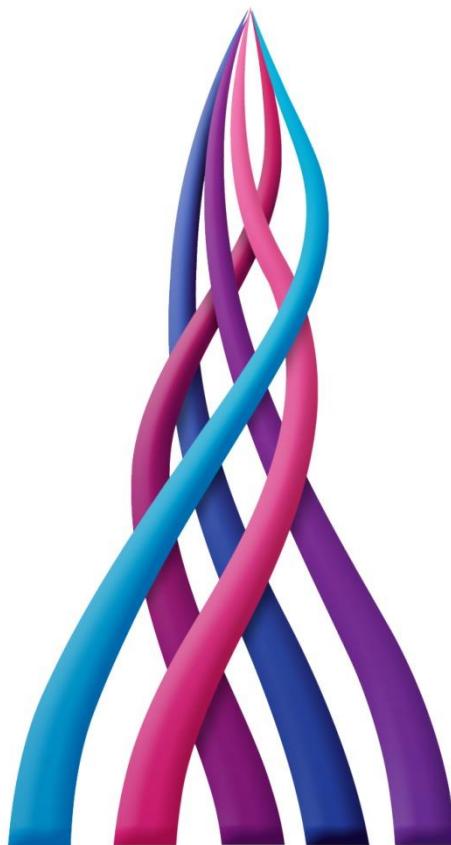


**Library and Knowledge Service  
Annual Report  
2017 - 2018**



**Debra Thornton  
Knowledge and Library Services Manager  
May 2018**



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## Summary

Library and knowledge services are at the heart of providing access to evidence and information to support innovation and knowledge sharing. NHS England, in its strategic action plan and its framework for library and knowledge services, sets out the vital importance of having access to, and the ability to use and understand, information of all kinds to be able to provide effective care. This report highlights the impact of library and knowledge services on patient care and service improvement and demonstrates the quality of information and knowledge services being delivered to our staff and students for personal and professional development.

### People Centred

#### Creating a culture of learning to support research, innovation and CPD

"What a good selection of good quality question books!" (*Trainee doctor*)

- We support knowledge sharing by providing tailored evidence summaries to individuals and multi-disciplinary teams.
- We have 2669 registered library users and we introduced library and information handling skills to 844 members of staff.

### Excellence

#### 100% quality score

"Great! The library has the best selection of revision books for medical students, better than the university library!" (*Medical Student*)

- The library submits annual statistical information and a Library Quality Assurance Framework (LQAF) report. We achieved an amazing 100% - an increase from 97% in 2016-17.
- We continually monitor our services and resources to provide excellence and value to create a great place to work and study.

### Compassion

#### Supporting staff and students through stressful times with knowledge, information and understanding

"The environment was very conducive to study. The staff are extremely helpful and informative"

- 24 hour access to resources and study areas, including quiet study rooms, provide a supportive learning environment for those who are studying or need a quiet place to work.
- Students spend many hours in the library and our dedicated and skilled team give them a professional as well as a friendly and personal service, encouraging them to achieve their best.

### Positive

#### Providing information to help change practice

"Thank you for continuing to send through this scientific material. I do read them and appreciate your efforts."

- Over 300 literature reviews have been carried out during the year to support a variety of clinical and strategic changes – for example cost efficiency programmes and clinical pathways. This demonstrates the Trust's commitment to providing evidence based, high quality, safe and effective care.
- We deliver regular knowledge alerts to over 350 individuals and many teams, who use the information to keep up to date in their specialist areas.

