



# Library and Knowledge Service

## Strategy 2018 - 2020

*The evidence you need...*

### *Our vision*

Ensure patients are at the heart of what we do, providing the evidence-base for excellent clinical outcomes and a safe and first class experience.

Our work is shaped and driven by the priorities of the Trust and the organisations we serve: Rotherham CCG, general practice, Rotherham Hospice, NHS England South Yorkshire and Bassetlaw and NHS England Clinical Effectiveness Team.

### *“Patients: Excellence in healthcare”*

We will support the delivery of excellent healthcare for patients.

- Clinical librarianship is *a proactive approach to supporting evidence-based medicine in the clinical setting by providing highly specific, quality filtered, patient centred information to clinicians*<sup>1</sup>. We offer knowledge management specialists to attend ward rounds, MDT meetings, teaching meetings and general practices to work as part of the clinical team to filter, synthesise and target relevant information. We aim to roll out clinical librarianship to at least two new departments per year.
- Deliver high quality literature searches and evidence summaries to support patient care.
- Provide evidence at the point of care through the purchase of clinical reference tools. This includes promoting Dynamed Plus and BMJ Best Practice to support effective patient care.
- Develop outreach Knowledge Clinics to engage with health professionals delivering services to patients in the community.
- 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 systems to ensure current local guidelines are easily accessible to staff across the health community. This includes working with the Quality Governance, Compliance and Risk Manager to ensure currency and searchability of policies, procedures and guidelines on the Hub. We will also review Ignaz Handbook.
- Support clinical teams in finding and evaluating evidence to support the development of new local guidelines.

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<sup>1</sup> UK Clinical Librarian Conference, 2002

- Inform innovation in the development of cutting edge services to improve patient care.
- Purchase new books and audio-visual resources to refresh the patients' library. Work with the volunteer service and Health Info to make these available to patients in ways that improve the patients' experience and ability to manage their own health.
- Support health literacy and self-care by promoting sources of high quality patient information to professionals. Provide literature searches to support the development of patient information and promote our health promotion resources collection.
- Develop a training course for health professionals on finding high quality information for patients.

### *“Colleagues: Engaged, accountable colleagues”*

We will support colleagues to be engaged and accountable by:

- Equipping healthcare staff and trainees with skills for Evidence Based Practice
- Consulting with our colleagues in the organisations we serve to establish what their information needs are to ensure we deliver information to meet their needs.
- Reviewing and redeveloping the information skills training programme to ensure it is fit for purpose to skill a 21<sup>st</sup> century workforce in delivering evidence-based practice and is delivered in a way that is convenient and accessible to health care professionals.
- Exploring the use of new methods of delivering information skills training, brief training interventions and new technologies for both delivering and promoting information skills training.
- Equipping clinical teams with the skills to appraise evidence through our Journal Club Support Service and critical appraisal skills training.
- Providing a high quality, flexible physical library space which is available 24/7 for colleagues to learn, develop and reflect.
- Provision of virtual library services using smartphone technology to save valuable staff time including pre-overdue e-mails and pin numbers to allow users to manage their library account online allowing them to reserve and renew books.
- Promoting the range of evidence based tools available via mobile devices such as BNF app, Dynamed, e-books, ejournals and the Ignaz handbook.
- Extending the Library and Knowledge Service Revalidation Portfolio Service to all healthcare professions as they embark on revalidation including AHPs and pharmacists. Continue to promote the service to all doctors and nurses.
- Developing new methods of keeping colleagues up-to-date with the latest developments in health. We will continue to explore how health professionals access

information, use social media and new technologies to ensure we deliver up-to-date information in an accessible format for our audience.

- Offering a web content development service to support departments and practices that are establishing or expanding their intranet and internet pages.
- Developing and maintaining the Medical Education website to improve the information and experience given to trainee doctors.
- Developing knowledge management tools such as communities of practice and after action reviews to enable staff to share tacit knowledge and learning.
- Promoting our health information collections to support the wellbeing of staff and library space for courses and reflection.

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

We will support governance by:

- Working with the Trust Board and 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.
- Advising on the implementation of new information sharing tools to enhance safe, effective knowledge dissemination.
- Supporting the Trust, CCG and Hospice to deliver safe, high quality care by improving the organisation and availability of up-to-date policies and guidelines. Ensuring technology is used effectively to prevent errors giving professional key information at their finger-tips.
- Engaging with colleagues to develop a culture of information sharing and transparency.
- Evaluating our services to check they consistently meet quality standards and to demonstrate our impact on health service delivery.
- Recognised as one of the top Library and Knowledge Services in England with an overall Library Quality Assurance Score of 100% in 2017 - we will continue to maintain our high level of compliance. LQAF fulfils the requirements of schedule 5 of the Trust’s Learning and Development Agreement.
- In 2015 Health Education England published Knowledge for Healthcare, the strategy NHS library and knowledge services in England, sharing the vision 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.* We will take responsibility to implement the strategy and subsequent NHS Library and Knowledge Services in England Policy.

### *“Finance: strong financial foundations”*

We will help to build strong financial foundations through:

- Improving efficiency by supporting evidence-based procurement. Providing evidence searches to inform procurement decisions and cost effectiveness measures.
- Using the results of information needs consultation to review our spending on information resources to ensure the resources we buy have maximum impact of patient care.
- Effectively promoting 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.
- Reviewing our journal purchasing by carrying out a journal consultation to ensure we are purchasing the most relevant journals for the organisation to ensure this provides the best value for money.
- Continuing to streamline our services to achieve annual cost improvements.
- Maintaining our service level agreements with the CCG, Rotherham Hospice and NHS England Clinical Effectiveness Team.

### *“Partners: securing the future together”*

We will work with partners to secure the future by:

- Providing Library and Knowledge Services across the Rotherham health community supporting acute care, primary and community care, public health, commissioning and the Hospice.
- Liaising with external education providers, TRFT learning & development team and PGME to ensure that we provide comprehensive services to all staff and students undertaking courses in the organisation.
- Building relations with the research department to support the conduct of research in Rotherham. This includes support for literature reviews, information on research techniques and advice on research ethics. Continue to contribute to the South Yorkshire Research Ethics Committee.
- We will launch the new Publications Repository in partnership with R&D to promote TRFT as a research active organisation.
- Patients need access to high quality evidence-based information to make decisions about their health and care. We will work with partners in Rotherham CCG, 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.

- Working across Health Education Yorkshire and the Humber and nationally to share good practice, collaborate on current awareness provision, contribute to regional purchasing of evidence-based resources and develop training programmes for librarians to optimally support evidence-based practice.
- Taking part in national working groups to support and influence the implementation of *Knowledge for Healthcare*.

### **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 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.

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