

# Library and Knowledge Service Annual Report 2014-15



*The evidence you need...*

## Key achievements

- 303 evidence searches carried out to inform patient care, health service development, education and research
- 24/7 access to evidence based resources via LKS website, Dynamed point of care resource, self service and out of hours library access.
- 69 evidence bulletins produced to keep health care teams up-to-date
- Launched IGNAZ app making clinical guidelines accessible to doctors in training
- Proud Award for our Librarian for LIA contribution
- Recognised as one of the top Library and Knowledge Services in England with overall score of 99% using the National Library Quality Assurance framework

We provided library and knowledge services to The Rotherham Foundation Trust (TRFT), Rotherham CCG and General Practice, NHS England South Yorkshire and Bassetlaw, RMBC Public Health, The Rotherham Hospice and NHS England Clinical Directorates.

## Supporting The Rotherham NHS Foundation Trust

Our work is shaped and driven by Trust objectives.

*"Patients: Excellence in Healthcare".*

- 213 literature searches were carried out, including finding evidence to inform patient care on:
  - dysphagia in Parkinsons Disease
  - evidence for management of Psoriatic Arthritis
  - oral hygiene and the use of swabs in end of life care
  - pelvic girdle pain in pregnancy.

- Impact evaluation of our literature search service provided useful feedback. Staff highlighted:

“I shared the latest evidence with a patient enabling them to make an informed decision about their treatment”

“The evidence found was used to improve my knowledge, aid patients’ treatment in clinics, and for teaching purposes with doctors in training”

“The literature search provided the evidence base which was used at a meeting looking at a potential study design for a trial.”

- Clinical Librarianship was developed further through monthly attendance at paediatric clinical handover meetings to provide the evidence base for clinical questions. Our specialty web gateways and the clinical librarian service were promoted to Ear Care & Audiology and Community Physiotherapists. We facilitated a journal club for the Oral and Maxillofacial Department.
- Continued to provide and promote Dynamed, a clinical reference tool created by physicians for physicians and other health care professionals for use at the point of care.
- Developed the library service for patients by updating our collection of audiobooks as well as receiving valuable donations from staff and patients. The Patients’ Library volunteers were finalists for a Rotherham Community Achievement Award and one volunteer was runner up for a trust PROUD award. The volunteers have continued to provide a library trolley service and regular book sales.
- Provided information bulletins to keep staff up to date in Ear Care & Audiology, Dementia, Palliative Care, Cancer Services and Infection Control.

#### *“Colleagues: Engaged, accountable colleagues”*

- Core membership of the Listening in Action project. Our Librarian won a trust PROUD award for her work and commitment to the LIA project.
- Provided evidence to support effective leadership including improving staff engagement and its relationship to patient experience, and service line management.
- Specialist evidence search and appraisal skills training delivered to 137 staff. 96% of respondents said that the training will help a lot with their work.
- Presented on induction programmes for 348 student nurses, occupational therapists and physiotherapists.
- Launched 24/7 self service available to all staff through 24 hour fob access and a new self-service facility so that books can be borrowed when library & knowledge service staff are not available.
- Library registered 430 new users.
- 6893 books loaned to support patient care, service improvement and professional development.
- 250 staff across South Yorkshire received our twice monthly Innovation and Improvement Bulletin.

- Continued to develop and promote our Library & Knowledge Service website to provide a single access point for colleagues to access the evidence base.
- Worked with Pharmacy colleagues to prevent prescribing errors through a poster presentation at junior doctor induction day.

#### *“Governance: Trusted, open governance”*

- Recognised as one of the top Library and Knowledge Services in England with overall score of 99% using the National Library Quality Assurance framework. The LQAF fulfils the requirements of schedule 5 of the Trust’s Learning and Development Agreement.
- Commissioned to develop the IGNAZ handbook which is an app is designed as a handbook for doctors in training. Responsible for editing, providing easy access to local guidelines, promoting and providing training on the app.
- Track new national guidelines to support the work of Clinical Governance. Disseminate guidelines through our specialty web gateways and e-mail updates.
- Attended the Children and Young People Services Care Closer to Home Steering Group to give a presentation on the localisation of Map of Medicine.

