

### Introduction

This year we have welcomed the Learning Technologist in to our team, and appointed a new Clinical Outreach Librarian and Library Assistant, so a very positive year, but involving much training and change for all the staff. Despite these staff changes, after peer verification we were pleased to have been confirmed 94% compliant with the Library Quality Assurance Framework (LQAF) submitted in September 2017.

The national 'Knowledge for Healthcare'(KfH) programme to modernise, extend and boost the role of Library and Knowledge services (LKS) in the NHS has continued to provide challenge to re-focus of our services from reactive to proactive. This was supported by the 'Million Decisions' campaign raising awareness of the requirement for NHS staff to use the available evidence in all daily decision-making, to provide high quality, safe and efficient patient care and services. 'Mobilising' this evidence (internal and external) to be used within our organisations is therefore a key priority, in which the role of the Clinical Outreach Librarian is central.

The eight themes within the KfH framework are: convenient and easy access; digital by default; highly visible, tailored quality services; mobilising evidence and organisational knowledge; information skills training augmented by e-learning; partnerships as central to success; skilled and knowledgeable library staff, with streamlining and integration to underpin quality library services. Although some of these workstreams are focussed at a national level of provision, the report below is roughly organised around our local achievements in the past year under these main themes



The joint campaign from CILIP  
and Health Education England  
[#amilliondecisions](#)

## Convenient, customer-focused, easy access services, digital by default

### e-resources

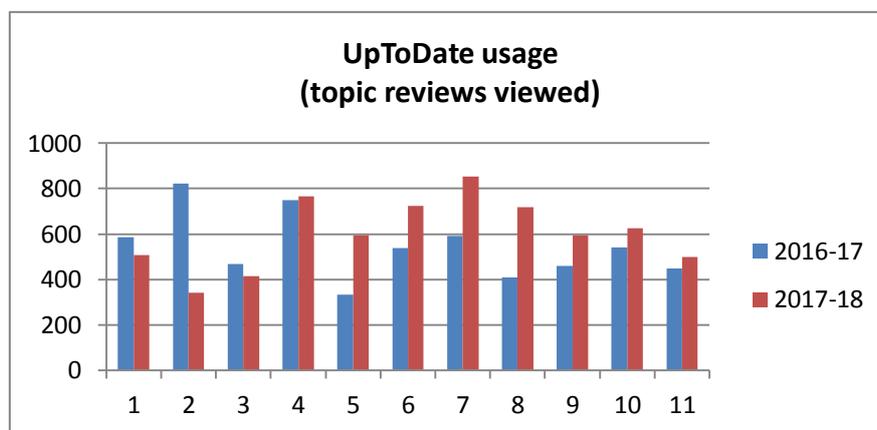
To provide immediate, convenient access to relevant evidence-based, quality information from any computer or own device we re-procured the following resources:

(1) *The Royal Marsden Manual of Clinical Nursing Procedures*

Used as the procedure manual for nurses throughout the Trust this is available online directly via Web Based Systems or on the internet in any location with an OpenAthens password.

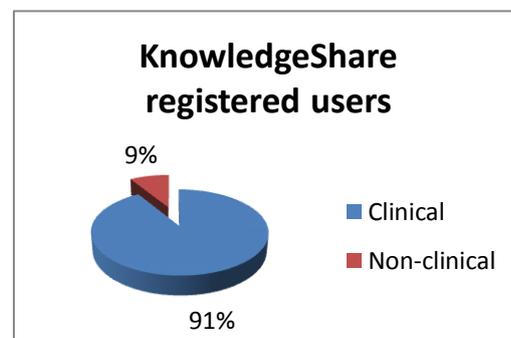
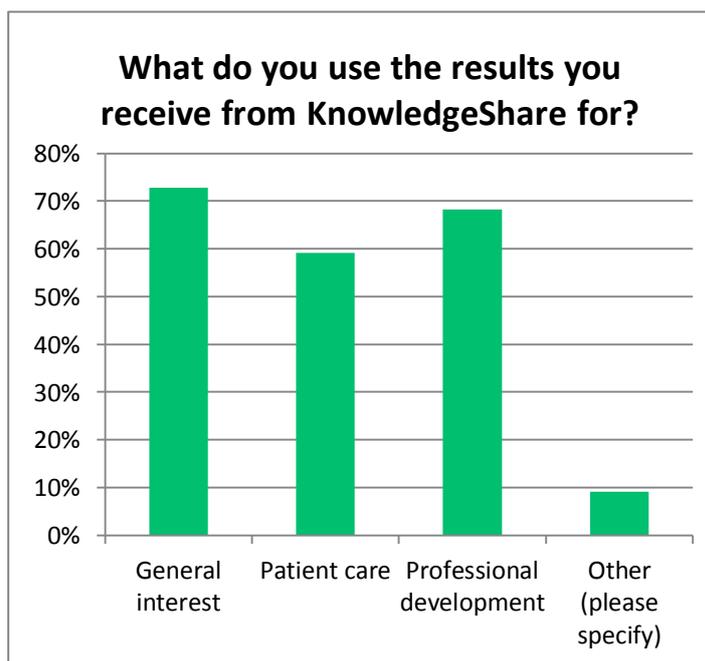
(2) *UpToDate*

