



Library & Knowledge Services Annual Report 2017 - 18

Review of 2017-18

With the new team structure we were able to focus on developing our current awareness and literature searching services, the latter has seen an increase of 25%. These services are key to ensuring staff have the best evidence for decision making and support our Trust's "journey to outstanding" #J2O. Furthermore we have been able to increase our outreach work and engage with wider Trust activities which has been enjoyable and helped us to raise our profile.

The service to Health Education England (HEE) had a slow start due to organisational changes in HEE, however in 2018-19 we will now provide a service to the whole of the South region and this will ensure a more streamlined service for our users.

Our Patient and Public Information services have developed, although due to the implementation of our new Trust website this has not progressed as quickly as we had anticipated.

Although finances remain ever challenging, we were able to this year to purchase new resources including DynaMed Plus.

We can easily show the positive impact we have on our Trust and the value we have on direct patient care and improvement of services, we have the most case studies on the national HEE impact database of any library service in the South region.

This has been a very successful year and one of our greatest achievements was being awarded 100% in Library Quality Assurance Framework (LQAF) one of only 2 NHS libraries in the South West.

Service developments – the highlights

- **Library quality assurance framework – national quality assessment**
 - 100%, one of only 2 South West NHS libraries to achieve this.
- **Health Education England Library Service**
 - The new library service to our HEE colleagues in the South West was launched
- **Gloucestershire Clinical Commissioning Group**
 - A pilot service for 2018-19 has been agreed
- **Staff achievements**
 - Successful introduction of our first library assistant apprentice Emily
 - Claire and Lisa completed their Chartered Institution of Library and Information Professionals (CILIP) revalidation
 - Trish completed her Post Graduate Diploma in Library and Information Management and obtained her first professional post in the NHS in Peterborough
 - The team was nominated for a Going the Extra Mile (GEM) award
- **Patient and public information**
 - Conducted training sessions with public and school librarians
 - Promoted NHS Choices to staff and patients during Health Information Week
 - Gloucestershire Safety Quality Improvement Academy project was started to improve the provision of information to patients
- **Resources**
 - To ensure currency a stock weed was conducted and new book stock purchased
 - A one year subscription to DynaMed Plus, was purchased
- **Support for our NHS library colleagues**
 - We provided training on Scanning/synthesising of literature searches
 - Chloe George is now part of our regional engagement group and has instigated training via webex for library assistants to support their ongoing development
- **Outreach**
 - We now have a presence at Corporate Induction and this has led to increased membership and uptake of current awareness bulletins
 - In addition to our regular outreach activities we also attended
 - Medical Education Conference
 - Healthcare Assistants Conference
 - SAS Doctors Conference
 - Nurse Recruitment days
- **Expanded our engagement with wider Trust activities expanded**
 - With Paediatrics helped create a bedtime bank
 - Celebrated Kindness Day by collecting and sharing kind acts of staff
 - Creation of the Hideaway – a health and wellbeing / mindfulness space
 - Twitter presence #J2O

Positive impact on our patients

We have 10 impact case studies on the national impact database

<http://lks.kss.hee.nhs.uk/data/web/impact.htm>

We are particularly proud that we provided the evidence for the following initiatives



Evidence search to support the case for local provision of scalp cooling treatment in cancer care

The librarian undertook a literature search and gathered policies from other NHS organisations to support the evidence base for scalp cooling treatments. This dispelled myths associated with the procedure and led to the introduction of scalp cooling within the organisation. Patients no longer have to travel outside the county to receive this treatment.

“One patient has already received treatment and this meant she did not have to travel out of the county, three more are already booked in”

Matron and Lead Nurse in Oncology
Gloucester Hospitals NHS Foundation Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions



#AMillionDecisions
tinyurl.com/nhdswelks



Evidence supports the creation of a young adults renal transition service in Gloucestershire

Paediatric renal patients travel to Bristol to attend clinics. Needed to ensure smooth transition to adult services in Gloucestershire. The evidence found by the librarian helped focus on what was needed to set up this new service.

“The evidence help us to know we were on the right lines..it backed up our ideas”

Emma Rodgers, Clinical Psychologist working with
Claire O'Connor Deputy Library & Knowledge Services
Manager
Gloucestershire Hospitals NHS Foundation Trust

Specialist librarians bring the evidence to inform good healthcare decision-making



#AMillionDecisions
cilip.org.uk/amilliondecisions



Evidence base for twiddle mitts as a distraction therapy

The Emergency Department used twiddle mitts as a distraction therapy for cognitively impaired patients but required wider evidence of their effectiveness in order to champion their wider use within the Trust.

The evidence provided by the library service offered a strong base for discussions around the wider use of this inexpensive and easy to use therapy. This led to a change in guidelines and a promotional video detailing the value of twiddle mitts for this patient group.



#AMillionDecisions
tinyurl.com/nhsweek5

“ One of the ED team stated that by giving a twiddle mitt to a dementia patient meant sedation was not needed for a CT scan ”

Tanya DeWeyman, Consultant, Gloucestershire Hospitals NHS Foundation Trust, working with Sandra Weir, Assistant Librarian

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions



Evidence helps patient make informed decision regarding the use of probiotic drinks via a jejunal feeding tube

The patient was finding the use of these drinks to be beneficial but it is not recommended practice. The librarian found evidence of the risks, this helped the patient to look for signs of infection and healthcare team gained understanding of the patient's point of view

“ Our team is now aware that there appears to be a risk factor... easier than finding the information ourselves. ”

Michelle Barry, Home Enteral Feed Team Dietician working with Lisa Riddington Library & Knowledge Services Manager
Gloucestershire Hospitals NHS Foundation Trust



#AMillionDecisions
clip.org.uk/amilliondecisions

Specialist librarians bring the evidence to inform good healthcare decision-making

Activity Statistics

Library Quality Assurance Framework - 100% compliant

Activity	2017-18
Library members	4758
Literature searches	364
Training sessions	125
Total number of people trained	215
Number of staff receiving current awareness bulletins (KnowledgeShare/HDAS alerts and British Journal of Healthcare Assistants ETOCs)	611
6 Book Challenge participants	190
Book Loans	4461
Books requested on Inter Library Loan	157
Articles supplied to other libraries and own users from our collection	1782
Articles requested via Document Supply Service	751

Future actions

- Implement second phase of staff restructure
- Develop the Library and Knowledge Service for Health Education England South
- Implement a pilot service for Gloucestershire Clinical Commissioning Group
- Implement new information services to patients and the public
- Explore how we can organise and share knowledge in our Trust
- Aim to maintain 100% in LQAF

Lisa Riddington

Library & Knowledge Services Manager

18 May 2018