

## TRFT Library and Knowledge Service Annual Review 2012/13

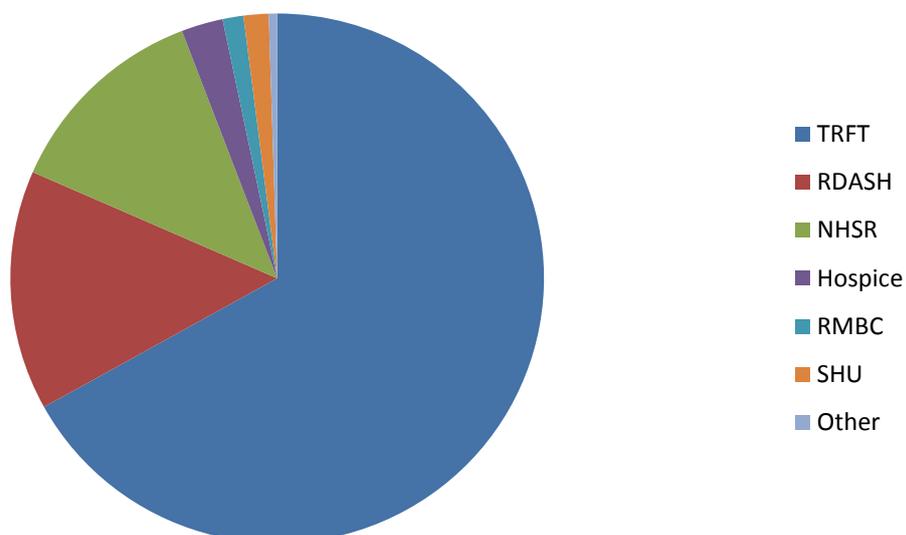
- *We scored 100% in the National NHS Library Quality Assurance Framework assessment.*
- *We obtained a new TRFT subscription to the point of care resource DynaMed and launched a new training session to support users.*
- *We have carried out complex literature searches to support the development of care pathways including self-harm, DVT, back pain and degenerative neurological conditions.*
- *RDASH and Rotherham CCG opted to renew their SLAs with us.*

### 1. Literature searching – supporting evidence-based decision making

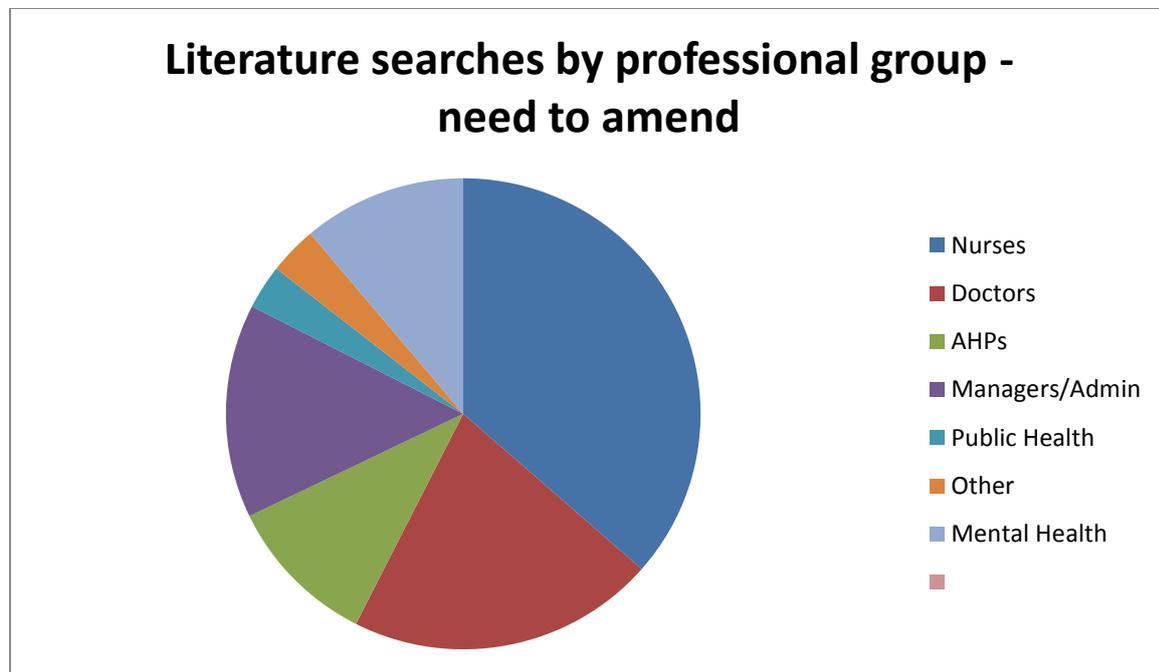
The Library and Knowledge Service carry out complex searches on databases such as The Cochrane Library, Medline, CINAHL, PsycINFO and NHS Evidence to find the best available evidence to support the work of NHS staff. We also provide a Clinical Question & Answer Service (CQAS) to GPs which provides evidence summaries to answer specific queries relating to patient care which was promoted to GPs in July 2012. We can offer a minimum turnaround time of 6 hours for the CQAS.

