



Library and Knowledge Service

Annual Report 2020/21

The evidence you need...

“The impact of the library services on my job role and as a scholar has been remarkable. I hadn’t realised the extent of the support that is available. I have made the most of the availability and this has had a positive impact on my grades and the knowledge that I am now able to share with my colleagues/peers. It is an invaluable service.”

Key achievements

- Four new COVID 19 bulletins developed: COVID 19 weekly bulletin with latest guidelines research and news; COVID 19 recovery bulletin focusing on health, social and economic recovery; COVID 19 mental health bulletin; COVID 19 ICU and long term effects bulletin. 126 editions circulated to over 320 staff.
- Portals on latest COVID 19 evidence and information to support the health and wellbeing of colleagues through the pandemic
- Joined the Patient Information Group to support the development of high quality information for patients and developed a repository of patient information
- Hub Steering Group set up to oversee improvements to the TRFT intranet. Continued to make policies and guidelines available via the Hub
- Attended critical care governance, paediatrics and hand surgery meetings to provide the evidence base for clinical questions and support clinical guidelines
- Developed a 6th form work experience web page to enable the programme to be delivered online – a virtual experience including live sessions to help students learn more about medicine as a career
- Advised on the reconfiguration of the library space to make way for the new discharge lounge, acquired £10K of HEE funds to purchase new furniture, moved and reorganized the Patient Library Service stock.

In 2020/21 we provided library and knowledge services to The Rotherham Foundation Trust (TRFT), Rotherham CCG and General Practice, NHS England staff usually 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”.

- 176 literature searches carried out, including finding evidence to inform patient care on:
 - Occupational therapy and physiotherapy interventions for care home residents with dementia
 - Assessing frailty in emergency/urgent/out of hours care compared to co-morbidities
 - Use of post operative drains in breast surgery
 - Dysphagia after recovery from COVID 19
 - Communication with patients with COVID 19 and delirium
 - Irregular bleeding with contraceptive implant
 - Paediatric lumbar puncture
 - Magnesium sulphate for asthma treatment in children
 - Post COVID 19 Fatigue
 - Prescribing statins to reluctant patients
 - Shortened antibiotics for acute otitis media in children
 - Long Covid and learning disabilities
 - Prehabilitation and rehabilitation for people diagnosed with lung cancer
 - Why tazocin is the antibiotic of choice with hospital acquired pneumonia
 - Imaging and treatment options for adults with suspected scaphoid bones
 - Nursing and hydration in hospitals
 - Managing maternal anxiety levels during elective caesarean section
 - Impact of COVID-19 on children and young people; role of school nurse.

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

Helped in identifying best ways to consult with patients in order to gain the max amount of information.

I am completing a Masters module. This course gives me a new clinical skill which will help me to develop and lead a new clinical service at Rotherham. The service will be unique to our area and will greatly improve patient experience and outcomes for infant feeding. The search you helped me with on frenulotomy/tongue tie division in newborn and babies was for my academic assignment. My plan is to utilise this new skill to provide Rotherham families with a service they've had difficulty accessing elsewhere before. Therefore vastly improving patient care and experience. But also increasing the longevity of breastfeeding, which contributes to the overall health and well-being of future generations in our area.

I had searched some but timing was hard due to course commitments. The librarian found stuff also that I was not aware even existed making my projects more informed and evidence based. Impact or probable future impact will include: early intervention to prevent further impacts of domestic violence, provide families with evidence based information about the impacts and worries about domestic violence. This will support me in further research.

Preiser's is a rare condition and I have a patient with it. I had ideas of what would work, but a literature review confirmed that. 41 abstracts, sorted, relevant and from a wide range of journals with the option of full text papers too (I selected 4). Received in less than one working day! Patient returning to clinic for discussion of ongoing management. Confirmed course of action and gives useful prognostic information for likely outcome of treatment of a rare condition: thankyou!

The information retrieved following the search on mycoplasma will be used for publication in a book chapter. The information on ureaplasma will be used to advise other colleagues.

- COVID-19 online portal kept updated on our website to provide access to the latest guidelines, research and news on COVID-19. The portal also includes health and wellbeing resources for NHS staff, students and anyone affected by COVID-19.

- Four new COVID bulletins were developed to respond to the fast changing nature of the pandemic:

COVID-19 Weekly bulletin:

A weekly digest bringing together the latest guidelines, research and news on COVID-19. The bulletin is divided into different sections and covers the following subjects in relation to COVID-19: Clinical Management; Recovery; Infection Control; Workforce Wellbeing; and Health Management. The bulletin is received each week by 320+ Trust Staff plus staff from Rotherham CCG, RMBC, PHE and Rotherham Hospice. 37 bulletins have been produced and disseminated.

COVID-19 Recovery Bulletin:

- This weekly bulletin has a specific focus on recovery and brings together the latest on health, social and economic recovery from COVID-19. 36 bulletins have been produced and disseminated.

COVID-19 Mental Health Bulletin:

Weekly updates on the mental health impacts of COVID-19. 35 bulletins have been produced and disseminated.

