

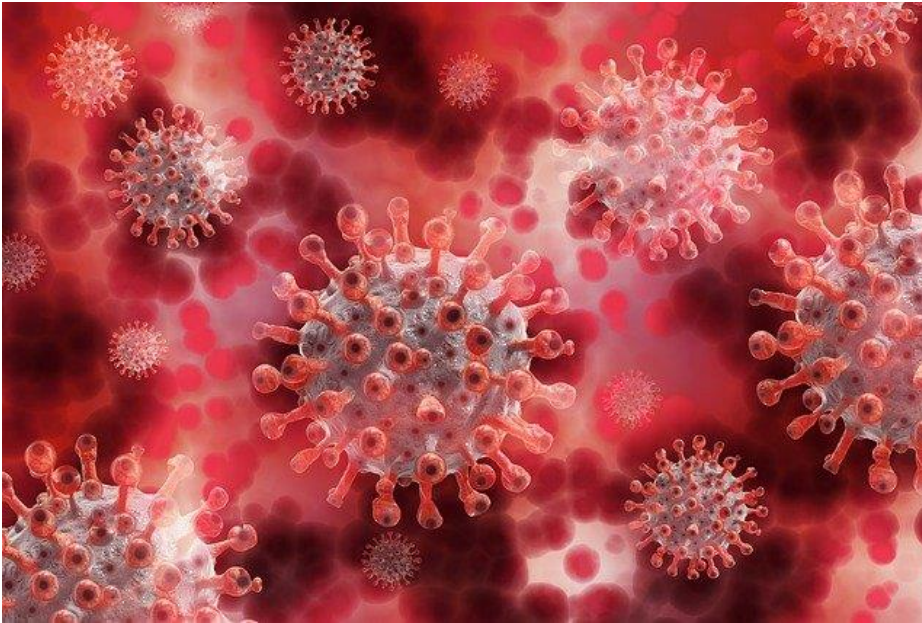


Annual Report 2020 - 2021

Library & Knowledge Service

Best knowledge for everyone

April 2020 – the unknown



We started the year in an unprecedented position – the complete unknown with a global pandemic. The NHS was at the eye of the storm and we had to ensure we adapted to enable our Trust's response to COVID19.

The 1st April 2020 saw nearly all the Library & Knowledge Services (LKS) team on voluntary redeployment, a virtual service was being run from home by a member of staff who was shielding and visits to our physical libraries were on a weekly basis as these were still open to staff 24/7.

Our 2020 goals were put on hold and we had no idea whether we would be side lined due to clinical pressures, our skills being used elsewhere, or if the demand for knowledge would overwhelm us.

"I always knew I had an amazing team - we are resilient, adaptable and have genuine concern and care for each – I was confident that whatever was thrown at us we would cope. What I didn't anticipate was how the challenges of 2020 were also going to present so many opportunities and improvements."

Lisa Riddington – LKS Manager

COVID19 – changes to the library Gloucestershire Hospitals NHS Foundation Trust



What was clear from the start was that our physical library space was valued and continued to be used. Therefore a priority was to make adaptations to ensure we could continue to provide a safe working space for our users and the LKS team. Adaptations included

- Keyboards and chairs were removed to ensure 2 metre social distancing and tables/desks rearranged
- The maximum number of people per room was identified
- Hand gel, wipes, spray, cloths and masks were made available
- A Perspex screen was installed on the enquiry desk at GRH
- Signage to promote good practice was acquired
- Rearrangement of our quiet room for the arrival of study pods provided by our Education and Learning team to support virtual training
- Installation of self service machines for safer and easier issue and return of books if the libraries had to be unstaffed
- Availability of headphones and webcams to enable ours and our users new way of working
- New infection control practices such as quarantining books

“Grateful for that Safe Space” via Twitter

Felicity Taylor Drew Acting Chief Operating Officer

COVID19 – team adaptations



This year saw the arrival of hybrid working, with us working from home and in library depending on our role. We had to be flexible regarding staffing during the various stages of the pandemic, this ranged from visits to the library of one day per week to up to 2 people staffing GRH library.

Maintaining our incredible team spirit was essential and we adapted quickly to the use of virtual platforms for team meetings and weekly coffee catch ups. There was still plenty of laughter! There were even a few obligatory Zoom quiz evenings.