We carried out a total of 395 literature searches in 2012/13. The majority of the literature search requests came from TRFT staff (265). RDASH and NHSR staff (including independent contractors) also used the service, submitting 58 and 56 literature requests respectively.

#### Literature searches by organisation



Nurses and doctors were the heaviest users of the literature search service. Nurses submitted 144 enquiries and doctors submitted 83 enquiries.



We have streamlined the way we record literature search requests. All requests are recorded on a single database. This enables us to provide an efficient seamless service across all sites. We can track progress and capture complete information about the use of the service.

Here are some examples to illustrate the ways in which the Library & Knowledge Service supports clinical practice and service improvement across TRFT:

**Change in troponin I units** - we carried out a literature search on use of troponin assays in the diagnosis of patients presenting with chest pain. The evidence from the search was used to help look at the 24/7 requirements for patients presenting with chest pain. The aim is to speed up the process of triaging patients via the use of the troponin blood test. The units that troponin I results are reported in has changed and this change in units is part of the redesign of the protocol.

**Seven day working in palliative care** – we carried out a literature search to find out if there was any evidence to support a seven day working week within a palliative care team. The results of the search provided evidence to support a seven day working week within a palliative care team and this has now been introduced at TRFT.

## 2. Current awareness – *Keeping up-to-date*

### **New Palliative Care Bulletin**

This year we developed a new Palliative Care bulletin outlining the latest evidence about end of life care.

### **GP Evidence for Practice Bulletin**

Ten Evidence for Practice bulletins for GPs have been produced and circulated via the Rotherham Clinical Commissioning Group Newsletter. The aim is to scan the evidence to find six key articles to influence general practice each month.

### **Innovation & Improvement Bulletin/ Developing Services Bulletin**

We are in the process of integrating our Innovation & Improvement Bulletin and Developing Services Bulletin. We produced 23 issues of the Innovation & Improvement Bulletin which is circulated to approximately 800 health professionals across South Yorkshire. We have produced two issues of the Developing Services Bulletin and the content will now be merged into the Innovation & Improvement Bulletin.

### **PLT Bulletin**

Four information resources bulletins were produced to support PLT Events in May, July, September and November 2012.

### **Individually tailored bulletins**

We have continued to provide tailored Knowledge Alerts to help staff stay up-to-date with current developments in their particular area. The total number of individuals signed up to receive Knowledge Alerts has risen by 21 with a total of 483 separate alerts and bulletins being sent out.

### **Today's News**

We have continued to customise and circulate NHS Sheffield's Daily Health Bulletin to all TRFT staff.

### **RDASH Current Awareness**

#### **Falls and Fall Prevention Bulletin**

This year we have developed a new quarterly Falls and Fall Prevention Bulletin for RDASH. This is circulated to teams interested in fall prevention in RDASH and we have also circulated it more widely to staff at TRFT.