## INTRODUCTION

In its **NHS Library and Knowledge Service Policy** Health Education England is committed to:

- **Enabling** all NHS workforce members to freely access library and knowledge services so that they can use the right knowledge and evidence to achieve excellent healthcare and health improvement.
- **Developing** NHS librarians and knowledge specialists to use their expertise to mobilise evidence obtained from research and organisational knowledge to underpin decision-making in the National Health Service in England

Our Trust's **Five Year Strategic Plan** sets out ambitions to "*improve safety, leadership and clinical outcomes*" through evidence based practice. Library and knowledge services aim to support this by ensuring high quality evidence summaries are made available on time and regularly to support effective care and service improvement. Our plan to develop a "*skilled and motivated workforce*" needs information and knowledge resources to ensure each individual feels valued and is motivated to look for improvement in their own development - enabling staff to achieve the best for themselves and their patients.



**Knowledge For Healthcare** is Health Education England's five year strategic framework for library and knowledge services. Its vision is that "*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.*"

Library and knowledge services are essential to supporting effective patient care by ensuring access to information and evidence for clinical and managerial decision making, research and innovation, staff training and development and clinical governance.

The capture and diffusion of knowledge is an area in which libraries have traditionally excelled and library services will build on that concept to ensure provision of world class information services to support high quality healthcare.



The **Next Steps on the Five Year Forward View's** clearly requires all NHS staff to embrace innovation and have an understanding of research and how to apply research evidence in practice. Library skills training provides a comprehensive background for evidence based practice and will help staff to understand the implications of research and support them to put new health technologies into practice.

This report describes how we have achieved our objectives to

- Provide excellence in library and knowledge services,
- Reach a wider audience to improve evidence based care,
- Improve staff information-handling skills
- Create knowledge sharing opportunities throughout the organisation.



## **LIBRARY AND KNOWLEDGE SERVICE MISSION STATEMENT**

The Blackpool Teaching Hospitals Library and Knowledge Service is committed to providing high quality knowledge and information services to support patient care, continuing education, innovation, research and evidence based delivery of health services.

### **Our Commitment To Library Users**

We will:

Be professional, responsive and welcoming.

Treat all library users equally.

Deal with your enquiries promptly and efficiently.

Provide access to up to date resources in appropriate formats and act as a gateway to both printed and electronic sources of information and knowledge.

Collaborate with library networks to provide shared access to resources not immediately available to us.

Provide an appropriate environment for reading and study.

Offer you opportunities to acquire excellent information handling skills.

Promote the use and sharing of knowledge and best practice to improve services for our patients and staff.

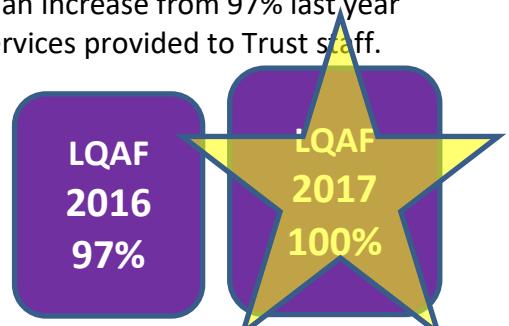


**Library Aims and Objectives.** Providing resources and services to enable:



## QUALITY

In 2017 Blackpool Teaching Hospitals NHS Foundation Trust **achieved 100% compliance** with the national NHS Library and Quality Assurance Framework (LQAF) standards. This is an increase from 97% last year (2016) and places us above average nationally in the quality of library services provided to Trust staff.



Our action plan for 2018 – 19 will ensure the current standards are maintained in anticipation of re-assessment in August 2018.