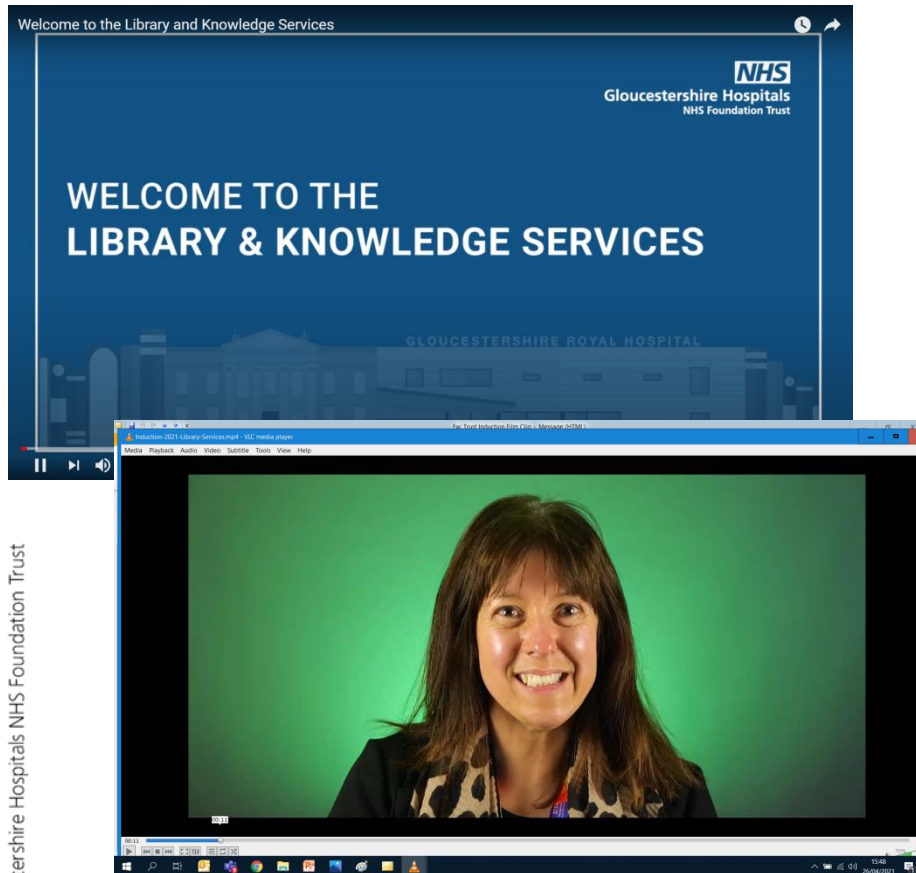
Communication has always been one of our strengths and we continued to support each other by implementing daily morning What's App chats to inform each other what we were doing each day and weekly individual contact calls with Lisa. We also arranged telephone and Zoom calls with each other when the need arose.

Everyone now has the opportunity to have a Trust laptop with VPN and a mobile phone, many of us see the health and well being benefits of hybrid working, saving money, improving our carbon footprint and having an improved work/life balance.

“we really need our weekly social catch ups”
Sandra Weir - Librarian



COVID 19 – virtual services



This year we had to transfer all our large medical student Inductions to the virtual world, creating videos and a quiz to help students understand how to use the library.

Corporate Induction also went online so we developed a video to ensure all new staff still have the opportunity to learn about our service.

Furthermore all our training went to the virtual environment.

Surprisingly this has had benefits as this has saved LKS staff time and enabled Trust staff to utilise their study days better with less need to travel in to the library for training

Other events also transferred to the virtual world such as our yearly reading challenge and Randomised Coffee Trial.

“Very interactive and helpful, the screen sharing enabled live searches”

Finding Evidence Trainee - Anon

COVID19 - Evidence

One thing was clear from the start of the pandemic – knowledge was needed!

We conducted

- approximately 30 evidence searches specifically about COVID19
- 13 searches on other aspects of change due to COVID19 such as working as home working, virtual training and consultations
- Also searches regarding patient care in COVID focused areas such as the Department of Critical Care

Questions included

- Risk of death / severe disease from COVID-19 in the general population compared to healthcare professionals
- A review on 'fasting diets such as intermittent fasting diets having an effect on corona-virus /covid-19 outcomes.
- What is the evidence that air scrubbing / air filtration technology reduces nosocomial COVID-19 infection rates?

“Thanks for all the help”

Mark Charania - Clinical Specialist Physio - DCC



COVID19 - keeping up to date



COVID19 CURRENT AWARENESS BULLETIN IMPROVES PATIENT CARE

The weekly current awareness bulletin produced by Library & Knowledge Service keeps staff up to date with latest research – for our audiologists this meant learning about symptoms which informed their care for our patients

“ We are now aware that hearing loss and tinnitus is also a possible occurrence as part of COVID ”

Lorna Laird: Audiologist
Working with
Camila Garces-Bovett: Librarian
Gloucestershire Hospitals NHS Foundation Trust

A MILLION DECISIONS
#AMillionDecisions
oip.org.uk/amilliondecisions

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

Camila quickly developed a weekly current awareness bulletin that would enable our staff to easily access the best research. Due to the vast amount of research published this bulletin is produced weekly and distributed via the COVID19 staff update, as well as to individuals. A systematic process was developed to ensure only the best and most useful evidence was included.

