

Northern Care Alliance

Library and Knowledge Services Annual Report 2017 - 2018

Library and Knowledge Services Annual Report 2017-2018

1. Introduction

The Library and Knowledge Service (LKS) works at embedding evidence based patient care by providing high quality services to ensure all staff, students and partners have access to the right information at the right time to improve the delivery of patient care and to support education, training, development and research needs.

The service delivers this by:

- Providing an expert evidence search and synthesis service
- Managing access to over 6,000 e-journals and over 2,000 e-books
- Delivering a suite of training to support finding evidence and critical appraisal, induction and resources to support educational programmes for a wide variety of staff
- Providing access to point of care decision making tools
- 24x7 access to four fully stocked Library sites providing study space, reflection areas, group study and access to PCs, hot-desking, IT training suites, access to eLearning and professional librarian for all
- Full loan and document delivery service
- Managing the Athens administration for the organisation
- Access to horizon-scanning current awareness bulletins on a range of clinical topics to enable staff to keep themselves updated in their field

“The library is my first port of call if I need any information. Always friendly helpful staff”

“The library service and librarians have always been brilliant in helping obtain articles and conduct literature searches”

2. Highlights of the Year

Ensuring access to relevant evidence based resources and information is available to all staff by:

Developing a tailored webpage to support our Health Care Assistants.

Working in partnership with other Greater Manchester Library and Knowledge Services to provide a new eBook collection of management and leadership key titles.

Hosting a two-day event across the Alliance to promote the point-of-care decision making tool UpToDate, including promotional stalls and departmental demonstrations.

Launching out-of-hours service to our doctors and Manchester University medical students at Salford Royal Hospital.

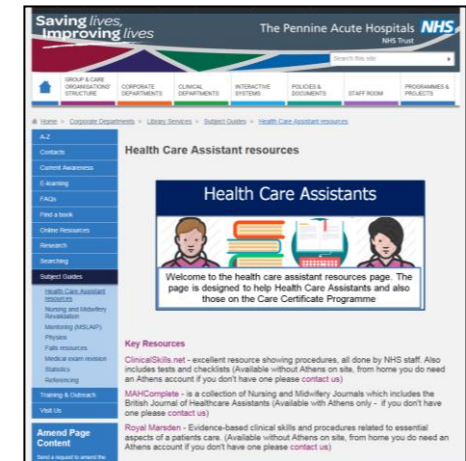
Mobilising knowledge by introducing knowledge management principles and tools to improve the capturing, sharing and managing of organisational knowledge by:

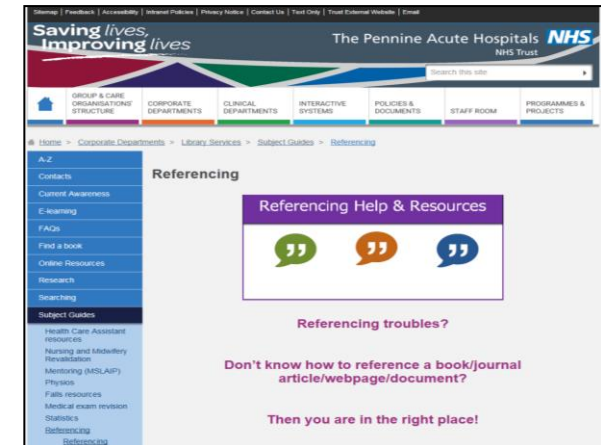
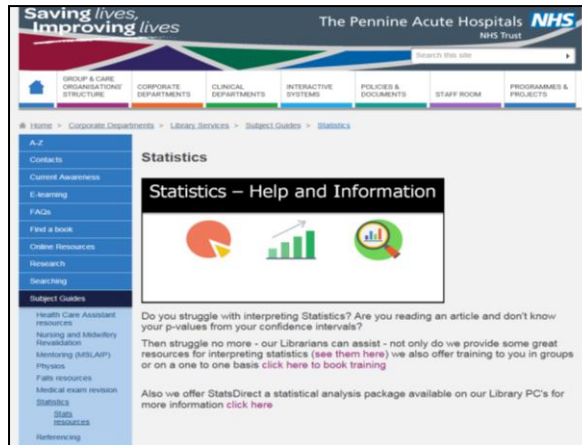
Supporting staff and students who are studying and producing academic and research papers by producing a new “How to Reference” webpage.

Setting up a new webpage to help with interpreting statistics when reading healthcare research.

Working in partnership with Rochdale Public Library Service to improve information literacy in the local population. Promotional material was distributed to patients promoting electronic library books, audiobooks, large print books and a service in which library books are delivered to the doorstep.