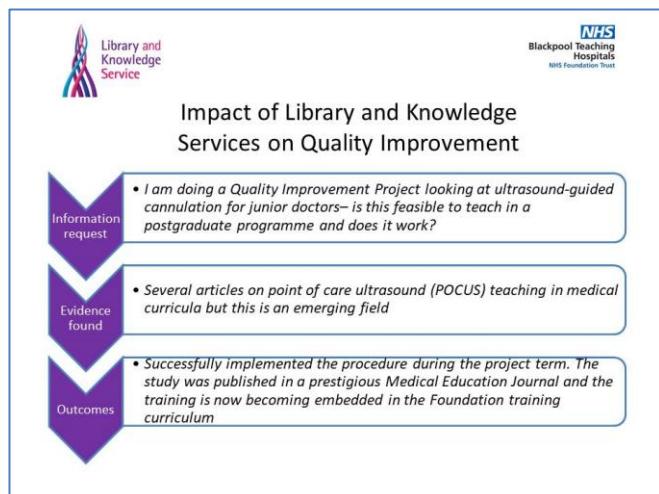
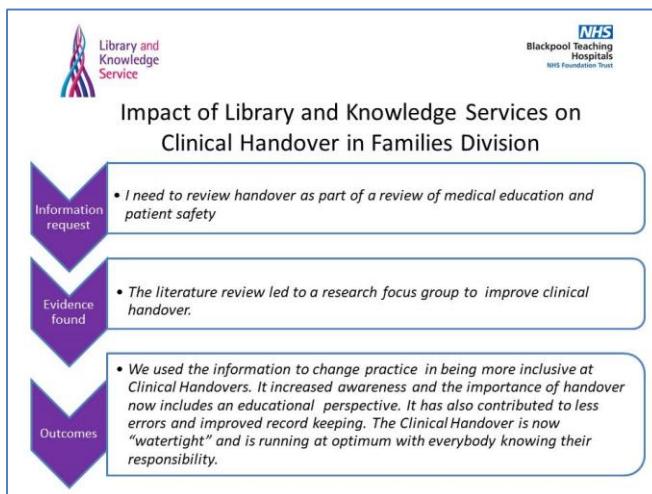
To assess the quality of library services we have carried out or accessed the following surveys:  
Impact of Clinical Librarian Service (98% positive impact – particularly around research, service delivery and education)  
Medical Education Trainee Survey “Very impressed with the facilities, variety of books and the excellent service from the library staff”

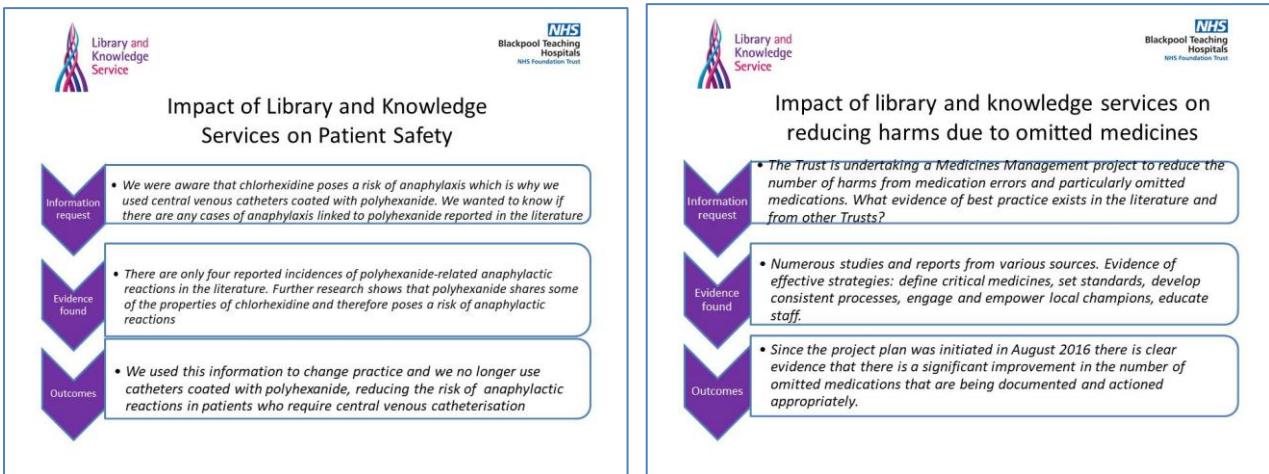
## IMPACT OF LIBRARY SERVICES

**Although the library is traditionally seen as a resource for staff development and education it is also a resource to be used for innovation and clinical improvement. Much of the work of the library can have a significant impact on clinical services and below are some examples of this.**

