



Royal Papworth Hospital
NHS Foundation Trust

Library and Knowledge Services Annual Report 2019-2020

Table of Contents

1. Executive summary	2
2. Service transformation.....	3
2.1 You said... we did	3
3. Building partnerships	4
4. Making an impact	5
5. Looking forward	7
6. Staffing and service usage	8

1. Executive summary

April 2019- March 2020 was a year of transformation. In May 2019, we moved into our new home on the Cambridge Biomedical Campus and transitioned to an embedded Library and Knowledge Service (LKS) without a traditional library space. Two new members joined the team and we spearheaded a proactive approach to outreach across the Trust.

In section 2, Service transformation, we highlight the decisions which were shaped by our users' feedback as we implemented a cycle of continuous improvement to adapt to the new hospital environment and ensure the new ways of working continued to meet users' needs. We began working towards Health Education England's new assessment framework for NHS libraries: *Quality and Improvement Outcomes Framework*.

The location and design of the new Royal Papworth Hospital has been ideal for connecting with patients and the public. In section 3, Building Partnerships, we highlight events and projects which have driven access to quality health information and raised staff awareness of our patients' health literacy needs.

The positive impact of the LKS on learning, patient care, clinical decision-making and research is demonstrated in Section 4, Making an impact. Three case studies were successfully submitted to the Knowledge for Healthcare good practice database. Each of these case studies demonstrates the LKS's role in mobilising high quality evidence and knowledge to facilitate world-class research both within our organisation and more widely through the European Respiratory Society.

In Section 5, Looking forward, we identify the future direction of Library and Knowledge Service and areas for continuous improvement. Finally, in Section 6, staffing and data for service usage is presented.

2. Service transformation

The relocation of the LKS Team to the Clinical Administration area of the First Floor (hot floor) was successfully completed in May 2020. The service was operational within 48 hours of moving and print items were ready to circulate. The benefit of being co-located with clinical staff can be seen in the increase in evidence searches requested (see Section 6). The decision to enable the team to work remotely and be set up with roaming phones and laptops has made the LKS very flexible and agile. It has facilitated working in different clinical areas with teams but also eased running the service remotely during the Covid-19 pandemic.

To enable staff to access library and knowledge services, a proactive programme of outreach activity was driven by our Clinical Outreach Librarian. A weekly schedule of ward visits, attendance at team clinical team meetings, a series of atrium events and an increase in marketing outputs all contributed to increasing the visibility of the service. As part of our continuous improvement and review of the new service model, we gathered user feedback at both 3 month and 6 month intervals. An additional survey was planned for the 12 month milestone but responding to the needs and priorities of the organisation during the pandemic, we chose not to implement this.



The user feedback resulted in improvements to the service as follows:

2.1 You said... we did

“I don’t know where to find the Library Service now we’ve moved.”



We created a ‘how to find us’ document with images and words and we shared this in our newsletters and website. We purchased a display stand with the message ‘Library Services are here!’ to make our desk on the clinical admin area more visible.

“I would like to be able to be able to browse books.”



We organised an event for ‘Libraries Week’ in the hospital atrium to facilitate book browsing. We commenced planning for the ‘Library on Wheels’ to offer regular opportunities to peruse the collection.

“The message “Full text @ Papworth” implied that the full article was available in Clinical Key. It was not always the case and it was frustrating not knowing if you were doing something wrong.”



We changed the message to: “Check if this article is available at Royal Papworth”. We added further details in our newsletters about how the link resolver works and advised how to request an article that is not part of our institutional holdings.

Journal access - “It would be helpful to have a guide on what staff do have access to and how to go about obtaining access.”



We created guides on how to access the full range of holdings via Nice as well as a quick access guide for accessing journals via Clinical Key. We shared these guides in our newsletter, on our website and directly back to the RDD committee.

3. Building partnerships

The Library and Knowledge Service has connected with partners to extend our offer to meet the needs of patients and the wider public. We **connected** with patients on World Heart Day by hosting a health information stand in the atrium in tandem with the Royal Papworth Hospital Charity.