“The information is used to help us assess the risk of transmission between staff and patients and to enhance our understanding of vulnerability so that we can assist with the personal COVID risk assessments of all staff. “
Lee Troake – Head of Corporate Risk, Health and Safety

“I Just LOVE the evidence bulletin - a BIG thanks to our library team keeping us up to date with all the evidence!”
Steve Hams - Director of Quality and Chief Nurse

Our Impact



Gloucestershire Hospitals
NHS Foundation Trust



Anosognosia of visual field neglect – improvement of patient outcomes

An evidence search providing the most recent and best information has improved patient information and safety

“The condition has caused a lot of grief for a few patients who are shocked to hear there is anything wrong with their peripheral vision...information may help the patient to accept the diagnosis better”

Louise Knott - Lead Orthoptist
Working with
Camilla Garces-Bovett - Librarian
Gloucestershire Hospitals NHS Foundation Trust

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



#AMillionDecisions
cclip.org.uk/amilliondecisions



Evidence obtained to support treatment for Tongue Tie

A successful appeal for an operation to release tongue tie in a patient was supported by the evidence found by Library & Knowledge Services

“I was able to compose a letter to the Commissioners with a good knowledge base on the subject”

Margaret Hollingworth: Associate Specialist Doctor
Working with
Sandra Weir: Librarian
Gloucestershire Hospitals NHS Foundation Trust

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



#AMillionDecisions
cclip.org.uk/amilliondecisions

With all the challenges this year has brought we can still celebrate how we were still able to maintain business as usual – not every patient had COVID19!. Not only did we manage to carry on delivering our usual services, but we innovated, improved and developed our offer.

The impact we had on patient care, service improvement, staff development and on our Trust and staff in general was always in our minds and this year we had another 9 impact case studies accepted on the Health Education England database.

“The literature search was done in an excellent time frame for our service, and provided the information we required.”

Jo Young – Advanced Practitioner Occupational Therapist

Evidence 4 QI



QI
BOOKS
@GRH LIBRARY



How librarians are supporting QI

Jess Pawley
Embedded QI Librarian,
Somerset NHS FT

Thursday, 6th August 2022
11.30-1.00
MS Teams

Lisa Riddington
Library & Knowledge Services Manager,
Gloucestershire Hospitals NHS FT

If you work in library & knowledge services &
would like to join the call contact:
Andrea.gibbons@SomersetFT.nhs.uk

Despite a reduction in QI in our Trust due to Covid19 our links with the Gloucestershire Safety and Quality Improvement Academy (GSQIA) remain strong.

- Evidence searches are now better placed in the Silver programme. When someone has an idea for a project, the QI facilitators signpost staff to us at that stage.
- New leaflets have been created to explain the importance of evidence in the QI process and how to share QI knowledge
- We have a new GSQIA resource collection
- Lisa has been active in the National E4QI project showcasing what we are doing in Gloucestershire and supporting other LKS to develop links with their QI teams. This work was also shared at our virtual library conference "Library Live"
- QI silver posters will be uploaded to the Pilot National NHS Repository (more on that later), to ensure our Trust's work is more easily found, shared and acknowledged.

"During a telephone conversation with a member of staff they said "I know you are a Gold QI coach can I ask..." it is so rewarding to branch out of LKS and support the wider work of our Trust"

Lisa Riddington – LKS Manager

Knowledge Mobilisation



Gloucestershire Hospitals
NHS Foundation Trust



One of HEE's strategic aims is for LKS to actively mobilise knowledge in healthcare organisations.

This year we built upon last year's successful Randomised Coffee Trial, adapted it to the virtual world due to COVID19 and improved it based on feedback we received. So this year we held the Great Gloucestershire Virtual Coffee Break and asked staff to share their knowledge and experience of COVID19.

Furthermore we shared our RCT with a colleague who replicated this activity to increase engagement with colleagues across the Integrated care Service, therefore knowledge on how to mobilise knowledge was mobilised!!

We were also successful in becoming only one of 6 NHS organisations to take part in the project to develop a pilot NHS Repository, so we can showcase QI and research output to a wider audience.

