

Library and Knowledge Service

Annual Report 2015-16



The evidence you need...

Key achievements

- Campaign to support nurses preparing to revalidate to meet reflection & CPD requirements
- Continued weekly attendance at paediatric clinical handover meetings to provide the evidence base for clinical questions. Clinical Librarianship was promoted to critical care, cancer services, patient safety, public health and pharmacy meetings.
- Achieved the highest LQAF score in Yorkshire and the Humber with 99% compliance and is one of only three services in the North scoring 99%
- Launched seven new specialty web gateways on anaesthetics, dementia, district nursing, emergency care, haematology, innovation and medicines
- Produced a total of 175 editions of bulletins to keep staff up-to-date attracting 3119 visitors and 7239 page views
- Launched a new website to support Medical Education
- 95% of Ignaz Handbook users are returning users with an average of 48 returning users per month
- Invited to co-ordinate the Trust's new Mindfulness Interest Group
- Secured a contract to deliver Library and Knowledge Services to Health Education England staff working across Yorkshire and the Humber in 2016/17
- Presented a workshop on 'Creating a joined up social media profile for your library services' at the CILIP Multi-Media Information Technology Group conference
- Successfully bid for funds from Health education England to enhance the library environment.

In 2015/16 we provided library and knowledge services to The Rotherham Foundation Trust (TRFT), Rotherham CCG and General Practice, NHS England Yorkshire and the Humber (Oak House) , RMBC Public Health and The Rotherham Hospice.

Supporting The Rotherham NHS Foundation Trust

Our work is shaped and driven by Trust objectives.

“Patients: Excellence in Healthcare”.

- 307 literature searches were carried out, including finding evidence to inform patient care on:
 - Extracorporeal photopheresis (ECP) and transplant rejection (liver, small bowel, lung, heart, kidney and pancreas)
 - How can clinical triage specialist care improve patient experience?
 - Emergency care centres service specifications/standards
 - COPD gold standards in prescribing
 - Evidence to support benzodiazepines in alcohol withdrawal
 - Evidence for immunoglobins in the treatment of guillain-barre syndrome.
- Provided 22 evidence summaries to answer clinical queries directly related to patient care.
- 40.9% of respondents in our user survey said that the information we provided changed advice given to patients or carers and 36.4% said it changed guideline or pathway development. 73.3% said they learnt something new from the information we provided. Staff commented that the service had the following impact on their work:

- *Began using a different joint injection technique and drug mix when injecting the joint*
- *Developed a business case*
- *As part of my MSc – I recommended the development of a community patient information leaflet to help prevent hospital admission of people with Parkinson’s disease*
- *I was undertaking my return to practice nursing course and the staff here were incredibly helpful*
- *The medical library is absolutely crucial to both clinical care, the education of trainees and continuing professional development. The service offered by the RFT medical library is second to none.*

- Clinical Librarianship was promoted by attendance at critical care, cancer services, patient safety, public health and pharmacy meetings. Continued weekly attendance at paediatric clinical handover meetings to provide the evidence base for clinical questions.
- Delivered journal clubs for core medical trainees and patient safety lead nurses.

- Launched seven new specialty web gateways on anaesthetics, dementia, district nursing, emergency care, haematology, innovation and medicines. Each gateway is dedicated to one clinical or professional group and connects you straight to the latest alerts, news items, ebooks, ejournals, guidelines and more for your specialty.
- Developed the library service for patients by using a legacy donation to update our collection of audiobooks, DVDs and books. This included enhanced collections for patients with dementia and children. We purchased new furniture for the patients' library and portable DVD players for loan to patients. The volunteers have continued to provide a library trolley service and regular book sales.
- Launched eight new bulletins/blogs to keep staff up to date in anaesthetics, CAMHS, child & maternal health, commissioning, critical care, emergency care, pharmacy and public health.
- Produced a total of 175 editions of bulletins to keep staff up-to-date attracting 3119 visitors and 7239 page views.

