



Worcestershire
Health
Libraries

Worcestershire 
Acute Hospitals NHS Trust

Worcestershire Health Libraries Knowledge Management Department

ANNUAL REPORT

April 2018 – March 2019



1. Introduction

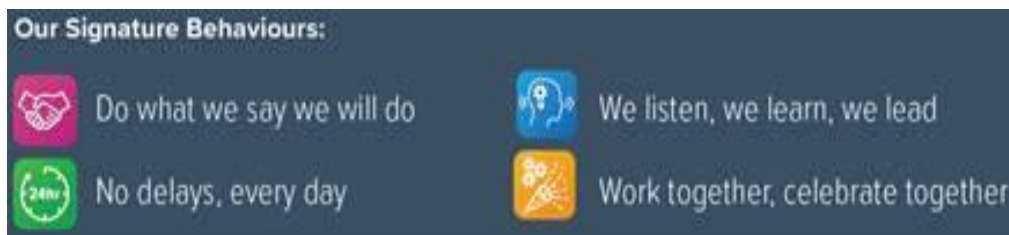


The Library & knowledge Services' vision is to provide evidence-based information at the point of need so clinical and non-clinical staff can improve patient care to the highest quality. We aim that the right information will be available to the right people in the right format at the right time. We believe that the effective management of knowledge and information is essential for the provision of the best patient care.

In addition we aspire to be business critical to the organisations we serve and aim to work with them to ensure effective and efficient patient care.

We align our service to the aims and objectives of the organisations we serve as well as completing the Library Quality Assurance Framework (LQAF <http://www.libraryservices.nhs.uk/forlibrarystaff/lqaf/>) with a self-assessment score of 84% compliance in 2017-18. This was due in part to the vacation LKS Managers post

Within the Worcestershire Acute Hospitals NHS Trust there has been a 4ward drive looking at changing the culture focusing on four specific signature behaviours.



Throughout 2018-19 we have had a major staff turn around. We saw Jan Brown retire after nineteen years with us. We welcomed two temporary members of staff and later the return of two permanent staff. And finally we welcome Raymond Sithole as Clinical Librarian who joined us late March.

David Chamberlain was promoted as LKS Manager and Hannah Shakespeare as Deputy and Outreach Librarian.

The strategy is waiting for approval from the Education board and Registered Authority remains within the role of the department despite a re-structuring

David Chamberlain
Library and Knowledge Services Manager

2. Strategic direction

For the year 2018-19 the new strategy had not yet to be ratified. Therefore the previous strategic direction was maintained

Our 2013-2017 strategy identified 5 strategic objectives:

- 1 To improve the quality and safety of patient care.
- 2 To contribute to the creation of a reflective learning culture.
- 3 To provide and promote access to the knowledge content base using appropriate technology.
- 4 To provide our staff and stakeholders with the facilities and skills to find, share, evaluate, organise and use knowledge and undertake research.
- 5 To reduce variation in clinical practice and improve communication between care settings through evidence based care pathways.

High level actions were identified as:

1. **To improve the quality and safety of patient care:**
 - Support clinical teams and contribute to clinical effectiveness and the development of clinical guidelines, audit and care pathways.
 - Work in partnership across organisations and sectors to enable patients and the public to have the skills and resources to access high quality information.
2. **To contribute to the creation of a reflective learning culture**
 - Support the development of a reflective learning culture in the Worcestershire Health Economy.
 - Support the development of new learning practices within the Trust.
3. **To provide and promote access to the knowledge content base using appropriate technology.**
 - Facilitate access to the best evidence and quality resources to support evidence based decision making.
 - Work in partnership with colleagues to facilitate the capture and organisation of corporate knowledge.
 - Undertake collaborative procurement of resources and streamline services where cost effectiveness and value for money can be demonstrated.
 - Provide physical and virtual library services across the county from key sites.
4. **To provide our staff and stakeholders with the facilities and skills to find, share, evaluate, organise and use knowledge and undertake research.**
 - As part of the multi-disciplinary education infrastructure within the Trust, work towards enabling an information literate workforce.
 - Facilitate horizon scanning to help the Trust to prepare for future developments and innovations.
 - Work with teams to ensure an effective document management service is provided.
5. **To reduce variation in clinical practice and improve communication between care settings through evidence based care pathways.**
 - Support clinical teams in the development of clinical guidelines, audit and care pathways.

