

Library and Knowledge Service

Annual Report 2013-14



The evidence you need...

Key achievements

- Launched twenty new clinical specialty web gateways
- Local GP guidelines and Top Tips made available through Map of Medicine Sidebar and rolled-out to all practices
- 411 evidence searches carried out to inform patient care, health service development, education and research
- 68 evidence bulletins produced to keep health care teams up-to-date
- Participated in the Macmillan Dynamic Case Management Project workshops and provided evidence updates to inform project development
- Recognised as one of the top library and knowledge services in England for the second year in a row with an overall score of 100% using the National Library Quality Assurance framework.

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

Supporting The Rotherham NHS Foundation Trust

Our work is shaped and driven by Trust objectives.

“Develop high quality and safe services that effectively meet the changing healthcare needs of the population we serve”.

- Launched 20 new specialist web gateways. Each gateway is dedicated to one clinical or professional group and connects staff straight to the latest alerts, news items, ebooks, ejournals, guidelines and more for their speciality, ensuring easy access to the very latest information to support patient care.
- 265 literature searches were carried out, including evidence on: use of nerve blocks for shoulder surgery; to support the development of new TRFT guidelines for

weighing new born infants; effectiveness of nurse led clinics for patients with cancer; and efficacy of telemedicine for patients with long term conditions.

- 38.5% respondents in our annual survey said that the information we provided changed guideline or pathway development and 32.7% said it changed advice given to patients or carers. Staff highlighted:

- *Patient was saved unnecessary disfiguring surgery*
- *The information gained helped me develop in house guidance for those caring for patients with less knowledge, improve patient care, and quality of life. Reduction of inpatient stay will be audited at a later date to see if the guidance impacted on reducing length of stay.*
- *As we are a national centre of excellence, we receive enquiries from all over the country. The information received has enabled me to share this knowledge with our National Trainers and other health professionals.*
 - *encouraged patients with diabetes to self-care*
- *This particular research article helped me update my knowledge about a rare/uncommon condition and manage the particular patient effectively.*
- *Fantastic personalised service accessing articles from elsewhere rapidly when needed; this is a lifeline which is genuinely needed and much appreciated as it has helped me deliver clinical care with evidence backing promptly. ...In the interests of patients this service must continue!!*

- Purchased and promoted DynaMed, a clinical reference tool created by physicians for physicians and other health care professionals for use at the point-of-care. With clinically-organized summaries for more than 3,200 topics DynaMed aims to answers most clinical questions during practice.
- Developed new bulletins to keep teams up-to-date with developments in cancer and ear care
- Established and managed the Cancer Services team Twitter feed to ensure immediate access to the latest evidence and guidelines.
- Invested in a collection of e-books for doctors in training and Nurse Prescribers to give quick reference at the point of need.
- South Yorkshire Research Ethics Committee membership to ensure safe, ethical research to improve patient care.
- Worked with the Volunteer Service to increase the outreach book and magazine service to patients on wards and developed a collection of Mood-Boosting Books. In our recent survey of the TRFT Patients' Library patients stated that reading had a positive effect on their speed of recovery.

“Achieve clinical and financial sustainability”

- Evidence searches to improve clinical and cost effectiveness such as changes to anaesthesia techniques in hand and wrist surgery for better pain relief and earlier discharge.
- Purchased a new self-issue system that will help to streamline the loan of books, allowing users to borrow books 24 hours a day and free library staff time to deliver targeted information to support patient care.
- Upgraded out-of-date IT equipment in the hospital library to increase speed and efficiency of web searching for staff and library users.
- Won new contract to serve the NHS England Clinical Directorates in December 2013.
- Achieved cost improvement target of 13.5%.
- Managed the budget implications of the mid-year withdrawal of the RDaSH Library and Knowledge Service contract.
- Library & Knowledge Service kept within budget.
- Streamlined the LKS non-pay budget in to meet 14/15 cost improvement targets.

“Work with partners across the local health economy to ensure sustainability of wider healthcare provision.”

- 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 courses in the organisation.
- Participated in the Macmillan Dynamic Case Management Project workshops and provided evidence updates to inform project development.
- 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.

“Ensure that we have the leadership capability and capacity to deliver our strategy and service.”

- 350 staff across South Yorkshire received our twice monthly Innovation and Improvement Bulletin.
- Provided evidence to support effective leadership including: organisational integration between hospital and community; nurse handover; motivational behaviours for team leaders; 7 day working models; nurse leadership programmes and competency models; managerial resilience skills; planning investigation units; nurse led virtual clinics.
- Enhanced our popular book collections on leadership with new titles on organisational behaviour, resilient health care, managing change and leadership styles.
- Established Twitter feed to give instant updates on health care policy.

- ***“Ensure that our governance arrangements are fit for purpose and help shape the behaviours that will shape our strategy”***
- Track new national guidelines to support the work of Clinical Governance.
- Advocated role of the Clinical Librarian at Specialist Medicine Clinical Effectiveness meeting.
- Disseminate guidelines through our specialty web gateways and team updates.
- Contribute to the development of local guidelines through our evidence search service.

“Meet our regulatory requirements”

- Recognised as one of the top Library and Knowledge Services in England with overall score of 100% using the National Library Quality Assurance framework. The LQAF fulfils the requirements of schedule 5 of the Trust’s Learning and Development Agreement.

“Develop and maintain an appropriately skilled and engaged workforce to meet service needs now and in the future”.