#### **Mental Health, Learning Disabilities and Substance Misuse Bulletin**

Nine monthly bulletins concentrating on NICE, SCIE guidance issued and other mental health related topics have been emailed out to RDASH Athens users and selected groups of RDASH staff.

#### **Health News Digest**

The library continues to circulate a weekly digest of health related news via the RDASH Weekly Bulletin and the RDASH Communications team

#### **Knowledge Toolkit**

We also maintain an online current awareness and subject gateway (the Knowledge Toolkit) for RDASH at the following website: <https://rdashknowledge.wordpress.com/>. The site is regularly updated with 210 news and service updates added to the site in the last year.

## **Current Awareness Team**

In 2012 we established a new current awareness team within the Library & Knowledge Service to coordinate and develop a highly targeted current awareness service across the Rotherham health community. The team have reviewed of all current awareness provision produced within the Library & Knowledge Service to reduce duplication, ensure consistency and identify any gaps in provision.

### **3. Library resources – harnessing the explicit knowledge base**

The Library and Knowledge Service has two main sites at Rotherham Hospital and at Oak House, Bramley. Both these services are open five days a week and also offer out-of-hours access. In the case of the hospital library, access is available 24 hours a day. We have a Knowledge Hub at RCHC which we staff each morning from 9 – 1pm. In addition we manage outreach collections at The Rotherham Hospice, Badsley Moor Lane, Breathing Space and seven school nurse bases.

We have increased the amount of time we staff the Knowledge Hub at RCHC in February we increased from two lunchtimes per week to three mornings and in March we increased to five morning per week. We have also purchased over forty books to expand the collection available at RCHC. In 2013 we will evaluate usage and survey staff to explore how we can further develop the Knowledge Hub to support evidence-based practice at RCHC.

We also provide a weekly Knowledge Clinic at Swallownest Court to enable RDASH staff to access our services.

#### **Collection development**

We hold 17,949 books, 91 journals and 1077 DVDs, games, educational models and items of IT equipment. This year we added 359 items to our collection. Our collections on community nursing, palliative care, psychology and psychiatry, commissioning, healthcare management and patient engagement were further developed. We carried out our annual journal consultation in July 2012 to inform the development of the journal collection and subscribed to a new journal, Ophthalmology. We also merged our ordering process for hospital and community journal subscriptions to a single supplier. New health promotion resources were added on smoking cessation, foetal alcohol syndrome and breast awareness.

We have held several meetings with e-book suppliers to investigate options for an e-book collection. RDASH expressed an interest in e-books therefore we have purchased a small number of e-books which were requested by users and have been looking into developing this further.

#### **Point of Care Resources**

In 2012 we asked to carry out a comparative evaluation with UpToDate and DynaMed to inform future purchasing decisions. We obtained Dynamed on a trial basis for three months, carried out demonstration and evaluation sessions and asked users to complete an evaluation. The results of the evaluation, a literature review and a cost evaluation indicated that DynaMed was the preferred product and offered better value for money. In January we obtained a year subscription to DynaMed.

## **Loans**

The total number of loans (including renewals) in 2012/13 was 9333. The majority of loans were to TRFT (5691), NHSR (1529)<sup>1</sup> and RDASH (528). Nurse and midwifery staff were the most frequent borrowers (2927 loans) followed by medical and dental staff (1935).

## **Inter-library loans**

Staff can request articles and books not held at by the Library and Knowledge Service in Rotherham by completing a short request form. Requests can take between 1-10 days to satisfy, depending on the type of request.

The Library and Knowledge Service has satisfied 1759 full text article requests and 168 book requests in 2012/13. Articles are obtained from a variety of collections including the British Library, the BMA Library, local university and NHS libraries.

## **Membership**

We now have 3865 members with 490 new members registered in this year. Of these, 221 were from TRFT, 47 were from RDASH and 14 were from NHSR.

## **Library Management System**

This year we upgraded our Heritage Library Management System and our online catalogue. The upgrade allows us to customise the search functionality, add book cover images and reading lists.

The resources team have carried out all the implementation work to enable us to send our overdue letters by e-mails. Work has taken place to delete the records of members who no longer work for the trust and all the job categories have been amended so that they are in line with the electronic staff record (ESR).