3 Key Achievements 2018 – 2019

- 100% mandatory training
- 1 Apprentice employed
- 153 people trained in Evidence-based searching in 30 groups (ave. 1:5)
- FY1, CAMHS and Community paediatric specialist training
- Published research of book chapter and article on Bibliotherapy
- Workshops delivered at University of Manchester on Bibliotherapy
- Roll out of Smartcards for Safeguarding across Trust

4 Service Performance

Performance indicators serve as measures of performance against service, timeliness and accessibility. This year the statistics and impact are grouped according to the four signature behaviours



Do what we say we will do

Our core service is the provision and issue of books and the conducting of literature searches. We aim to promote and provide access to the whole health economy in Worcestershire. Taking book loans and renewals as an indicator of levels of use, nurses and midwives make up the largest single group of our borrowers, but they form the largest staff category. Medical staff are next but their staff category is considerable lower. They are the most prominent user group of the libraries. Scientific staff have seen the greatest increase in book loans this year.

For the year in review we checked out or renewed 6298 items. That is over 524 items a month, 121 items a week or 25 items renewed or checked out per working day

% Book loans by staff groups	Dec-13	13/14	14/15	15/16	16/17	17/18	18/19
Medical/Dental	29%	28%	24%	25%	26%	27%	24.53%
Nursing/Midwifery	24%	25%	25%	31%	30%	33%	25.52%
AHPs	-	-	8%	8%	11%	11%	11.88%
Admin and Clerical	-	-	10%	9%	12%	10%	11.18%
Scientific, Therapeutic & Technical	7%	7%	4%	1%	2%	1%	9.30%
Students	30%	30%	27%	23%	15%	15%	12.75%
Other/ Estates/ Not Known	10%	10%	2%	3%	4%	3%	4.84%

Cross-organisational Service

The measures are taken across a variety of services and expressed as a percentage. Arrows show where there has been a significant improvement or reduction on last year. (3% or more)

Service 2018/19	Acute	H&CW	Students	GP/CCG	Other
Book loans	66%	15%	13%	1%	5%
Athens Accounts	62%	23%	n/a	9%	6%
Literature searches	61%	37%	0%	0%	2%
Document delivery	78%	18%	0%	2%	2%
KTC room bookings	70%	26%	n/a	2%	2%
Training	90%	9%	0%	1%	0%
Average	71%	21%	2%	3%	3%

Literature Searches

Literature searching is a core aspect of our service and has been shown to save staff time whilst delivering evidence-based results. The number of searches performed is considerably down on last year and the previous year. This is due to staffing levels and the considerable turnaround of staff during the year. The number of searches conducted is given in the following table:

2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
248	241	266	219	227	157	119

We have just employed a Clinical Librarian and anticipate a rise in literature searches for the following year

Examples of Do what we say we will do behaviour from our yearly blog

We undertake literature searches regularly. However, recently Hannah was asked to source the original versions of patient mental health and wellbeing questionnaires for a Clinical Psychologist within our trust, e.g. the Sickness Impact Profile, or the Pain Anxiety Symptoms Scale. These were difficult to source as some had restricted copyright, or were mentioned only as a reference in other journal articles. Of the 7 requested, she managed to source 4, and provided contact details of the holders of copyright of the other 3.

Reading list – “Just wanted to say thank you for providing this – it’s brilliant and a really helpful resource for courses and training I have coming up.” Organisational Development Manager

Diane renewed the certificates on a card / unblocked it so that the Lead Pharmacy Technician could access her mandatory training.