### Impact of Literature Searches

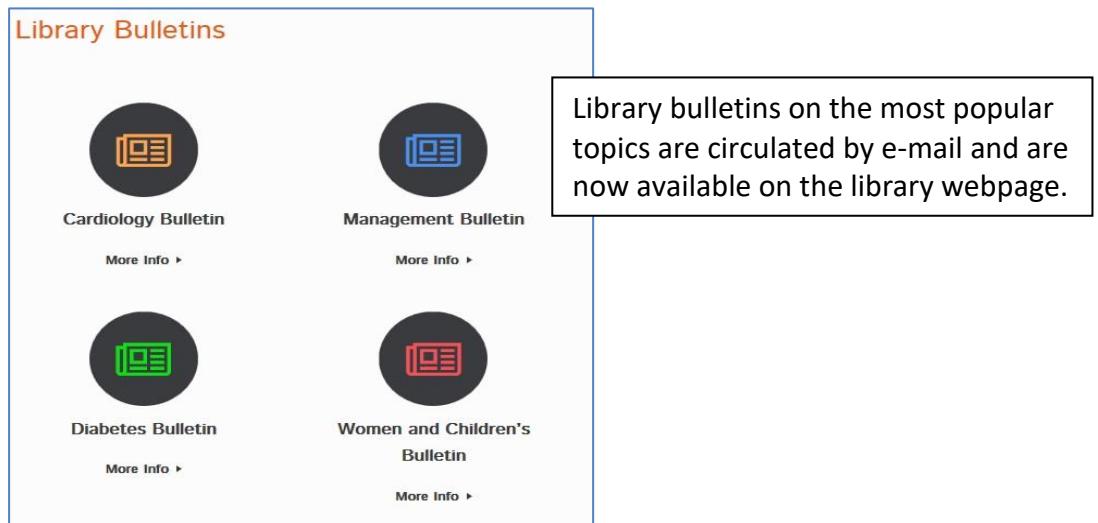
Below are some examples of literature searches that have led to a change in practice, which is likely to lead to cost savings and / or improvements to services:





### Impact of Current Awareness (Alerting) Services.

The library delivers a range of research updates, journal contents lists, newsletters and horizon scanning bulletins to ensure staff are able to keep up to date in their particular field. Last year's survey of these current awareness services led to a review of the way we deliver this information and we have now streamlined it to provide the information that was most requested:



“Thank you for continuing to send through this scientific material. I do read them and appreciate your efforts.”

## LIBRARY ACTIVITY

We offer a wide range of library and information services to our users to support their information and educational needs. In the past year, following consultation with staff and students, we have developed our collection of books and resources to support the Trust's objectives. In particular our Collection Development Policy has supported Clinical Leadership and Organizational Development, Medical Revalidation, Undergraduate Medical Education. Our Service Agreement with UCLan will ensure we continue to provide a service to support nursing and allied health staff and students, as well as the new Physician Associate and Nursing Associate students. Our current service plan incorporates actions to support nursing and medical revalidation.

Article requests are dealt with quickly and effectively to provide a valuable service when information is not readily available online. Enquiries are dealt with in a timely, courteous and professional manner. See table 1 for library activity statistics

**Table 1: Library activity**

	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>
<b>Registered library users</b>	1691	1993	2223	2672	2373	2669
<b>Book loans</b>	13479	13683	12187	10017	8763	8176
<b>Research articles supplied</b>	333	309	364	419	349	335
<b>Use of online resources (via Athens)</b>	9906	5765	6828	10104	10679	8280
<b>UpToDate</b>	15205	18299	18519	18635	22442	23841
<b>Literature Searches</b>	390	349	398	356	353	306
<b>Information skills management (no of trainees)</b>	182	226	614	667	830	844
<b>Enquiries</b>	2513	2944	3234	2964	3116	2683



