

Royal Papworth Hospital NHS Foundation Trust

Library and Knowledge Services



Annual Report

April 2017 - March 2018



Royal Papworth Hospital
NHS Foundation Trust

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1. Introduction

This annual review relates to the Library and Knowledge Services Strategy, 2014-2017 (DN546). This report provides evidence relating to the achievement of the Action Plan for 2017 and summarises the core library activities during that period. Library activity since January 2018 has been focused on the actions needed for a successful transition to the new hospital site. As the Trust was still considering potential options for the Library Service during this period, it was agreed that a new strategy would be written on formal endorsement by the Trust board for their preferred option.

The Library's mission statement is:

to improve patient care and promote evidence-based practice and decision making by providing all staff and teams with access to the information and knowledge they need to carry out their work, by equipping them with the skills to make full use of it, and by encouraging use of the evidence-base in all aspects of Trust activity.

2. Evaluation and performance monitoring (LQAF)

In line with the East of England Deanery requirements for library quality assurance, the Library was assessed against the LQAF standards, an evaluation of the level of compliance to the national standards. In September 2017 a validated assessment was undertaken against all standards and evidence of compliance was supplied. In April 2018, Health Education England advised the Library Service of the results. The Library was assessed as green on the RAG rating within the East of England, having complied with 93% of the standards. Following this quality assurance process, two key areas to develop the service were identified:

- Information provision for patients and/or the public
- A systematic approach to a variety of methods to gather data of the impact of library services

These two areas will form the focus of activity for the Library Service for the reporting year April 2018-March 2019.

3. Services supporting Patient Care, Research and Education

3.1 Mediated literature search service

The Library offers a mediated literature search service. During the 2017-2018 period, we conducted 58 literature searches. This is a 44% decrease in the number conducted for the previous financial year. This was a result of an ongoing staff shortage with limited time available to conduct searches and promote the service to Trust staff. The majority of searches were conducted by the Clinical Outreach Librarian and her role is part-time and includes the delivery of the library's training programme.

Of the 58 searches conducted:

- 26 supported clinical decision-making and patient care
- 27 supported support research, publishing and conferences
- 3 supported support education
- 2 supported management, staff engagement and role creation

3.1.1 Impact

The following three examples demonstrate how the literature search service positively impacts on the Trust objective of supporting excellent care and outcomes for patients.

Supporting excellent care and outcomes		
Clinical Research Nurse	Transplant Co-ordinator	Assistant Practitioner, Physiotherapy
Search requested: <i>quality of life in patients with cardiac sarcoidosis</i>	Search requested: <i>cardiothoracic transplant recipients writing to their donor families</i>	Search requested: <i>Readmission due to sternum problems following cardiac surgery</i>
<p>“The requested literature search has contributed to gain a better understanding of quality of life in cardiac sarcoidosis patients.</p> <p>The results of this literature search contributed to research applications for the East of England MDBP (Master to Doctorate Bridging Programme), the West Midlands MDBP and the HEE/NIHR Silver Scholar Award.</p> <p>Additionally, the ILD research team is working in a potential research proposal including quality of life and patients’ experiences living with cardiac sarcoidosis. I am aiming to develop a publication based in this topic before the end of the year.”</p>	<p>“I will be using this information for a presentation that I am doing tomorrow at the Patient Support Group for post cardiothoracic transplant patients.</p> <p>Longer term I am hoping to increase the number of thank you letters written by cardiothoracic recipients to their donor families.”</p>	<p>“This information has led to a project on new, standardised sternal precautions in order to help patients recover and prevent readmissions while allowing patients maximum possible movement and therefore better quality of life/return to normal activities.</p> <p>The Clinical Librarian is continuing to help with this project, which has gone from an initial literature search to a systematic review for publication and a feasibility study for patient care and eventual publication. In the future, the updated sternal precautions may help patients and clinicians at various cardiac centres. As of August 2018, this project is ongoing.”</p>

Follow up surveys are sent to users after each mediated literature search. Library users identify how the information provided positively impacts on their clinical practice and patient care.

“Information gained from the literature search is being used to update guidelines on management of atrial fibrillation. - for clinical staff working in ward areas”

“Retrieving the latest evidence about patients' experience living with a rare condition made my team reflect about patients' needs and our service. In addition, it was a rewarding search as the literature highlighted how specialist MDT members working specialist centres make a difference in their lived experience.”

“I initially used it to ensure my own lit search hadn't missed any gaps so when I presented at conference I felt prepared to tackle any challenging questions. However it has actually fuelled me with more ideas about how we should progress our clinical practice.”