“Colleagues: Engaged, accountable colleagues”

- Core membership of the Listening in Action team.
- Provided evidence to support effective leadership including an evidence review of mindfulness to improve health and wellbeing in health care staff and trainees and searches on: therapy services restructure – best practice; Family and Friends Test as a service improvement tool; talent and succession management .
- Specialist evidence search and appraisal skills training delivered to 139 staff. 100% of respondents said that the training met their needs.
- Presented on induction programmes for 506 student nurses, midwives, occupational therapists and physiotherapists.
- Developed a new Medical Education website to improve the information and experience given to trainee doctors. Launched to coincide with the August changeover. Averaging around 190 unique visitors per week.
- Campaign to highlight the support the LKS can provide to nurses preparing for Revalidation to support NMC requirements on CPD and reflection.
- Co-ordinated a new Mindfulness Interest Group to support improved resilience in staff.
- Successfully bid for funds from Health Education England to purchase new sofas, a drinks machine for the library and a TV screen to promote our services. This further enhances our physical library space which is available 24/7 for colleagues to learn, develop and reflect.
- Registered 473 new library users.
- 6684 books loaned to support patient care, service improvement and professional development.
- 251 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. As a snapshot, in February the website had an average of 381 unique visitors and 2239 total page views per week.
- Worked with Pharmacy colleagues to prevent prescribing errors through a poster presentation at induction for doctors in training.

- Developed Twitter training following the Trust’s decision to lift restrictions on social media. The training shows staff how to use Twitter safely to enhance their practice.

“Governance: Trusted, open governance”

- Continued to develop Ignaz which is an app designed as a handbook for doctors in training. Responsible for editing, providing easy access to local guidelines, promoting and providing training on the app. New sections added include emergency medicine, children & young people, cardiology, laboratory investigations and diabetes. In the 2 months following rotation for doctors in training we had 54 (Aug /Sept 2015) and 22 (Feb / Mar 2016) new users, this compares to 107 (50.5%) and 47 (46.8%) new doctors starting in the trust. 95% of our users are returning users with an average of 48 returning users per month.
- Presented to the Medicines Safety Committee on the contribution the LKS can make on improving access to local clinical guidelines.
- Track new national guidelines to support the work of Clinical Governance. Disseminate guidelines through our specialty web gateways and e-mail updates.
- The latest LQAF result for the TRFT Library and Knowledge Service is 99%. NHS Library and Knowledge Services North states that “Your library and knowledge service has achieved the highest compliance in Yorkshire and the Humber with 99% compliance and is one of only three services in the North scoring 99%.” The LQAF fulfils the requirements of schedule B of the Trust’s Learning and Development Agreement.

“Finance: Strong financial foundations”

- Evidence searches to improve clinical and cost effectiveness included:
 - Benefits of telemedicine – enhancing patient care, improving outcomes and reducing costs.
 - Care co-ordination centres, navigation centres and right care services in improving cost-effectiveness by reducing length of stay and inappropriate admissions.
 - Does having palliative care nurses involved in patient care save money?
- Achieved cost improvement target of 6.45% and kept within budget.
- Exploited opportunities for income generation
 - Secured a contract to provide Library and Knowledge Services to Health Education England working across Yorkshire and the Humber in 2016/17
 - Successful funding bid to Health Education England
 - Used a legacy donation to enhance the Patients’ Library service
 - Medical Education commissioned the Library & Knowledge Service to
 - develop and roll out IGNAZ handbook
 - develop a Medical Education website.
- Maintained our service level agreements with the CCG and Rotherham Hospice.
- Reviewed our journal purchasing by carrying out a journal consultation to ensure we are purchasing the most relevant journals for the organisation and reviewed our use of a journal subscription agent to purchase journals to ensure this provides the best value for money.
- Evaluated the use of DynaMed, a clinical reference tool created by physicians for physicians and other health care professionals for use at the point of care. Informed the decision to continue to subscribe for the Trust.

“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 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 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.
- Member of Knowledge for Healthcare Task & Finish Group on National Training Programme for library staff.
- Worked with a team across Yorkshire and the Humber to deliver an event to revitalise the network of NHS library and information staff.
- Yorkshire and Humber Health Libraries and Knowledge Network Committee member.
- Responsible for establishing Yorkshire and the Humber Community of Practice on CPD for library staff.
- South Yorkshire Research Ethics Committee membership to ensure safe, ethical research to improve patient care.
- Developed “do once and share” partnerships to deliver current awareness services with Sheffield City Council, Barnsley NHS Foundation Trust and Doncaster and Bassetlaw Hospitals NHS Foundation Trust.
- In March presented on our current awareness services as an example of good practice to LKS staff across the North at the Big Day Out Up North.
- In September delivered a joint workshop with University of Sheffield on ‘Get yourself connected! Creating a joined up social media profile for your library services’ at the Chartered Institute of Library and Information Professionals Multi-Media Information Technology Group conference.

