



Library and Knowledge Service

Annual Report 2017/18

The evidence you need...

Key achievements

- Specialist evidence search and appraisal skills training delivered to 418 colleagues
- 275 evidence searches to inform patient care, service development, research or professional development
- Journal clubs for nutrition, breathing space, obstetrics, ophthalmology and ITU
- Promoted After Action Reviews to share lessons learned
- Participated in a working group to oversee the transition of trust policies and guidelines from Insite to the Hub
- Secured HEE and TRFT charity funding for health & wellbeing books, reminiscence resources and books for babies in SCBU
- Reviewed our journal agent and subscriptions and saved over £5000
- Achieved 100% compliance in LQAF

In 2017/18 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 the NHS England Clinical Effectiveness Team.

Supporting The Rotherham NHS Foundation Trust

Our work is shaped and driven by Trust objectives.

“Patients: Excellence in Healthcare”.

- 263 literature searches were carried out, including finding evidence to inform patient care on:
 - Is pre-labour rupture of membranes a risk factor for neonatal sepsis?
 - Melatonin and side effects of long term use in children and young people
 - Migraine, hypertension and HRT
 - Immunisation uptake in the travelling community
 - Sensitivity and specificity in tests for neutropenic sepsis
 - Psychosocial factors in reducing avoidable deaths.
- Provided 12 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 a questionnaire.

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

- Increased expertise and felt more confident discussing the condition with patients.
- Information was shared in the Root Cause Analysis with consultants to inform the investigation. It helped them come to a clear decision.
- As a result the clinician has referred more patients for MPis and this has improved quality of care and outcomes.
- Saved me time.

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 are used for personal or professional development.
- Literature searches lead to recipients gaining new knowledge and saving time.

- Clinical Librarianship was promoted by attendance at a physiotherapy team 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 nutrition, breathing space, obstetrics, ophthalmology and ITU. This allows the discussion of relevant clinical papers and the development of appraisal skills.
- Piloted and upgraded to Dynamed Plus, providing summaries of evidence on clinical conditions designed to be used at the point of care.
- Launched a new specialty web gateway on diabetes. We have now developed 35 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 a new bulletin/blog to keep staff up to date in diabetes.
- Produced 21 blogs/bulletins with a total of 264 editions of bulletins to keep staff up-to-date.
- Continued to deliver a library service for patients.
 - The volunteers have continued to provide a library trolley service, regular book sales and have catalogued the collection onto our Library Management System.
 - Secured funds from the hospital charity and Health Education England to purchase health & wellbeing books, enhance our collection of reminiscence resource boxes to include tools, gardening and animal memories.
 - This also allowed us to buy a collection of books for parents and carers to read to babies in SCBU to support bonding and development.

How does the library benefit you or your team/department/patients? Feedback from our survey

Ensure staff have access to up to date evidence to inform decision making

Improves our service to our patients

Producing a regular Dementia Bulletin which I find very useful as a dementia link person

Lit searches enable me to read through up to date information and decide on the best treatment for my patients.

“Colleagues: Engaged, accountable colleagues”

- Core membership of the Together We Can team.
- Provided evidence to support effective leadership including
 - Recruitment issues in hospitals
 - Models for ward accreditation and improvement
 - The impact of 360 degree feedback on the performance of doctors.
- Specialist evidence search and appraisal skills training delivered to 418 colleagues.
- Contributed to the training programme for junior doctors by delivering four sessions on critical appraisal, evidence at your fingertips, qualitative research and systematic reviews.
- Developed a range of courses designed to meet the needs of specific staff groups: poster design for dieticians, Twitter for therapists, development of guidelines for obstetrics & gynaecology.
- Continued to develop and maintain the Medical Education website to provide information for trainee doctors. Averaging around 436 unique visitors per week.
- Continued to co-ordinate the Mindfulness Interest Group to support improved resilience in staff.
- Registered 493 new library users bringing the total to 4606.
- 6121 books and resources loaned to support patient care, service improvement and professional development.

How does the library benefit you or your team/department/patients? Survey feedback

It also allows me to be able to provide more clinical time while also undertaking academic study as it is such a challenge managing a clinical caseload and completing academic work, the help and assistance provided by the library makes this just a little bit easier for me.