## **Resources for Healthy Foundations**

We carried out an annual update of all the 'Resources for Healthy Foundations' documents for the Public Health department. Each document lists leaflets, posters and health promotion resources available in a wide-range of subjects: healthy eating and oral health; emotional health; physical development and play; safe and health environments.

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<sup>1</sup> Includes all staff covered by the SLA with NHSR including NHSR staff, independent contractors and non-NHS staff contributing to public health.

#### 4. Information skills training – supporting learning and continuing professional development

Our information skills training programme shows participants how to find and appraise evidence-based information. We provide a rolling programme of five workshops at Rotherham Hospital, Oak House, RCHC and at RDASH bases in Doncaster, Brigg and Scunthorpe. The workshops are:

- Using NHS Evidence: an introduction
- Effective literature searching: using health care databases
- Finding the evidence: systematic reviews and the Cochrane collection
- Interpreting the evidence: an introduction to critical appraisal
- Referencing your work.

We can also deliver bespoke sessions, tailored to the needs and interests of small groups or individuals, in hospital departments, community venues or practices.

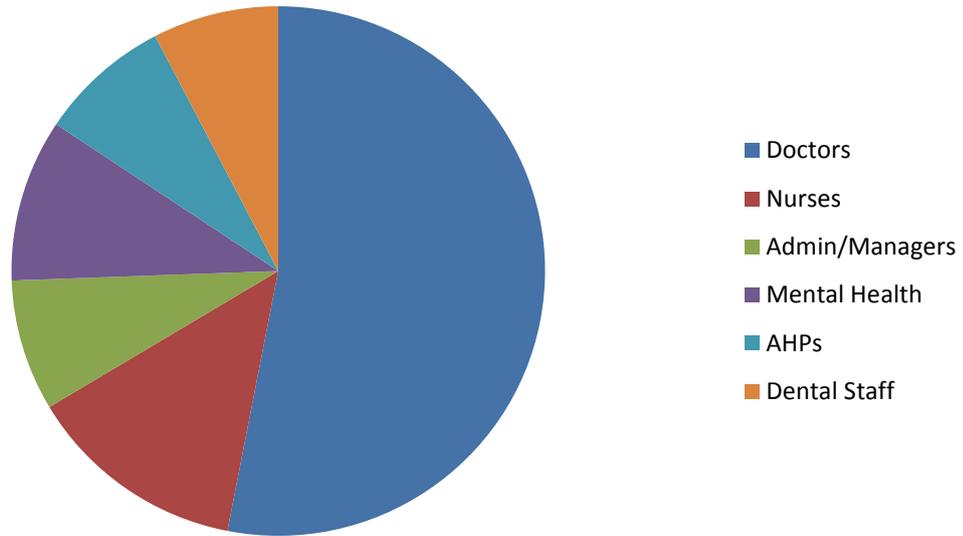
In September we delivered a bespoke training session to dental staff and a session to F2 doctors.

This year a total of 349 training places were taken up. The majority of places (160) were taken up by staff from RDASH. TRFT and NHSR staff were also strong users of the service, taking up 119 and 68 places respectively.



