

## Evidence Searches Feedback

- ✓ 100% respondents indicated that information was supplied on time
- ✓ 100% happy with the results

### What was the evidence used for?

81% education related      62% clinical decision making  
59% service redesign      25% research

### What the recipients said

Information received from the literature review helped in reviewing the service provided by adult community nursing to catheterised patients. Helped with the development of care pathways for patients with urinary catheters.

*I had a case of Recurrent Pneumonia who has had 11 hospital admissions in the last 12 months and as a team we were struggling to find the cause of this. The information that was provided helped me enormously to put together the case in a Departmental Teaching session.*

Helped me work with a client to help them manage their condition more effectively.

*I have looked at the point of care testing service we provide for warfarin management. I now undertake various audits on this service and r/v patients time in therapeutic range at each visit. I ensure patients are educated around their condition and the health risks to them if they are not compliant with their warfarin. Multiple Sclerosis and standing frames to be used for evidence to support a special order for an expensive piece of patient equipment which will hopefully reduce need for therapist/ other service input. We will review this evidence if anyone else needs to do a similar order and has made us aware of the ongoing research.*

*It has helped me to consider the way I manage the expectations of staff and be more aware of the different types of emotional responses patients/ relatives/staff may have following situations. This will help me to manage these as effectively as possible.*

It supported a bid for funding for a project and identified gaps for future research.

## Annual Report 2016-17

### Activity

#### LQAF 100% Compliant

For the third year in a row the SaSH Library & Knowledge Service was externally verified as being 100% compliant with all 53 criteria in the NHS Library Quality Assurance Framework

#### How activity compares with the previous year

Activity across the service continues to increase year on year:

- ✓ Evidence searches up by 30% (249), this built on a 20% increase during the previous year
- ✓ Of which evidence searches taking over four hours to complete increased by 118% (83) = increase in complex enquiries
- ✓ Membership up by 20% (3,505)
- ✓ Loans to our users were about the same as the previous year (0.007% up 9,228)
- ✓ Articles supplied to us from other libraries 92% increase = more evidence searches leads to more article requests

*When studying for assignments the library has been an excellent environment. The staff are all helpful and accommodating. The 24 hour entry with key fob has been very useful. I will be using the library over the next year as will be taking on further study.*

### Who the Service was Provided to

In April 2017 service provision was expanded to include Health Education England national staff based in London and Leeds. Library and knowledge services are currently provided to:

**Acute** – Surrey & Sussex Healthcare

**Mental Health** – Surrey & Borders, Sussex Partnership

**Community** – First Community Health & Care, Virgin Healthcare, Sussex Community Foundation Trust,

**Primary** - GPs & staff in east Surrey & north West Sussex,

**Public Health** – Surrey

**Commissioners** – 4 local Clinical Commissioning Groups South East Coast Ambulance Trust

**Regional & National** – Health Education national & LaSE , KSS Academic Health Science Network

#### Award

Holly Case Outreach Librarian was recognized as First Community Health and Care's **2016 External Partner of the Year**

### The Library Team

#### Restructure & Expanded roles

With the expansion of the service and retirement of a very experienced Senior Library Assistant it was necessary and possible to restructure the library team in April 2016.

#### Joiners

Librarians were appointed to the new posts of Health Education England Librarian and Assistant Librarian, a post created to provide a newly qualified librarian with the experience needed to apply for a permanent post in the NHS. With one library assistant leaving another library assistant was appointed.

#### Staff Development

Team members took part in a number of internal and external development opportunities including:

- Action Learning Set Facilitation
- Synthesising & Summarising Development Programme
- Copy Writing Workshop
- Talent Management
- Minute Taking

**Achievements  
2016-17**

**SO1 Safe - High quality service that empowers staff and students to deliver safe services and to be recognised as being in the top 10% of LKS in the NHS in England**

- The Library and Knowledge services was externally validated to be 100% compliant with the NHS Library Quality Assurance Framework for the third year in a row.
- Were awarded the SLA to deliver LKS to Health Education England national and London based staff
- Promoted use of high quality evidence at a number of events during the year including the SaSH Patient Safety Awareness Week
- Head of Library Services and Knowledge Management involved in creation and launch of the nationally available Knowledge Management Toolkit

**SO2 Effective - To provide library and knowledge services that enhance the delivery of effective and sustainable clinical services within the local health economy**

- Created and maintained subject related Pinterest Boards to promote and raise awareness of resources available in the library
- Head of Library Services and Knowledge Management participated in the development of a strategic approach to knowledge management which supports Carter requirements
- Speciality resource leaflets produced, covering a wide range of specialities on clinical and non-clinical topics, and for study days and conferences
- Library team piloted HEE's Mobilising Evidence and Organisational Knowledge Board assessment Tool with the Medical Division and HR Senior Management Team
- Librarian developed their Synthesising and Summarising Skills in order to provide an effective service to users who need reviews of the evidence