We **collaborated** for Health Information Week 2019 with Cambridgeshire Public Libraries and Cambridge University Medical Library to run a health information stall at Clay Farm Centre for the local public. We

reached 59 members of the public with our pop-up information stall; 97 leaflets were taken away and 14 in-depth demonstrations of NHS health apps were given. Our partnership with Cambridgeshire Libraries continues to grow and the planning phase of a project to loan digital devices to patients for audiobook listening commenced in early 2020.

We **championed** health literacy awareness training and successfully embedded it within the Research and Development Directorate essential training programme. It is vital that new starters have an awareness of patients’ levels of health literacy to ensure that consent for participation in research studies is properly obtained.

We **contributed** to the work of the Patient Led Research Hub on the Cambridge Biomedical Campus by providing high quality evidence for projects on: Hopkins-Pitt syndrome and irregular breathing, and lower back pain.



4. Making an impact

Utilising Health Education England's recommended impact questionnaire for NHS LKS, we received 31 responses from April 2019-Jan 2020. (Questionnaires were not sent during the pandemic to minimise email communication as per Trust policy). The data demonstrates how the high quality evidence and the services we provide have a positive impact in the following areas:



Our staff used evidence provided by the LKS to directly improve patient care, to develop guidelines, to teach and advise others, and to inform their research. Further, this use of library services has contributed to personal and professional development and an organisational culture of more informed decision-making.

Question 4: Did your use of library resources or services contribute to any of the following impacts?(Tick any that apply)	Had an immediate contribution	Probable future contribution
Reduced risk or improved safety	5 (13%)	8 (21%)
Improved the quality of patient care	4 (10%)	18 (46%)
Saved money or contributed to financial effectiveness	1 (3%)	6 (15%)
More informed decision making	7 (18%)	14 (36%)

Contributed to service development or delivery	3 (8%)	12 (31%)
Facilitated collaborative working	3(8%)	8 (21%)
Contributed to personal or professional development	11 (28%)	7 (18%)
None of the above	1 (3%)	2 (5%)

Three case studies were approved for inclusion in the Knowledge for Healthcare good practice database showcasing our contribution to the organisation in particular in the domain of underpinning research and facilitating collaborative working.

1. [Identifying a gap in the research evidence for an app to measure driving performance in obstructive sleep apnea;](#)
2. [Finding evidence for new research lines in Chronic Thromboembolic Pulmonary Hypertension for the European Respiratory Society position paper;](#)
3. [Informing clinical trial design and underpinning a successful £1.4 million research grant for research into the effect of high-flow nasal oxygen on length of stay.](#)



Scoping an app to measure driving performance in Obstructive Sleep Apnoea

Kieran Lee, Respiratory Support and Sleep Centre Research Practitioner, approached library and knowledge specialists at Royal Papworth Hospital for assistance with an evidence search to establish whether the use of a mobile app, or other device that monitors real driving behaviour, has been studied in the Obstructive Sleep Apnoea population.

Library and knowledge specialists conducted an evidence search which indicated a need for more study in this area.