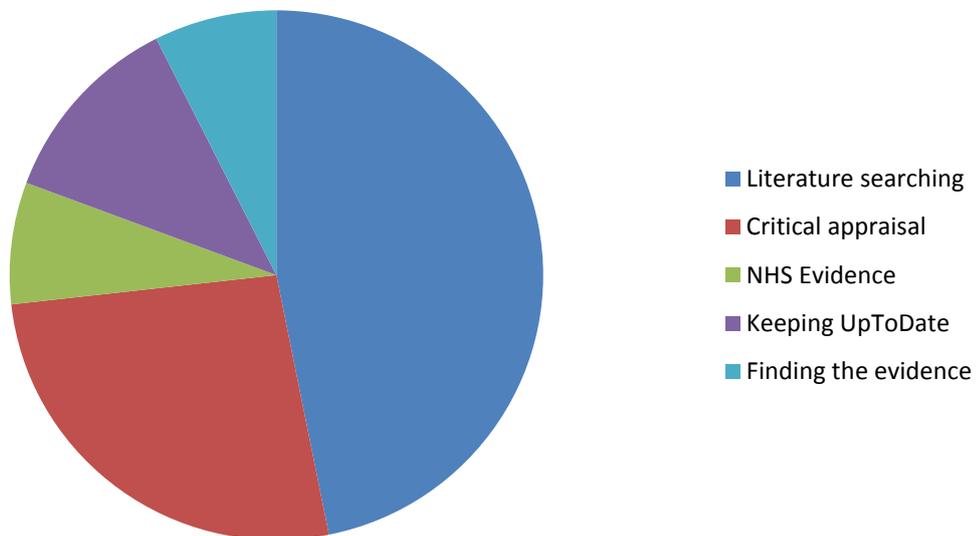
Doctors most frequently attended training. There were a total of 139 places taken up by doctors, 35 by nurses, 27 by administrative staff or managers, 21 place by allied health professional and 20 taken up by dental staff.

### Training places by professional group



The three most popular workshops were Introduction to literature searching, critical appraisal and keeping up to date with developments in health.

### Training places by course type



77% of participants reported that what they had learnt in the training session will help with their work a lot and 17% reported that what they had learnt will help with their work a little.

Comments included:

*“Very helpful. Will be used in future academic work and in clinical practice.”*

*“Very approachable and willing to help with all questions. I’ve learnt much more than expected. Really useful.”*

*“Very helpful and presented well. Will be very useful for my role. This really helped get me up to speed again.”*

*“I learnt more in ten minutes than trying to use NHS Evidence on my own.”*

### **Journal Clubs**

In March we launched the first in a series of Public Health Hitting the Headlines journal clubs. These will be held on a bi-monthly basis and will look at research relating to public health that has featured in the news.

We have also attended journal clubs on a fortnightly basis on the RDASH junior doctor educational programme. We have attended to provide advice on literature searching and identifying a paper for the first session and then 2 weeks later to participate in critical appraising the paper.

### **Bite size training session**

We also launched the first in a series of bite size training sessions which are short training sessions focusing on either a single product or topic area. The first session we launched is on the point of care resource, DynaMed.

## **5. Information consultancy – supporting organisational objectives**

### **Knowledge Management**

In 2012/2013 we have participated in a project team to localise and implement Map of Medicine in general practice. Sixty eight GP top tips and guidelines are now uploaded on Map of Medicine ready for the pilot phase starting on 19<sup>th</sup> April. The Library & Knowledge Service manager organised and attended three days of training on Map of Medicine localisation along with CCG and CSU staff. The LKS manager also attended the TRFT Pathway Steering Group to present Map of Medicine.

### **Web Development**

We have provided ongoing support to members of the CCG Medicines Management Team to enable them to update the internet and intranet sites we created for them. In January we designed a new section and built pages for the Medicines Management Team to populate.

We are in the process of creating a new Library & Knowledge Service website to reflect that we are now one service. We have also set up a Twitter account to provide information on our services and to keep our followers up to date with the latest developments in health. We have also set up a Library & Knowledge Service page on the RDASH intranet site.

### **Care Pathways**

Over the last year we have carried out searches to contribute to the development of the following pathways: self-harm, DVT, MS, Parkinson's disease, anticoagulation, collaborative pathway between midwives, health visitors and childrens' centres, back pain pathway, degenerative neurological conditions.

### **Public Health**

The Library & Knowledge Service Manager attended the Public Health Development Meeting in November to give an overview of our services and discuss how we can develop targeted services to public health now they are based at Rotherham Borough Council at Riverside. The Knowledge Management Specialist for Current Awareness has held two Knowledge drop-ins after the Public Health Development meeting in January and February. In March he held the first public health hitting the headlines journal club.

### **Patient Services**

We continued our membership of the Rotherham Cancer Information Prescriptions Steering Group to support the implementation of Cancer Information Prescriptions in Rotherham. In June we helped facilitate an event to launch Cancer Information Prescriptions in Rotherham.

