

# Impact report 2016



## **New sections added to healthtalk.org this year:**

Acne in young people

Alopecia in young people

Atrial Fibrillation

Eczema in young people

Depression in young adults (U.S.)

Influenza vaccine – parents' experiences

Living with multiple conditions

Patient & public involvement in research –  
researchers' experiences

Psoriasis in young people

## **Coming in 2017:**

Alport syndrome

Domestic violence – women's experiences

Neonatal surgery – parents' experiences

healthtalk.org is the website of DIPEX, registered  
charity no: 1087019

Contact [info@healthtalk.org](mailto:info@healthtalk.org)

Dear Supporter

It has been another eventful year at healthtalk.org. In 2016 we celebrated the 15th Anniversary of the charity and reached the milestone of coverage of 100 conditions on the website. Sections on eczema, psoriasis, acne and alopecia put us over the 100 mark. These, plus the **5** others we added this year, comprise a huge new asset for the site and will benefit greatly from healthtalk.org's standing as a high ranking website attracting more than **5.2** million visitors per year (and growing). Our dedicated team works tirelessly to keep the site updated and operating smoothly, and my thanks go to them on behalf of all of us.

Sadly, our Co-founder and Trustee Dr Andrew Herxheimer died in February 2016, just months after celebrating his 90th birthday with his family, friends and colleagues from his various endeavours. Andrew co-founded the charity with the late Dr Ann McPherson in 2001, inspired by their own patient experiences, and our team remains committed to Andrew's and Ann's legacy.

We have some new faces in the charity including Norman Lamb, former Minister for Care Services, who joined us as Patron over the summer; Gaius Jones as a Trustee and me as Chair of Trustees. I took over from Fred Hucker at the AGM in December, and would like to record the charity's gratitude for all the work and support he has given to DIPEX since its foundation.

We look forward to continuing work with our colleagues in the Health Experiences Research Group at the University of Oxford in order to increase the reach of the website, helping even more people in 2017. I would also like to express our thanks to Legal and General for their generous support.

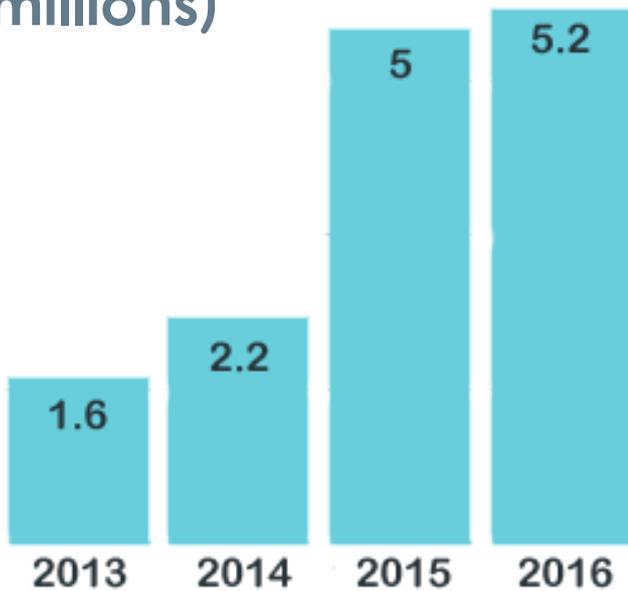
With many thanks for your continued interest,

A handwritten signature in black ink, appearing to read 'Sean Hilton', with a long horizontal stroke extending to the right.

Professor Sean Hilton  
Chair of Trustees (from December 2016)

