1. About the library service

The library is based in the Postgraduate Centre at Stoke Mandeville Hospital and provides a multidisciplinary service to all Trust staff. Our service sits within the wider Education, Learning & Development Department within the Trust.

Our vision

To deliver highly effective, proactive and embedded services that promote a knowledge sharing culture and enable all Trust staff and other users to access the best evidence when and where its needed for learning, research, clinical and organisational decision-making to achieve safe and compassionate care.

Library services are closely aligned to Trust values

Our clinical outreach librarians work closely with Trust divisions to foster evidence-based practice for example through attending ward rounds.

Our Knowledge Management services help Trust staff to capture and share individual and collective knowledge.

We promote best practice, learning, research and innovation by identifying quality evidence through our expert literature searching and horizon scanning services.

Our services are tailored to meet the needs of individuals and teams whatever their role, speciality or workbase. Examples include our subject-based libguides sites, Knowledge Share and survey development.

To enable staff to easily access the evidence base, we offer a range of e-resources and our document supply service can obtain information that is not available online.

We deliver training in literature searching, critical appraisal and study skills to help staff to find the information they need for their job or develop their NHS career.

“I think [the library] is one of the best parts of BHT.”

Nurse

“Very effective [literature search] as I would not be able to cancel clinic time in order to do the literature search. The synopsis provided with the search was very helpful.”

Nurse
2. Helping to deliver the BHT way

During 2018-2019, much of our focus was on developing a strategic approach to organisational knowledge management to support the Trust’s ambition to become a learning organisation.

The service also maintained the Library Quality Assurance Framework score from the previous year and were one of only seven out of thirty NHS Library Services in the region to receive full compliance with the 2018-2019 criteria. The service was particularly commended by Health Education England for showing good examples of innovation and providing evidence-based services from board to ward.

We welcomed Brendan Soughton to the team as a Business Administration Apprentice and were also delighted for Noureddine Kenssous who was nominated for a Staff Award.

**Quality**

We will offer high quality, safe and compassionate care in patient’s homes, the community or one our hospitals

- Retained our LQAF (Library Quality Assurance Framework Score) to 99%
- Began attending the New Clinical Procedures Committee to support with evidence
- 123 literature searches for patient care including guideline development
- Had 5 impact case studies successfully submitted to a national collection
- Joined the Learning from Serious Incidents Group to provide evidence-based resources
- Manned a joint stand with the public library service for Macmillan information event
- Launched several libguides sites including sepsis, Building a Climate of Respect
- Noureddine Kenssous received a nomination for the staff awards
- Participated in Health Information Week with public library colleagues
- Added NSIC to our ward round evidence support service

Fantastic achievement by Sarah and the library team - great support for our staff through developing a first class learning environment @NHS_HealthEdEng

“We are currently developing a patient information leaflet on diet and immunotherapy.

The library service has been very helpful in building an evidence based for our guidance.”

Dietician
People

We will be a great place to work where our people have the right to skills and values to deliver excellence in care.

Set up 41 online surveys for Trust-wide projects e.g. Actus, BHT 100 Recognition, eObs

Regularly supported Wellbeing events such as Mindfulness Mondays, Wellbeing Open Days and the Wellbeing Champions Group.

Delivered Valuing your knowledge legacy sessions to 59 Trust staff as part of the Workability 50+ workshops

Purchased a series of Educational board games on a number of clinical and leadership topics

56 literature searches to support continuing professional development

Piloted Knowledge Cafes to facilitate productive conversations

Offered training for staff on using Twitter for learning and sharing knowledge through training and #AllOurHealth

Supported a preceptee with a project which led to the launch of an online guide on English Language Tests for Professionals

“Using the library I have broadened my knowledge of subjects related to my working practice and has also enabled me to complete my foundation degree and commence my nursing degree apprenticeship”

Nursing degree apprentice

Library staff have proactively supported my team and show a genuine passion for their work.”

Member of the Wellbeing team
Money
We will be financially sustainable, will make the best use of our buildings and will be at the forefront of innovation and technology

<table>
<thead>
<tr>
<th>Library refurbishment</th>
<th>Became the first NHS Trust to take on the innovative 3D4 Medical Complete Anatomy App</th>
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<tbody>
<tr>
<td>26 literature searches for research and audit</td>
<td>Joined additional consortia schemes for e-resource subscriptions in order to maximise value for money</td>
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<tr>
<td>Provided literature searches for 4 major systematic reviews produced by Trust staff</td>
<td>Joined a national community of practice for NHS librarians in the area of emerging technologies</td>
</tr>
<tr>
<td>Launched Library Twitter account to raise the profile of the service and the variety of resources and services available</td>
<td>LQAF report commended the library service for innovative practice</td>
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</table>