“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 Yorkshire and the Humber staff at Oak House and Public Health at RMBC. Our contribution includes:

- We were part of the project team to localise and implement Map of Medicine in general practice. Central funding for Map of Medicine comes to an end in July 2016. We worked with the team to gather and analyse information on current local usage of Map of Medicine, future costs and alternative products to inform the SCE decision on map of Medicine. This has resulted in a significant cost saving for the CCG.
- 76 Evidence searches including:
 - Integrated work between health and social care
 - Research on reducing waste from monitored dosage systems in care homes
 - Examples of service specifications for children's services
 - Evidence for the delivery of CBT through computerised systems to inform service-redesign
 - Asthma action plans for children – evidence on where they reduce emergency admissions
 - Can women with a contraceptive implant be prescribed HRT?
 - Use of pro-biotics in infants
 - Acupuncture use in pain relief
 - Examples of GP out of hours service specifications.
- Impact evaluation of our literature search service provided useful feedback. Staff highlighted:

"So far I have had two literature searches done by your team and have been very impressed. This function has enabled me to start work on projects that otherwise would not be underway so quickly (the time saved is phenomenal). Your team are quick to respond and quick to actually conduct the thorough searches. "

- Scan the latest general practice research and disseminate to GPs via the CCG Bulletin.
 - Five bulletins have been produced to support PLT events.
 - Specialist evidence search and appraisal skills training delivered to 25 staff.
 - Revalidation support services have been promoted to practice nurses.
 - Attended a public health team meeting to raise awareness of the Public Health Speciality Gateway.
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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.

Way forward 2016-17

- Expand our specialty link clinical librarians to embed the Library and Knowledge Service into three more clinical teams.
- Support the delivery of safe, high quality care by improving the organisation and availability of up-to-date policies and guidelines. Ensuring technology is used effectively to prevent errors giving professionals key information at their finger-tips.
- Work with executive teams to find, evaluate and synthesis the best available evidence to answer complex strategic and policy questions to inform decision making, service development, risk management and governance.
- Consult with our colleagues in the organisations we serve to establish what their information needs are to ensure we deliver information to meet their needs.
- Explore the use of new methods of delivering information skills training, brief training interventions and new technologies for both delivering and promoting information skills training.
- Further develop responsive “just in time” and “just for me” horizon-scanning alerts to keep staff up-to-date with the latest information to improve patient care and avoid information overload.
- Patients need access to high quality evidence-based information to make decisions about their health and care. We will review our services to patients to incorporate the new *Knowledge for Healthcare* guidance. We will work with partners to supporting good practice initiatives and developing models to support information literacy amongst hard to reach groups.
- Maintain our LQAF ranking.

Service delivery

Our progress against key performance indicators is available on our website at <http://www.trftlibraryknowledge.com/what-we-do.html>

	2015-16	2014-15	2013-14	2012-13	Notes
Books issued	6684	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.
Document delivery	1375	1054	1387	1927	
Literature searches	307 22 Clinical Queries	303	411	395	
Registered members	4038. New 473.	3739. New members 430.	3705. New member 472.	3865. New members 490.	
Training	161	294	355	349	There has been a downward trend in uptake on non-mandatory training across the Trust. A range of new LKS courses have been developed to increase uptake of training. We also carried out a Training Needs Analysis as part of our user survey and will implement the results in 2016/17.

Keeping up-to-date bulletins (number of issues)	Dementia Bulletin (12)	Dementia Bulletin (6)	Dementia Bulletin (2)		
	Ear Care and Audiology Bulletin (4)	Ear Care and Audiology Bulletin (3)	Ear Care and Audiology Bulletin (3)		
	Palliative care (4)	Palliative Care (3)		Palliative care (1)	
			Patient Participation Bulletin (2)		
			Screening and Immunisation (2)		
	Cancer Services (12)	Cancer Services (4)	Cancer Services (1)		
	PLT Bulletins (5)	PLT Bulletins (6)	PLT Bulletins (6)	PLT Bulletins (4)	
	Innovation and Improvement (21)	Innovation & Improvement (24)	Innovation & Improvement (24)	Innovation & Improvement (23)	
	New Knowledge @alerts (17 requests)	New Knowledge @lerts (50)	New Knowledge @lerts (51)	New Knowledge @alerts (21)	
	GP Evidence for Practice (9)	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 (12)	Infection Control (8)			
		Evidence Update for NHS England (5)			
			Patient Engagement (1)		
		Anaesthetics (3)			
	CAMHS (8)				
	Child & maternal health (3)				
	Commissioning (8)				

	Critical care (6)				
	Emergency care (4)				
	Latest health (52)				
	Public health (8)				
	Medicines (3)				
