



# Library and Knowledge Service

## Annual Report 2019/20

*The evidence you need...*

### Key achievements

- Launched portals on COVID 19 with latest research, news stories, policy updates and guidelines and to support the health and wellbeing of colleagues
- 303 evidence searches to inform patient care, service development, research or professional development
- Training on evidence search and appraisal skills delivered to 468 participants, including sessions on research design, study skills for trainee nurse associates & poster design
- Journal clubs for orthopaedics, obstetrics, speech and language therapy, health care for older people, dieticians
- Attended critical care governance and M&M meetings to provide the evidence base for clinical questions
- 46 new Evidence Updates have been set up: weekly email alerts of key new research on clinical topics tailored to the requirements of individuals
- Developed web resource for Less Than Full Time trainees with Senior Clinical Fellow, presented to Future Leaders Conference after being voted in top four projects

In 2019/20 we provided library and knowledge services to The Rotherham Foundation Trust (TRFT), Rotherham CCG and General Practice, NHS England staff based at Oak House, RMBC Public Health, The Rotherham Hospice, 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”.***

- 303 literature searches were carried out, including finding evidence to inform patient care on:
  - Diabetes specialist nurses and the elderly
  - Inspiratory Muscle Training (IMT) for pre-operative and post-operative patients
  - Management of PE in A&E
  - Cryotherapy in knee arthroplasty
  - Management of delirium on the intensive care unit
  - Use of quantitative fibronectin in preterm labour
  - Standardising assessment of paediatric minor head injuries.

We evaluated the impact of our literature search service by carrying out follow-up questionnaires and collecting feedback:

I collaborate with an international group in the management of climbers' hand trauma. We are developing guidelines and a treatment pathway which will have an impact locally and potentially internationally. I received comprehensive search results of titles and abstracts and the offer of whole papers. I am developing guidelines for a consensus statement which this will help with. It will also have an immediate impact on my patients since several climbers see me about their hand injuries. Fantastic swift service: thank you very much.

This was a request to support work within the Integrated Care System to understand the impact of diagnosing dementia within the care home setting. The evidence provided helped to justify work to actively identify and diagnose people living with dementia in care homes. Interestingly, the evidence gathered by the library service provided the justification on a much wider range of impact than previously anticipated.

We have successfully got the funding we were after now. Thank you for finding papers for me and your support of our work in Dietetics.

The support by our Librarian for a systematic review on the clinical use of early antibiotics in sepsis in emergency medicine resulted in her being included in the acknowledgement section when it was accepted by The European Journal of Emergency Medicine.

- We continued to provide regular attendance at paediatric clinical handover meetings and hand surgery meetings to provide the evidence base for clinical questions. We have also started to attend critical care governance and M&M meetings.
- Supported dementia cafes and person centred care study days with our reminiscence resources. Member of the Dementia, Delirium, Person Centred Care Group.
- Member of the Clinical Ethics Group.
- Delivered journal clubs for orthopaedics, obstetrics, speech and language therapy, health care for older people and dieticians, this allows the discussion of relevant clinical papers and the development of appraisal skills.
- Produced 19 blogs/bulletins on a range of health care topics. A total of 253 editions of bulletins have been sent out to keep staff up-to-date.
- 46 new Evidence Updates have been set up: weekly email alerts of key new research on clinical topics tailored to the requirements of individuals
  - . Topics include:
    - Musculoskeletal abnormalities
    - Children with obesity: eating habits and physical activity
    - Management of patients with asthma, COPD, pulmonary fibrosis, bronchiectasis within the hospital setting
    - Dermatitis: nursing within hospital setting
    - Management of hearing disorders within community clinics
    - Management of children and adolescents with Type 1 diabetes in the community

Oxygen therapy and mechanical ventilation in the treatment of older people with respiratory lung conditions

- Continued to deliver a library service for patients.
  - The volunteers have continued to provide a library trolley service, regular book sales and catalogue resources onto our Library Management System
  - Promoted the Health & Wellbeing Collection and Dementia Resources during Health Information Week.

#### ***"Colleagues: Engaged, accountable colleagues"***

- Developed web resource for Less Than Full Time trainees with a Senior Clinical Fellow, presented to Future Leaders Conference after being voted in top four projects. The Academy of Medical Royal Colleges Flexible Careers Committee noted that the Rotherham less than full time training webpage was most impressive, describing it as an exemplary website.
- Provided evidence to support effective leadership including
  - Recruitment and retention of qualified nurses
  - Learning from complaints
  - How effective educational supervision can benefit trainees
  - Advanced practitioners and the benefits of multi-disciplinary team working.
- Specialist evidence search and appraisal skills training delivered to 468 colleagues.

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

*I was able to formulate a search and save this information, I was also helped to have a literature search done and talked through relevant tools to appraise literature*

*It was a twitter course, and it has meant I have publicised AHP day, Proud Awards etc... which wouldn't have happened before hand*

- Contributed to the training programme for foundation doctors by delivering four sessions on NICE Evidence Search and critical appraisal of cohort studies, qualitative research and systematic reviews
- Delivered six sessions on poster design with AHPs and doctors
- Further developed sessions on study skills for trainee nurse associates
- Provided a session on Mobilising Knowledge as part of the LEAD programme
- Campaigns to promote our services: Libraries Love Learners (February); Need Help? Think Library! It's Libraries Week 7<sup>th</sup> – 12<sup>th</sup> October.
- Continued to support the clinical book group as an opportunity to discuss professional issues in a supportive environment. The group meet every other month and read fiction and light non-fiction on clinical topics.

