

Annual Report 2019-20

Evidence Searches Feedback

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

The evidence contributed to the following impacts

- 87% professional development
- 79% informed decision making
- 62% facilitated collaborative working
- 51% service delivery or development
- 40% saved money or financial effectiveness
- 38% improved quality of patient care
- 38% reduced risk or improved safety

What the recipients said

"I would like to thank the library for their support with the evidence search. A large proportion of this was relevant and useful. I have given a presentation based on this, used the information in a recent audit and regularly speak about the knowledge I gained when teaching."

"Thank you very much for the help. It was very informative, saved me time, and was more detailed/yielded more results than what I could have done independently."

"I used this service to conduct a literature review to confirm what I had already tried to - but in fact the librarian found more information than I was able to. I was really impressed - it is a great service to provide and will be invaluable for publication of our work and future roll out across the UK."

"The information provided was received very quickly and has been welcomed by partner organisations in our bid to improve learning and commissioning opportunities"

"I used this information to inform a primary care network (PCN) who had identified the support of Children and Young People (CYP) and their mental health as a priority in their area. As a result of this information several PCN's are exploring employing a social prescriber with a special interest in CYP's and have already had discussions with voluntary sector organisations who have expertise in youth work to see how this could work in practice."

"If I could take this library service to my next rotation then I would"

Activity

The baseline assessment for the new HEE Quality and improvement Outcomes Framework was due to be completed using 2019-20 data by June 2020, HEE has postponed this to 2020-21

How activity compares with the previous year

- ✓ Evidence searches excluding HEE increased by 49% (261)
- ✓ Of which those taking over four hours to complete increased by 16% (12) i.e. increase in complexity of searches
- ✓ Loans to our users increased by 2% (8740)
- ✓ Membership increased by 25% (4377)

LKS Annual Survey 2019-20

"I spend as much time as I can in the library at East Surrey Hospital, not only for reading and study but because I enjoy the atmosphere. The staff are always, without exception, extremely helpful and there is a very positive and proactively helpful ethos which is even apparent in the instructions/guidance and signage on the walls and around the reading/study areas."

"Very good service, helpful and informative staff. Only problem is speed of pcs!"

"The emails which I receive from KnowledgeShare are really helpful to keep me up to date in the areas I am interested in. I was having trouble trying to access a particular article the library staff were able to access it and email me a copy."

Who is the Service For?

Library and knowledge services are currently provided to:

- Acute** – Surrey & Sussex Healthcare
- Mental Health** – Surrey & Borders, Sussex Partnership Community Foundation Trust,
- Community** – First Community Health & Care, Sussex Community Foundation Trust,
- Primary** - GPs and staff in east Surrey & north West Sussex
- Public Health** – Surrey
- Commissioners** – 4 local Clinical Commissioning Groups
- South East Coast Ambulance Trust**
- Regional KSS Academic Health Science Network**

No longer provide service to HEE national, London & KSS, as they have set up internal service covering whole of HEE

The Library Team

Joiners and Leavers

In April our first Clinical Librarian in post and started working with Ortho Geriatric Team, sadly the librarian left in March. New assistant librarian started in September.

One of the Senior Library Assistants left in December when they moved away.

Staff Development

Senior Library Assistant. Senior Library Assistant completed third year of distance learning Library degree with Aberystwyth, funded by SASH.

Library Assistant successfully completed their Library and Information NVQ level three.

Impact Case Study – Informing Policy Change

Evidence search to support the SaSH Dental Team in creating a tailored pathway for vulnerable children

The library service sourced evidence and information on the barriers experienced by vulnerable children in accessing medical and dental care to assist with the development of a care pathway at Surrey & Sussex Healthcare NHS Trust

"It helped us when creating a tailored pathway by being aware of the barriers they (vulnerable children) may face. It also highlighted all the health inequalities that exist and reinforced to us that these children are more vulnerable and need to be targeted for our service." Amrisha Ondhia, Dental Core Trainee working with Karen Skinner, Outreach Librarian,

Achievements 2019-20

S01 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

- Began to alert authors that clinical guidelines were coming up for review and provided them with high level evidence to enable the review
- Began adding new and updated clinical guidelines to SASHNet Document Library
- Facilitated knowledge cafes and randomised coffee trials as part of the New leaders Networking Lunches

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

- Started to provide the Director of Outcomes with searches on specific speciality PROMS and PREMS
- With NHIR Research Design Centre South East set up and promoted regular R&D drop-in sessions in the library
- SASH Daily Covid-19 Current Awareness Bulletin started in March
- Clinical Librarian service piloted with the Orthogeriatrics Team: providing evidence in response to queries raise at ward rounds and the MDT
- Ran a large scale critical appraisal session for SASH clinicians using Padlet

S03 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

- Completed the process of stream lining and zoning of Crawley library notices

- Improved the environment of Crawley Library with wall art to encourage quieter working
- Manual self-service was started
- Completed the costing and selection of the RFID self-service system to be purchased
- Carried out World Day Activities on Outwood Ward, including providing each child with a World book day token and World Book day books supplied by WH Smiths

S04 Responsive

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

- Started carrying out searches and writing profiles of companies and products for the AHSN
- Provide Surrey Public Health monthly activity updates
- Participated in the FCHC R&D Group

S05 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

- SASH Librarians Journal Club established
- Deputy Head of library services continued to provide management and troubleshooting of the region wide library management system, including enabling individual library services across KSS (Not SASH) to access the system from home during the Covid-19 pandemic

Going Forward 2020-21

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

- Complete the new HEE LKS Quality and Improvement Outcomes Framework and be verified as being at level three across all six outcomes (first submission date moved to June 2021)
- Refresh and raise awareness of the Leavers Knowledge and Retention Transfer Toolkit

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

- Work with the Director of Outcomes and the Clinical Effectiveness Committee to create a horizon scan to inform the Effective key lines of enquiry
- Review and update the LKS training and development offer to provide a standardised set of training materials, including the provision of virtual training sessions
- Identify funding to enable the recruit to the Clinical Librarian post and work with clinical areas to achieve sustainable funding
- Inform quality improvement and KPO activities with evidence by participating in the Health Foundation funded Evidence4QI project
- Promote and participate in the development of the new regional e-book collaborative

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

- Refresh the LKS Marketing plan to address the specific needs of specific user groups
- Implement an automated (RFID) self-service system for Crawley Library users and East Surrey library student user out of hours needs

- Begin a programme to upgrade user PCs and user seating in both libraries
- Develop an awareness of health literacy amongst clinical staff through training and guidance
- Make changes to the library environment to ensure that the libraries are a safe place for NHs staff, students and library staff to work in a covid-19 socially distanced environment

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

- Increase visibility of the LKS in SCFT, SPFT and GPs
- Inform the work of the Communications Team by carrying out an evidence search and highlighting locally available resources each month for Spotlight on Safety
- Work with the Chief Nurse to raise awareness of services available to SASH nurses and midwives
- Explore the opportunities to develop or access to books a Black Lives Matters collection

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

- Provide regional oversight and management of the shared library management system and inform the procurement of a new region wide system
- Carry out a skill mix and gap analysis of the library team and service needs
- Refresh and update library and knowledge services survey for next five years