This evidence-based point-of-care clinical decision tool, useful for all clinical staff, can be accessed anywhere, including on a personal device. Use is now well embedded in medical and other clinical practice, allowing the latest evidence to be brought to daily decisions, so reducing variation and improving quality and safety of patient care



(3) *Current Awareness/alerting*

Information overload is a problem for all staff trying to keep on top of research and developments in their speciality and for their professional interests. This year we have extended the range of subject-specific bulletins we share with interested staff, as well as registered more staff for fortnightly personalised update alerts via KnowledgeShare. We have 237 staff registered currently, and general feedback is very positive, with 92% of survey respondents who had used it rating this service average or above

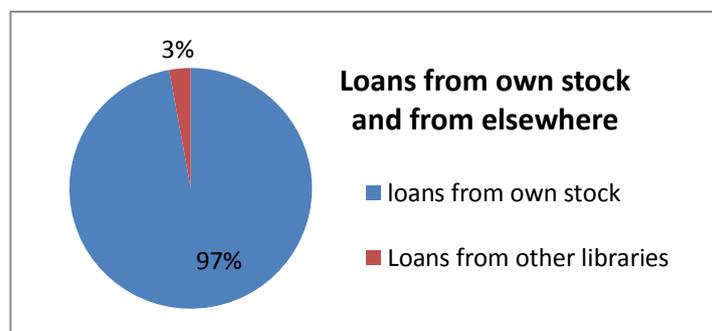


### Staff WiFi

The library also continued to provide access to Staff WiFi, with 1664 now registered. Not only does this provide access to resources for mandatory training, continuous professional development, and evidence/decision support searches it has become a vital aid to communication between staff in areas of poor connectivity and for partnership working with other organisations visiting the Trust

### Book purchasing

By popular demand we continue to purchase books in print. Our purchasing is very much demand led, with 21% procured in response to personal requests which could not be efficiently fulfilled by other means, and looked of interest to other staff in the future. The management and leadership section of stock has been updated and extended with a request for a number of books about 'Lean' methodology, but more focus on updating and refreshing the collection is needed