The Coffee break "Brilliant chance to reflect on last few months and share our own experiences but also share our journey into our current roles... Always helps to network and understand each other's role in the organisation"

Allysun Gore – Trakcare Optimisation Lead

Improved networking and knowledge sharing across an Integrated Care System

Replication of the Library & Knowledge Services Randomised Coffee Trial lead to improved understanding across different health care services in Gloucestershire

“ The RCT felt like the easiest way to bring colleagues from across the county together informally...mirroring what you [the library] did has saved me so much time ”

Hayley Summers, Programme Facilitator Finance Dept.
Working with
Chloe George – Senior Library Assistant
Gloucestershire Hospitals NHS Foundation Trust

A MILLION DECISIONS
#AMillionDecisions
ciltip.org.uk/amilliondecisions

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

Improving patient information



Pain management website now more accessible and understandable

After attending the Library's Health Literacy Awareness session, the Pain Management Services website was reviewed, terminology simplified to increase patient accessibility

"It will hopefully reduce the number of UTA/DNAs [unable to attend / Did not attend] regarding appointments"

Mallika Khan, HealthPsychology Placement Student of
Working with Camila Garces-Bovett, Librarian
Gloucestershire Hospitals NHS Foundation Trust



#AMillionDecisions
cilip.org.uk/amilliondecisions

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

Our Health Literacy Awareness sessions have continued and despite COVID19 we were able to ensure ALL Cancer Support Workers and Oncology Nurse Specialists have attended a session.

"really makes you think about how you talk to people and about resources you put together"

Cancer Support Worker

Furthermore these sessions have lead to a direct improvement in the presentation of information - as illustrated by the impact case study with the improvement of our Pain Management website.

Also working with our patient leaflet team, we now ensure all in house patient information is created based on evidence and the patient leaflet self auditing checklist now asks whether an evidence search was requested and to state the reasons if it was not.

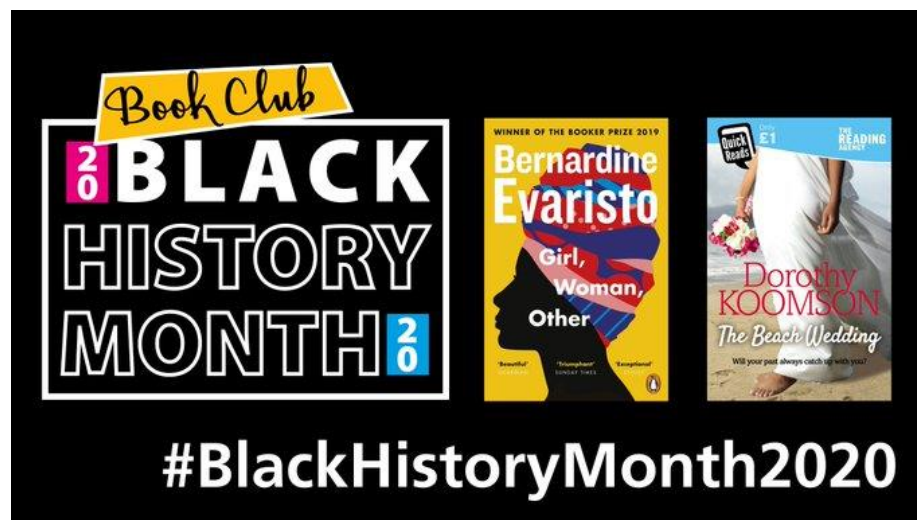
"I have used a very helpful library search to ensure up to date information has been used"

CT3 Anaesthetics – creating the new leaflet
Contraceptive advice following the
administration of Sugammadex

Equality and diversity



Gloucestershire Hospitals
NHS Foundation Trust



This year saw the Black Lives Matter and our Trust prioritising Equality, Diversity and Inclusion. We naturally wanted to be part of this!

Our yearly reading challenge was held during Black History Month with 2 books written by Black female authors, we worked with our Charity to get as many copies as possible and held an online Reading Group with Marie-Annick Gournet one of our Non Exec Directors

“Huge thanks to [@magournet](#) & [@GlosHospLib](#) for organising the #BHM reading challenge - just left my first ever book club. So much to reflect on!

[#LetsGetReading](#)”

Deborah Lee – CEO GHNHSFT

We also promoted our LGBTQ+ collection, started to decolonise our book collection with the purchase of more inclusive resources, introduced a more racially diverse examples in our training sessions and added a disclaimer to our Literature searches informing staff of the white European bias in research. We also attended the NHS Trans Badge launch and implemented this new question on our membership form, “If you have a long-term condition, illness or disability, is there anything we can do to make your library experience easier?” which is proving to be useful for our staff.



Access to quality evidence

Home / Library and knowledge service

Find resources and evidence

In this section

[About us](#)

Find out how to contact the library and knowledge team, and check our location and opening times.

