



# Library and Knowledge Service

## Annual Report 2016/17

*The evidence you need...*

### Key achievements

- 330 evidence searches to inform patient care, service development, research or professional development
- continued weekly attendance at paediatric clinical handover meetings and hand surgery meetings to provide the evidence base for clinical questions
- achieved 100% compliance in LQAF and are one of only three services in the Yorkshire & the Humber scoring 100%
- secured a contract to deliver Library and Knowledge Services to NHS England Clinical Effectiveness Team
- worked with Dementia LiA group and developed a collection of resources for reminiscence
- promoted the A Million Decisions Campaign
- delivered information skills training on the student masterclass programme
- participated in working group to oversee the transition of trust policies and guidelines from Insite to a new sharepoint intranet
- participated in the induction programmes for student nurses, midwives, occupational therapists, physiotherapists, medical students, physician associates and student assistantship

In 2016/17 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, The Rotherham Hospice, Health Education England working across Yorkshire and the Humber and NHS England Clinical Effectiveness Team.

### Supporting The Rotherham NHS Foundation Trust

Our work is shaped and driven by Trust objectives.

#### *“Patients: Excellence in Healthcare”.*

- 300 literature searches were carried out, including finding evidence to inform patient care on:
  - Age for transition from paediatric patients to adults services
  - IV antibiotics versus oral antibiotics in treating UTIs in infants
  - Relationship between diabetes and frailty in the elderly

- Management of deteriorating patients
- DVT prophylaxis after total joint replacement of knee and hip
- Postoperative pain management following bowel surgery
- Exercise groups to reduce falls or hospital admissions in Parkinsons disease patients.
- Protected mealtimes for patients
- Multiple Sclerosis and Dysphagia
- Provided 30 evidence summaries to answer clinical queries directly related to patient care.

We evaluated the impact of our literature search service by carrying out interviews and sending out a questionnaire.

Staff commented that the service had the following impact on their work:

- provided a high quality search to inform a business case
- Saved me time
- Evidence summary provided a useful overview that was used when writing a board report

The Impact survey showed that:

- Literature searches are used for sharing information or advising other colleagues, professional development and organisational development/service planning.
- Literature searches lead to recipients gaining new knowledge and saving time
- Literature searches have an immediate impact on more informed decision making, professional development and service delivery/development.

- Clinical Librarianship was promoted by attendance at supervisors of midwives group, surgery governance and assurance meeting and hand surgery meeting. We provided weekly attendance at paediatric clinical handover meetings and hand surgery meetings to provide the evidence base for clinical questions.
- Delivered journal clubs for nurse revalidation, nutrition and dietetics and staff at breathing space.
- Launched two new specialty web gateways on hand surgery and health management. We have now developed 33 specialty gateways, each one is dedicated to a clinical or professional group and connects users straight to the latest alerts, news items, ebooks, ejournals, guidelines and more for each specialty.
- Launched two new bulletins/blogs to keep staff up to date in health management and mindfulness.
- Produced 17 blogs/bulletins with a total of 216 editions of bulletins to keep staff up-to-date.
- Promoted the **A Million Decisions** campaign to senior managers and colleagues. The campaign developed by Health Education England and the Library & Information Association calls on health service providers to employ and make use of the skills of librarians.
- Continued to deliver a library service for patients.

- The volunteers have continued to provide a library trolley service, regular book sales and have started to catalogue the collection onto our Library Management System.
- Secured funds from the hospital charity to purchase the new selection of Reading Well Mood Boosting Books promoted by the Reading Agency.
- Participated in the Dementia Listening in Action (LiA) group to provide resources for reminiscence activities. We have developed a collection of reminiscence resources including themed reminiscence boxes e.g. seaside, royalty; local history photos; dolls for doll therapy and picture books for reminiscence.

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

- Core membership of the Listening in Action/Together We Can team.
- Provided evidence to support effective leadership including
  - training and retention of knowledge of clinical staff
  - rotation programmes for nurse
  - electronic portfolios.
- Specialist evidence search and appraisal skills training delivered to 154 staff.