Enhancing our use of Twitter, linking relevant evidence sources to national and international health awareness events.





Providing staff with the skills to use knowledge effectively by:

Developing and delivering tailored training sessions for the Trainee Nurse Associates. These sessions provided an overview of library services and hands-on practice with e-resources such as clinicalskills.net and Clinical Key.

Running library workshops on three Tissue Viability Link Nurse Study Days in information retrieval.

Delivering training for FY1, FY2 and GPST doctors in critical appraisal and interpreting statistics.

Providing 1-2-1 training to all staff groups in use of online healthcare resources, literature searching, referencing, critical appraisal and interpreting statistics.

Undertaking a comprehensive training needs analysis, to inform the development of a suite of training courses across the Alliance.



Opening a new library computer training facility at Salford Royal.

Very informative teachers made sure we understood what we were doing and how to do and search for things we needed. I will be looking for more information on tissue viability.

Really good session! Very thorough and very well explained. Friendly staff.

Developing the Library and Knowledge Services Team

As part of the journey to a fully integrated and operational Learning and Organisational Development function across The Northern Care Alliance the Library and Knowledge Service (LKS) now works within the Knowledge Management portfolio and provides services across the Northern Care Alliance to all four Care Organisations. A new staffing structure has now been implemented and this has provided existing staff with the opportunity to expand their skills and professional knowledge and step into new roles.

3. Quality and Performance

External Accreditation

As part of the Trust's Learning and Development Agreement with Health Education England North West the LKS is required to submit a self-assessment against the national standards contained in the *NHS Library Quality Assurance Framework (LQAF)*. This assessment is then verified by the HEE Health Care Libraries Unit.

The service is assessed against 48 quality standards within the five domain areas of:

Strategic Management

Finance and Service Level Agreements

Human Resources and Staff Management

Infrastructure and Facilities

Library and Knowledge Services Delivery and Development

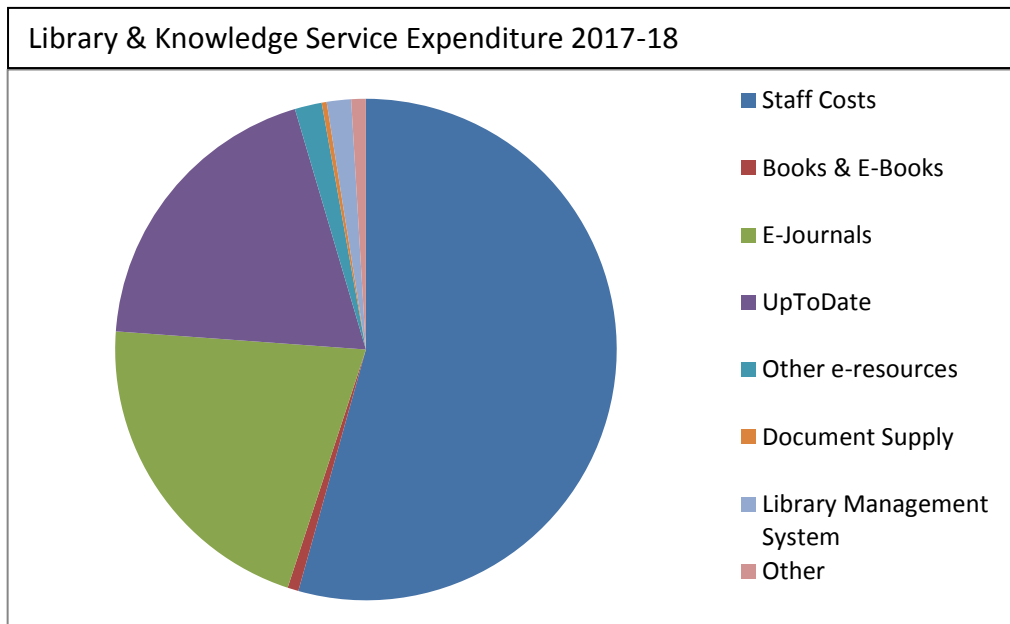
In 2017, Pennine Acute Trust library service achieved **96%** in the LQAF accreditation. This was an increase in score from 94% the previous year.

In 2017, Salford Royal Hospital library service achieved **90%** in the LQAF accreditation. This is a substantial increase from 83% the previous year.

In 2018 the LKS will be assessed as a single consolidated service.