She then did a half hour e-learning training session from 08.25am-9.05am and enrolled her on the training she needed to do.

Thank you for all your hard work and dedication in the last year, wishing you a Merry Christmas and a successful 2019. On behalf of the Executive Team

Carly received “A big shout” certificate– this has been sent out throughout the Worcestershire Health and Care Trust. She has been praised for her document supply service and turnaround, as well as support to clinical staff.



No delays, every day

Timely

Targets have been set for document delivery at 95% requests processed within 3 working days and 95% of documents received to be dispatched to user (or user informed) within 3 working days. The target for literature searches is 95% completed within requested timeframe.

All literature searches were completed within the user specified timeframe (where timeframe was specified) and 99.9% turnaround of 3 working days from when no date was set. This is an increase from last year

Accessible

The number of Athens accounts active at any one time gives an indication of the number of people accessing electronic services. Figures have fallen slightly after an increase after the two previous years. Worcestershire Health Libraries continue to administer the Athens accounts for the Worcestershire Health Economy.

Number of Athens Accounts	Mar-13	Mar-14	Mar-15	Mar-16	Mar-17	Mar-18	18/19
Worcs Acute	819	895	925	1068	1177	1236	1115
NHS commissioners	239	41	18	4	6	8	7
Worcs H & C Trust	386	450	408	459	469	509	416
GPs, practice staff, CCGS	5	134	120	144	188	192	167
Social care providers	6	5	4	3	2	2	3
Ambulance health staff/public	3	5	5	6	13	25	19
Non-NHS provider	53	35	59	70	77	67	65
Other eligible staff	3	11	12	6	12	18	21
Total	1514	1626	1551	1760	1944	2057	1813

For the second year there has been a low usage of e-books

E-books usage	2015/16	2016/17	2017/18	2018/19
Short Term Loans (STL)	141	135	51	48

We continue to provide access to key point of care tools. UpToDate still proves a popular resource, with very impressive access figures. We also continue to subscribe to BMJ Best Practice and Clinical key that have shown increase usage.

Point of Care resource hits	2014/15	2015/16	2016/17	2017/18	2018/19
UpToDate	11590	12204	10562	10294	9761
BMJ Best Practice			228 (trial)	1310	1675
Clinical key			1761 (1 qtr)	3729	5416

Document Delivery

Providing journal articles for our library users, continues to be an important part of our work. The number of articles supplied to our users, and to other libraries in co-operative schemes, is given below. There is a

clear decline in article requests. This could be linked to the decline in literature searches and the increase on Athens passwords.

Articles supplied to our users

2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
2863	2234	2102	1825	1973	1403	1063

Articles supplied to other libraries

2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
998	886	638	564	488	359	380

Table of Contents and Bulletins

Across sites we e-mailed TOCs from 63 Journals to 71 people and provided a weekly Mental Health Bulletin

Examples of No delays, every day behaviour from our yearly blog

Shophie and Hannah did A&E drop ins on the ward to help staff get their smartcards with no delay with their identity checks

There was a computer broken in training room 2 at Kidderminster Education Centre. To prevent cancellations the room was set up with a laptop and instructions so that the training sessions could continue without disruptions.

The team got a special thank you for being one of the quickest teams in completing the 4ward checkpoint

I am overjoyed by the service you provide – the speed of the articles and help given me when in the library

Wow! Thanks for the super speedy document supply Shophie – very much appreciated



We listen, we learn, we lead

Training is another core aspect of our work that reflects the needs of the clinical and non-clinical staff in how to access and evaluate evidence based resources. We change and adapt our training to the needs of the clinicians. Statistics for the use of Royal Marsden are also included to reflect the learning undertaken by staff. We also lead on the issuing of smartcards

Training Programme

Training statistics have decreased although there has been an increase of efficiency with the numbers trained. We hope to increase the number of staff trained with the new Clinical Librarian in post..

