



Library and Knowledge Service

Annual Report 2021/22

The evidence you need...

“A very efficient and personal service which enhances professional development and enables improvement in patient care - thank you.”

Key achievements

- Continued to be recognised as one of the top NHS library and knowledge services in England with high scores in the new Quality and Improvement Outcomes Framework (QIOF)
- Worked in partnership with the South Yorkshire and Bassetlaw Primary Care Workforce and Training Hub to successfully bid for Health Education England (HEE) funds to provide knowledge and library services to primary care across South Yorkshire and Bassetlaw as one of 16 pilot projects nationally. We have since recruited a Primary Care Knowledge Specialist to deliver the project.
- Set up the NHS Knowledge and Library Hub for Rotherham to provide quick and easy access to nationally and locally purchased research databases, journals, books and clinical decision support resources – all in one place
- Worked with colleagues in Research and Development to develop and launch the new ‘Best Patient Care, Clinical Research & You’ website (<https://www.rftclinicalresearch.co.uk/>), which was chosen as a national exemplar in an National Institute for Health and Care Research (NIHR) pilot project
- 124 new Evidence Updates have been set up: weekly email alerts of key new research on clinical topics tailored to the requirements of individuals

In 2021/22 we provided library and knowledge services to The Rotherham Foundation Trust (TRFT), Rotherham CCG (from 1st July 2022 the NHS South Yorkshire Integrated Care Board (ICB) – Rotherham Place) and General Practice, NHS England staff usually based at Oak House, RMBC Public Health, The Rotherham Hospice and the NHS England Clinical Effectiveness Team. From January 2022, we also provided services to primary care across South Yorkshire and Bassetlaw as part of a Health Education England funded pilot project in partnership with the South Yorkshire and Bassetlaw Primary Care Workforce and Training Hub.

Supporting The Rotherham NHS Foundation Trust

Our work is shaped and driven by Trust objectives.

“Patients: We will be proud that the quality of care we provide is exceptional, tailored to people’s needs and delivered in the most appropriate setting for them”.

- 175 literature searches and 15 evidence summaries were carried out, including finding evidence to inform patient care on:
 - Adjustment disorder classification
 - Fetal ectopic heartbeats management in pregnancy
 - Assessment/diagnosis of apraxia and rehabilitation
 - The effects of soy milk on thyroid function
 - Transverse myelitis following varicella-zoster virus (VZV) infection in children
 - Antiretroviral HIV drugs and hormonal contraception
 - Evidence for colorectal rehabilitation
 - Analgesia following fixation of neck of femur (NoF)
 - Total shoulder replacement in osteoarthritis

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

I can explain and manage this condition safely and with more confidence. I can prevent unnecessary investigations whilst achieving more patient satisfaction.

Across the Trust we are working to promote good nutrition and hydration (N&H) - this is a huge factor in patient wellbeing and recovery. Good N&H also shortens length of hospital stay and recovery times when the support is effective and always in place for the patients who struggle, need some help, are frail or are living with dementia, mental illness or learning disability. It is good to read of the experiences of other Trusts in their N&H work also. I have found the article very relevant to a plan we are progressing to enhance N&H in this unit, but also I will refer back to the articles for teaching in the future etc.

This input was significantly influential on the production of a potential publication and guidelines for clinical practice. The assistance and guidance offered from the library service enabled me to use an additional publication within a scoping review that would otherwise have been excluded, despite meeting all the inclusion criteria. This contributed to the strength of recommendations able to be made within the scoping review and also widened the audience and validity of the scoping review by enabling international data to be included.

- Continued to provide regular attendance at paediatric clinical handover meetings, critical care governance and hand surgery meetings to provide the evidence base for clinical questions and improve the accessibility of guidelines

- 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.
- Continued to provide COVID bulletins to respond to the fast changing nature of the pandemic: COVID-19 Weekly Bulletin (47 editions) - A weekly digest bringing together the latest guidelines, research and news on COVID-19; COVID-19 Recovery Bulletin (34 editions) – on health, social and economic recovery; COVID-19 Mental Health Bulletin (21 editions); COVID-19 ICU follow-up & Long-term Effects/Long Covid Bulletin (2 editions).

