

# Gloucestershire Hospitals NHS Foundation Trust Library Services

## Annual Report 2016-17

This year we had the opportunity to restructure the team to ensure we have the most appropriate staffing to deliver a professional, quality service to our staff and students, this key achievement was one of our main goals in our yearly business plan and supported our 3 year library strategy. Even with these changes we been able to continue to support the organisational objectives of our Trust and continue to develop in accordance with the aims of Knowledge for Healthcare, the national NHS Library and Knowledge Service framework.

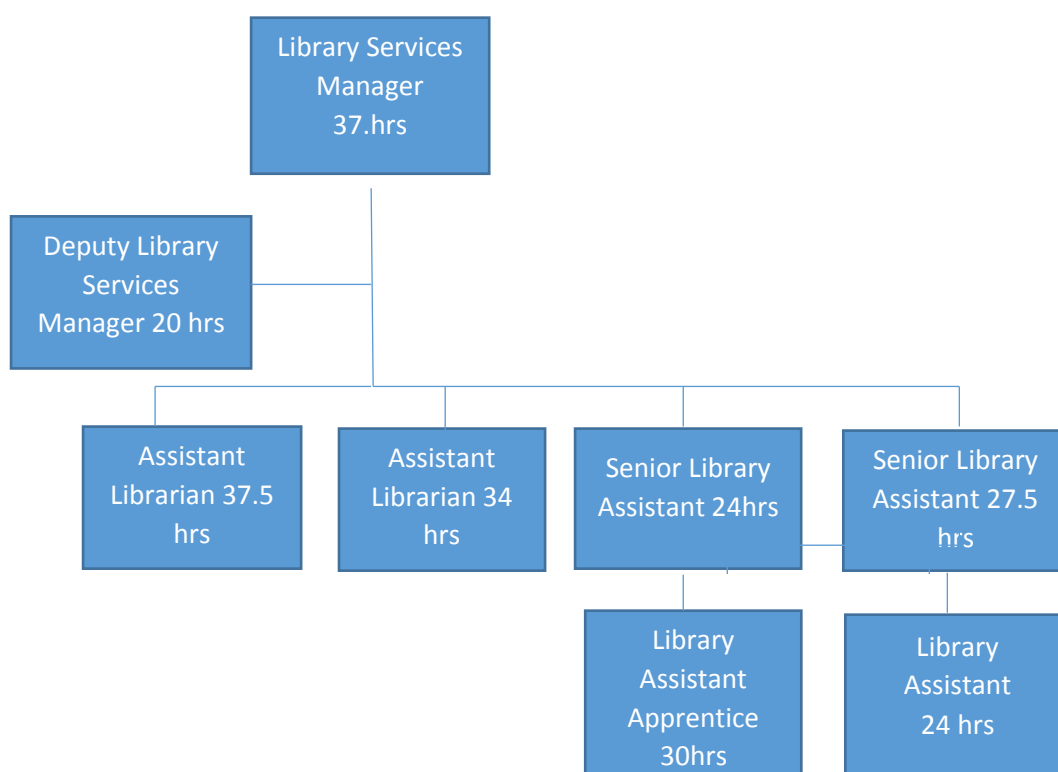
We can clearly show the positive impact we have on our Trust and the value the library service has on patient care and improvement of services. Our literature search service and current awareness service continues to increase, ensuring that staff have the best evidence.

The current financial situation has meant that book stock and e-resource provision has declined, however we are striving to ensure our users still can access the best quality evidence to support patient care, service improvement and education.

This has been a year of change within our service and whilst there were challenges, we have come through these stronger and better equipped for the future.

### Service developments

- **New staffing structure**



- **Health Promotion Resources** – the contract was not renewed by Gloucestershire County Council and the service was decommissioned at the end of 2016

- **Reconfiguration of GRH library** – the book stock is now in the main library area making it easier for staff and users to use this collection
- **Introduction of synthesised literature search summaries**– these summaries save time for staff and provide added value
- **Development of relationships and collaborative working** - with Gloucestershire Public Libraries and University of Gloucestershire library service, this collaboration holds some exciting plans for 2017
- **Measuring impact** – we now collect case studies to demonstrate the impact the library service has on our Trust. 3 case studies were accepted as part of the national Knowledge for Healthcare collection <http://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/kfh-impact-tools/impact-case-studies/impact-case-studies-to-download/>
- **Production of a patient information leaflet** – Finding Good Quality Health Information on the Internet to help support our patients  
[http://www.gloshospitals.nhs.uk/SharePoint999/Patient%20Leaflets/Library%20Services/Home%20to%20find%20good%20quality%20health%20information%20on%20the%20internet%20GHPI1418\\_02\\_17.pdf](http://www.gloshospitals.nhs.uk/SharePoint999/Patient%20Leaflets/Library%20Services/Home%20to%20find%20good%20quality%20health%20information%20on%20the%20internet%20GHPI1418_02_17.pdf)
- **Increase in outreach work** – we are now embedded within the Leadership Welcome Days, Nurse Revalidation sessions, Band 5 Transition sessions and Band 2 Development Days. We have taken part in nurse recruitment events, 100 leaders meeting and we are a member of the Gloucestershire Safety and Improvement Academy.
- **Gloucestershire Emergency Elderly Care (GEEC)** – now has a GEEC Librarian embedded into the project
- **Library video** – created to demonstrate how our users value our service  
<https://youtu.be/18HAETKwcfE>
- **Intranet/Internet review** – new look to our web pages, cleaner and simpler and easier to navigate <http://www.gloshospitals.nhs.uk/en/Wards-and-Departments/Other-Departments/Library-Homepage/>
- **Critical appraisal toolkit created** - <http://www.gloshospitals.nhs.uk/en/Wards-and-Departments/Other-Departments/Library-Homepage/Critical-Appraisal/>

## Positive impact on our Trust

Three examples of how we have had a positive impact on our Trust



Care after death.doc



Management of  
Cytotoxic spillage.doc



Smoking shelters.doc

## Activity Statistics

Library Quality Assurance Framework - 97% compliant

Activity	Total number
Library members	2821
Literature searches	290
Training sessions	130
Total number of people trained	311
Number of staff receiving current awareness bulletins (KnowledgeShare/HDAS alerts and British Journal of Healthcare Assistants ETOCs)	548
6 Book Challenge participants	196
Book Loans	6685
Book withdrawals	503
Book additions	327
Books requested on Inter Library Loan	375
Articles supplied to other libraries and own users from our collection	1572
Articles requested via Document Supply Service	742

## Future actions

- Recruitment to a 30 hour band 2 library assistant apprentice
- Due to a successful tender, develop the new Knowledge Service and Interlibrary Loan service for Health Education England South
- Develop information services to patients and the public
- Continue to grow our literature search services, current awareness services and training
- Explore ways of how we can manage evidence and organise the knowledge with our Trust
- Continue to review our resources so as to get the best value for money whilst still maintaining quality
- Continue to develop relationships with our partners as part of the STP and collaborative working with NHS Library staff and University partners
- Aim for 100% compliance in LQAF