“We are lucky at BHT to have such a brilliant Library Team who are innovative and seek to acquire the latest technology to help staff. I particularly enjoy using the lifestyle resources as the choice is very comprehensive.”
Nurse

“The service is such a success due to the library staff experience, knowledge and willingness to help and go the extra mile and both the traditional and innovative ways in which resources are offered.”
Member of Infection Control Team

“The library staff helped to source articles that I...used to influence my research project and subsequent journal publication”
Occupational Therapist
Impact

The library team had 5 impact case studies successfully submitted to a national database on the Knowledge for Healthcare site. Below are summaries of the successful entries.

**Treatment of Type 1 Diabetes in the under 5s**

Treatment of Type 1 diabetes in the under 5’s can be challenging. The Library Service was contacted and asked to find information to support a member of staff who wanted to increase their knowledge around the clinical presentation and management of this condition specifically within this age group.

“The knowledge I have gained will improve the quality of patient care and has definitely improved my confidence.

I would recommend that everyone should use the library services”

Specialist Registrar – Paediatrics
Buckinghamshire Healthcare NHS Trust

**Better quality tonometer prisms at no extra cost**

The Specialist Librarian provided evidence on the accuracy of two types of disposable tonometer prism used in Ophthalmology. As a result, the department conducted a quality improvement study and approached the manufacturer of the most accurate prism. They negotiated to purchase the better prism for the same price as the cheaper, less reliable one.

“The literature search provided a starting point for investigating further. The librarian was really quick at getting the information back to me. This is a fantastic service which I have used a number of times, excellent and speedy results”

ST3 Doctor – Ophthalmology
Buckinghamshire Healthcare NHS Trust

**Effectiveness of Ichthopaste in wound care**

The specialist librarian provided evidence to confirm the effectiveness of Ichthopaste in wound management, enhancing patient experience and care as well as cost saving.

“We had one lady with chronic wounds on her legs...[for at least 3 years]. We’ve been using Ichthopaste on that now and she’s almost healed...so it’s been very successful in some patients.”

Ichthopaste costs £2.74, does a whole leg and you don’t need to dress it again for a week. So cost effectiveness is absolutely one of the things [the information had an impact]...I was really impressed with the literature research that was given to me and it was really quick as well.”

Community Staff Nurse
Buckinghamshire Healthcare NHS Trust

**Saving time collating medical education feedback**

An existing complex paper-based survey designed to capture feedback from anaesthetic trainees about the educational performance of individual clinicians proved time consuming. The library transferred this into a specialist online survey, GDPR compliant software and incorporated a mechanism for the data to be captured securely and anonymously whilst at the same time allowing for any safety concerns to be followed up.

“The task of collecting /collating and returning this feedback used to fall to a senior trainee and could take up to 20 hours of their valuable clinical training time. Can’t thank Chris and the library staff enough”

Carl Morris, Consultant Anaesthetist
Buckinghamshire Healthcare NHS Trust

**Development of the nurse angiographer role**

Ghazala was interested in nurse-led coronary angiography and asked the librarian to conduct a search to determine if any nurses were already performing it. The search revealed that angiograms could be performed safely by nurses. Ghazala trained in coronary angiography and developed a nurse-led service at the Trust. She won a NHS Windrush 70 Award for her innovation.

“The literature search gave me everything I needed. It confirmed my own findings and provided reassurance, I think it is a great service and would definitely use it again. It saves so much time.”

Ghazala Yasin – Nurse Consultant
Buckinghamshire Healthcare NHS Trust

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Safe & compassionate care, every time
3. Performance and activity

3.1 Library services

The demand on library services during 2018-2019 presents a mixed picture with some usage rising compared with the previous year and falling in other areas. Despite the library being closed for 10 days in September 2018 for refurbishment, visits to the library increased by 10% across the 12 month period. Document supply services also saw a significant rise in demand - this may be due to the launch of EBSCO Discovery, a single search tool that searches across local library e-resources, making it easier to locate article references.

Although demand for literature searches appears to have significantly declined, the statistics belie the trend for the library staff being asked to do more complex and time intensive search requests particularly to support Trust staff in writing and publishing systematic reviews. Likewise the survey development work saw a reduction in actual surveys but the transition from using Survey Monkey software to BOS JISC survey software increased staff time spent on this area.

The drop in numbers attending library training, inductions and outreach events may be due to wider workforce factors.