Finance

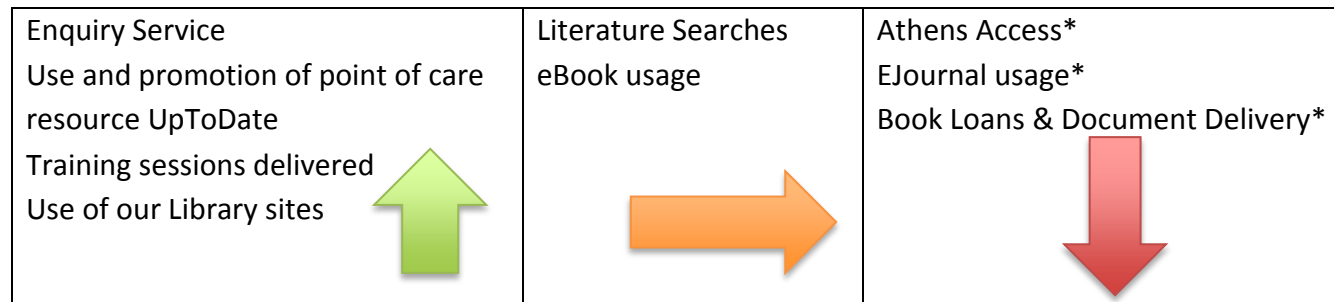
The Library and Knowledge Service has delivered services within budget. Income generation was achieved by providing library services to Pennine MSK Partnership Ltd. The service was successful in bidding for money from external funding streams, and was awarded a total of £23,700. This has been used to purchase new PCs for library open-access areas and laptops for the team to provide outreach services in wards and departments. The majority of the funding was allocated to fund a major project to merge two different Library Management Systems into a single system to be used across the Alliance.



Statistics for Core Activities

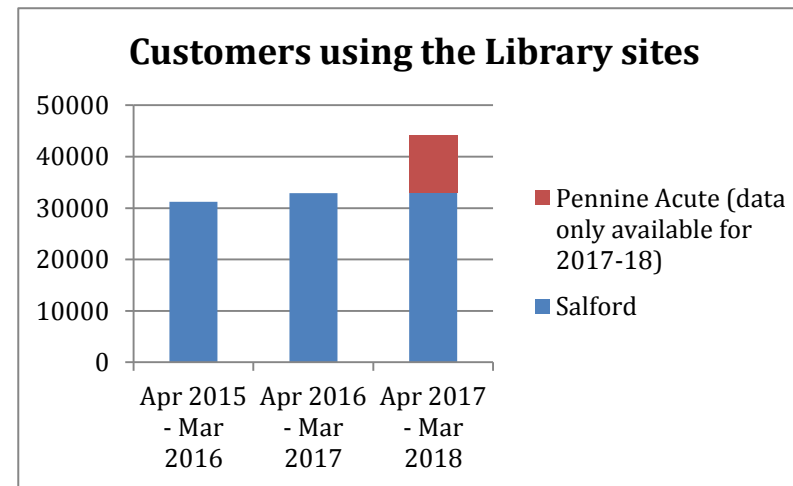
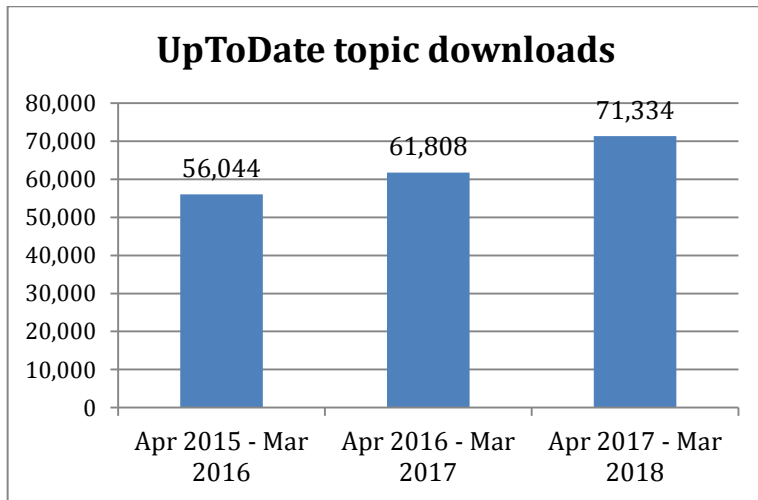
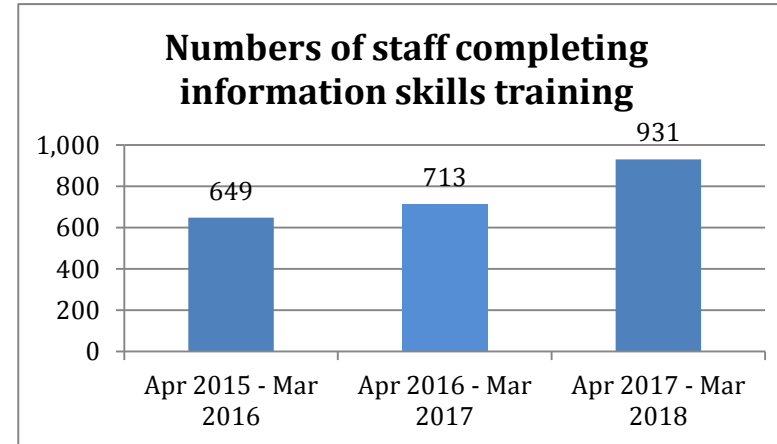
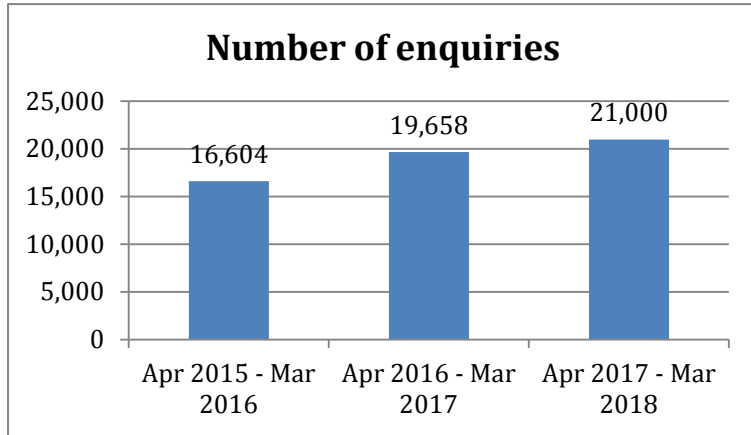
The series of graphs presents our activity trends over the last three years.