Staff commented that the service had the following impact on their work

- Point of care software and anatomy TV help me with my current clinic caseload and future CPD.
  - Training will be helpful to find supporting evidence for service development and therapeutic interventions for my patients.
- Contributed to Learning and Development Student Masterclass programme by providing nine evidence search and appraisal skills training sessions.
  - Presented on induction programmes for 591 student nurses, midwives, occupational therapists, physiotherapists, medical students, physician associates and student assistantship.
  - Continued to develop and maintain the Medical Education website to provide information trainee doctors. Averaging around 306 unique visitors per week.
  - Highlighted the support the LKS can provide to nurses and midwives preparing for Revalidation to support NMC requirements on CPD and reflection.
  - Held journal clubs for nurses and midwives who are revalidating and offered a new session called evidence for practice which includes training on evidence based resources focused on a clinical topic of choice followed by support to complete a reflective account.
  - Continued to co-ordinate the Mindfulness Interest Group to support improved resilience in staff.
  - Registered 608 new library users.
  - 5767 books and resources loaned to support patient care, service improvement and professional development.

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

- Continued to maintain and develop Ignaz which is an app designed as a handbook for doctors in training.
- Track new national guidelines to support the work of Clinical Governance. Disseminate guidelines through our specialty web gateways and e-mail updates.
- Supporting the transition of policies and guidelines from Insite to a new sharepoint intranet. Taking part a stakeholder meetings, providing feedback on the metadata for the document section and working with Assistant Director of Patient Safety and Risk to identify content for the new site. A piece of work has also been carried out to identify policies and guidelines which are outside the review date.
- The latest LQAF result for the TRFT Library and Knowledge Service is 100%. There are only two other services in Yorkshire and the Humber who have achieved 100%. 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 including
  - community based models of care for the management of acute childhood illness
  - use of “do not disturb” tabbards on drug rounds to prevent medication errors
  - effect of social marketing/behaviour change on attendance at A&E.
- Secured a contract to provide Library and Knowledge Services to NHS England Clinical Effectiveness team commencing December 2016 and this will continue on an ongoing basis.
- Maintained our service level agreements with the CCG, Rotherham Hospice and Health Education England working across Yorkshire and the Humber.

### ***“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.
- Work with 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, identify opportunities for collaborative working, 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 Groups for Continuing Professional Development and the Learning Zone for health librarians.
- Yorkshire and Humber Health Libraries and Knowledge Network Committee member, Chair of the Yorkshire and the Humber Community of Practice on CPD for library staff and member of the Primary Care, Public Health and Commissioning Librarians group.
- South Yorkshire Research Ethics Committee membership to ensure safe, ethical research to improve patient care.

- Continued to work collaboratively with Sheffield City Council and Doncaster and Bassetlaw Hospitals NHS Foundation Trust deliver current awareness services.
- Presented at a number of library events to share good practice with other health library colleagues. We presented on how we fulfil the Knowledge Management LQAF criteria at an LQAF study day in July and Knowledge Management Study day in November. In March we presented on our reminiscence boxes for dementia patients as an example of good practice at the Big Day Out Up North.

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

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

**Ambitious:** excellent customer service to ensure we develop our services to meet the needs of our users. Set high standards by achieving 100% in the Library Quality Assurance Framework assessment. Continue to deliver high quality services to all the organisations we serve.

**Caring:** 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.

### Supporting Rotherham CCG

The Rotherham CCG Annual Commissioning Plan 2016/2020 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:

- 83 Evidence searches including:
  - Examples of carer strategies to support the development of a strategy
  - Electronic symptom checkers as an aid to early diagnosis
  - Examples of service specifications: intermediate care, dermatology in general practice
  - Transition from children to adult services
  - Link between breast feeding and hospital admissions in children.
- Impact evaluation of our literature search service provided useful feedback.

Staff highlighted:

- The Library and Knowledge Service provide examples of service specifications in other areas. This saves time, but also brings consistency/standardisation between different geographical areas.
- The information was used to inform the development of national published guidelines around the use of automated ECG reports prior to starting anti dementia drugs.