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<tbody>
<tr>
<td>% Trust staff who are library members</td>
<td>65%</td>
<td>67%</td>
<td>3%</td>
<td>Housekeeping due to GDPR compliance</td>
</tr>
<tr>
<td>New library members</td>
<td>810</td>
<td>649</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Visits to the library</td>
<td>37,228</td>
<td>40,886</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Enquiries</td>
<td>11,204</td>
<td>10,478</td>
<td>6%</td>
<td>Estimate based on 2 week sample.</td>
</tr>
<tr>
<td>Book loans (own stock and ILL)</td>
<td>5119</td>
<td>5292</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Articles supplied</td>
<td>976</td>
<td>1162</td>
<td>19%</td>
<td></td>
</tr>
<tr>
<td>Literature searches</td>
<td>325</td>
<td>246</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>No of people trained</td>
<td>166</td>
<td>135</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>No of people receiving library induction</td>
<td>672</td>
<td>546</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>No of people attending library outreach events</td>
<td>329</td>
<td>261</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>No of ward rounds attended</td>
<td>104</td>
<td>78</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>No of people subscribed to current awareness services</td>
<td>428</td>
<td>545</td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td>No of surveys created for Trust projects</td>
<td>55</td>
<td>41</td>
<td>25%</td>
<td></td>
</tr>
</tbody>
</table>
3.2 Library membership

The profile and size of library membership has remained steady and largely reflects that of previous years. Nursing staff represent the largest professional group followed by Medical and Dental Staff.

% Library Members by Job Role

3.3 E-resources

Although the percentage of Trust staff with an NHS has seen a small decrease actual use of NHS Open Athens, it remains the highest proportion across the region. In addition average use of Open Athens per user has increased slightly from the previous year.

Overall e-resources statistics have either stayed the same or seen significant increases, particularly Internurse and the Libguides sites.

A library survey conducted in March 2019 showed generally high levels of satisfaction with library e-resources with 92% of those who had used them giving them a rating of either ‘good’ or ‘excellent’.
<table>
<thead>
<tr>
<th>E-resources usage</th>
<th>2017-2018</th>
<th>2018-2019</th>
<th>Performance</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Trust staff with NHS Open Athens account</td>
<td>43%</td>
<td>40%</td>
<td>7%</td>
<td>Natural decline in statistics due to expiry of bulk uploaded accounts in previous years</td>
</tr>
<tr>
<td>Total access of online resources with NHS Open Athens</td>
<td>16380</td>
<td>17467</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Average number of accesses per user</td>
<td>6.5</td>
<td>7</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>UpToDate</td>
<td>26628</td>
<td>26332</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>ClinicalKey</td>
<td>9918</td>
<td>6047</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Internurse and MAH Complete</td>
<td>990</td>
<td>1492</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Online exam resource accounts used</td>
<td>57</td>
<td>56</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Libguides</td>
<td>10598</td>
<td>16473</td>
<td>55%</td>
<td>Increased number of guides available including Sepsis, Building a Culture of Respect</td>
</tr>
</tbody>
</table>

“I have used UpToDate to access guidelines on perioperative anticoagulation and other clinical questions”
CT2 Anaesthetics

“I have accessed and used Trust guidance and journal articles (using OpenAthens) to complete and audit. This will help to improve practice in the spinal department.”
Pharmacist
4. Participation in, local regional and national programmes

The library team have been proactive in participating in local, regional and national NHS library activities:

- Contributed to the delivery of a national project to support Health Information Week as part of a CILIP/Health Education Leadership programme.
- Co-chaired regional group on literature searching, training and synthesising.
- Local administration of the regional library management system.
- Delivered two presentations at Health Libraries Group conference.
- Participated in the #AllOurHealth social learning programme as part of a Trust wide initiative.
- Joined a national community of practice for healthcare librarians on emerging technologies.

5. Staffing

Our staff continue to provide high levels of service to the Trust. In the most recent library survey, 98% respondents who had used the library rated the staff both helpful and competent.

Library Services Manager – Sarah Lewis (1WTE)
Clinical Outreach Librarians – Claire Coleman, Noureddine Kenssous, Gill Rose (2WTE)
Senior Library Assistants – Chris Barnett, Phil Ruston (2WTE)
Business Administration Apprentice – Brendan Soughton (1WTE)

6. Finance
7. Looking ahead to 2019-2020

We will look to continue to build on progress made in 2018-2019 by:

- Developing services to support emerging healthcare roles and expanding numbers of learners
- Implementing a continuous quality improvement process to our services
- Expanding our Knowledge Management offer
- Launching an institutional repository
- Raising awareness of health literacy including offering training

Author: Sarah Lewis, Library and Knowledge Services Manager