# How healthtalk.org is used

## Visits per year (millions)



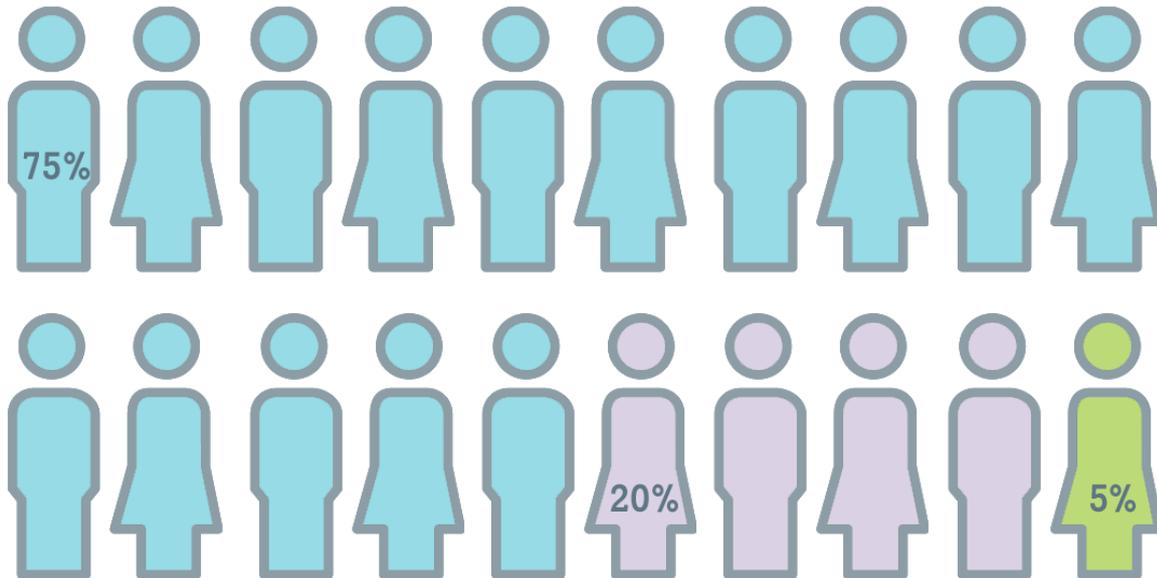
## Most visited in 2016

Pancreatic Cancer  
Motor neurone disease  
TIA & Minor Stroke  
Menopause  
Cervical abnormalities  
Stroke  
Bowel screening

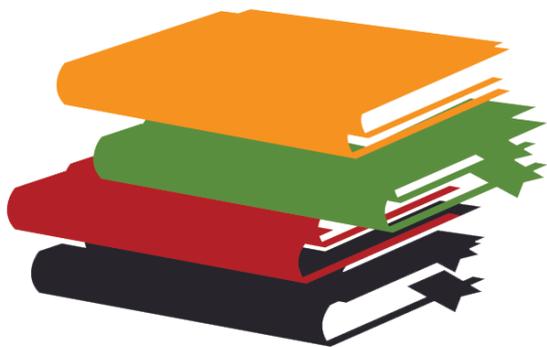


## Visitors seek information for:

Self, family/friends, work



## Professions frequently using healthtalk.org



Academia



Health care



Social care



Writing

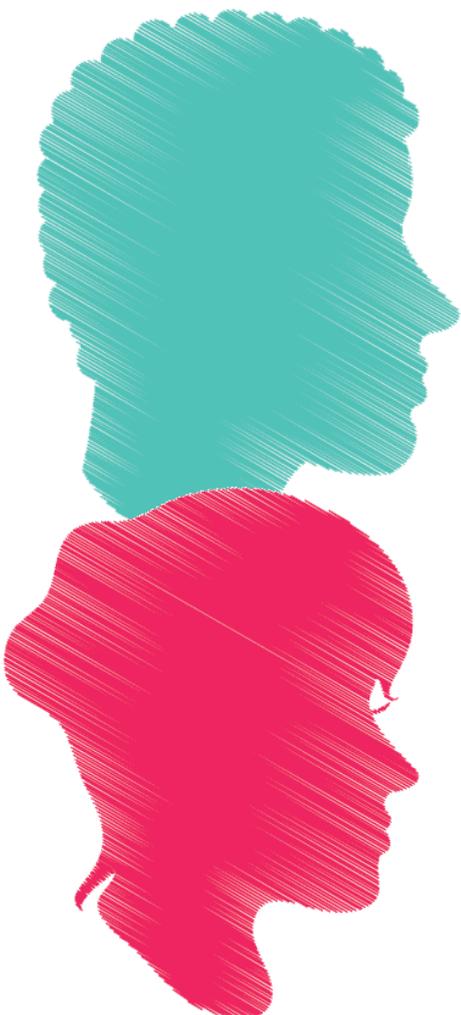
# How healthtalk.org helps

## Clear and detailed information

**8/10** find information they didn't find elsewhere.

**8/10** find answers to questions that they would otherwise have asked a health professional.

**5/10** understand the information better by watching the videos.



*"I live with depression and yours is one of the few mental health sites that have provided me with meaningful information on medications and their varying effectiveness."*

*"Superb site for pregnancy stories. Such a useful resource for undergraduate midwifery lectures and stimulating videos for discussion. "*

## Support and reassurance

**7/10** people feel reassured and less alone.

**7/10** felt that those who shared their experiences understand what is important to them.

**7/10** feel better prepared for what may happen to their health.

*"I found this site hugely informative, I've just been diagnosed with osteoporosis. I don't feel alone now after reading about other people's experiences."*

*"My daughter's just been sectioned. I see a bit of her in all the young people here. You have made me realise she is not alone, and given me hope and inspiration."*



# About us

healthtalk.org is a charity website that provides health information, from patients, for patients.

Visitors to healthtalk.org can find support for conditions such as pancreatic cancer, stroke or depression by watching videos of people talking about their personal experiences.

Over the past 15 years, world-leading researchers at the University of Oxford have interviewed thousands of people, covering more than 100 health related issues to create a free resource for the public.

Our information is reviewed every two years as part of our commitment to the NHS Information Standard, the 'gold standard' mark of reliable health and social care information.

Our small team reaches 5 million people a year so even a small contribution can help reach hundreds.

Visit [healthtalk.org/donate](https://healthtalk.org/donate) to support us..