“Reviewed our current practice and nutritional intake results and compared to results in published literature”

“For this specific literature search, we are looking at changing the solution used to store saphenous vein grafts after procurement from the patient.”

Small sample of comments from literature search service follow-up survey

3.1.2 User satisfaction

Library users are highly satisfied with the literature search service:

- 100% of users rated the speed of our literature search service as good or excellent, with 83% of users rating it as excellent
- 91% of users rated the relevance of the results returned as good or excellent, with 75% of users rating it as excellent
- 100% would recommend the literature search service to a colleague

3.2 Training

We offer a range of training workshops and in-sessional training either ad-hoc to suit the user(s) or through our scheduled training timetable. 68 staff attended training in the period April 2017 – March 2018.

Training attendance has decreased by 34%. In this period we experienced a significant staff shortage and this impacted the number of training sessions available for booking.

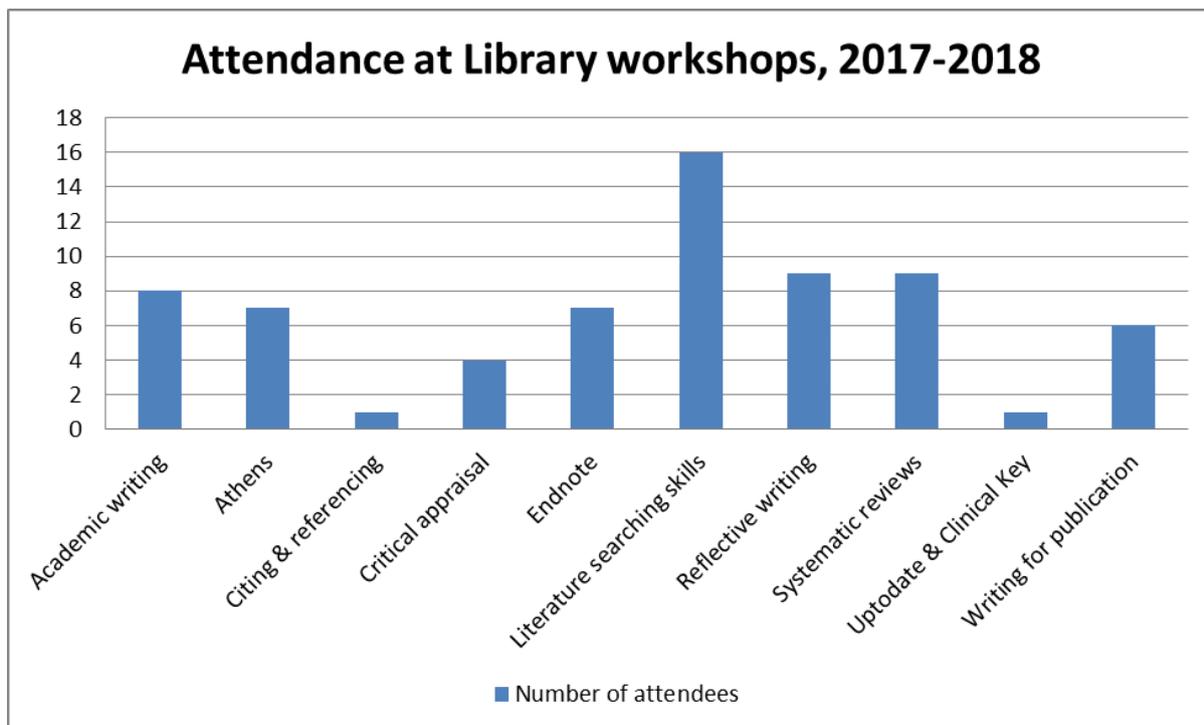


Figure 1: Graph detailing Library training sessions by number of attendees, 2017-2018

What our users said about how our training sessions has impacted their learning and professional development:

“Useful for my essay writing.”

“Assisted with my studies, reflective writing.”

“Used for a job interview.”

“Currently writing assignment in genomics which is for my post.”

“Writing for Publication was extremely useful for work I have planned.”

“Supporting us Dietitians in using hand grip strength as a tool to assess patients’ progress with their nutritional therapies.”

“I had to write a final reflective summary for a course I was participating in.”

“Writing for publication is the session I joined. It is helping me prepare for the research that I am doing. I have applied for a fellowship which hopefully will give me ring fenced time.”

Comments taken from survey sent to users after a training session

3.3 Inductions

In the period 2017-2018, the library delivered 615 inductions. These comprised one-to-one or small group inductions in the library as well as virtual inductions by email to new staff on the corporate induction programme.

