

Annual Report 2020-21

Evidence Search Impact Feedback

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

The evidence contributed to the following impacts

What the recipients said:

83% professional development
73% informed decision making
66% facilitated collaborative working
57% service delivery or development
53% improved quality of patient care
37% reduced risk or improved safety
29% saved money or financial effectiveness

What the recipients said

It gave me confidence to know that someone with expertise had conducted the search so that I felt I was able to give the best current advice on handling this issue.

Much appreciate the service. Have included the benefit of your service and acknowledged Karen's contribution when I gave a presentation to fellow Nurses recently. I acknowledged that during these challenging times when we have less educational updating opportunities you were there for us throughout.

I have consistently found the SaSH Library services team to be extremely helpful, efficient and a pleasure to work with. I couldn't fault their service and will continue to use the evidence search service in future. They are a credit to SaSH and facilitate much of the academic projects within the dental department. Thank you!

Massive thanks to Alison, hugely helped Surrey Heartlands develop virtual care pathways and consider how to build services to ensure sustainability of virtual consultations post C-19.

I only use periodically but find the library service to be a brilliant asset. It saves much time, provides knowledge that otherwise would not get into practice (time constraints on clinical front).

Very pleased with the search results. The results will greatly help me in developing my role which is new.

Activity

How activity compares with the previous year

- ✓ Evidence searches increased by 52% (399 total)
- ✓ Of which those taking over four hours to complete increased by 23% (115 total) i.e. increase in complexity of searches
- ✓ 37 Covid related searches carried out
- ✓ 19 of our Covid searches added to national Covid Search Bank
- ✓ 149 editions of the Covid-19 Bulletin created (daily then twice weekly)
- ✓ Loans to our users decreased by 3% (6,674), longer loans during pandemic
- X Membership reduced by 7% (4085)

Training Impact Feedback

40% Reduced risk or improved safety
50% Improved the quality of patient care
62% More informed decision making
50% Service development or delivery
28% Facilitated collaborative working
67% personal or professional development

What recipients said:

A very useful induction to library services and refresher on the use of healthcare databases and literature searching.
The library team are always lovely, friendly and happy to help, it's a fantastic resource to be able to access when needed.

Who is the Service For?

Library and knowledge services are currently provided to:
Acute – Surrey & Sussex Healthcare
Mental Health – Surrey & Borders, Sussex Partnership
Community – First Community Health & Care, Sussex Community Foundation Trust,
Primary - GPs & staff in east Surrey & north West Sussex
Public Health – Surrey
Commissioners – 2 local Clinical Commissioning Groups
Regional KSS Academic Health Science Network

The Library & Knowledge Services Team

In August a new Senior Library Assistant joined the team from Surrey Public Library Service
A new Assistant Librarian joined the team in September, having just completed their Masters at Strathclyde University.

Senior Library Assistant completed the fourth year of their distance learning at Aberystwyth University, funded by SASH.

NHS E/I Head of LKS and Knowledge Skills & Systems Librarian both completed short secondments with the Covid-19 Behaviour Change Unit

Deputy Head of LKS one of two regional administrators of the region wide library management system

Impact Case Study – Cardiac Arrest During Covid-19

Healthcare professionals at Surrey and Sussex Healthcare NHS Trust approached library and knowledge specialists for an evidence search around treatment of cardiac arrest during Covid-19. The evidence supplied contributed to decisions around patient care and the safety of patients and healthcare staff.

"There was much discussion about which treatments should be used and I was able to say ..we should go with what the strongest evidence was indicating, and that evidence was supplied.. by the library team."

Ben Mearns, Chief of Medicine Surrey & Sussex Healthcare NHS Trust

Achievements 2020-21

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

- Participate in the Evidence4QI project funded by Health Foundation
- 19 searches added to the national Covid-19 Search Bank and Knowledge Skills & Systems Librarian part of the Expert search panel
- Participated in HEE research to develop a Value Proposition for library & knowledge services, *Gift of Time – NHS funded library and knowledge service in England* recognised SASH LKS as a high performing service
- Participated in the HEE research to demonstrate the impact of knowledge mobilisation interventions

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

- Participate in the Earlier Adopters Project, to help inform practice and prepare for the demise of Healthcare Databases Advanced Search in March 2022
- With other Surrey library & Knowledge services successfully bid for place based project funding (led by Epsom and St Heliers)

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

- Health information week 2020 – virtual activities including poll on reliable sources of health information
- Organised supply of World Book Day book tokens and World book day books for the children on Outwood ward at SASH
- Procured RFID Self-Service System for both sites to be implemented in 2021-22
- Reconfigured both libraries to ensure they were safe for staff and users during the Covid pandemic

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

- Created a Black Lives Matters collection
- Worked with Surrey Public Library Service to provide Quick Reads collection for staff who are short on time or English is not their first language

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

- Senior Library Assistant participated in organising and running the first national NHS library assistants study day
- Reviewed LKS team structure, skills and gaps. Planned restructure for later in 2021
- Began preparation for the procurement of a new region wide library management system

"I am endorsing HEE's "NHS funded Library and Knowledge Services in England" report, as it sets out to demonstrate how a properly funded library and knowledge service provides clinical and non-clinical staff the gift of time, through the provision of robust evidence to support clinical and non-clinical decision making, resources that support the work and study of NHS staff and students and space to study. I know this first hand by the services provided by our library and knowledge service at Surrey and Sussex Healthcare NHS Trust."

Paul Simpson, Chief Finance Officer and Deputy Chief Executive, Surrey & Sussex Healthcare NHS Trust

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

- Submit base line return of HEE LKS Quality and Improvement Outcomes Framework by 24th September 2021 for all the organisation that provide services to and receive funding from HEE
- Update the Clinical Guidelines and complete the transition of the Clinical Guidelines Group to an assurance group, including preparing the Divisions for the change
- Participate in the second phase of the HEE research to demonstrate the impact of knowledge mobilisation initiatives

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

- Implement the RFID self-service system on both sites, including tagging all of the stock, and training users how to use the new system
- Carry out the local implementation of the National Discovery Tool and raise awareness of Discovery across all organisations served
- Implement the use of the MS Teams and the means of collaboration and communication for the whole of the LKS team
- Start a Medical Humanities Book Club via Twitter
- Develop pilot horizon scan for SASH Clinical Effectiveness Committee

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

- Replace the end user PCs at both libraries
- Work with St Catherine's Hospice discuss the development of an SLA to enable the access of high quality evidence to support practice of the Hospice staff
- Develop a collection of audio books to support the health and wellbeing of staff of all organisations that services are provided to
- Expand the Black Lives Matters collection to create an Inclusion collection

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

- Implement the new approach to e-resource of the month marketing plan, which is more targeted and involves the whole of the LKS team
- Create impact case studies with LKS users to demonstrate the impact of the services provided

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

- Restructure the LKS team to create a Library IT Project Officer
- Participate in the procurement process for a new region wide Library management system, with the Deputy Head of LKS playing a leading role as one of the two regional LMS Administrators
- Restart face to face team meetings, ensuring the whole team meet together once a month
- As one of the regional library management system administrators the Deputy Head of LKS will participate in the successful transfer to the new library management system ready for go live on 1st April 2022

"Library and Knowledge Services are an often overlooked component of clinical decision making; however it regularly provides the evidence base for delivering the best possible patient care. Understanding and utilising knowledge management is absolutely key in the delivery of care, the development of new techniques and ensuring safety and quality of the highest level"

Mark Preston, Director of OD & People, Surrey and Sussex Healthcare NHS Trust