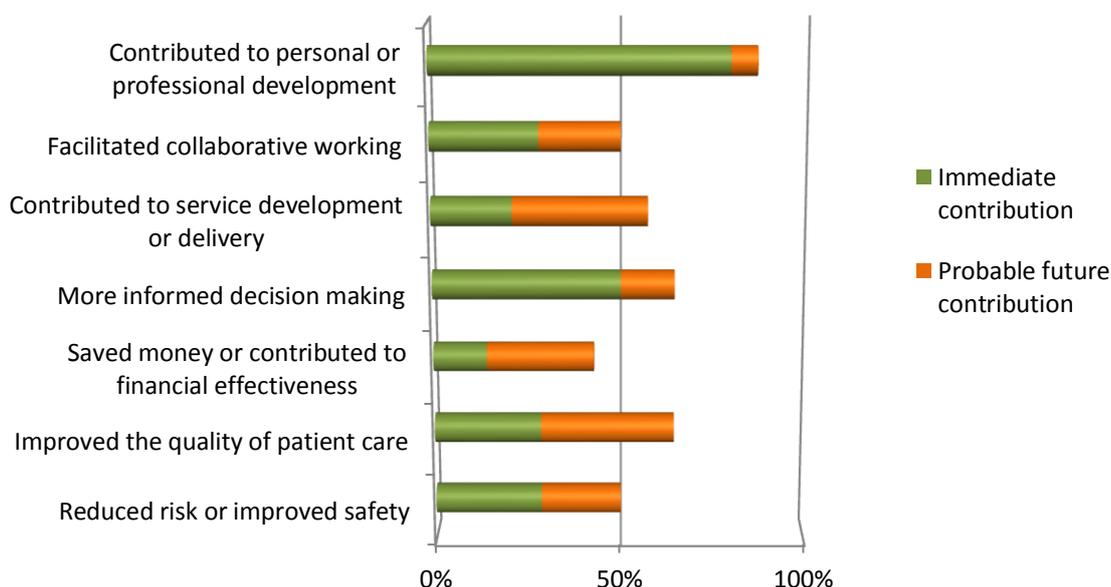
## Mobilising evidence and organisational knowledge

### Literature searching and search training

There are many other useful resources for discovering essential evidence and best-practice ideas for clinical and managerial decision-making, some of which are less intuitive than those mentioned above. Searches undertaken on behalf of staff, or training given in use of the resources may be for an immediate clinical query, service development/redesign and/or academic course.

To evaluate the impact of these LKS services a user survey is sent out approximately 6 weeks after the event. For the responding sample of users in 2017/18 the reported benefits and value of using the services are shown below, indicating that LKS services do impact all areas of patient care, safety, service development and efficiency, as well as directly providing much personal professional development for staff.

### Impact of knowledge/skills gained from literature search/training



## What the knowledge/skills gained from the literatures search/training was used for



### *‘Embedded’ clinical librarian project*

In discussion with Dr Maria Lynch an ‘embedded librarian’ pilot project began in November in the Emergency Department (ED). The Clinical Outreach Librarian is present in ED for two sessions per week to search for evidence for clinical queries at the point of need, and generally to promote evidence-based care. The response has been positive, with queries arising most sessions, and the librarian being able to proactively provide appropriate information on occasions. This is a model used successfully elsewhere in the UK in a variety of departments, but no other is known of in ED. A full evaluation is underway.

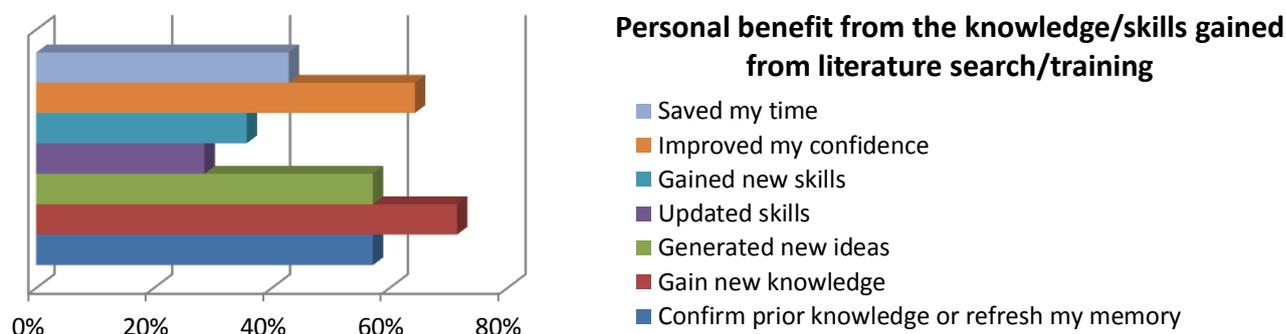
### *Patient and public information literacy*

Another focus of the Knowledge for Healthcare, framework is to become more involved with information for patients and public, to which end we updated our webpage listing suggested sources of quality information, and in Health Information Week were able hold a display in the main hospital foyer, giving out ‘How healthy is your info?’ leaflets promoting quality assured websites to passing staff and patients.