#### *“Finance: Strong financial foundations”*

- Evidence searches to improve clinical and cost effectiveness for example urgent and emergency care centres, cost effectiveness of staff health and wellbeing initiatives and the clinical and cost effectiveness of laser epilation.
- Achieved cost improvement target of 4% and kept within budget.
- Exploited opportunities for income generation
  - Provided Health Education Yorkshire & the Humber (HEYH) with expertise in developing Library & Knowledge Service staff in Yorkshire and the Humber on an adhoc basis.
  - Medical Education commissioned the Library & Knowledge Service to
    - develop and roll out IGNAZ handbook
    - develop a Medical Education website
- Restructured team following the loss of 1.32 band 6 WTE in 2013/14. Three new band 5 Librarians (2.4WTE) recruited internally from existing band 4 LKS staff to continue to meet the requirements of all the organisations we serve.
- Revised opening times make more efficient use of staff working hours. A late night service is no longer provided however all staff are eligible for free 24 hour fob access, self-service is available to borrow resources and Dynamed (point of care, clinical reference tool) is available at to all staff 24 hours a day.

#### *“Partners: Securing the future together*

- Provided Library and Knowledge Services across the Rotherham health community supporting acute care, primary and community care, public health, commissioning and the Hospice.

- Liaised with Sheffield Hallam University, TRFT learning & development team and PGME to ensure that we provide comprehensive services to all staff and students undertaking learning in the organisation.
- Worked across Health Education Yorkshire and the Humber and nationally to share good practice, contribute to regional purchasing of evidence-based resources and develop training programmes for librarians to optimally support evidence-based practice.
- South Yorkshire Research Ethics Committee membership to ensure safe, ethical research to improve patient care.

*“Develop a culture based on our values and behaviours.”*

The Library and Knowledge Service is committed to implementing TRFT’s values and behavioural standards.

**Respect:** excellent customer service to ensure we develop our services to meet the needs of our users.

**Safe and right first time:** ensure we provide the right information at the right time to support safe, effective care

**Together:** work as part of the health care team to provide evidence-based care and prevention to the people of Rotherham

**Responsible:** ensure managers have the information they need to make efficient use of available resources and that we manage LKS resources to maximum impact

**Compassion:** contribute to improving the patient experience through initiatives such as the Patients’ Library.

### **Supporting Rotherham CCG**

The Rotherham CCG Annual Commissioning Plan 2014/2019 states “Quick access to high quality, evidenced based health care interventions are essential to ensure people start, develop, live, work and age well.” As part of our contract with the CCG we also provide services to General Practice, NHS England South Yorkshire and Bassetlaw and Public Health at RMBC. Our contribution includes:

- Lead member of the project team to localise, pilot and roll-out the Map of Medicine Sidebar to GP practices. Delivered a webinar for GPs on Map of Medicine.
- Specialist evidence search and appraisal skills training delivered to 110 staff.
- Evidence searches into urgent care centres, implementing self care to reduce costs to NHS and social care, best practice around dementia friendly hospitals within acute trusts, enhanced recovery programmes and social media use by public health organisations.
- Impact evaluation of our literature search service provided useful feedback. Staff highlighted:

“A case for change has been developed following the latest thinking from professional bodies on urgent and emergency care. The knowledge service has provided regular briefing on latest

documents. This has enabled clinicians and managers to ensure that the new approach to urgent and emergency care meets the latest recommendations.”

“Literature reviews have provided an evidence base to develop a new service model for Rotherham which is based on best practice and urgent and emergency care theory.”

“The time saved by your expertise in researching journals ensured that the quality of the research was high, resulting in a very useful report. “

- Scan the latest general practice research and disseminate to GPs via the CCG Bulletin.
- Developed bespoke information resource sheets around Managing Mental Health in the Workplace and Loss and Bereavement in Childhood for RMBC Public Health.
- Purchased a one-off subscription to the point of care database Dynamed for CCG and GP staff and promoted to GP practices.
- Presentation to GPST programme on point of care resources including Dynamed and BMJ Best Practice.