4. Website and Resources

4.1 Electronic resources

The [Knowledge Zone](#) is the Library's website and an electronic tool for guiding users to the resources and services offered. The Knowledge Zone acts as both an Intranet and Internet site for the Library, providing users with links to all electronic services and resources 24/7. Journal and database subscriptions are purchased locally and nationally.

Traffic to the Knowledge Zone has increased significantly in the past year. In 2016-2017, there were 45206 hits. In 2017-2018, there were 171545. This is an increase of 279% and indicates the continued transition to a digital information environment and a need for the Library Service to provide a gateway to enable effective access of information for healthcare.

Regular maintenance of the Knowledge Zone has continued in the reporting period and in March 2018 online registration forms were amended to ensure compliance with the General Data Protection Regulations which will be introduced in May 2018.

In readiness for the new hospital website which will be launched in September 2018, the Library Team have begun redesigning the content of the Knowledge Zone to improve the user experience and ensure resources are easy to find.

In February 2018, the Clinical Librarian facilitated a Grand Round on using Clinical Key for professional development and patient care and this has contributed to its high level of usage.

Thanks to funding kindly provided through the Papworth Hospital Charity, the Library was able to renew its subscription for UpToDate for another year. UpToDate is a point-of-care tool which provides users with a searchable resource that synthesises the most recent healthcare information into verifiable, evidence-based recommendations to guide clinical decision-making. UpToDate continues to be the most popular resource with clinical staff with 6102 topic hits over the last year, which is an increase of 15%.

4.2 Document supply service

In the period 2017-2018, 683 journal articles were supplied to staff. This is a significant reduction on the previous year. The Library Team have been developing staff skills and confidence in accessing electronic resources. This process of increasing the digital skills of Trust staff will continue in 2018-2019.

Library users value our efficient document supply service:

"I really appreciate your help. I would be so much in trouble if not your help. Many thanks!"

Research Fellow

"Many thanks for such a rapid response! We are very grateful." Specialist Registrar

"Thanks again for such prompt service. Really helpful." Consultant

"Thanks for this - fantastic work - much appreciated!" Consultant

Small sample of comments received in response to emails providing requested papers

4.3 Print Collection

The Library's print collection remains well-used, with 2104 items loaned during the 2017-2018 period. The greatest use of the print collection is by the Trust's nursing staff with 31% of the total loans. Allied Health Professionals are the second highest user group with 18% of the total number of items loaned. Due to the transition to the new hospital and uncertainty about the future of the library service, very few new print titles have been purchased in the last year.