## Supporting the development of all staff to deliver the best care

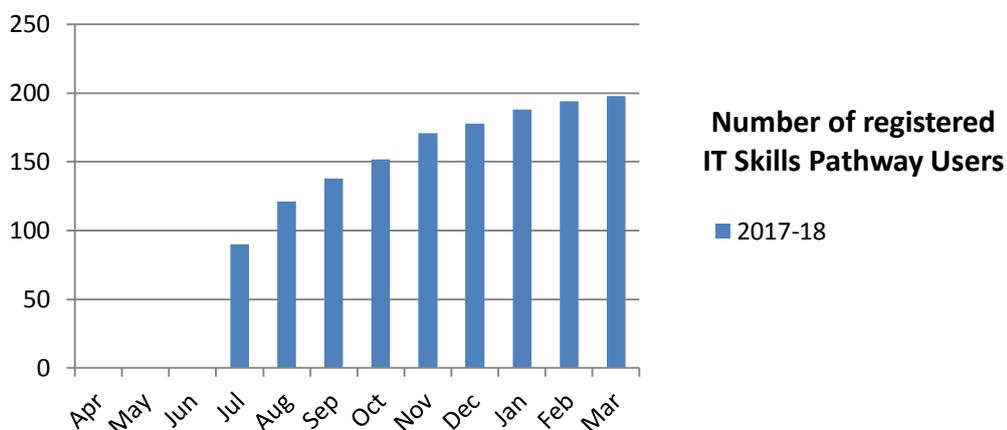
As indicated in the graphs above, many of our services contribute to personal and professional development of staff through both learning how to find and use evidence-based resources, as well as the content of the subject matter found.



In addition to traditional library resource training we also provide IT training to individual staff on request, and much support and help to individuals using the computers at the back of the library, including when undertaking e-learning.

The number of staff registering for online courses via the IT Skills Pathway is nearing 200 since signing up as a centre to offer this NHS programme of e-learning around digital literacy and Microsoft products

<http://intranet.iow.nhs.uk/Home/Corporate/Learning-Zone/General-Training/IT-Training>



## Service development and optimising new technologies

Health Education England (South) has again provided the majority of our funding, and within this LKS network we not only share resources (such as inter-library loans) but also ideas for service development, benchmarking and professional development. Colleagues involved within the workstreams of the national Knowledge for Healthcare programme are developing ideas for increasing consortium purchasing of knowledge resources, financial efficiencies through shared procurement of systems, and procedures for extending our current regional resource-sharing activities more widely.

With the Learning Technologist joining our team this year we have also tapped in more proactively to the Technology Enhanced Learning support offered by Health Education England (South). Free access to Storyline software, and support for creating e-learning modules allows much more flexibility to produce interactive, interesting and engaging modules. In addition the content of such modules created within the networks can often be shared, which allowed us to create a localised Duty of Candour e-learning module both quickly and with more modern look and feel than had we used Training Tracker.

The year has been rather dominated by the requirement to move our Learning Management System from Pro4 to ESR- OLM (Electronic Staff Record - Oracle Learning Management). For various reasons the planning for this has been delayed, but much background work has been ongoing to inform the project plan, which has finally commenced in June 2018. This move will not only change the way e-learning is provided, recorded and reported on, but will open up access to many nationally provided modules for the agreed basic mandatory training portfolio throughout the NHS, which is both quality assessed, updated and transferable between employers. However, moves to use a few of these modules have taken place already, alerting us to the need for much support for staff in accessing and using these modules – a new challenge which we can see extending the library role to be the ‘go to’ place for e-learning queries and support.

## **Looking forward**

- Evaluation of the embedded librarian project is expected to show that this service has positively changed practice and aided evidence-based practice within the Emergency Department, so will be worth continuing. This model may also be valuable to extend to other areas.
- Health information literacy both for staff and public and patients is increasingly a priority with the public health emphasis on prevention and self-help and responsibility. This brings potential for more partnership working with the local authority library, public health staff and others.
- The ESR-OLM implementation project is now established and will require substantial input from various library staff, and closer working with other internal departments.
- Amongst this activity our quality assurance framework requires us to increasingly provide evidence of our integration and influence within the Trust and other areas we support, alongside evidence of the impact we are having on the overriding outcomes of safe, quality patient care and efficient and effective health services.

*Anne Lancey, Library & Knowledge Services Manager  
July 2018*