A MILLION DECISIONS
#AMillionDecisions
www.hee.nhs.uk/lks

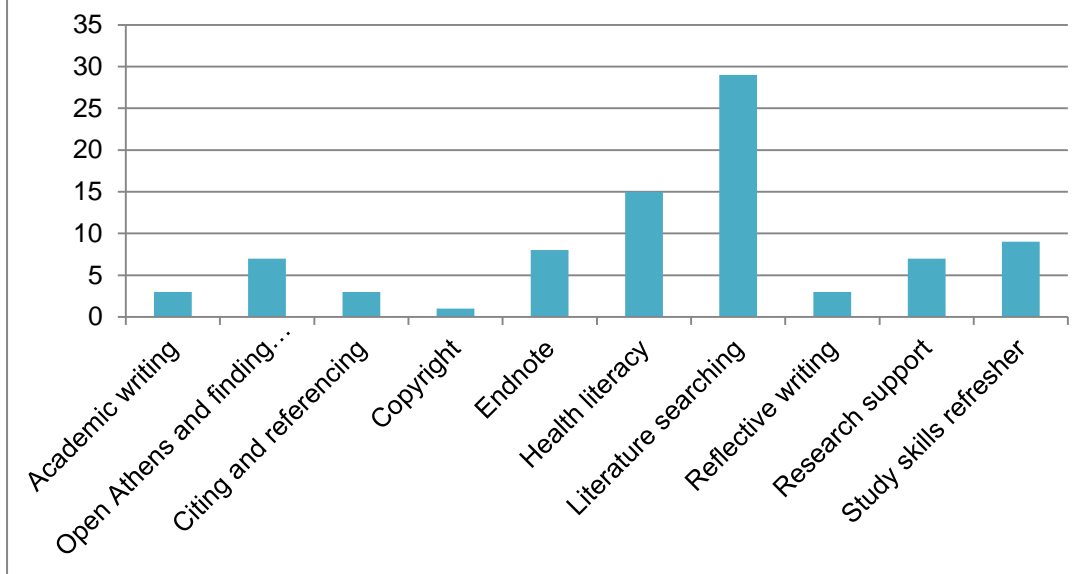
“The depth and breadth of our understanding of the current state existing research is now in a far superior place.”

Kieran Lee, Respiratory Support and Sleep Centre Research Practitioner working with library and knowledge specialists at Royal Papworth Hospital NHS Foundation Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions. Underpinning innovation; enabling knowledge transfer and collaborative working.

With the Trust-wide implementation of room booking at the new hospital site, the LKS training programme also undertook transformation. The introduction of a Study skills refresher course combining academic writing, citing and referencing and literature searching enabled staff to prepare for university courses. Critical appraisal training was suspended while the Clinical Outreach Librarian was on maternity leave. In line with Knowledge for Healthcare priorities, health literacy training was offered to teams and adapted from a full day course to a one hour session to fit the needs of the organisation.

Library and Knowledge services training programme, 2019-2020



5. Looking forward

As we move into the next year at Royal Papworth Hospital, the Library and Knowledge Service will continue to adapt to operating in the Covid-19 context. The future service will require an increase in digital outreach marketing to enable ease of access to resources and support for staff to navigate the digital landscape. Training will be redesigned to fit the online environment and support for research will be delivered by virtual meetings and through new technologies such as collaborative editing platforms. We will monitor the provision of e-books and seek user feedback on gaps in the collection. The implementation of Enterprise - a new interface for users to access library resources - will improve search functionality. Finally, the implementation of the audiobooks for patients' project in partnership with Occupational Therapy is a key priority for the service. It will provide a soothing distraction to patients and aid their recovery from heart and lung diseases contributing to the Royal Papworth mission of putting patient care at the heart of what we do.

6. Staffing and service usage

Becky Scott

Library and Knowledge Services Manager (0.8 WTE)

CILIP Chartered Member

Professionally qualified Librarian

Rebecca Rowe (0.64 WTE)

Clinical Outreach Librarian (maternity leave from June 2019-)

CILIP Chartered Member

Professionally qualified Librarian

PGCert Systematic Reviews in Health

Marie Resseguier (0.6 WTE)

Clinical Outreach Librarian (from April 2019-)

Karin Muller Tahir (1.0 WTE)

Library and Knowledge Services Administrator (from May 2019-)

Service usage	2019-2020	2018-2019	2017-2018	2016-2017
New users	216 ▼	383 ▲	258 ▲	250
Print book loans	1554 ▼	2189 ▲	2104 ▼	2628
E-book loans (Clinical Key)	701 ▼	1151 ▲	445 ▲	242
E-journal loans (Clinical Key)	971 ▼	1065 ▲	973 ▲	967
Literature searches	92 ▲	65 ▲	56 ▼	102
Training sessions	56 ▼	73 ▲	54 ▼	98