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## ONLINE RESOURCES AND CURRENT AWARENESS

As users become more familiar with the use of online resources through a variety of devices and mobile technologies it is important that libraries provide access to a wide range of resources to be accessed at the point of need. Our online resources continue to be well utilized and the usage of these resources is monitored to enable us to make sensible purchasing decisions. The types of online services we provide include:

- Website updates –the latest news from selected websites.
- Journal content alerts – the latest content of preferred journals.
- Online newsletter - the latest news broken down by specialty. Updated weekly
- Monthly newsletter - focusing on what's new in the library.
- Research newsletter highlighting areas where future research activity would be beneficial.
- Horizon Scanning bulletins on a variety of topics including Dementia, Stroke, Falls Prevention; End of Life Care, Obesity.

These e-mail alerting services are promoted at Trust inductions, within the library and on the library webpage.

### Top Ten Journals

Usage statistics show that the top journals used by staff between 2017-2018 are:

1 BMJ	6 Annals of Thoracic Surgery
2 Surgical Pathology Clinics	7 Nurse Prescribing
3 British Journal of Nursing	8 Practical Neurology
4 British Journal of Community Nursing	9 Emergency Medicine Journal
5 The Lancet	10 Heart

### Procurement of resources.

Analysis of journal and online resource usage allows us to make informed decisions about procurement. No new subscriptions were purchased during 2017-18 and no cancellations were made.

### Continued purchases

UpToDate

Mark Allen Healthcare (including InterNurse and Healthcare Management Journals)

Medical Masterclass

ClinicalKey

BMJ Journals

ClinicalSkills

Royal Marsden Manual

Oxford Specialist Handbooks (online)

## **CLINICAL INFORMATION SUPPORT**

The Clinical Librarian service ensures that delivery of patient care is evidence based and that all Trust policies, procedures and guidelines are developed based on the latest high quality research evidence. In being available at the point of care the clinical librarian contributes to the Trust's goal of empowering front line staff to initiate and lead change that improves the quality of care for patients.

The Clinical Librarian provides:

- In-depth literature searching services for clinical, health and managerial staff of the hospital and Community Services; with the aim of supporting evidence-based practice, service development, improving safety and effective patient care.
- Information skills training and critical appraisal sessions for all staff to enable them to access the health knowledge base effectively and efficiently in support of their needs.
- Evidence support to a number of Patient/Policy and Clinical Governance committees in their publishing of policy and guideline documentation, as well as information leaflets for patients and the public.
- Tailored current awareness services of evidence-based information in a range of clinical and managerial topics to specific groups of staff and clinical/health teams.

## **INFORMATION SKILLS TRAINING (INFORMATION LITERACY)**

Searching the clinical and professional literature is an important skill for all healthcare staff and we offer basic, advanced and refresher courses to ensure all Trust staff and students have the necessary skills to locate, evaluate and implement knowledge findings from the evidence base, to ensure that care given to patients is the best possible.

All training sessions have been accompanied by supporting information booklets and customised practical exercises. Feedback from participants ensures the service remains proactive in meeting information needs.

Popular training courses are: Searching the Healthcare Databases (Advanced), Searching NHS Evidence and Critical Appraisal of the Research Literature.

**Table 4: Information skills training**

	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>
<b>Number of users trained</b>	182	226	119	139	199	121
<b>Number of users receiving library induction</b>	726	621	616	528	631	723

### **Feedback from users:**

“Very good collaborative work especially at policy development group meetings”

“The librarians have a better knowledge of the available literature and how to access it than I do”

“The quality of the search results was fantastic and really helped in shaping the research project. An excellent service as always”

## STAFF DEVELOPMENT

### Courses, CPD and staff achievements

It is important to enable library staff to develop their skills in order to deliver pro-active, high quality library services, but also to provide them with opportunities to develop themselves and improve their career development prospects or achieve greater job satisfaction. Staff endeavoured to keep up their skills and development by self-directed learning and by attending the following courses:

Health Information for Patients

Library Assistants Study Day – thinking differently and building confidence

LIHNN Christmas Study Day

Elsevier ClinicalKey Study Day

The Library Manager is Chair of the Cumbria and Lancashire Librarians Advisory Panel

In addition, library staff regularly offer their extended skills to other departments such as OD, Medical Education, Learning and Development and R&D, Policy and Guideline Development Groups, Clinical Audit etc.