Assistance with producing a portfolio for CPD audit

The library team have been really helpful and supportive of me over the past 3 years as I have been working towards an academic award. I have requested numerous literature searches and books which I have needed for my studies and the team have delivered every time.

The quiet and positive workspace helps me carry out my work efficiently and helps me emotionally.

“Governance: Trusted, open governance”

- Supporting the transition of policies and guidelines on the intranet from Insite to the Hub. Working with divisions and the Chair of the Document Ratification Group to assist the process of reviewing policies and guidelines on Insite. We then uploaded over 1100 onto the Hub ensuring that there is a single copy of the latest version of each document, they are clearly indexed, easily searchable and viewable via the departments’ Hub page when required.
- 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 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
 - Primary care provision in relation to A&E attendance
 - Governance and best practice in care homes
 - Nurse led breast family history clinics
 - Percentage of time clinical support staff spend caring for stroke patients.
- Maintained our service level agreements with the CCG, Rotherham Hospice and the NHS England Clinical Effectiveness Team.
- Delivered on our SLA with Health Education England Working across Yorkshire and the Humber until April 2018 while they reviewed their LKS provision.
- Reviewed our journal agent and subscriptions and saved over £5000.

“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.
- Developed a publications repository in partnership with Research and Development to promote TRFT as a research active organisation.
- Contributed to an NHS England event on Improving Access to General Practice.
- Contributed to the South Yorkshire and Bassetlaw Accountable Care System Hospital Services Review.
- 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 Special Interest Group 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 to deliver current awareness services.

“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:

- 50 Evidence searches including:
 - Effectiveness of the shingles vaccine. How vaccination for shingles can reduce hospitalisation. Cost of shingles related hospitalisation on secondary care and/or primary care and the NHS as a whole.
 - Is there evidence on how much better the 4 strain flu vaccine/quadrivalent flu vaccine is?
 - Evidence-base for baby boxes
 - Information on how many drugs were available in 1948 compared to now to support a marketing campaign
 - Research on why people go to the incorrect healthcare provider: to A&E rather than their GP, the GP rather than the community pharmacist.

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

Colleagues highlighted:

Literature informed the development of a specification for the smoking element of the new wellness service to ensure it is evidence based.

The information will be used to help inform the Place Plan and communications strategy with behaviour change at the heart. The enquirer felt that the searches will save time, both in terms of not doing the searches themselves and also not wasting time trying things that have been proven not to work. It will also help to confirm best practice thereby keeping to task.

- Scan the latest general practice research and disseminate to GPs via the CCG Bulletin.
- Six bulletins have been produced to support PLT events.
- Specialist evidence search and appraisal skills training delivered to 34 staff.
- Attended three public health team meetings to raise awareness of our services, provide training, promote the public health discovery tool and also provided advice on the management of electronic folders.
- Attended PPG network meetings.

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.

Supporting Health Education England serving Yorkshire and the Humber

The Health Education England Research and Innovation Strategy aims to: “create an education and training system that is evidence based and underpinned by research and innovation”.

Over the last 12 months we have delivered services to HEE YH including literature searches, promoting a programme of information skills training and a providing a monthly bulletin summarising relevant national documents is now produced for the Transformation Board. We have also continued to develop the Health Management specialty portal and newsfeed. All staff have had access to our book, journal and document supply service.

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.

Way forward 2018-19

- Work with clinical teams to ensure the policies and guidelines section of the Hub is ready for the launch in July and review Ignaz Handbook.
- 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.
- Launch and promote the 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.
- 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.
- Promote resources for health and wellbeing.
- Develop a knowledge management plan to enhance the sharing of good practice and lessons learned.
- Maintain our LQAF ranking.

Service delivery

	2017-18	2016-17	2015-16	2014-15
Books issued	6121	5767	6684	6893
Document delivery	859	1415	1375	1054
Literature searches	263 12 Evidence Summaries	300 30 Clinical Queries	307 22 Clinical Queries	303
Registered members	4606. New 493.	4181. New 608.	4038. New 473.	3739. New members 430.
Training	418	197	161	294
Keeping up-to-date bulletins	21 blogs/bulletins. 264 editions.	20 blogs/bulletins. 242 editions.	17 blogs/bulletins. 174 editions.	9 blogs/bulletins. 69 editions.