[Join the library](#)

Become a member of Gloucestershire Hospitals library, check our terms and conditions, and find out how we use your information.

Find resources and evidence

[Use online resources](#)

Find out how you can access a range of online resources.

[OpenAthens](#)

An OpenAthens account gives you access to a set of online resources, like journals, BMJ Best Practice, and ClinicalKey.

[Find resources and evidence](#)

Find an online resource, find a journal article or book, or request a literature search.

[Find a journal article](#)

Browse or search for journals that we subscribe to, or get help finding a journal article.



We provided

- 351 literature searches
- 1680 current awareness bulletins (KnowledgeShare, HDAS alerts, British Journal of HealthCare Assistant and our new BIG 4 and COVID19 Bulletins)
- 708 books were sourced from other libraries or loaned to other NHS LKS
- 1407 documents were supplied to our staff and to other NHS LKS

We purchased

- 2773 new print and e-books were added to our collection and importantly removed 619 over 10 years old
- Browzine and LibKeyNomad to provide easier access to journals
- Renewal of SAGE and Wiley journal collections and ClinicalKey

We transferred our Lib-guide into the Trust website and have a new [webpage](#)

In response to user feedback we implemented a new Big 4 current awareness bulletin to help keep our consultants up to date with their wider professional interests from the top 4 medical journals.

Valued by our staff - LKS Space



This year HEE launched its [policy regarding learning space in LKS](#).

Despite the pressures for space with COVID19 in our education centres, we were grateful that our Trust valued the LKS space and understood how it is needed by our staff.

Throughout the year both CGH and GRH LKS space was well used and valued by staff who needed space to work and study.



"I have to tweet to say how welcoming [@GlosHospLib](#) were today towards my student. First day complete with a warm welcome and tour around the library. Having a quiet space to carry out work, reflections etc is so important"

[@Katy_WilliamsOT](#) – Occupational Therapist

"For someone who cant concentrate at home.. this fills me with joy.. I will be spending my annual leave in the safety of CGH library if anyone needs me"

[@GovanHonor](#) – Staff Nurse

Valued by our staff – LKS Services

I've used a lot of NHS hospital libraries in my time but I have to say [@GlosHospLib](#) is a class above the rest! They're so innovative with the space, great access and such helpful smiley staff. They've created a conducive environment to learn 4 all staff

[#justace](#) **Consultant Noel Peter – Via Twitter**

“So grateful for all your energy, responsiveness, efficiency and thoughtfulness, you offer an invaluable service” **Anon**

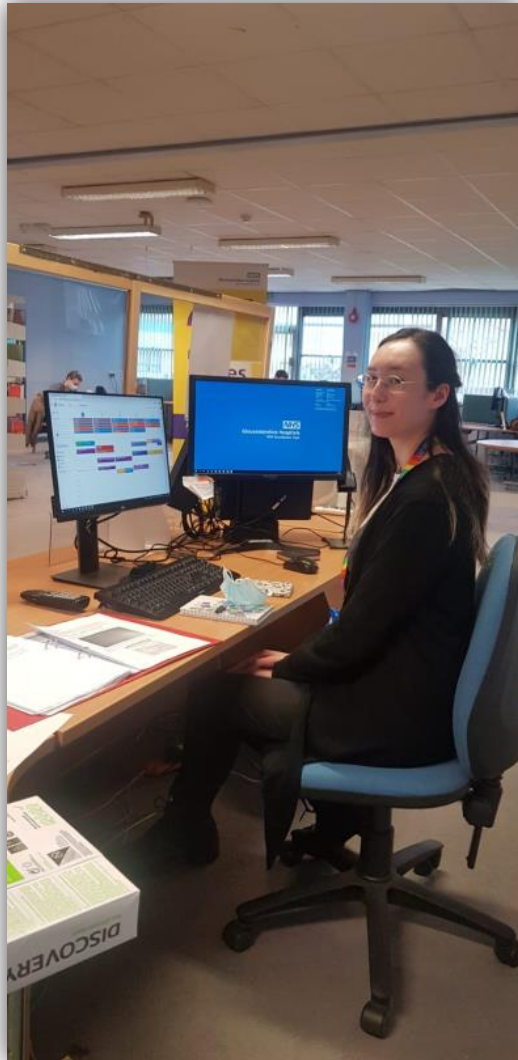
The team were amazing help during my studies. Thank you
Georgina Lewis Surgical care practitioner

“Our libraries provide a first class service, thank you” **Anon**

A huge thank you to you and your team and for all support and help during the time I've been in the Trust...really admire what you have done to ensure a "library" has a long-term future!