## MARKETING AND PROMOTION

The library's marketing plan includes ensuring the library has a presence at various Trust events and this year has included presentations or workshops delivered at:

- New doctors' inductions
- Obstetrics and Gynaecology Audit Day
- Several Community Team Leaders' meetings
- Preceptorship Programme
- Nursing Associate induction
- Foundation and ST Doctors Inductions

**News**      **Health Matters**

### Trust staff promote healthy food and drink

Practitioner Nurse Louise McCullagh and Dietitian Terri Evans with her staff display

This week is Nutrition and Hydration Week and Trust staff have been spreading the importance of this campaign to both patients and colleagues. Being well-nourished and well-hydrated is a core component of maintaining good health and...

**Library display for nutrition and hydration week**



Sue and Teresa promote library resources

In addition we have presented library and knowledge displays at all Trust inductions (medical and non-medical) as well as targeted displays in conjunction with Trust initiatives such as dementia care, falls awareness, nutrition and hydration.

**Local author NICK OLDHAM, retired police officer and successful UK writer of mystery and thriller books is visiting the Trust**

**READING AHEAD LAUNCH & AUTHOR VISIT**

**22nd SEPTEMBER 2017**

HPEC Dining Room,  
12:15, Lunch provided

Prize Giving for the winners of the  
Reading Ahead Challenge 2016/17

Launch of the Reading Ahead  
Challenge 2017/18

**A Bug You Want To Catch**

**Symptoms of the Literacy Bug**

- strong feelings of anxiety and tension
- strong feelings of anger
- higher level of self-esteem
- greater ability to cope with difficulties than others
- greater understanding and enjoyment of reading
- stronger values regarding awareness of similarities and differences between people

### Reading Ahead Challenge 2017-18

We worked alongside UnionLearn to promote the Reading Ahead Challenge and in October we invited author Nick Oldham to visit us and talk about his books. This was a very successful visit – Nick has written numerous crime thrillers and several of them are set in and around Blackpool so he has many fans here.

## **Newsletters**

We have had several items in Newsround and the Medical Education Newsletter highlighting various aspects of the library such as our 100% quality achievement, UpToDate point of care tool becoming embedded as part of the Ward tracker system, National Libraries Week resources such as ClinicalKey and InterNurse; the 'Reading Well' health and wellbeing collection; library support for service improvements etc.

The aim of the library's marketing plan is to ensure that everyone is aware that the library is for all staff, not just for doctors, nurses or students. Our diverse stock reflects this and supports Trust initiatives such as health and wellbeing; evidence based quality and safety; evidence based pathways and patient information; support for PMO and CIP programmes; collaboration with the R&D Division to support clinical researchers; collaboration with Clinical Quality to improve audit and clinical effectiveness.

## **Pop-Up Library**

Our pop-up library has been very popular, with visits to Lytham, Lancaster, Heysham and Morecambe to ensure our staff in these locations are aware of the resources available to them and have support from a specialist librarian to help them access the resources.



## **USER INVOLVEMENT AND LIBRARY PARTNERSHIPS**

The library charter and mission statement invites library users to give comments and suggestions on library services, suggestions for purchase and library feedback.

The library promotes partnerships with other organizations including:  
Lancashire and Cumbria NHS Libraries Advisory Panel  
UCLan / NHS Libraries Partnership  
Union Learning Representatives.