- Scan the latest general practice research and disseminate to GPs via the CCG Bulletin.
  - Four bulletins have been produced to support PLT events.
  - Specialist evidence search and appraisal skills training delivered to 37 staff.
  - Presented at a CCG team meeting to raise awareness of our services.
  - Attended three public health team meetings to raise awareness of our website, Public Health news feeds and national public health e-journals collection.
  - Attended PPG network meetings, produced a current awareness bulletin and provided literature searches on text messages to reduce missed appointments.
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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, information skills training 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 our collection.

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### **Supporting Health Education England serving Yorkshire and the Humber**

The Health Education England Yorkshire and the Humber Delivery Plan 2016/17 states: “HEE, working across Yorkshire and the Humber, has a reputation for evidence-based practice, and for supporting and encouraging the use of research across the region.”

Over the last 12 months we have provided literature searches, developed and promoted a programme of information skills training and a provided a monthly bulletin summarising relevant national documents is now produced for the Transformation Board. We have also created a Health Management specialty portal and newsfeed. All staff have access to our book, journal and document supply service.

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### **Supporting NHS England Clinical Effectiveness Team**

In December 2016 we developed an agreement with NHS England Clinical Effectiveness Team to provide evidence searches and a document supply service on an ongoing basis.

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## Way forward 2018-19

- Work with clinical teams to ensure that up-to-date policies and guidelines are transferred to the new sharepoint intranet ensuring that they are easily accessible, accurate and up-to-date.
- 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.
- Develop a publications repository in collaboration with research colleagues.
- Expand our specialty link clinical librarians to embed the Library and Knowledge Service into two more clinical teams.
- Provide support for the Staff Health and Wellbeing CQUIN by working with colleagues in health & wellbeing to provide information and resources to support events, updating our collection of health and wellbeing book collection including books on prescription, mood boosting books, and mindfulness books. The Library will also be made available to host sessions such as mindfulness.
- 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.
- Continue to 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.
- 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>

	2016-17	2015-16	2014-15	Notes
<b>Books issued</b>	5767	6684	6893	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>	1415	1375	1054	
<b>Literature searches</b>	300 30 Clinical Queries	307 22 Clinical Queries	303	
<b>Registered members</b>	4181. New 608.	4038. New 473.	3739. New members 430.	

<b>Training</b>	197	161	294	
<b>Keeping up-to-date bulletins (number of issues)</b>	Dementia Bulletin (12)	Dementia Bulletin (12)	Dementia Bulletin (6)	2016/2017 the bulletins are now sent out on a weekly basis.
	Ear Care and Audiology Bulletin (4)	Ear Care and Audiology Bulletin (4)	Ear Care and Audiology Bulletin (3)	
	Palliative care (4)	Palliative care (4)	Palliative Care (3)	
	Cancer Services (12)	Cancer Services (12)	Cancer Services (4)	
	PLT Bulletins (4)	PLT Bulletins (5)	PLT Bulletins (6)	
	Innovation and Improvement (26)	Innovation and Improvement (21)	Innovation & Improvement (24)	
	New Knowledge @alerts (0 requests)	New Knowledge @alerts (17 requests)	New Knowledge @lerts (50)	
	GP Evidence for Practice (12)	GP Evidence for Practice (9)	GP Evidence for Practice (10)	
	Infection control (12)	Infection control (12)	Infection Control (8)	
			Evidence Update for NHS England (5)	
	Anaesthetics (12)	Anaesthetics (3)		
	CAMHS (12)	CAMHS (8)		
	Child & maternal health (12)	Child & maternal health (3)		
	Commissioning (12)	Commissioning (8)		
	Critical care (12)	Critical care (6)		
	Emergency care (12)	Emergency care (4)		
	Latest health (50)	Latest health (52)		
	Public health (12)	Public health (8)		
		Medicines (3)		
	Mindfulness			

	(5)			
	Health Management (7)			
	Transformation (8)			
	PPG Network Bulletin (2)			