



**Gloucestershire Hospitals**  
NHS Foundation Trust

# **Library Services Strategy**

## **2017 – 2020**

**Lisa Riddington – Library Services Manager**  
**31 May 2017**



# Introduction

Knowledge for Healthcare, NHS libraries national framework vision states

*NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.(HEE, 2015)*

Gloucestershire Hospitals NHS Foundation Trust vision for “Best care for everyone” and our mission is to “Improve health by putting patients at the centre of excellent specialist care”

The strategic objectives can be viewed here

<http://www.gloshospitals.nhs.uk/SharePoint3/Communications%20Web%20Documents/Strategic%20objectives/GHNHSFT-Goals-17-19.pdf>

The library service can support these objectives as their success relies on

- Evidence based decision making
- Keeping up to date with current research, knowledge and guidance
- Access to high quality information when needed
- An informed knowledgeable and highly skilled workforce
- The management and organisation of knowledge
- Patients and the public using the best information to manage their health

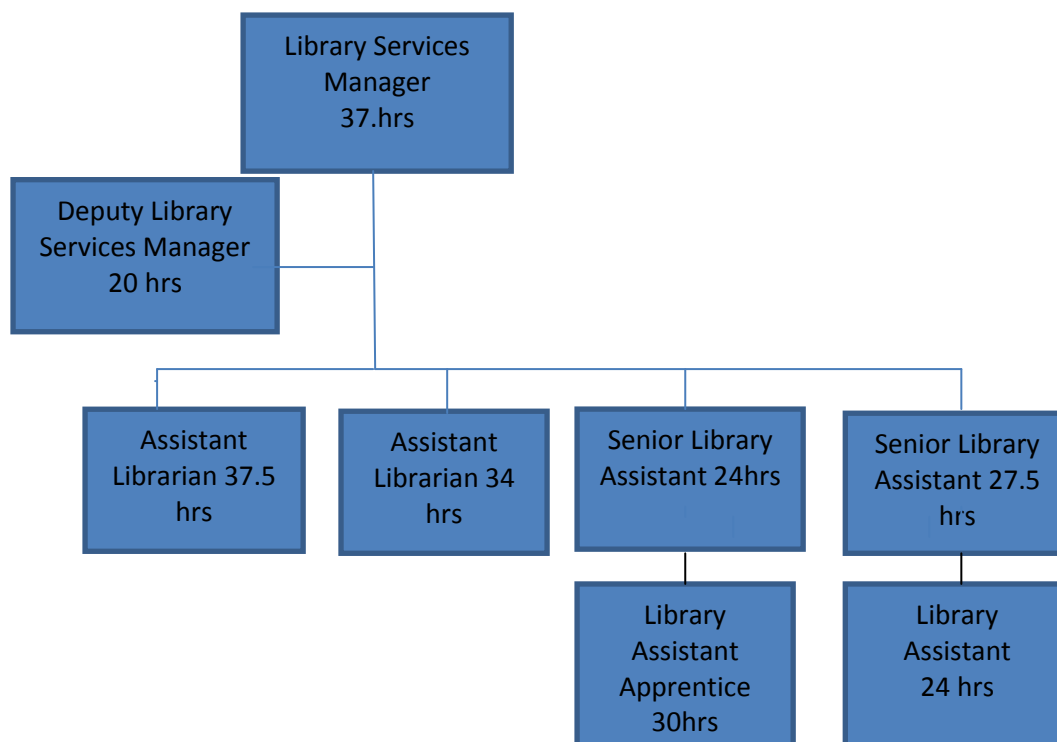
## GHNHSFT Library Service - Overview

GHNHSFT library service supports all Gloucestershire Hospitals NHS Foundation Trust staff and students on placement, also GPs, Ambulance Staff and local hospices. Also we currently provide a service to Health Education England (HEE) South.

Our services include

- Literature searching and evidence gathering
- Current awareness
- Training on finding, assessing and using information
- Support for patients and public in finding the best and most appropriate health information
- Knowledge Management
- Interlibrary loan and document supply
- Supporting literacy and health and wellbeing for our staff
- Access to resources
- Physical library space at both Gloucestershire Royal and Cheltenham General Hospitals

### The library team



## **We want to...**

- Be the first choice for staff and students for the identification and provision of quality evidence and information for decision making, service improvement, patient care, research and education.
- Continually improve the quality of our service and enhance our reputation
- Make our service business critical

To achieve this we need to ensure we

- 1) Are fit for purpose
- 2) Make a positive impact
- 3) Increase usage and value

### **1) Have a library service that is fit for purpose**

- **Staff**
  - Have an appropriate staffing structure
  - Develop staff so they have the necessary skills and knowledge
- **Infrastructure and resources**
  - Have stable and functional library IT systems
  - Maintain the physical library space and equipment
  - Information resources and collections must be appropriate and accessible
  - Work with our regional services and HEE to ensure we “do once and share”
- **Finance**
  - Explore income generation opportunities
  - Obtain the best value for money on necessary expenditure
  - Work with our regional services and HEE regarding collaborative purchasing
- **Quality**
  - Achieve 100% in Library Quality Assurance Framework (LQAF)
  - Showcase achievements and enhance reputation
  - Increase our activity in regional and national library work streams
  - Continue to be innovative and exploit best practice from elsewhere

### **2) Have a library service that has a positive impact on our patients, our organisation and our staff**

- **Knowledge and evidence discovery**
  - Ensure decisions are based on evidence and that all staff have the opportunity to utilise our synthesised literature search service
  - Ensure our training programme meets the educational needs of our staff and learners
- **Patient and Public Information**
  - Support our patients and the public find, evaluate and access the best quality information to help them manage their health
  - Support the health and wellbeing of our staff

- **Knowledge Management**
  - Explore new ways to ensure organisational knowledge is captured, managed and shared
  - Ensure all staff have the opportunity to receive a tailored evidence bulletin
  - Capture and share the impact we have on our organisation

### 3) Have a library service that is valued by an increasing number of users

- **Tailor our services**
  - Engage with stakeholders to provide what they need
- **Diversify our services**
  - With our stakeholders explore new ways we can support the information and evidence needs of our organisation
  - Pursue provision to other organisations within our STP
- **Expand our services**
  - Pursue provision to those who are eligible but do not currently access our services
  - Continually promote our services
- **Increase our outreach services**
  - Continue to investigate models of clinical librarianship
  - Ensure we are visible outside of the library

Drivers	Barriers
Trust strategic objectives	Financial constraints
Gloucestershire Strategic Transformation Plan	Lack of awareness of the value and impact of our service
Knowledge for Healthcare – HEE’s national framework for library services	Lack of library provision to other healthcare stakeholders in our county
Library Quality Assurance Framework (LQAF)	Information Technology infrastructure and policies
Information explosion/fake news	
Changes to Professional and Medical Education and apprenticeships	
User expectation	
Time constraints of healthcare staff	

## Conclusion

This is a highly ambitious 3 year strategy that supports the objectives of our Trust and Knowledge for Healthcare. To be realised it will take a team that is dedicated, motivated and highly skilled, combined with a passionate belief in how our service positively impacts on our patients and staff.

We are up for the challenge!

## References

Health Education England (2015) Knowledge for Healthcare [online]. Available at <https://hee.nhs.uk/sites/default/files/documents/Knowledge%20for%20healthcare%20-%20a%20development%20framework.pdf>