Cathy Boyce – Transformation Team

It's all about the LKS staff



As with any team and service – it is the people that are the most important and this year HEE launched it's librarian to staffing ratio policy.

Our dear colleague Michelle Brain retired at the beginning of the year and Emily Langdale our first apprentice who became our Library Technician started a new adventure by becoming a full time University student and a part time member of staff with our Education Team. We were pleased she didn't leave GHNHSFT altogether. Our biggest regret was that we were not able to give either of them a proper Gloucestershire LKS send off due to COVID19.

Claire O'Connor increased her hours which was been incredibly beneficial – more of Claire is always a good thing!

Jasmin, our first Library, Information and Archive apprentice started in January, she is such an asset to our team.

By the end of March we were ready to advertise for a brand new role – Knowledge Specialist to the new HEE funded Postgraduate Healthcare Education Innovation, Evaluation and Research Academy.

"I am feeling surprisingly settled and everyone has done a brilliant job of making me feel at ease on my 1st day."

Jasmin Habgood – LKS Apprentice

Our professional development

Much of our learning this year was experiential, hands on and reflective, due to adaptations, redeployment and innovations we had to make due to COVID19. However somehow we still made time for off the job learning.

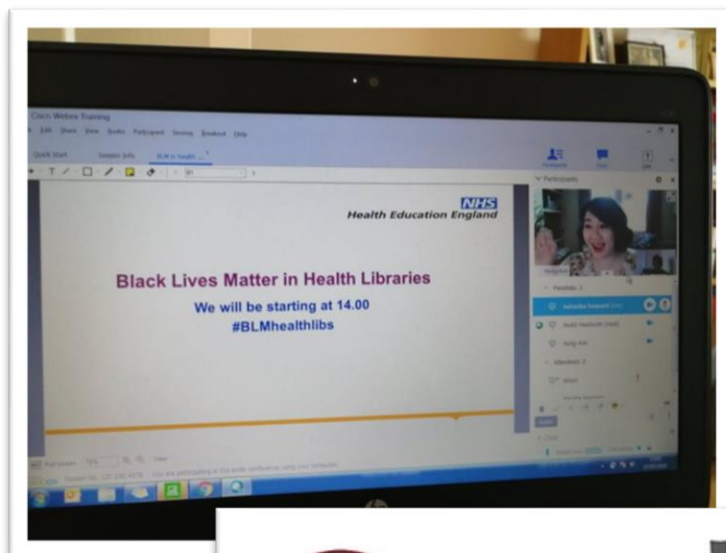
Highlights include

- How to conduct virtual training
- Black Lives Matter in Health Libraries
- Native interface searching
- NHS Library Live Conference
- SWRLS online conference
- Getting the most out of Twitter
- User focussed services
- AI study Day
- Knowvember20
- Compassionate Leadership
- National Discovery System
- Native Interface training
- V Smart training

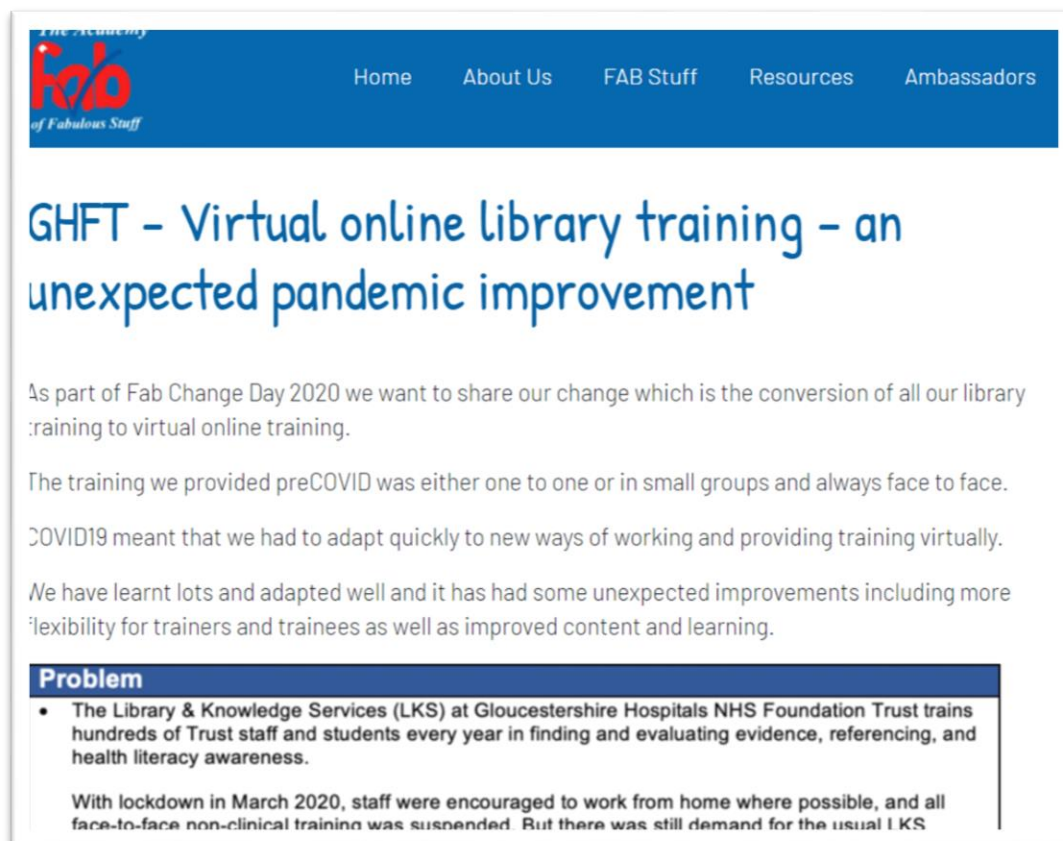
“ I am so proud of my team that this year they have still made time this year for professional development. This so important as library and information work is a profession that is constantly changing and as a team we want to be constantly improving”