## **Library staff praised as part of special week**

NATIONAL Libraries Week gave our Library staff an opportunity to showcase some of the great work they have done in the past nine months. The Library provides a bespoke service to support staff engaged in Quality Improvement, Research proposals, Audit and Service Evaluation/Development. These are often aligned with projects on Masters and Leadership courses that they are on and this year the department has had many successes with a wide range of staff. The value of an "Assisted Search" for a literature review or help in critically appraising papers has contributed to the success that we see today with Laura, Helen and Vickie, among the staff we have helped and this has linked in with the Trust's strategic plan in terms of Enabling, Partnerships and Value.



Michael Reid and Laura Simms from the library with staff members who they have supported in their studies

## **NewsRound article on library support for learners**

## SERVICE DEVELOPMENTS

The library's business plan is reviewed regularly by senior library staff and has resulted in a variety of new initiatives.

### Digital Innovation

The library provides access to a range of clinical decision support tools and one of these, UpToDate, has been incorporated into the Trust's Ward Tracker to give immediate access to information designed to make clinical decision making more effective, safer and evidence based.

We have also introduced a mobile app to allow library users to renew and reserve books from their smart phone, making library use more flexible and user-friendly

### Patient Information

We believe that library services can play a part in the provision of high quality information for patients and we support the Trust's application for The Information Standard by providing literature searches to support Patient Information Leaflets – ensuring they are evidence based.

### Health and Wellbeing

We have updated our collection of health and wellbeing books to include the 'Books on Prescription' collection and 'Reading Well' mental health collection.



## New Ways of Learning

Following a successful bid for funding from the healthcare Libraries Unit (HCLU) we were able to purchase a range of educational games which have been used extensively in the Nursing Adaptation programme, amongst others, to bring a fun and interactive aspect to education and training.



## Supporting Volunteers and Work Experience

During 2017-18 one of the library team acted as staff link for the patient library trolley volunteers, helping them to improve the service they provide to patients. We also regularly host school students on a work experience programme, introducing them to evidence based medicine and the role of professional libraries in staff development.

## Quality Improvements

The library has worked closely with QI leads within the Trust to set up a Quality Improvements webpage which collates internal QI case studies and directs our staff to high quality QI resources and support.

Quality Improvements

Home

Dates for your diary

Quality Improvement Tools

Case Studies

Contacts / Mentors

Online Form

FAQs

Content Editor

[Latest news - see the Case Studies page for recently added Quality Improvement projects](#)

**What is Quality Improvement?**

Quality improvement is the application of a systematic approach that uses specific techniques to improve quality. This should include:

- The concept of a cycle of improvement which involves data collection, problem definition and diagnosis, generation and selection of potential changes and the implementation and evaluation of those changes.

## **Finance**

The library budget (one of the lowest in the North West region), is managed by the library manager and funding is provided by:

Blackpool Teaching Hospitals Trust

Undergraduate tariff for undergraduate resources

Annual lump sum received from the HealthCare Libraries Unit

UCLan (under a Service Level Agreement for provision of library services)

Income generation through fines and copying / printing

We contribute to the Trust's CIP targets by carrying out a strict review of subscriptions. Clinical staff are involved in this process and we managed to achieve ongoing savings on resources. We will continue to monitor resource use to ensure cost effectiveness within the library service. That we have achieved a quality score of 100% with limited funds is testament to the hard work of the library staff in delivering effective knowledge services with limited access to many of the resources that other library services enjoy.

<b>Non-pay expenditure</b>	
Books (incl e-books)	8678
Journals	6192
e-books	2054
Databases (ClinicalKey, UpToDate)	30965
Stationery and office equipment	349
IT software & licences	3335
Printing / copying maintenance contract	296
<b>TOTAL</b>	<b>51869</b>

## **Future Developments**

### Objectives for 2018-2019

#### **A Million Decisions**

We will be promoting CILIP and HEE's #aMillionDecisions campaign to promote the use of evidence and the skills and knowledge of librarians in enhancing healthcare by providing and mobilising information and research evidence. Our case study on reducing DNAs continues to be used nationally to promote this campaign and raise awareness of the benefits of evidence based decision making.