Volunteers are now delivering a trolley round of books and magazines onto the wards on a twice weekly basis. We are currently reviewing the patient's library and the impact a patient's library service can have on patient care to inform the future development of the service.

### **Research & Innovation**

The Knowledge Service Manager has continued her membership of the South Yorkshire Research Ethics Committee and has attended 9 meetings.

We also had a stand at the RDASH annual research day to promote our services.

We met with the Deputy Director of Service Improvement and Service Improvement Manager on a regular basis to provide the evidence to inform service improvement initiatives.

### **Learning & Development**

We are members of the Medical Education Committee and attend regular meetings. In March the Library & Knowledge Service Manager launched the LKS Revalidation Portfolio in a PGME lecture. 26 people attended the lecture and ten people signed up to the service following the lecture.

## 6. Service development – *achieving high quality services that are fit for purpose*

### **Service Level Agreements**

RDASH, NHS Rotherham and The Rotherham Hospice all renewed their Service Level Agreements with us for 2012/2013. We are pleased that RDASH and Rotherham CCG have renewed for 2013/2014.

### **Library & Knowledge Service Restructure**

2012/2013 has been a year of change for staff in the Library & Knowledge Service. On April 2012 hospital library staff transferred from Rotherham Metropolitan Borough Council (RMBC) employment to TRFT. We became one service with three staffed locations (Rotherham Hospital, Oak House and RCHC) delivering virtual and physical knowledge and library services to 8000 staff in TRFT, NHS Rotherham and independent contractors, RDASH, and The Rotherham Hospice. Two team members were appointed as Library & Knowledge Service Manager on a job share basis and a deputy Library & Knowledge Service Manager was also appointed. All the former RMBC staff have now moved onto Agenda for Change Job Descriptions and TRFT terms and conditions of employment.

We have consulted with the LKS team and developed a single structure based around four teams resources, literature searching, training and current awareness. We have developed three working groups to look at marketing and user involvement, performance and evaluation and staff development. We are also working on developing a model of clinical librarianship where each team has responsibility for a number of clinical specialities to develop targeted library services.

There have also been a lot of changes at Oak House and from April 2013 it will be the base for Rotherham CCG and National Commissioning Board Local Area Team. The Knowledge Service had a knowledge space in reception with desk space for two people and additional back office desk space for five people. Following the changes we were asked to vacate our back office space therefore we have created an additional two hot desks in the knowledge space and provided additional desk space for LKS staff at the hospital.

### **Staffing**

Two members of staff have reduced their hours from full time to 30 hours per week (one is currently working 25.5 on a temporary basis). Another member of staff has reduced her hours on a temporary basis to 30 hours per week. Our Knowledge Service Support Officer is on maternity leave from September 2012 until September 2013.

### **Library & Knowledge Service Strategy 2012 -2014**

We have developed a LKS strategy for 2012-2014 which we presented to the Medical Education Committee and the LKS steering group.

### **Library & Knowledge Service steering group**

A new LKS steering group launched in September 2012 to replace the Knowledge Service friends, Resources Advisory Group, Library User Group and Library Policy group. The main purpose of the group is to advise and approve the strategic direction of the LKS.

### **Budget**

The Library & Knowledge Service have met TRFT cost improvement targets of 7% for 2012/2013 and 13.5% for 2013/14.

### **Library & Quality Assurance Framework (LQAF)**

This year we are very proud to have achieved 100% in our LQAF assessment.

### **Marketing & Branding**

There has been a huge amount of organisational change in Rotherham and we have developed a programme of marketing and rebranding so that staff across the health communities we serve know we are still here to provide services to them. We have had a new leaflet and branding designed and developed a marketing plan.

We have attended a number of promotional events such as Protected Learning Times events, RDASH AGM, RDASH annual research day and junior doctor induction. We have also carried out a number of promotional presentations to Clinical Effectiveness, Adult community mental health team, public health, Medical staff in South Humber and Rotherham Substance Misuse team.