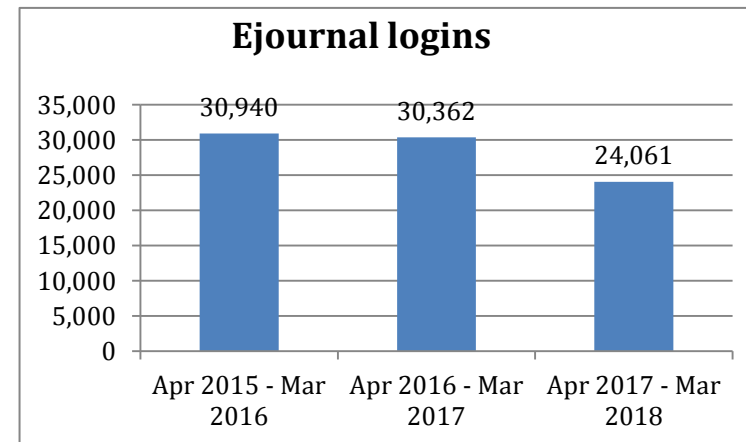
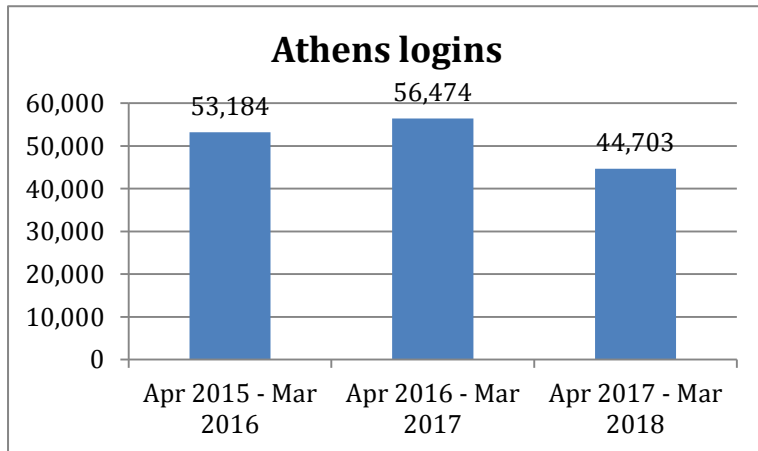
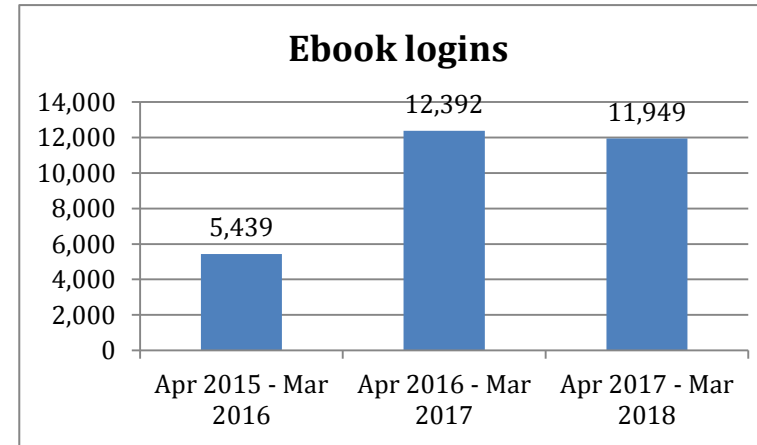
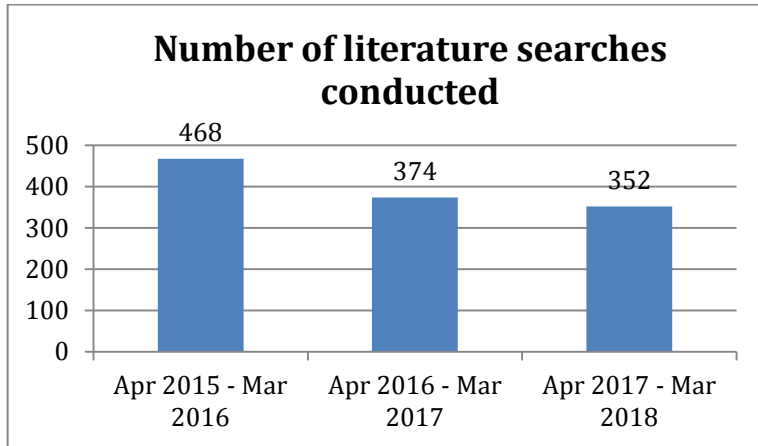
In Summary