COVID-19 ICU follow-up & Long-term Effects/Long Covid Bulletin. 18 bulletins have been produced and disseminated.

Feedback from the bulletins has been positive. An impact survey in December 2020 showed that 99% of respondents found the COVID-19 weekly bulletin to be either extremely useful/relevant (63%) or very useful/relevant (33%), with 92% of respondents stating the information within the bulletin had informed work or practice.

Comments included:

“Therapeutics updates were especially useful. Also development of virus testing methods and vaccine updates very useful”.

“This has been an excellent resource to learn up to date information on everything related to covid”.

“This has been useful to improve understanding of covid related issues and when advising patients and answering their queries”.

“Helpful weekly summary during a time of significant information being published”.

“Thanks loads – some really useful info I will be sharing with a few with regional colleagues”.

“Thank you so much for this comprehensive and informative research information. It looks great. I will be sharing this today with the mental wellbeing group”.

- Our online Latest Health Newsfeed continues to be updated daily and has proven to be a useful platform on which to make available the latest research around COVID-19.

Throughout the pandemic, ‘keeping up-to-date services’ have continued to be produced for non-Covid related subjects.

- Produced 19 blogs/bulletins on a range of health care topics. A total of 225 editions of bulletins have been sent out to keep staff up-to-date.
- 13 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:
 - Plastic surgery
 - Diseases of the eye
 - Mouth and jaw abnormalities
 - Hypertension & diabetes
 - Learning disorders in children & adolescents
 - Urogenital abnormalities
 - Skin & connective tissue disorders
 - Rheumatoid arthritis.
- We continued to attend paediatric clinical handover meetings, critical care governance and hand surgery meetings to provide the evidence base for clinical questions and support for clinical guidelines.
- Member of the Clinical Ethics Group.
- Delivered journal clubs for orthopaedics and obstetrics, this allows the discussion of relevant clinical papers and the development of appraisal skills.
- Joined the Patient Information Group to support the development of high quality patient information.
- Developed a patient information repository on the Hub to support the Engagement and Inclusion Lead to track, share and develop processes to keep patient information leaflets up-to-date.
- It’s been all change for our Patients’ Library Service this year
 - Due to the pandemic we had to pause our volunteer library trolley service.
 - The Patients’ Library space was turned into a Discharge Lounge in January – a huge amount of work was undertaken to move and re-organise the stock into new storage. A selection of fiction and non-fiction has been made available in the main library to ensure we can continue to meet the demand from staff and patients during the transition.

- During Libraries Week we promoted our fiction and non-fiction collections to support the well-being of staff: 'curl up with a good book and escape'.

“Colleagues: Engaged, accountable colleagues”

- Provided evidence to support effective leadership including:
 - Overseas Doctors Inductions
 - Evidence-based interventions to support mental health of NHS staff through COVID-19
 - Development and evaluation of paid peer support services
 - Use of dashboards to monitor quality of care
 - What has the NHS learned from COVID-19 pandemic?
 - Community services redesign.
- Specialist evidence search and appraisal skills training delivered to 174 colleagues.

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

- *Improves practice of evidence based medicine*
- *I will use this knowledge to help me think critically about studies in the future*
- *Very clear. Identified a good area to focus teaching. Well delivered. Good engagement with example study. More confident analysing research.*
- *It will help me in the 4th year of my university degree*
- *Feel confident in performing a literature search as part of my role. Has highlighted key points to consider in research papers and trials when considering the evidence to form an answer.*
- *My job entails researching medical queries and therefore this training is highly useful for this part of my role*
- *I am now able to find clinical papers which are reliable and critical appraise papers to use in my clinical field.*

- Developed and delivered regular sessions for medical students on critically appraising RCTs and systematic reviews.
- Contributed to the training programme for foundation doctors and dentists by delivering six sessions on evidence on the internet and critical appraisal of cohort studies, qualitative research, randomised controlled trials and systematic reviews
- Ran a session on observational research via MS Teams to eight obstetric staff.
- Campaigns to promote our services: Health Information Week (July); Libraries Week: Curl up and escape with a good book (October); Promoted speciality portals during World Evidence-Based Healthcare (EBHC) Day included targeted promotion to the infection control, dementia and palliative care teams (October); Gift of Time (December).
- Our twitter presence has gone from strength to strength: 2118 tweets, 54 new followers, 1768 profile visits, 122.6k tweet impressions
- 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 including covid-related updates and communications related to courses and programmes. Advised Medical Education website editors on accessibility standards.
- Developed a 6th form work experience web page to enable the programme to be delivered online – a virtual experience including live sessions to help students learn more about medicine as a career.
- Providing expert advice to colleagues in Medical Education to support the continued development of SimplyBook – course booking software
- Made recordings of the lunch-time lectures available via the Hub
- Registered 192 new library users
- 2419 books and resources loaned to support patient care, service improvement and professional development. On the advice of infection control, books were not available to loan between March and July 2020 due to the pandemic. We took the opportunity to review and invest in our ebook collections.
- The library space remained available to staff throughout the pandemic via badge access to study, reflect, meet and relax. We worked to ensure the space was COVID secure with the advice of Health and Safety – including supporting social distancing, supply of hand gel, masks, surface wiping and the installation of screens. From July we re-introduced a rota to staff the library and by September re-opened the doors between 8.30 am and 5pm.
- Worked with the Medical Education Director to make the case for a new 121 training room to replace that lost as part of the Discharge Lounge development. Advised on plans to reconfigure the library space.

