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# Subscription: NAM's patient information resources

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From 1 April 2014 (the start of the 2014/2015 financial year), NAM is introducing a charging structure for our treatment information and patient education materials. We have developed a pricing model based on the size of the patient cohort within each NHS trust and clinic. The subscription for each tier is based on the number of patients within each band.

## What does the subscription include?

- A regular supply of the full range of NAM's **printed** patient information materials (please see the attached list).
- Access to an **online** web portal hosting all of the patient information materials in one place, including:
  - Easy print versions of the booklets and leaflets including translated editions (we have materials available in 18 languages )
  - A range of decision tools and online apps to support patients in their HIV healthcare choices
  - A unique URL and QR code for quick and easy access to trusted resources, accessed remotely by the patient, including a mobile phone app containing reformatted versions of booklets and leaflets
- Regular reports on the quantities and types of information materials ordered by your centre, including the number of visits made to the online patient portal. We can provide information to help you meet your own reporting requirements, including helping you to evidence your centre's delivery against the patient education and patient self-management targets in your own NHS standard contract.
- Working with your clinic staff and patient groups, we will be able to refine and adapt the range of resources. Your clinic can help shape the ongoing development of materials and we will deliver the resources that are most appropriate and useful for your clinic.
- We are committed to providing high quality, independent, accurate information.
- Our range of resources is intended to provide clear, accessible, targeted information about HIV to people at different points of their lives and roughly fall into these key topic areas:
  - Testing
  - Newly diagnosed
  - Starting treatment and adherence
  - Changing treatment
  - Side effects
  - Co-morbidities
  - Conception and pregnancy
- All resources are certificated by the Information Standard (IS), the kite mark for trustworthy information. These are the only in-clinic resources available with IS certification.
- All *The basics* leaflets carry the Crystal Mark, issued by the Plain English Campaign.