Lisa Riddington

Library & Knowledge Services Manager



Sharing best practice



The screenshot shows the Fab Academy website with a blue header containing the 'fab' logo and navigation links: Home, About Us, FAB Stuff, Resources, and Ambassadors. The main content area has a title 'GHFT - Virtual online library training - an unexpected pandemic improvement' in blue. Below the title is a paragraph: 'As part of Fab Change Day 2020 we want to share our change which is the conversion of all our library training to virtual online training.' This is followed by two more paragraphs: 'The training we provided preCOVID was either one to one or in small groups and always face to face. COVID19 meant that we had to adapt quickly to new ways of working and providing training virtually. We have learnt lots and adapted well and it has had some unexpected improvements including more flexibility for trainers and trainees as well as improved content and learning.' Below this is a section titled 'Problem' in a blue box, containing a bullet point: 'The Library & Knowledge Services (LKS) at Gloucestershire Hospitals NHS Foundation Trust trains hundreds of Trust staff and students every year in finding and evaluating evidence, referencing, and health literacy awareness.' At the bottom of the 'Problem' section, it says: 'With lockdown in March 2020, staff were encouraged to work from home where possible, and all face-to-face non-clinical training was suspended. But there was still demand for the usual LKS'.

This year we

- Took part in Fab Change Day 2020 by sharing our conversion to virtual training
- Presented at Library Live (regional LKS conference) about how we work with our QI team and have evidence embedded into the QI process
- Taken part in the National E4QI project to again showcase our work with our QI team and shared our experiences to help others develop this service.
- Presented at #Knowvember20 about our virtual Randomised Coffee Trial
- Contributed to the regional LKS newsletter to share our experiences of keeping in touch during the pandemic and our virtual training work

“As advocates and practitioners of Knowledge Mobilisation, it is important that we lead by example and mobilise our own knowledge.”

Lisa Riddington

Library & Knowledge Services Manager

GCCG and GCC Public Health

GCCG

Another Service Level Agreement was negotiated based on the core evidence requirements of GCCG which were literature/evidence searches and document supply.

This year we provided 9 searches/summaries and a similar contract has been negotiated for 2021-22



GCC Public Health

Similar to GCCG another Service Level Agreement was signed to provide literature searches and document supply to Gloucestershire County Council Public Health staff.

This year we provided 8 searches/summaries and a similar contract has been signed for 2021-22



My review of the year

I have been amazed at the resilience, adaptability and strength that my team has showed in 2020-21. They had the gumption to go out of their comfort zone and take on new roles, as well as adapt to home working and have coped with the challenges COVID19 brought not only to work but also to home life.

The significant changes that had to be made to meet the needs of our users and adhere to government and Trust guidance were many and frequent. My team have never said “but we have always done it that way” and our open minded attitude to change and culture of improvement stood us in good stead to meet the challenges and take advantage of opportunities 2020-21 brought. Furthermore our reputation in our Trust put us in a strong position to deliver the knowledge that was needed and not once was our service regarded to be non-essential to the COVID19 response.

It was inevitable that our normal services would not be as busy, with QI projects being put on hold, professional development and training opportunities postponed, however the time this gave us was essential so we could reconfigure and adapt our service. The impact we have on our Trust though does not show itself in quantity, it is shown by the quality of the work we do and the value we add to our Trust which is evident through the testimonials we receive and the impact case studies.