- Continued to develop and maintain the Medical Education website to provide information for trainee doctors
- Providing expert advice to colleagues in Medical Education to support the implementation of SimplyBook – course booking software
- Made recordings of the lunch-time lectures available via the Hub.
- Registered 408 new library users
- 7003 books and resources loaned to support patient care, service improvement and professional development
- Consulted with users and made improvements to the library space in response to feedback (including a new water fountain and IMPAX) and promoted it as a space to study, reflect, meet and relax.

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

- Became a member of the Document Ratification Group for policies, guidelines and SOPs
- Continued to make policies and guidelines available via the Hub
- Track new national guidelines to support the work of Clinical Governance. Disseminate guidelines through our specialty web gateways and e-mail updates.
- Joined the TRFT Clinical Effectiveness and Research Group.
- Began preparing for the Quality and Improvement Outcomes Framework for NHS Funded Library and Knowledge Services in England. This replaces LQAF. The deadline has been delayed until June 2021 due to the pandemic.

***“Finance: Strong financial foundations”***

- Evidence searches to improve clinical and cost effectiveness including
  - Evidence relating to the sale of illicit tobacco and the impact on local and national economy
  - Effective referral of patients to specialties and factors affecting this, particularly communication
  - What are the benefits of using self-management plans for patients with COPD in the community setting?
  - When not to prescribe? GP beliefs on patients' expectations of prescriptions.
  - Postural stability intervention, for people at low to medium risk of falls
  - Integrated Community Service specifications/ guidance
  - Supportive discharge services
  - Comparing prescribing errors before and after introduction of electronic prescribing
  - Advanced Clinical Practitioners and out-of-hours on call
- Maintained service level agreements with the CCG, Rotherham Hospice and the NHS England Clinical Effectiveness Team
- Installed new IT systems to streamline processes and provide management reports including KnowledgeShare for individual evidence updates and to record and track literature searches. Implemented new inter-library loan module on library management system. Both systems helped enable us to keep the service running offsite during the pandemic.



- Successfully bid for HEE Library Development funding to purchase three new PCs and two laptops.

***“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
- Represented the trust as a Health Ambassador at careers' events in Rotherham
- Worked across Yorkshire and the Humber and nationally to share good practice, identify opportunities for collaborative working and contribute to regional purchasing of evidence-based resources
- Took part in the national Current Awareness Community of Practice including attending the 'kick-off event' in November
- Member of the HEE Open Access Group and Repositories Working Group to make it easier to share research
- Yorkshire and Humber Health Libraries and Knowledge Network Committee member
- South Yorkshire Research Ethics Committee membership to ensure safe, ethical research to improve patient care.

***“The Trust’s values: Ambitious, Caring and Together (ACT) seek to create a culture which will support delivery of our Vision and Mission, guiding the behaviour of colleagues across the organisation.”***

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. 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.

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**Supporting Rotherham CCG**

The Rotherham CCG *Commissioning Plan 2018-2020* states “We wish to foster a culture in the NHS that seeks out research evidence and applies this evidence in decision-making. All of this will be underpinned by a strong infrastructure that is supportive of research and evaluation.” As part of our contract with the CCG we also provide services to General Practice, NHS England staff based at Oak House and Public Health at RMBC.

Our contribution includes:

- 60 evidence searches including:



- Follow up for patients who have gastroscopy negative anaemia
  - Examples of geriatrician service specifications
  - Literature review of peer support and family support services for families with children who have Autism/ADHD
  - Research around GPs with special interests, in minor surgery, vasectomy and cardiology
  - Cancer outcomes for people with learning disabilities
  - Supportive discharge services
  - Nebuliser use in general practice
  - Scan the latest general practice research and disseminate to GPs via the CCG Bulletin
  - Commissioning News and Public Health Bulletins produced monthly
  - Specialist evidence search and appraisal skills training delivered to 11 staff
  - Attended PPG network meetings.
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### **Supporting Rotherham Hospice**

The mission of Rotherham Hospice is to:

- Enhance our patients' quality of life by delivering first class care where and when it's needed.
- Provide highly trained and motivated staff, dedicated to patient's wellbeing and dignity.
- Be active in the community, engaging with partners and championing end of life care.
- Be proudly independent, financially strong and remain innovative in our thinking.

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 updates 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 NHS England Clinical Effectiveness Team**

We continue to have 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 2020-21**

- Support the organisations we serve during the COVID 19 pandemic by ensuring they have the latest information and evidence for treatment, prevention and recovery.
- Further improve our models of service delivery to meet the changing working environment and roles within the NHS as outlined in Our People Strategy.
- Support the wellbeing of colleagues.



- Expand our specialty link clinical librarians to embed the Library and Knowledge Service into two more clinical teams.
- 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.
- Develop a knowledge management plan to enhance the sharing of good practice and lessons learned.
- Reconfigure our physical library space to support flexible working available 24/7 for colleagues to learn, develop and reflect.
- Complete a self-evaluation against the new Quality and Improvement Outcomes Framework for NHS Library & Knowledge Services.

### Service delivery

	2019-20	2018-19	2017-18	2016-17	2015-16
<b>Books issued</b>	7003	7111	6121	5767	6684
<b>Document delivery</b>	569	1005	859	1415	1375
<b>Literature searches</b>	303	256 11 Evidence Summaries	263 12 Evidence Summaries	300 30 Clinical Queries	307 22 Clinical Queries
<b>Registered members</b>	1822*. New 408	2630*. New 444.	4606. New 493.	4181. New 608.	4038. New 473.
<b>Training</b>	468	301	418	197	161
<b>Keeping up-to-date bulletins</b>	19 blogs/bulletins. 253 editions.	19 blogs/bulletins. 278 editions.	21 blogs/bulletins. 264 editions.	20 blogs/bulletins. 242 editions.	17 blogs/bulletins. 174 editions.

\* Carried out a review of our membership records to remove expired users.