When interviewed one library user said: *24 hour library access and use of the printer was a ‘very big bonus point’. Being able to stay after 5pm enabled her to work without the distractions of being at home. Library staff on hand during the day helped her with powerpoint, screenshots, lay outs, fonts. She describes how helpful it was to have people to give her extra support with ‘simple stuff’ that she wouldn’t otherwise have been able to do. The space and support from staff gave her ‘peace of mind’. She said if she hadn’t had the support she would have struggled a lot with assignments.*

“Governance: Trusted, open governance”

- Membership of the Document Ratification Group for policies, guidelines and SOPs
- Continued to make policies and guidelines available via the Hub
- Membership of the new Hub Steering Group developed to oversee improvement of the intranet
- Track new national guidelines to support the work of Clinical Governance. Disseminate guidelines through our specialty web gateways and newsfeeds
- Member of the TRFT Clinical Effectiveness and Research Group
- Prepared 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 September 2021 due to the pandemic.

“Finance: Strong financial foundations”

- Evidence searches to improve clinical and cost effectiveness including
 - Developing community ANPs
 - Tendering occupational health services
 - Joined up services for care homes
 - Adherence and concordance of opioids medicines in elderly patients
 - Parkinson's disease and medication compliance
 - Patient and health professional perception of case management plans in COPD.
- Maintained service level agreements with the CCG, Rotherham Hospice and the NHS England Clinical Effectiveness Team and for the management of the HEE CPD library staff collection
- Received £10,000 HEE Library Development to purchase new furniture to improve the library space.

“Partners: Securing the future together

- Provided Library and Knowledge Services across the Rotherham place 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 and contribute to regional purchasing of evidence-based resources
- 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
- Attend NHS Library and Knowledge Service Managers’ meeting to network and keep abreast of developments across the north of England and nationally.
- 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.

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:

- 23 evidence searches including:
 - Wilms tumour
 - Neuro-rehabilitation
 - GP/primary care lessons from Covid Pandemic
 - Racism in the NHS
 - Continuity of care in general practice
 - Evidence review of childhood obesity
 - Use of glue in scalp lacerations
 - Adjustment reaction in children following minor injury
 - Sodium bicarbonate for prevention of urinary tract infections
 - Community and education treatment reviews
 - Tannoy system with key messages- effective or not? Do people stop smoking in the designated area, and do they also seek support. What is the evidence?
 - Airborne illnesses on aircraft.
 - Scan the latest general practice research and disseminate to GPs via the Evidence for Practice Bulletin
 - Commissioning News (7 editions) and Public Health Bulletins (10 editions)
 - We've built a dedicated bookshelf of ebooks for general practice and general practitioners in Rotherham.
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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 is 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 provide access to books and journals to support evidence- based hospice care.

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.

Way forward 2021-22

- Support the organisations we serve to safely exit the COVID 19 pandemic by ensuring they have the latest information and evidence for treatment, prevention and recovery.
- Provide responsive emerging evidence summaries and horizon scanning bulletins with the latest information to support organisational priorities for patient care including quality improvement, recovery of elective care, discharge and admission avoidance, place-based care
- 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
- Quality improvement: use our knowledge management expertise to enhance the sharing of good practice and lessons learned to support quality improvement
- Complete plans to reconfigure our physical library space to support flexible working available 24/7 for colleagues to learn, develop and reflect
- Engage with HEE resource discovery system, shared NHS library catalogues, changes to health care databases to maximise the accessibility of research evidence to support learning and practice
- Support for health literacy and patient information initiatives to empower the public to make decisions about their own health
- Develop a new strategy aligned to the objectives of the organisations we serve.

Service delivery

	2020-21	2019-20	2018-19	2017-18	2016-17
Books issued	2,419**	7003	7111	6121	5767
Document delivery	755	569	1005	859	1415
Literature searches	176	303	256 11 Evidence Summaries	263 12 Evidence Summaries	300 30 Clinical Queries

Registered members	1858*. New 192.	1822*. New 408	2630*. New 444.	4606. New 493.	4181. New 608.
Training	174	468	301	418	197
Keeping up-to-date bulletins	19 newsfeeds, 225 editions. 4 new COVID-19 bulletins, 126 editions.	19 blogs/bulletins. 253 editions.	19 blogs/bulletins. 278 editions.	21 blogs/bulletins. 264 editions.	20 blogs/bulletins. 242 editions.

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

** Books loans not allowed by infection control March – July.