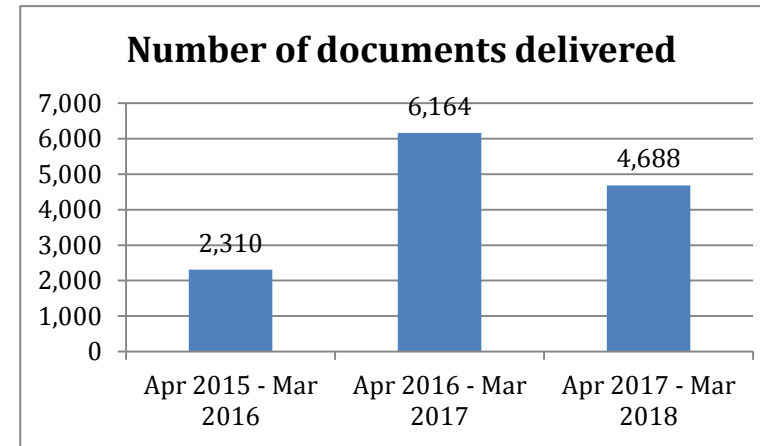
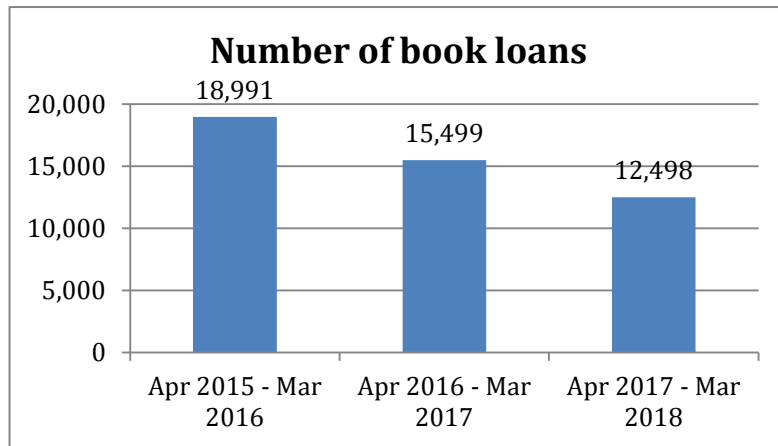


*The number of book loans has fallen each year, as electronic resources become more popular. There has been a decrease in access to e-journals, but the number of downloads from the point-of-care resource UpToDate has increased year on year as clinicians value easily-digested summaries of evidence, such as those presented in UpToDate.