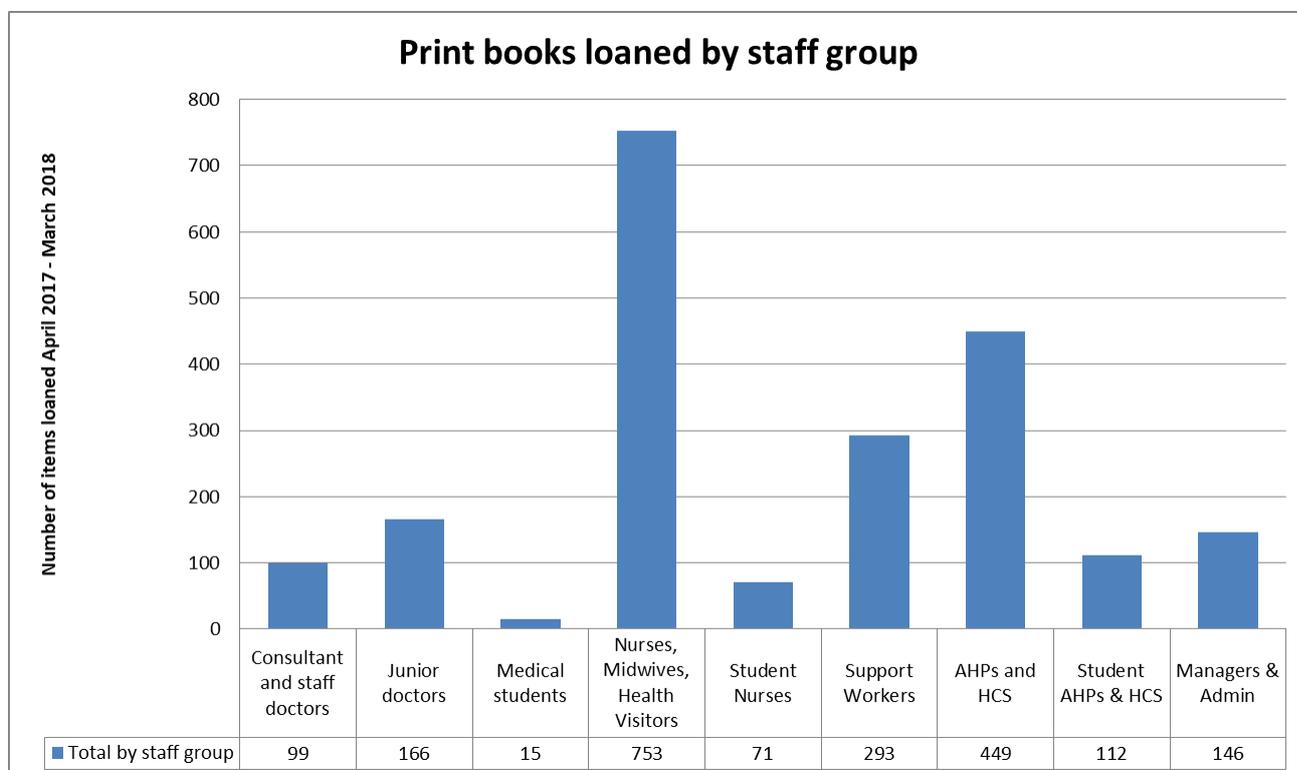


Figure 2: Graph showing Book loans by staff group 2017-2018

5. Staffing (April 2017- March 2018):

The Library Service was considerably understaffed during 2017-2018 due to high staff turnover and staff sickness. This has been a challenging time for the service and the remaining staff are commended for their commitment to the Trust and to ensuring the evidence needed for patient care has continued to be delivered to a high standard.

Becky Scott (0.8 WTE)

NB: Joined the team in January 2018

Library and Knowledge Services Manager
 CILIP Chartered Member (since May 2018)
 Professionally qualified Librarian

Rebecca Rowe (0.64 WTE)

Clinical Outreach Librarian
 CILIP Chartered Member (since April 2018)
 Professionally qualified Librarian
 PGCert Systematic Reviews in Health

Lynden Poole (0.6 WTE)
Senior Library Assistant

Laura Russell (former)
N.B. Left the team in December 2017
Clinical Outreach Librarian (post now dissolved)

Julie Aikens (former)
N.B. Left the team in September 2017
E-Resources Librarian (post now subsumed into Clinical Outreach Librarian role)

6. Annual objectives and future developments

3 Year Strategic Aims 2014-2017	Annual Objectives 2017-2018	Progress achieved during 2017-2018
Strategic aim	Objective/Target	
To continue to achieve the standards outlined in the NHS Library Quality Assurance Framework (LQAF)	To maintain and/or improve green RAG rating of 97% in LQAF for 2017/2018. In the absence of an LKS Manager, Papworth is exempt from acting as a regional verifier.	The Library received a green RAG rating for 2017-2018 with 93% compliance. In the absence of a Library Manager, the Library was commended for its success during this period.
To appoint an Outreach Librarian to assist the clinical and research teams to support service improvement and investment in research	Continue with the provision of current and new outreach services. Appoint a Library manager to free up the Outreach Librarian's time for more outreach activities and to plan and transition to a successful new service model as the hospital prepares to move to its new location at the Cambridge Biomedical Campus.	A Library Manager was appointed in January 2018 and this has enabled the redistribution of tasks. The Clinical Librarian is now able to concentrate on supporting clinical practice and research projects. The Library Manager has submitted an Options Paper for the future of the library service to the board for consideration.
To develop a marketing plan to increase awareness and use of all library services in support of the delivery of high quality patient care	Continued promotion of services across the hospital, including tailored services to various teams and attendance at team meetings where possible.	Potential marketing avenues have been identified by the team and discussed at Staff Engagement Champions. Feedback from the group indicated that Trust staff prefer communication via Newsbites and Newsbeats and not via social media. A question to confirm this with library users is planned for the survey in August 2018.
To review and extend the Library training programme to meet user needs and increase uptake	Continue running the successful training programme to a high standard. Add new workshops to programme as time allows. Complete Training Needs Analysis project.	The training programme has continued to run despite a severe staff shortage. The Training Needs Analysis Project has not been implemented due to a lack of staffing.
To maintain a user feedback programme to aid service improvement	Continue to actively seek and use feedback from users in order to provide a better service, particularly as the move to Cambridge draws nearer. Use feedback from throughout the year and the annual service in order to implement change where necessary.	Feedback has been gathered from users after each literature search and training session. A survey to gather feedback from Trust staff to assist in the redesign of the new service is planned for August 2018.