Feedback on the Covid-19 Recovery and Mental Health impact bulletins:

- *The bulletin has been a weekly lifeline in allowing me to keep in contact with key reports / features / research. It has been my online one-stop shop reading list - thank you!*
- *Been able to keep up to date, in what has been challenging times*
- *A very useful resource*
- *The summaries are excellent and give just the right amount of detail to help the reader at first glance. The content covers the breadth of the area from promotion and prevention towards the more intensive support. It has been so helpful when research on mental health and the impact of the pandemic has been constant. Thank you.*
- *I attend a range of regional meetings and the information that has come through has been really useful. I also attend the Workforce Cell meeting and again it has been a great resource to utilise.*

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

- Produced 18 newsfeeds on a range of health care topics. A total of 219 editions of bulletins have been sent out to keep staff up-to-date.
- During the year, we reviewed and automated nine of our newsfeeds and our journal table of contents service via KnowledgeShare to streamline service delivery
- 124 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:
 - Mouth and jaw abnormalities (ankyloglossia) and impact on breastfeeding
 - Cardiovascular imaging techniques
 - Malnutrition screening & nutrition disorders
 - Health care associated infections within hospital setting
 - Skin and connective tissue diseases
 - End of life care in the community
 - Lung diseases & respiration disorders
 - Heart arrhythmia & atrial fibrillation
 - Delirium and its management

- Worked with the Head of EPR (Electronic Patient Record) and Chief Information Officer to get the clinical decision tool, DynaMed, embedded in the EPR systems and as a desktop icon on Trust devices
- Member of the Patient Information Group to support the development of high quality patient information and produced a list of national providers of patient information
- In Health Information Week launched sessions for staff on how to find high quality patient information
- Included information about the Patients' Library Service in the Inpatient Bedside Information Folder developed by the Deputy Chief Nurse
- Supported the safe return of volunteers to work in the Patients' Library Service. This had been paused due to the pandemic.
- Completed the project to re-organise the Patients' Library stock in its new storage, now the Patients' Library space has been turned into a Discharge Lounge

“Rotherham: we will be proud to act as a leader within Rotherham, building healthier communities and improving the life chances of the population we serve.” We:

- Found and promoted the latest evidence on public health and health improvement to help enable people in Rotherham to be equally supported to live long and healthy lives. Including searches on:
 - Best practice of assessing the impact of changes made to TRFT services on health equality
 - Effects of poor sleep on mental and physical health
 - Covid-19 lockdown - mental health effects on children/young people
 - Factors affecting teenage parents
 - Damp, mouldy housing conditions - effects on chest infections in children
 - Community health needs assessment in health visiting
 - Children & young people alcohol and drug specification - harm reduction/prevention
- Promoted the use of e-books and resources to save paper, loaned books to reduce the need for multiple copies, recycled over 60 boxes of books we no longer use by enabling them to be sold to support charities
- Continue to make our health promotion and dementia resources available to schools and the voluntary sector to support their work in improving the health and wellbeing of the people of Rotherham
- Attended breast pump training with the infant feeding team to inform our breast pump loan service

“Our Partners: we will be proud to collaborate with local organisations to build strong and resilient partnerships that deliver exceptional, seamless patient care”. We:

- Continued to update the patient information repository on the Hub to assist the Engagement and Inclusion Lead – Patient Experience to track, share and develop processes to keep patient information leaflets up-to-date
- Worked with colleagues in Research and Development to develop and launch new ‘Best Patient Care, Clinical Research & You’ website (<https://www.rftclinicalresearch.co.uk/>), which was chosen as a national exemplar in an NIHR pilot project

- Developed advice on translating research papers
- Worked with colleagues in health informatics, communications, the Medical Director and Deputy Chief Nurse to improve the accessibility of information on the TRFT intranet through the Hub Steering Group
- Worked in partnership with the South Yorkshire and Bassetlaw Primary Care Workforce and Training Hub to successfully bid for HEE funds to provide knowledge and library services across South Yorkshire and Bassetlaw as one of 16 pilot projects nationally. We have since recruited a Primary Care Knowledge Specialist to deliver the project.
- Provided library and knowledge services across the Rotherham place supporting acute care, primary and community care, public health, commissioning and the hospice
- Worked with TRFT learning & development team and medical education to ensure that we provide comprehensive services to all staff and students undertaking learning in the organisation. This included buying books to support apprentices and making recommendations for £50,000 of resources to support CPD for nurses.
- Yorkshire and Humber Health Libraries and Knowledge Network Committee member
- Attended NHS Knowledge and Library Service Managers' meetings to network and keep abreast of developments across the north of England and nationally
- When LKS Manager's term on the South Yorkshire Research Ethics Committee (REC) came to an end in September transferred to the Sheffield REC to ensure safe, ethical research to improve patient care
- Continued to deliver on HEE contract to provide CPD books to health library staff across the north