It has been a year of change and improvement, of farewells and new beginnings and we enter 2021-22 with exciting new projects such as the National Repository Pilot and embedded Knowledge Specialist role, we look forward to welcoming new team members and building on what we have learnt in the last year to improve and develop. The challenge as always will be whether we have the resources to take full advantage of the opportunities 2021 has to offer and whether we will be able to reconcile our resource capacity with our ambitions.

Lisa Riddington - LKS Manager - 9 June 2021

Appendices

Our 2021-22 goals aligned

Goal - NHS/BL repository pilot

Aligned to - Driving Research / Care without Boundaries HEE/KforH - Mobilising Evidence

Goal - Implement national resource discovery system

Aligned to Digital Future HEE/KforH - Use of high quality resources

Goal - Enable usage of Libkey Nomad and Browzine for staff

Aligned to Digital Future HEE/KforH - Use of high quality resources

Goal - Recruit new embedded knowledge specialist

Aligned to Driving Research / Compassionate workforce / Quality improvement HEE/KforH - Mobilising Evidence / LKS workforce

Goal - Installation of 2x self service machines

Aligned to Digital Future / Effective Estate / Financial Balance HEE/KforH - Quality and impact (Space)

Goal - Become “Library literate” use language our users understand

Aligned to Compassionate workforce / involved people HEE/KforH - Patients and Public

Goal - Initiate a Trust wide project to provide patient centred information with our Quality and Patient Experience Team

Aligned to Involved people /Outstanding care HEE/KforH - Patients and Public

Goal - Improve the governance of our service within our organisation

Aligned to Trust/LKS - Outstanding Care HEE/KforH - Quality assured service

Goal - Streamline how we manage our users data to ensure compliance

Aligned to Effective Estate/Digital Future HEE/KforH - Workforce

Goal - Be prepared for the demise of HDAS

Aligned to Digital Future HEE/KforH - Workforce / high quality resources

Our Team

Lisa Riddington – Manager

Lisa joined the Trust in 2008 became the LKS manager in 2013. Lisa loves singing and belongs to two choirs, she is also a reluctant runner and is a member of her local running club.

Claire O'Connor – Deputy Manager

Claire joined the Trust in 2000. When Claire isn't at work, she can be found either struggling along at a boot camp class or at home picking bits of Lego and clothes off the floor!

Sandra Weir – Librarian

Sandra joined the Trust in 2013. Outside of work, Sandra's spare time is given over to trying to keep track of grown up children and step children, as well as five energetic grandchildren.

Camila Garces-Bovett – Librarian

Camila joined the Trust in 2018. She previously worked in specialist and FE libraries. When not at work, she enjoys exploring the UK and further afield, and listening to/dancing to/making music.

Chloe George – Senior Library Assistant

Chloe joined the library team 1996. Living in the Forest of Dean with her husband and 3 children, when she isn't at work Chloe enjoys spending time with her family, walking their dog and trying to keep fit.

Jasmin Habgood – Library, Information and Archives Apprentice

Jasmin joined the team in January 2021. A Philosophy graduate with experience of public libraries, she enjoys sewing, embroidery and illustration.

...And not forgetting

Emily Langdale - Library Technician – left for university in September 2021

Michelle Brain – Library Assistant - retired in April 2020

The service – an overview

Our services

- Synthesised literature searches
- Document supply and inter library loans
- Training
- Inductions for all new staff and students
- Current Awareness
- 24 hour access to library space including IT, quiet, relaxation and group study
- Print and electronic resources including books, journals and clinical decision support tools
- Organisational knowledge management and mobilisation
- Patient information support
- Health and wellbeing resources, space and events



Our users

- GHNHSFT staff
- Students on placement at GHNHSFT
- Affiliated charities including Sue Ryder Hospice and Maggie's Centre
- Gloucestershire GPs
- Gloucestershire Clinical Commissioning Group (specified services)
- Gloucestershire County Council Public Health Team (specified services)

2020 – 21 in numbers

Gloucestershire Hospitals
NHS Foundation Trust

Activity	2019-20	2020-21
Library members	2558	1930
New members this year	868	520
Inter library loans	265	127
Documents supplied to our staff	885	695
Documents supplied to other libraries	1370	712
Literature searches	444	351
Training sessions	145	71
Current awareness bulletins	1454	1680
Book loans	N/A due to new library system	1854
BMJ Best Practice views	8498	8885
ClinicalKey views	9380	4603
Sage Clinical Medicine Views	2366	3231
Wiley Medical and Nursing Collection Views	3724	2433