- Specialist evidence search and appraisal skills training delivered to 176 staff. 90% of respondents said that the training will help a lot with their work.
- Established the LKS Revalidation Portfolio to map use of the Library and Knowledge Service against the GMC Revalidation Framework attributes: keeping up-to-date, evidence-based practice, professional development.
- Launched new LKS website, designed to be a one-stop-shop for all the latest evidence. The website achieves an average of 100 hits per day.
- Facilitated a workshop on keeping-up-to-date with the latest good practice to the Cancer MDT as part of the Cancer Forum’s programme of events.
- Supported the Neuro-rehabilitation team in establishing a journal club to enhance evidence-based practice.
- Library and Knowledge Week 11 – 15 November 2013 encouraged staff to connect with us and discover how we can bring them the evidence they need. As well as open days at Rotherham hospital, Oak House and RCHC, we launched our website as an interactive virtual gateway to the evidence base.
- 8077 books loaned to support patient care, service improvement and professional development.
- Delivered PGME lecture on *The evidence you need: Cutting through information overload.*
- Presented on induction programmes for 164 student nurses, occupational therapists and physiotherapists.

“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 2013/14 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. GPs now have quick access to all local Top Tips and primary care guidelines via the sidebar which integrates with the clinical systems.
- Specialist evidence search and appraisal skills training delivered to 113 staff
- Bespoke information skills training sessions developed and delivered for Medicines Management and the Rotherham Institute of Obesity.
- Evidence reviews to inform SCE planning on efficacy and cost effectiveness of acupuncture in pain management, use of spinal injections in pain management. Evidence searches into the benefits of GP health checks and outcomes, exercise and outcomes, urgent care centres and self-care of patients.
- Evidence reviews for GPs on the benefits of statins in elderly patients, benefits of bisphosphonates and how long to prescribe them for and the evidence for calcium and vitamin D supplements for patients at risk of falling.
- Developed three new bulletins to keep staff up-to-date with the latest developments in dementia; patient participation; screening and immunisation.
- Scan the latest general practice research and disseminate to GPs via the CCG Bulletin.
- Developed a web evidence gateway for GPs including a dedicated collection of e-books. Advised CCG colleagues on the development of the GPST website.
- Helped with facilitation of Rotherham Suicide prevention Conference via production of information and resource sheet (included in delegate packs) and setting up of equipment for workshops.
- Presentation to GPST programme on the Library and Knowledge Service.
- Monthly Public Health Journal Club evaluating the implications for practice of the latest research.

Supporting RDaSH

We provided support to RDaSH for the third year running until 21st November 2013 when RDaSH ended their contract with us. In this year we:

- Carried out 44 evidence searches
 - Delivered specialist evidence search and appraisal skills training to 38 staff
 - Provided a monthly current awareness bulletin highlighting the latest evidence on mental health, substance abuse and learning disabilities.
 - Published quarterly updates on the evidence on falls and falls prevention and launched a new bulletin on Patient Engagement.
 - Delivered a weekly drop-in knowledge clinic at Swallownest Court
 - Helped facilitate fortnightly journal club sessions for junior doctors at Scunthorpe.
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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.”

In July 2013 we renegotiated our contract with Rotherham Hospice and have continued to make our full range of services available for all staff to support evidence-based hospice care. This includes 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.

Supporting the NHS England Clinical Directorates

On 1st December 2013 the NHS England Clinical Directorates commissioned us to provide Library and Knowledge Services to provide the evidence-base to achieve “high quality care for all, now and for future generations”. In 2013/14 we have:

- Developed and delivered three 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.
 - Launched an internet gateway for commissioners.
 - Delivered training to 10 members of staff on NICE Evidence Search.
 - Carried out 20 evidence searches on a wide range of topics including managing minor illness in children, patient experience, self-management for frail older people, partnership working.
 - Held a drop-in Knowledge Clinic at Quarry House. This gave staff the opportunity to drop-in and find out more about the services available, submit requests for literature searches, book on training sessions and see demonstrations of NICE Evidence-Search and the health databases ,e-books and journal available through Athens.
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Service delivery

	2013-14	2012-13	Notes
Books issued	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	1387	1927	Decrease is due to increased use of e-journal collections and reduction in demand due to end of RDaSH contract.
Literature searches	411	395	
Registered members	3705. New member 472.	3865. New members 490.	
Training	355	349	
Keeping up-to-date bulletins (number of issues)	Dementia Bulletin (2)		
	Ear Care and Audiology Bulletin (3)		
	Palliative Care (3)	Palliative care (1)	
	Patient Participation Bulletin (2)		
	Screening and Immunisation (2)		
	Cancer Services (1)		
	PLT Bulletins (6)	PLT Bulletins (4)	
	Innovation & Improvement (24)	Innovation and Improvement (23)	
	New Knowledge @lerts (51)	New Knowledge @alerts (21)	
	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)	
	Patient Engagement (1)		

Finance

In 2013/14 our main funding came from TRFT, RDaSH and Rotherham CCG. In November 2013 RDaSH ended their contract with us and withdrew funding. In order to manage this budget reduction and meet our CIP targets we have:

- Not renewed the contract for 1 WTE Band 6 temporary member of staff
- Not replaced an additional 0.72 WTE permanent Band 6 member
- Reviewed the non-pay budget to achieve a further £10,700 saving in 2014/15.

Income generation

We have also pursued opportunities to generate income:

- In December we secured a new contract to serve 275 staff in the NHS England Clinical Directorates.
 - We negotiated an SLA with Health Education Yorkshire and the Humber to provide professional advice on Library and Knowledge Services to the Programmes Lead from 1st April 2014.
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Way forward 2014-15

- Develop our specialty link clinical librarians to embed the Library and Knowledge Service into clinical teams.
- Continue to measure performance against the objectives of the organisations we serve.
- Develop and extend our evidence review service – finding and summarising the best available evidence.
- Mobilise knowledge resources to the point of care –Promoting and piloting e-books and journals, using social media and web technology for targeted evidence updates.
- Continue to exploit opportunities for income generation.
- Maintain our LQAF ranking.