



# TRFT Library and Knowledge Service Strategy 2022 -25

## *The evidence you need...*

**Our vision:** We will always ACT the right way and be PROUD to provide the evidence base for exceptional healthcare to the communities of Rotherham.

Our work is shaped and driven by the priorities of the Trust and the organisations we serve:

***“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”. We will:***

- Provide each division with an 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.
- Deliver high quality evidence searches and summaries to support patient care, quality improvement and innovation.
- Provide evidence at the point of care through the promotion of the NHS Knowledge and Library Hub and clinical reference tools, DynaMed and BMJ Best Practice, to support safe and effective patient care.
- Make use of technology to provide responsive “just in time” and “just for me” horizon-scanning alerts to keep staff up-to-date with the latest information to inform quality improvement and avoid information overload.
- Ensure local guidelines are easily accessible to staff.
- Provide systematic support for clinical and non-clinical teams in finding and evaluating evidence to support the development of new local guidelines and policies.
- Inform innovation in the development of cutting edge services to improve patient care – encouraging teams to trial new things to deliver services differently and supporting them to use knowledge mobilisation tools such as After Action Reviews (ARR) to share learning from what worked and what went wrong. Develop systems and techniques to share and spread good practice – making information about improvements easily accessible, so they can be embedded in other teams.
- Work with the volunteer service to deliver the Patients’ Library Service to improve the patients’ experience.
- Support health literacy and holistic self-care by promoting sources of high quality patient information to professionals and-supporting the development of patient information.

***“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 will:***

- Find and promote 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. Carry out evidence reviews on barriers to access to health care to inform the development of more equitable services.

- Be green – reduce waste, promote the use of e-resources to save paper, loan books to reduce the need for multiple copies, recycle books we no longer use by enabling them to be sold to support charities, support online meetings via study pods to reduce travel.
- Act as a health ambassador to promote careers in health to the people of Rotherham. Provide volunteering and work experience opportunities in the Library and Knowledge Service.
- Explore new routes such as apprenticeships to encourage more people into the health knowledge and library profession locally.
- Make library spaces available for meetings, training events, health and wellbeing and knowledge mobilisation activities.
- 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.

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

- Provide library and knowledge services across the Rotherham Place supporting acute care, primary and community care, public health, commissioning and the hospice.
- Work with the South Yorkshire Primary Care Workforce and Training Hub to deliver the Health Education England (HEE) funded project to provide knowledge and library services to primary care across South Yorkshire.
- 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.
- Liaise with external education providers, TRFT learning & development team and medical education to ensure that we provide comprehensive services to all staff and students undertaking courses in the organisations we serve.
- Build relations with the research department to support the conduct of research in Rotherham including support for literature and systematic reviews, the Research and Development (R&D) website and information and training on research techniques.
- Work with health informatics and communications to support the organisation and accessibility of information through initiatives such as the Hub Steering Group.

- Develop repositories of research, patient information, clinical audit, quality improvement, innovation, learning from incidents in partnership with the relevant teams to support the management of and access to information for staff and patients.
- Work with partners in the ICB, TRFT, RMBC and the voluntary sector to develop a strategic approach to patient information, supporting good practice initiatives and developing models to support information literacy amongst hard to reach groups.
- Work across HEE in the north and nationally to share know-how and good practice with other Knowledge and Library Services, take part in communities of practice and contribute to the development of resource discovery and a regional library management system and regional purchasing of evidence-based resources.

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

- Consult with our colleagues in the organisations we serve to ensure we deliver information to meet their needs so they can excel in their existing roles and develop into new ones. Hold regular meetings of the Library and Knowledge Service Steering Group.
- Develop user profiles of staff groups so we can develop and promote services targeted to meet their needs.
- Be a key part of the offer to attract new staff as a learning organisation, committed to the development of staff.
- Promote our ethos of ‘Need Help – Think Library’ – being visible, approachable and knowledgeable.
- Enhance our information skills training programme and journal club support service to ensure they are fit for purpose to skill staff and trainees in delivering evidence-based practice and delivered in a way that is convenient and accessible.
- Support the leadership and direction of the organisation by working with leaders at all levels from individual teams to the Board to find, evaluate and synthesis the best available evidence to answer complex strategic and policy questions to inform decision making, new roles and ways of working, risk management and governance.
- Provide a high quality, flexible physical library space which is available 24/7 for colleagues to learn, develop and reflect, including internet café facilities for MAST training, MS Teams meetings and workshops.
- Continue to explore how health professionals access information, use social media and new technologies to quickly deliver the latest information in accessible formats for our audience.
- Develop the Library and Knowledge Service workforce by carrying out a training needs audit within the team to prepare for any role changes to take on new tasks.

- Offer a web content development service to support departments and practices that are establishing or expanding their intranet and internet pages.
- Develop and maintain the Medical Education website to improve the information and experience given to doctors in training.
- Promote our health information collections, library space and book club to support the wellbeing of staff.

***“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 will:***

- Deliver on the 2021 HEE published Knowledge for Healthcare, the strategy for NHS library and knowledge services in England, with its ambition that: *NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation, to achieve excellent healthcare and health improvement.*
- *Take the ‘heavy lifting’ out of getting evidence into practice and give the ‘gift of time’ to healthcare professionals, as outlined in HEE’s 2020 commissioned Value Proposition: The Gift of Time (EconomicsByDesign). This found, Informed decisions improve outcomes, quality of care, patient experience, resource utilisation and operational efficiencies. This is best achieved when healthcare professionals are supported by the right knowledge services, with the right resources and with the right teams and roles.*
- Continue to be recognised as one of the top Library and Knowledge Services in England with our Quality and Improvement Outcomes Framework (QIOF) score.
- Evaluate our services to check they consistently meet quality standards and to demonstrate our impact on health service delivery.
- Contribute to the Organisational Learning Action Forum (OLAF) by delivering knowledge mobilisation tools such as Knowledge Cafes and Peer Assists to enable staff to share learning to drive quality improvement and innovation. Facilitate use of the mobilising evidence and self-assessment tool within teams to improve how external evidence and organisational knowledge are used.
- Support the delivery of high quality, equitable and timely care by improving the organisation and availability of up-to-date policies and guidelines. Ensure technology is used effectively and cutting through information overload to prevent errors giving professionals access to the latest local and national policies at their finger-tips.
- Deliver better value by supporting evidence-based procurement and service planning. Provide evidence searches to inform procurement decisions and eliminating waste and unnecessary treatments by sharing best practice to get it right first time.

- Use the results of information needs consultation and monitoring use to review our spending on information resources to ensure the resources we buy have maximum impact on patient care.
- Effectively promote the resources purchased locally, regionally and nationally to maximise return on investment. Further developing collaborative purchasing initiatives with other NHS and academic libraries to reduce duplication and improve value for money.
- Carry out workflow analysis to inform cost benefit analysis across the Library and Knowledge Service. Continue to streamline our services and make effective use of technology to maximise our impact and achieve value for money.
- Evaluate user experience to remove blockages to access and make it easier for staff, students and patients to use our services to learn, develop and improve health.
- Maintain and develop our service level agreements.

### *Core Values*

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 Library and Knowledge Service 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.