		2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Number of people trained		173	183	209	204	256	178	157
Number of people trained per hour of staff time		1.76	3.11	2.62	2.51	3.02	3.47	5.46

Take knowledge to clinical areas

We have subscriptions to the Royal Marsden Manual of Clinical Procedures for both Worcestershire Acute NHS Trust and Health & Care Worcestershire and make it accessible via their intranets. Below are the amounts of visits. The Acute Trust has increased usage and the Health and Care Trust have dropped.

Usage of Royal Marsden Manual by Worcestershire Acute Hospitals NHS Trust

Period	Hits 2014/15	Hits 2015/16	Hits 2016/17	Hits 2017/18	Hits 2018/19
Apr-Jun	620	221	326	635	454
Jul-Sep	113	195	241	226	417
Oct-Dec	120	179	445	146	234
Jan-Mar	476	122	163	265	433
TOTAL	1329	717	1175	1272	1538

Usage of Royal Marsden Manual by Health & Care Worcestershire

Period	Hits 2014/15	Hits 2015/16	Hits 2016/17	Hits 2017/18	Hits 2018/19
Apr-Jun	293	322	363	451	226
Jul-Sep	117	466	207	273	421
Oct-Dec	255	749	442	378	368
Jan-Mar	320	613	398	258	531
TOTAL	985	2150	1410	1360	1546

Smartcards

We continue to provide the Registration Authority Smartcard service for Worcestershire Acute Hospitals.. The table below shows that the amount of cards issued has dramatically increased. This is due to the Safeguarding project where the library is supporting the Trust fulfil CQC requirements that all staff working with children have smartcards

Smartcards Issued

Location	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Redditch Health Library	87	162	67	64	67	165
Rowlands Library, Worcester	281	389	219	167	185	408

Examples of We listen we lead we learn behaviours from our yearly blog

David has had a chapter on a reading group he set up published this month in a book on Bibliotherapy . In it he has researched the benefits of reading aloud and explains in an easy guide how to set up groups on wards. David is setting up a group at New Haven and hopes to expand this work further with Occupational Therapists

It has been noted by the executive team that you and your team are 100% compliant with mandatory training showing that you are great role models for the Trust.

After a literature search was completed a user requested 20 articles - one was a duplicate, sixteen were attached to an e-mail and three had been ordered and later forwarded. There was no charge for this. The response? "Thank you, Love you too much xxxxx"

Good news your article "The experience of older adults who participate in a bibliotherapy / poetry group in an older adult inpatient mental health assessment and treatment ward" has been accepted for publication in the Journal of Poetry Therapy (JPT). Congratulations!



Work together, celebrate together

Worcestershire Health Libraries also manages the bookings at Kidderminster Education Centre, which offers cross organisational bookings. It illustrates one of the many ways WHL works across the health economy. WHL also chairs the Books On Prescriptions Steering Group, as well as the Inspire cross-sector and county meetings of Librarians. WHL also work directly with patients at New Haven

Kidderminster Education Centre

At Kidderminster General Hospital we manage the Education Centre. This includes maintaining the environment, room bookings and arrangements and assisting bookings and events on the day. Once again there has been an increase on hours of usage.

Hours of use of Kidderminster Education Centre by organisation

Year	WAHT	WH&CT	CCGs	GPs	Charities	Totals
2012-13	1473	481	N/K	N/K	N/K	1954
2013-14	1824	554	54	70	73	2575
2014-15	2257	818	33	31.5	109	3248.5
2015-16	2011	1121	45.5	120.5	91.5	3389.5
2016-17	2460	1184	4	78	63.5	3790
2017-18	2714	903		104	78	3799
2018-19	2829	1053		78.5	76.75	4037.25

Books On Prescriptions

The LKS Manager continues to chair the Books On Prescriptions Steering group on behalf of Worcestershire Health and Care Trust. Members consist of staff from Worcestershire County Council, WHCT, Public Health, CCGs and the Voluntary sector The book lists have continued to be updated with input from clinical staff.