*The number of Athens logins has decreased (this reflects every occasion a customer logs in to use an e-resource). This is due to the promotion of the UpToDate mobile app, for which a customer sets their own username and password – when in previous years they would have used an Athens login when accessing UpToDate offsite.







4. Having an Impact

In order to measure the impact of the LKS on the achievement of the corporate priorities of the Alliance, impact interviews were conducted with selected library customers.

What was the information need?	An ICU Sister required information on evidence-based feeding methods for intensive care and critical care patients.
What was provided?	Library staff carried out a literature search and provided training in using electronic journals and databases.
How was the information used?	The information was used in a departmental audit, comparing current evidence with literature already held in the department.
What was the outcome?	The latest best evidence is now incorporated into ICU/CCU policy on feeding. This has resulted in less wastage of nasogastric feed, and by ensuring patients receive adequate nutrition it contributes to shorter patient stays.
Any further benefits?	This also formed the basis of an assignment leading to the achievement of a further academic qualification.
Customer comment:	<i>“Excellent! Saved a lot of time and energy. As working full time - can dedicate more work time to patient care and developing policies to ensure best care for patients”.</i>

What was the information need?	A Specialist Midwife requested information on carbon monoxide testing in pregnant women.
What was provided?	A librarian carried out a literature search, on carbon monoxide levels which can be worryingly high in pregnant women regardless of smoking status during pregnancy. This can cause mums to be to be worried and request information regarding strategies to lessen the impact of carbon monoxide, which in smokers would be smoking cessation, however further information was required in respect of non-smokers. A further search was then requested and undertaken – to find out how to reduce exposure to air pollution.
What was the outcome?	The information found will be used in staff training and health study days. The knowledge will be cascaded to midwives and ultimately passed on to mums to be to improve health outcomes for their babies.
Any further benefits?	Saved a lot of time, helped to gain knowledge, improve confidence and generate new ideas.
Customer comment:	<i>"I found the Library service very useful indeed. They were informative, efficient and thorough. Thank you for all your help and I will be using the service again!"</i>

What was the information need?	A doctor sought information on ultrasound-guided wrist fracture manipulation/reduction
What was provided?	A librarian carried out a literature search to source the latest best evidence
How was the information used?	The doctor is conducting a literature review based on the search undertaken, which will inform changes in practice in the A&E department.
What was the outcome?	Improved quality of patient care by informed decision making and evidence-based change of practice.

Any further benefits?	This has contributed to personal/professional development, facilitated collaborative working, updated skills and saved money.
Customer comment:	<i>“High amount of time saved”</i>

What was the information need?	A Practice Education Facilitator, in her role as Programme Lead for trainee mentors, wished to work with library staff to make information resources more accessible to learners undertaking the internally-provided mentorship course.
What was provided?	<p>Library staff designed and delivered a training session to trainee mentors, introducing relevant electronic resources and how to use them.</p> <p>A dedicated website was designed and implemented with relevant resources for trainee mentors</p> <p>The Programme Lead was supported with the provision of updated reading lists, articles and resources.</p>
What was the outcome?	<p>The website and training sessions are used with each new cohort of trainee mentors – 3 cohorts per year of approximately 20 trainees on 2 trust sites.</p> <p>This enhances and complements the teaching.</p>
Any further benefits?	The Programme Lead benefitted from updated skills and saved time.
Customer comment:	<i>“I am happy with the partnership arrangement we have with library services. Verbal feedback from the trainee mentors suggests the training sessions and provision of resources provided by library are very useful in helping them complete components of their portfolio. It also saves them time to research as everything they need is in one place”.</i>

	<i>As programme lead I also have access to up to date resources on the subject matter I teach so again saves me time completing any online searches"</i>
--	--

What was the information need?	A clinical neuropsychologist and her colleagues were putting together a business case for a specialist traumatic brain injury service to hopefully enable them to build a bridge between themselves and community services. They needed help finding evidence to support its cost effectiveness in order to persuade the CCG to fund it.
What was provided?	Library staff carried out a literature search on their behalf.
How was the information used?	The information was to be used in a business case to submit to the trust board and the CCG.
What was the outcome?	The literature search provided some key references for the document submission and provided evidence of cost savings and better care for this population. It would potentially be a significant change for patients with traumatic brain injury and lead to better care by reducing how often they present in the emergency department, making it easier for them to get hold of consultants, speeding up the arrangement of appointments and facilitating a seamless transition from hospital to home.
Any further benefits?	Saved potentially a day of searching for this information.
Customer comment:	<i>"It provided invaluable knowledge to bolster business case and is a very helpful service which I've used again since."</i>