“Us: we will proud to be colleagues in an inclusive, diverse and welcoming organisation that is simply a great place to work”. We:

- Delivered journal club sessions for nutrition and anaesthetics, this allows the discussion of relevant clinical papers and the development of appraisal skills
- Provided evidence on effective leadership including:
 - On-call rota to support junior nursing staff during out of hours
 - Standardising the role of the advanced clinical practitioner (ACP)
 - Integrated holistic assessment and delivery
 - Conversations with staff regarding their mental health
 - Optimising team working in a multidisciplinary team
 - Consultation models
- Specialist evidence search and appraisal skills training delivered to 141 colleagues
- 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
- Delivered four sessions for medical students on critically appraising RCTs and systematic reviews
- Launched new training sessions on infographics and getting published

Staff commented that our training sessions had the following impact on their work and learning:

- *This will have a significant impact on my study, as I now feel confident to undertake in my literature review and understand the process in which to do this confidently and competently. This training will enable me to complete and pass my dissertation for my masters. Thank you.*
- *Yes, this will allow me to successfully complete a university module with up to date information and research*
- *We now wish to work out how we can share this [infographics] training across our teams. The aim is to use the skills developed to encourage staff to share and showcase all the excellent work they are doing. The aim being to promote a positive culture and raise the profile of the community division and Trust.*
- *I feel much more confident about approaching publication and poster design, as well as knowing where to look for further help*

- Campaigns to promote our services: NHS Knowledge & Library Awareness Week (June); Health Information Week (July); Black History Month (October); Libraries Week (October); promoted our support for Quality Improvement for World Evidence-Based Healthcare (EBHC) (October); Open Access Week (October); launch of NHS Knowledge and Library Hub (December).
- Our twitter presence has gone from strength to strength: 2164 tweets, 65 new followers, 10350 profile visits, 156.6k tweet impressions
- LKS website regularly updated with new and refreshed pages on quality improvement, DynaMed, support for research and publication
- Held two meetings of the clinical book group as an opportunity to read fiction and light non-fiction on clinical topics and discuss professional issues in a supportive environment
- Continued to develop and maintain the Medical Education website to provide information for trainee doctors. Supported the online delivery of the 6th form work experience programme for the second year and worked with the Leadership Fellow to support the development of pages on clinical leadership.
- Registered 266 new library users
- 4824 books and resources loaned for patient care, service improvement and professional development.
- Promoted our equality/diversity/inclusion books as part of Black History Month in October
- Library space upgraded and reconfigured including our new outside space. As a result of HEE funding from Medical Education we launched three new study pods in the library to support online meetings and training.
- Developed our advanced search skills within the Library and Knowledge Service team to adapt to new platforms for the nationally funded bibliographic databases (for example, Medline and CINAHL)

When asked to comment on the impact of the Library and Knowledge Service our users said:

Fantastic service which enabled me to successfully complete my university work

I regularly use the library for research and educational purposes, which have had direct impact on quality of patient care and often evidence and educational presentations made to share with colleagues. The library service at TRFT is a fantastic facility with the staff always being hugely helpful.

As a service we deliver a lot of training nationally. Our courses have a very good reputation and we are often referred to as a centre of excellence. The ability to ask the library and knowledge service to assist us in obtaining research or evidence to ensure that our training is up to date is invaluable. Also I receive regular emails informing me of any updated guidelines or evidence based practice which again are invaluable so that I know what has been updated and if any guidelines have changed.