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### **Supporting Rotherham Hospice**

“Rotherham Hospice is committed to providing the highest standard of end of life care for patients and families affected by a terminal illness over the age of 18.”

We have continued to make our full range of services available for all staff to support evidence-based hospice care. This includes literature searching and a quarterly round-up of new evidence on palliative care to help staff deliver safe, quality care to patients. We have also purchased new books on palliative care to update the collection.

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### **Supporting the NHS England Clinical Directorates**

On 1<sup>st</sup> December 2013 the NHS England Clinical Directorates commissioned us to provide Library and Knowledge Services until 31 August 2014 to provide the evidence-base to achieve “high quality care for all, now and for future generations”. In 2014 we have:

- Specialist evidence search and appraisal skills training delivered to 44 members of staff.
- Delivered 30 evidence searches on a wide range of topics including managing minor illness in children, patient experience, self-management for frail older people and partnership working.
- Provided summaries of the best available evidence for deteriorating patients (adults and children).
- Provided comprehensive literature searches to support a systematic review into “*Concurrent use of prescription drugs and herbal medicinal products in older adults*”.
- Developed and delivered five editions of a new bulletin to keep staff up-to-date. This includes information on issues such as urgent and emergency care, primary care and

community care, patient safety and experience and health care leadership as well as condition and population specific topics including long-term conditions and older people. The bulletins were circulated to 275 members of staff.

### Service delivery

	2014-15	2013-14	2012-13	Notes
<b>Books issued</b>	6893	8077	9333	There has been a downward trend in book loans over the past few years. We are developing our e-book collections in response to this.
<b>Document delivery</b>	1054	1387	1927	Decrease is due to increased use of e-journal collections and changes to the organisations we serve.
<b>Literature searches</b>	303	411	395	
<b>Registered members</b>	3739. New members 430.	3705. New member 472.	3865. New members 490.	
<b>Training</b>	294	355	349	
<b>Keeping up-to-date bulletins (number of issues)</b>	Dementia Bulletin (6)	Dementia Bulletin (2)		
	Ear Care and Audiology Bulletin (3)	Ear Care and Audiology Bulletin (3)		
	Palliative Care (3)		Palliative care (1)	
		Patient Participation Bulletin (2)		
		Screening and Immunisation (2)		
	Cancer Services (4)	Cancer Services (1)		
	PLT Bulletins (6)	PLT Bulletins (6)	PLT Bulletins (4)	

	Innovation & Improvement (24)	Innovation & Improvement (24)	Innovation and Improvement (23)
	New Knowledge @lerts (50)	New Knowledge @lerts (51)	New Knowledge @alerts (21)
	GP Evidence for Practice (10)	GP Evidence for Practice (10)	GP Evidence for practice (10)
		Mental health (8)	Mental health (9)
		Falls and falls prevention (3)	Falls and falls prevention (3)
	Infection Control (8)		
	Evidence Update for NHS England (5)		
		Patient Engagement (1)	

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## Finance

In 2014/15 our funding came from TRFT, Rotherham CCG and The Rotherham Hospice.

## Income generation

We have also pursued opportunities to generate income:

- Agreement with HEYH to provide professional advice on Library and Knowledge Services to the Programme Lead for 2014/2015.
- Commissioned by Medical Education to lead on the roll out of the IGNAZ Handbook and develop a Medical Education website.

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## Way forward 2015-16

- Further develop our specialty link clinical librarians to embed the Library and Knowledge Service into clinical teams.
- Develop services to equip staff with the skills for evidence based practice.
- Promote our evidence review service – finding and summarising the best available evidence.
- Support revalidation for nurses and pharmacists.
- Work with colleagues to ensure local guidelines are easily accessible to staff so they can easily follow evidence based policies.
- Continue to exploit opportunities for income generation.
- Maintain our LQAF ranking.