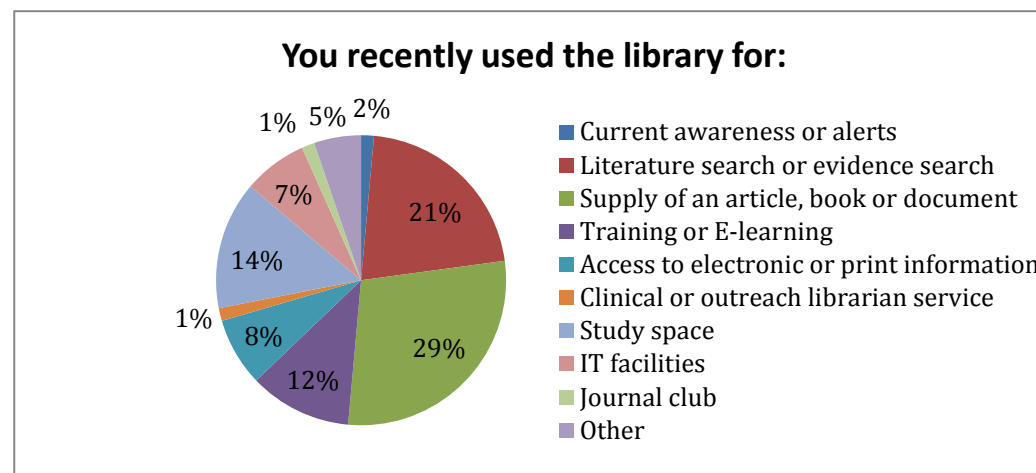
What was the information need?	A consultant rheumatologist requested several searches on the use of biologics in rheumatoid arthritis.
What was provided?	Literature searches were performed on 3 clinical topics and any full text articles from references were supplied on request.

How was the information used?	To make clinical decisions for high risk patients in terms of which biologic drug is safest.
What was the outcome?	These searches were used to inform decision making and helped to reduce risk, improve safety and improve the quality of patient care.
Any further benefits?	It saved time and by providing new knowledge it contributed to personal and professional development.
Customer comment:	<i>"Has contributed to informed decision making with safer prescribing in complex patients and the service is much appreciated."</i>

Impact questionnaire

In July 2017, an online questionnaire was sent to library users to obtain data on the impact of library services. 100 responses were received, and the results are presented below.

Figure 1



The library is used for a wide range of services; the most heavily used were the literature searching service document delivery and loan service. (Figure 1).

Personal/professional development, research, direct patient care, and teaching or presentations were the reasons most commonly cited for using the LKS (Figure 2).

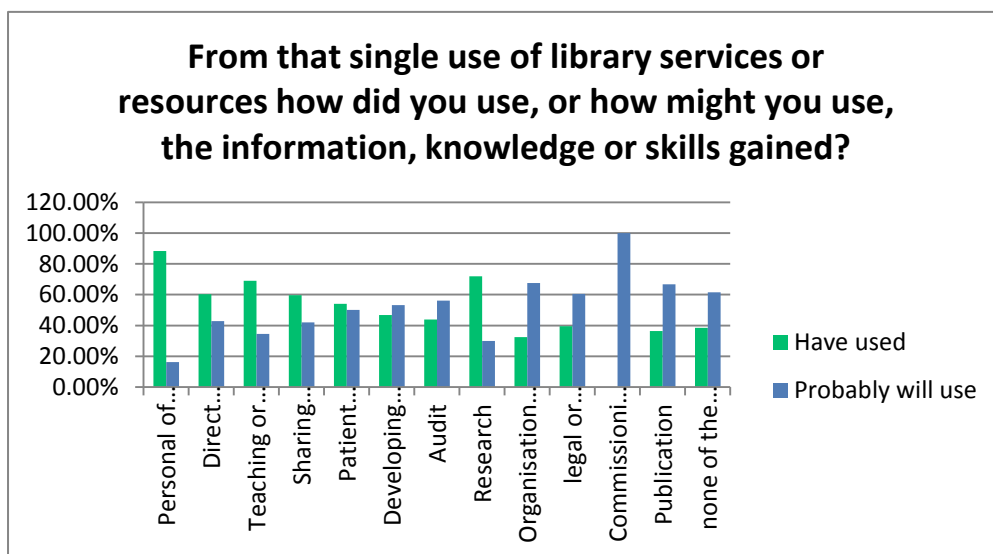


Figure 2

	Have used	Probably will use
Personal or professional development	88.37%	16.28%
Direct patient care	60.32%	42.86%
Teaching or presentations	68.97%	34.48%
Sharing information with, or advising other staff or colleagues	59.68%	41.94%
Patient information, advising or educating patients, clients or families	54.00%	50.00%
Developing guidelines/ guidance / pathways / policies	46.81%	53.19%
Audit	43.90%	56.10%
Research	71.93%	29.82%
Organisational/service development/ business planning	32.35%	67.65%
legal or ethical questions	39.47%	60.53%
Commissioning or contracting	0.00%	100.00%
Publication	36.36%	66.67%
None of the above	38.46%	61.54%