Bibliotherapy

Working with the matron from New Haven the LKS Manager has continued to facilitate a poetry reading group for the elderly functional psychiatric ward. Attendance of patients is high and research has been collected with the view to publish..

Inspire

The LKS Manager continues to chair the Inspire group. This is a group of cross sector Librarians from Worcestershire and Herefordshire. Members consist of staff from Worcestershire County Council, Herefordshire County Council, University of Worcester, Wye Valley NHS Trust and representatives from Further education and Cathedral Librarians. The group continues to promote public access and sharing of resources.

Good Practice from Health Education England

Library Quality Assurance Framework

1.3c The positive impact of library/knowledge services can be demonstrated

“Good processes in place for the collection of impact data and the development of case studies.”

5.3h Library supports *clinical and management decision making*
“Some really good action and activity planning.

5.3l Library services develop provision for the *patients and/or the public*
“It is great to see the information provision to patients and the public go from strength to strength within this library.”

5.4a Library service actively engaged in *knowledge management*
“Good to see evidence of the LKS team support the creation, capture and sharing of knowledge within the organisation.”

Book Boxes

These are boxes of books and articles delivered to a ward on a topic chosen by the matron and/or sister. These have been reviewed and are more focused ensuring that the book boxes are used. There are 2 boxes delivered at Worcester, 5 at Kidderminster and 6 at Redditch Topics include nutrition, Renal and infectious diseases, falls, pressure sores, frailty and nurse mentorship

Examples of Work together, celebrate together behaviours from our yearly blog

We had 174 nursing student requests for logins to be created within a short period of time. The logins were divided between the three sites so that the deadline could be achieved.

The Library & Knowledge services team was in the news 4ward Showcase and mentioned by the Michelle McKay in the CE briefs who said “the library was doing a fantastic job”

Worcestershire Health Libraries staff worked at weeding the stock at Rowlands Library with 42 boxes of books being donated to charity.

In addition the staff did a stocktake across the three sites. They worked together and helped each other ensure the stock is current and up to date

“Some great work – you and the team should be really proud of your last 12 month achievements. Please pass on my thanks to everyone as I do recognise all the hard work that has gone into this”
Tina Ricketts Director of People & Culture

5 Key areas of concern

This year staff levels were affected by staff leaving and returning and the figures reflect this as services were unable to be marketed or training programs devised. In addition there was a major smartcard project undertaken for safeguarding that saw an increased issuing of cards. However, as staffing now includes the recruitment of a Clinical Librarian we anticipate an increase in figures for next year

- Literature searches are low from previous two years
- Document deliver continues to fall
- Numbers trained are low
- E-Books are low despite a marketing push

6 Key areas of good work and innovation

The team have really worked hard this year maintaining core services and delivering training and literature searches. Areas that have shown good working practice include:

- Adoption of the 4ward program
- Stock take across all three sites and weeding at Rowlands library
- Continued work with patients and public with bibliotherapy, Books On Prescription and Inspire
- Kidderminster Education Centre continues to have increased usage
- Customer service is of a high standard with regular praise including speed of document supply

7 Staff

For a second year there have been many changes with staff leaving and returning from leave. There has also been an increase with workload, particularly around RA and the issuing of smartcards. However staff have taken on the new challenges and worked extremely hard to deliver a professional and efficient service to our users, and continue to strive towards and seek new innovation to improve the service.

8 Looking Forward

In 2019-20 I hope that we will be able to consolidate the re-organisation and recruit to our planned capacity. I also hope that the Registered Authority is taken from our role as proposed. This will mean we will be able to focus purely on the Library and Knowledge services and develop the aspiration for the service to be business critical.

In addition the Health Education England Library Quality Assurance Framework has now been updated with an emphasis on impact and patient and public involvement, and we will need to collect evidence to support this.

I hope these aspirations and plans are ratified in the new five year strategy and we can put a sustained period of change behind us