**SO3 Caring - To provide NHS staff and students with resources and the environment that promotes their health and wellbeing and therefore that of the patient and carers**

- Reorganised the layout of the stock at East Surrey to make it easier for users to locate the items that they need and to start to improve the library study space

- Outreach Librarian participated in the selection of the National Read Well collection for Long Term Conditions reading list
- Outreach Librarian chaired one of the Knowledge for Healthcare Patient and Public Information working groups, to enable NHS LKS staff to support to enable better access to good quality patient information
- Produced a leaflet on IT Hints & Tips to support users

**SO4 Responsive**

**To be recognized as a library service that is responsive to the needs to individuals and the organisations in the local catchment area**

- Exploration into most effective way to provide an e-book service was carried out and best option identified to take forward in 2017
- Created and started to produce STP wide profiles to inform the KSS AHSN business planning processes
- Created and started to produce Workforce Evidence Reviews on new and emerging roles for use by HEE to inform national and local STP activities.

**SO5 Well Led**

**To be a library service that recognizes the development and skills of the library team, and is financially sustainable and relevant to our partner organisations**

- Head of Library Services and Knowledge Management continued to Chair the KSS LKS Staff Development Group, identifying and commissioning training
- Outreach Librarian co-ran KSS wide workshop on Social Media and one using games in training sessions
- Knowledge Skills and Systems Librarian co-ran updated Critical Appraisal and statistics KSS wide Workshop
- Head of Library Services and Outreach Librarian both completed Action Learning Set Facilitator training and facilitated ALS for participants on the SaSH Essentials of Management programme
- Restructure of the library team successfully completed and post of Assistant Librarian created to enable newly qualified librarian the opportunity to work in the NHS

**Going Forward  
2017-18**

**S01 Safe - Deliver high quality service that empowers staff and students to deliver safe services and to be recognised as being in the top 10% of LKS in the NHS in England**

- Maintain 100% compliance with the NHS Library Quality Assurance Framework
- Work with the SaSH Medical Division to improve access to the divisions policies, guidelines and SOPs, keep a version control record and inform the review process with summaries of latest high quality evidence
- Work with the Head of Corporate Governance to inform the review of Trust wide policies with summaries of the latest high quality evidence
- Use the Mobilising Evidence and Organisational Board Tool with the SaSH Board and investigate the possibility of using with the senior management of FCHC

**S02 Effective - Provide library and knowledge services that enhance the delivery of effective and sustainable clinical services within the local health economy**

- Improve access to e-books for purchase and loan through the use of Dawsonera, this is particularly relevant to offsite users
- Develop a marketing and communications plan specifically for the provision of library and knowledge services to HEE staff
- Improve the analysis of activity statistics to inform practice and contract negotiation, by the development of a spreadsheet that breaks down activity statistics by organisation
- Take over the running and content development of the KSS Library Assistants' wiki

**S03 Caring - Provide NHS staff and students with resources and the environment that promotes their health and wellbeing and therefore that of the patient and carers**

- Develop a closer working relationship with the Surrey Public Library Service Community Connections Team
- Submit a business case for the upgrading of the lighting and ceiling at East Surrey Library
- Continue to pursue the replacement of the fire door of Crawley Library

- Identify a way to support the work of the SaSH Dementia Lead Nurse Specialist by introducing him to the Dementia services provided by the Surrey Libraries Community Connections Team
- Improve the physical environment of East Surrey Library by creating a Health and Wellbeing Zone and by upgrading the study space furniture
- Continue to make the case for Wi-Fi in Crawley Library

**S04 Responsive - Be recognised as a library service that is responsive to the needs of individuals and the organisations in the local catchment area**

- Take interim ownership of overseeing the Sirsi Dynix problem log and associated activities for the KSS LKS shared library management system
- Carry out a targeted pilot of Dynamed Plus in order to assess whether it would be a viable alternative to UpToDate
- Update the feedback surveys to use the nationally validated impact questions

**S05 Well led - Be a library service that recognises the development and skills of the Library Team, and is financially sustainable and relevant to our partner organisations.**

- Head of Library Services and Knowledge Management to chair the newly formed London and South East LKS Staff Development Group through the transition process and until new regional posts are in place
- Library Assistants and Senior Library Assistants to organise and host the Annual KSS Library Assistants Study Day
- Outreach Librarian will plan and deliver the regional Patient and Public Information workshop
- Head of Library Services to be involved in the planning and delivery of the regional Mobilising Evidence and Organisational Knowledge Workshop
- Host the regional LKS professional collection and Crawley and make it accessible to the whole network
- Senior Library Assistant to commence studying for his degree in library and information studies by distance learning