; Kirsty Rice, Resource Manager; Sue Acreman RD, Dietetic Advisor; Laura Heron, Communications Manager. All NDR-UK.

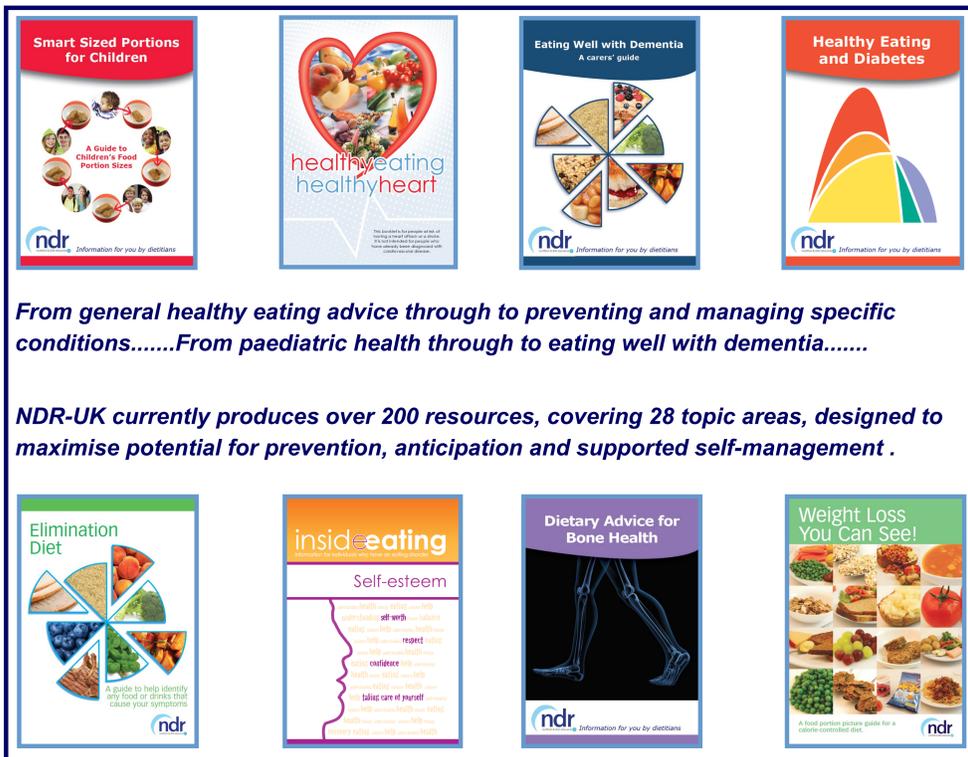
Nutrition & Diet Resources UK (NDR-UK) is a not for profit provider of printed nutrition and diet resources to support patient-centred care.

AIMS & OBJECTIVES

Established initially in 2001 as the 'Scottish Nutrition and Diet Resources Initiative' (SNDRi), with core funding from the then Scottish Executive, the aims and objectives of the project were:

- To **minimise duplication of effort** in production of nutrition and diet information across health and social care, by providing a central point of access to resources that are free from commercial bias.
- To **engage with health professionals and patient representative groups** and fulfil requirements for consistent, high quality and trusted messages, distributed across multidisciplinary teams.
- To move towards **self-sufficiency** while continuing to work with the Scottish Government and other partners on commissioned projects.

Figure 2: Supporting NHS Scotland's 2020 Vision and Tackling Health Priorities



CONCLUSIONS

- NDR-UK is now at the forefront of dietary information development for conditions **reflective of the nation's health priorities**.
- Consistent repeat ordering demonstrates that the needs of our NHS colleagues are being met.
- The launch of our new website this year will further enhance the ease of ordering, customer service and the opportunities for specialist health professionals' CPD.

NHS customer quotes from recent independent evaluation:

"Our patients are often given a large amount of information in a short space of time. Providing them with NDR-UK resources reassures the patient, and us, that they can jog their memory on the key points at a later date."

"The value to us is huge as it saves us investing time in diet sheet development, whilst providing quality information for our clients."

METHODOLOGY

- The small team works closely with dietitians and other health professionals to **identify and fulfil ongoing needs** for dietary information resources.
- Resources with a straight-forward, whole life approach are developed for primary, secondary, acute and community person-centred care, with a view to **prevention, anticipation and supported self-management** (2020 Vision).
- Each resource is produced under NDR-UK's accredited production process (Figure 1), is **evidence-based, peer-reviewed** and **patient-tested**. Reviews ensure materials consistently reflect current evidence and best practice.
- NDR-UK's business model is based on full cost recovery principles, ensuring **continued investment** and **sustainability** for the organisation whilst offering the best possible **value and efficiencies for NHS customers**.

Figure 1: Production Process



OUTCOMES

- A **comprehensive portfolio** of over 200 resources, supporting NHS Scotland's 2020 Vision and tackling the nation's health priorities (Figure 2).
- Resources are now used in **every NHS Scotland Board**, as well as across England, Northern Ireland and beyond.
- Integrated projects with **health and social care partners**, as well as other **third sector organisations**, including British Dietetic Association, NHS Borders, NHS Grampian, Focus on Undernutrition (County Durham & Darlington NHS Foundation Trust) and Alzheimer Scotland.
- Continual shift in **sustainability**, from a core funded project in 2001 to a 98% self-sufficient organisation in 2016 (Figure 3).

Figure 3: NDR-UK's Journey to Self-Sufficiency

