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**Signposting to Health Information and the NHS App: Service User Case Study**

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| **Library Service** |  |
| **Locality covered** |  |
| **Contact name**  |  |
| **Email** |  |
| **Date completed** |  |

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**Who did you help? Can you describe them? Did they share a story?**

**How did you help them?**

**[If they have consented, provide any details about who they are that they are happy to share e.g. first name, initials]**

**Are you happy for us to use quotes from this case study**

**Please return this case study by email to** **england.kfh@nhs.net**