#### **Support for new roles and new ways of working**

The library provides support to all groups of staff and students across the Trust and we will continue to concentrate particularly on developing resources for new roles and to support implementation of the Trust's Strategic Plan.

#### **Support for clinical leadership and management**

Information is a vital resource for emerging leaders and we will

 **Ruth Carlyle PhD**  
@RuthCarlyle Following

NHS library and knowledge services have a significant impact on quality of care, purchasing decisions and ensuring an evidence-based NHS. You can find examples here [kfh.libraryservices.nhs.uk/value-and-impacts](http://kfh.libraryservices.nhs.uk/value-and-impacts) #HEELKS @NHS\_HealthEdEng

  
Evidence supports initiative to reduce Did Not Attend (DNAs) and leads to reduced waiting lists for appointments  
  
The health librarian provided evidence showing how DNA rates had been reduced across a range of services. This has led to a change in practice resulting in a 2% reduction in a 2% reduction in DNA rates and a reduction in waiting times to 2 weeks  
“Librarians have the expertise to collate, summarise, and send the information to me in a useable format which makes it so much easier for me to put them into practice.”  
Nick Lane Head of Therapies working with Debra Thornton Knowledge and Library Services Manager Blackpool Teaching Hospitals NHS Foundation Trust  
Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

9:38 AM - 30 May 2018

23 Retweets 18 Likes 

continue to work closely with OD and Medical Education to support the Collaborative Leadership programmes by facilitating Action Learning Sets and delivering facilitation skills training. We support the Freedom to Speak Up campaign and a member of the library team is a FTSU Champion.

### **Streamlined access to online resources.**

To support the digital agenda within the NHS and enable effective access to evidence based resources we will explore the option of installing a user 'Discovery' service which will bring all our resources together into one search interface,

### **Supporting learners and lifelong learning**

Our online journals and knowledge resources enable staff to access the information they need for their personal and professional development. We will explore ways to ensure staff are aware of these and skilled in their use.

We collaborate with other educational provision within the Trust through the Multi-Professional Education Governance Committee to ensure the provision of learning for medical and non-medical education meets requirements. We will support the development of educational programmes for all grades of staff by offering literature search, critical appraisal and Action Learning Facilitation training.

We will continue to find ways to support learners and foster a culture of continuous lifelong learning and professional development.

We will continue to work closely with UnionLearn to promote reading and library use amongst staff who don't traditionally tend to use the library.



### **Community staff**

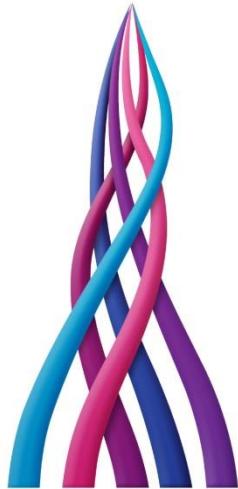
In 2017-18 we successfully delivered a 'pop-up' library service to staff working in the community in the North of our locality. This will change as these staff TUPE to UHMB Trust. We will work closely with UHMB Library Services to ensure continuity of this service and we will explore further outreach opportunities in the rest of our localities.

### **Quality**

Our 100% compliance with the standards collected for assessment under the Library Quality Assurance Framework (LQAF) have shown that we are amongst the top performing libraries in the North West. We intend to maintain this high standard by continuing to provide excellent services and by investigating new ways of providing library and information services for our staff and patients. However, the Quality Assurance process will be changing in the coming year and we don't yet know what the new framework will require of us. We can only strive to continue to provide the best library and knowledge service we can.







# Library and Knowledge Service

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The joint campaign from CILIP  
and Health Education England  
**#amilliondecisions**