Impacts were fairly evenly spread across the following: reduced risk/improved safety; improved quality of patient care; financial savings; more informed decision making; service development or delivery; collaborative working and personal/professional development (Figure 3).

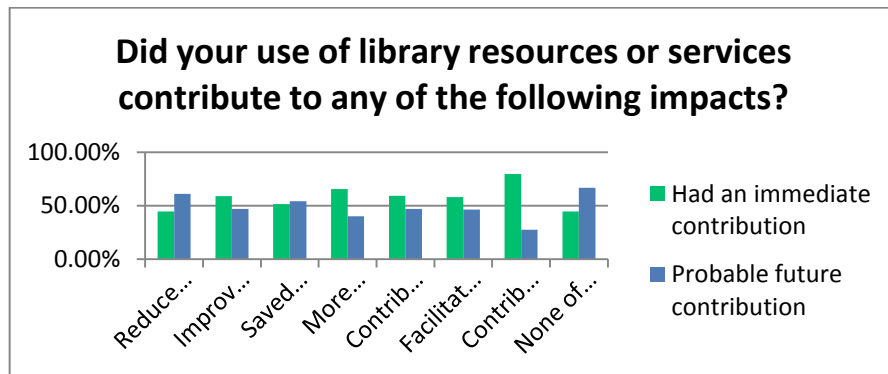


Figure 3

	Had an immediate contribution	Probable future contribution
Reduced risk or improved safety	44.44%	61.11%
Improved the quality of patient care	59.09%	46.97%
Saved money or contributed to financial effectiveness	51.35%	54.05%
More informed decision making	65.45%	40.00%
Contributed to service development or delivery	59.18%	46.94%
Facilitated collaborative working	58.14%	46.51%
Contributed to personal and professional development	79.76%	27.38%
None of the above	44.44%	66.67%

Customer Comments:

"I have used the library services for many reasons and the staff are very helpful and informative."

"The people who work at the library at NMGH are excellent, nothing is too much trouble and they go out of their way to help you as much as they can, they're also very knowledgable about the various education systems, how to access them how they work etc, would give this service 10/10!"

"I find the library services a very important service. They are very helpful in finding articles and regularly send updates for periodicals relating to the specific speciality I work within."

"I was doing a course at the University of Manchester. Without library resources I could not have accessed information critical for completion of the coursework/examination."

Salford | Oldham | Bury | Rochdale | North Manchester

“Only began using the library recently - very pleasant as a study space and wide variety of resources available. Will continue to use library as was very impressed.”

“I use library services. Our library sends alerts and articles relevant to my speciality which is a great service. Please keep it going. I also use the online journals and text books. Superb facility. Thank you.”

5. Key Priorities for 2018-2019

Provide high quality LKS to support Northern Care Alliance staff, students and partners to deliver evidence based patient care, diagnosis and service development decisions.

Develop Knowledge Management tools and techniques to develop an organisational knowledge repository and to embed as a Learning Organisation via “lessons learnt” and “learning from experience”.

Align point of care resources and e-resources across the Alliance to support the delivery of evidence based patient care.

Implement a unified Library Management System across the Alliance.

Develop management and leadership resources and awareness service to support the well-led domain.

As part of the Learning Needs Analysis develop, deliver, promote and evaluate a suite of training to support evidence retrieval, study skills, digital literacy skills and critical appraisal.

Deliver the alignment of Library and Knowledge Services across the Alliance to ensure new team structures, policies, procedures and services are in place to meet service demand and equity of access for the Care Organisations.

Outreach and embed services to support evidence based decision-making in teams and develop closer links with R&D, Practice Educators, Clinical Effectiveness and Quality Improvement.

For further details please contact:-

Gill Earl - Lead for Knowledge Management gill.earl@pat.nhs.uk 0161 656 1953

Sue Steele – Library Services Manager sue.steele@pat.nhs.uk 0161 778 2725