“Delivery: we will be proud to deliver our best every day, providing high quality, timely and equitable access to care in an efficient and sustainable organisation”. We:

- Continued to be recognised as one of the top NHS library and knowledge services in England with high scores in the new Quality and Improvement Outcomes Framework (QIOF)
- Evaluated our services to establish their impact, ensure they meet the needs of our users and identify areas for improvement
- Set up the NHS Knowledge and Library Hub for Rotherham to provide quick and easy access for NHS staff and learners to nationally and locally purchased research databases, journals, books and clinical decision support resources – all in one place. This included the implementation of Libkey and Browzine which gives users seamless access to the ejournals to which we subscribe, removing the need to login – PDFs of articles in one click.
- Maintained service level agreements with the Rotherham CCG, Rotherham Hospice and the NHS England Clinical Effectiveness Team and for the management of the HEE CPD collection for health library staff
- Started attending OLAF (Organisational Learning Action Forum)
- Member of the Document Ratification Group for policies, guidelines and SOPs
- Continued to make policies and guidelines available via the Hub – including uploading and cataloguing over 500 policies, guidelines and SOPs; reconfiguring the surgery section of the policies library; providing statistics on policies to inform reports to the Clinical Governance Committee and Care Quality Commission
- Disseminated national guidelines through our specialty web gateways and newsfeeds
- Member of the TRFT Clinical Effectiveness and Research Group

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

Ambitious: Provide the right information at the right time to support safe, effective care. Ensure clinicians and managers have the information they need to make efficient use of available resources and that we manage LKS resources to maximum impact.

Caring: Provide excellent customer service to ensure we develop our services to meet the needs of our users and support them in their work. Contribute to improving the patient experience through initiatives such as the Patients’ Library Service.

Together: work as part of the health care team to provide evidence-based care and prevention to the people of Rotherham.

Supporting Rotherham CCG (from 1st July 22 the NHS South Yorkshire Integrated Care Board (ICB) – Rotherham Place)

Rotherham’s Integrated Health and Social Care Place Plan includes a commitment to, “Be innovative, using international evidence and proven best practice to shape our pathways to achieve the best outcomes for people in the most cost effective way.” 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:

- 21 evidence searches including:
 - Weight neutral approaches for young children
 - Maternal obesity: interventions that help to improve the health of the woman and baby
 - Interprofessional communication in primary care
 - Patient advocacy in nursing
 - Remote consultation in primary care
 - Non-ulcer dyspepsia
 - Mental health crisis pathway mapping/review
 - Compression hosiery stockings referral pathways
 - Mastoiditis
 - Use of diet in systemic lupus erythematosus (SLE)
 - Evidence of faecal microbiota transplantation in autoimmune diseases
 - Community podiatry services
- Scanned the latest general practice research and disseminate to GPs via the Evidence for Practice Bulletin
- Continued to produce Commissioning News, Public Health Bulletin and two Professional Leadership Training and Commissioning Event bulletins on safeguarding and self-neglect
- Attended 3 meetings to provide evidence searches to support the development of a toolkit for carers on the deprescribing of antipsychotics in dementia patients.

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 2022-23

- Develop a new strategy aligned to the objectives of the organisations we serve and Knowledge for Healthcare: the strategy for NHS library and knowledge services in England (HEE, 2021)
- Provide divisions with embedded Evidence and Knowledge Specialist to attend ward rounds, MDTs, teaching and governance meetings to work as part of the team to filter, synthesise and target relevant information
- Provide systematic support for clinical and non-clinical teams in finding and evaluating evidence to support the development of new local guidelines and policies
- Use our knowledge management expertise to enhance the sharing of good practice and lessons learned to support quality improvement
- Support the wellbeing of colleagues
- Engage with HEE plans for shared NHS library catalogues
- Support for health literacy and patient information initiatives to empower the public to make decisions about their own health
- Work with the South Yorkshire and Bassetlaw Primary Care Workforce and Training Hub to support the Primary Care Knowledge Specialist to deliver knowledge and library services to primary care in South Yorkshire and Bassetlaw
- Provide knowledge and library services to the NHS South Yorkshire Integrated Care Board (ICB) – Rotherham place, and explore opportunities to provide services across the ICB.

Service delivery

	2021-22	2020-21	2019-20	2018-19	2017-18
Books issued	4824	2,419**	7003	7111	6121
Document delivery	467	755	569	1005	859
Literature searches	175 15 evidence summaries	176	303	256 11 Evidence Summaries	263 12 Evidence Summaries
Registered members	1924. New 266	1858*. New 192.	1822*. New 408	2630*. New 444.	4606. New 493.
Training	141	174	468	301	418
Keeping up-to-date bulletins	18 newsfeeds, 219 editions. 4 COVID-19 bulletins, 106 editions	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.

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

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