



Royal Papworth Hospital
NHS Foundation Trust

Library and Knowledge Services Annual Report 2018-2019

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	6
6. Staffing	7
7. Service usage.....	Error! Bookmark not defined.

1. Executive summary

This annual report relates to the year April 2018- March 2019. A year that was driven by preparing to be operationally ready for the planned relocation to the new state-of-the-art hospital on the Cambridge Biomedical Campus in April 2019.

As the design of the new Royal Papworth Hospital would not accommodate a traditional library space, planning for the new service was focused on new ways of working. A user survey was conducted in July 2018 to gather feedback to inform decision-making in the process of redesigning the service. In section 2, Service transformation, we highlight the decisions which were shaped by the users' feedback.

In August 2018, the new model for the Library and Knowledge Services was endorsed by the Executive Board and operational planning for an embedded service was accelerated and the post of Library and Knowledge Services Manager became substantive. In January 2019, the recruitment process for the appointment of a Clinical Outreach Librarian (maternity cover) and a Library and Knowledge Services Administrator to be the face of the service was undertaken.

During this period of considerable challenge, the national quality assurance process (LQAF) for NHS Library and Knowledge Services was completed. In the previous year, the service achieved a compliance rating of 92%. This year, the service increased its compliance to 95%. Patient and public information was an area identified as non-compliant in 2017-2018. This became a focus for the service in 2018-2019 and it was awarded a fully compliant rating in 2018-2019 and is a particular success of the service. In section 3, Building Partnerships, the good practice recognised by Health Education England is celebrated.

The success of the team was recognised by Royal Papworth Hospital in March 2019 when the Library and Knowledge Services Manager was awarded Highly Commended in the Learning and Development category of the Royal Papworth Hospital staff awards. This recognition is testament to the team's commitment to their own learning and their passion for supporting the professional development of staff and students across the Trust. In Section 4, Making an impact, the positive impact of the Library and Knowledge Service on learning, patient care, clinical decision-making and research is demonstrated.





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

2. Service transformation

The operational planning for the move to the new hospital involved regular meetings of the Library and Knowledge Services team and the new project hospital team. An options paper was delivered to the Executive Board and endorsed in August 2018. Revisions were submitted to the board in February 2019 and a final decision to locate the Library and Knowledge Services Team in the Clinical Administration area of the First Floor (hot floor) was approved. The decision to locate the team with the clinical staff was driven by the agenda outlined by Health Education England in Knowledge for Healthcare which encourages new models of service and an embedded approach.

As part of our operational planning, we gathered Library and Knowledge Service user feedback. This is how the user feedback informed the service transformation.

2.1 You said... we did

Physical books were the <u>resource</u> you valued most.		We prioritised finding a solution for keeping our print collection after the hospital move. We transformed our processes to facilitate requesting print books via an online portal.
Email was your preferred choice of communication from us.		We emailed you more regularly with details of our service transformation, training courses and new developments.
Literature searches are the <u>service</u> you value most.		We increased the number of literature searches delivered this year by 16%.
I can't find how to renew my book on your website.		We created a new page with a clear heading and added a step-by-step user guide with images to help you.

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 local residents at the Papworth village fete and brought reliable, quality information on mental health, wellbeing and healthy lifestyles to the community.

We led the Health Information Week 2018 project in the **collaboration** with our Heritage department, Cambridgeshire Public Libraries and Cambridge Medical Library. We reached 92 members of the public with our hula hoop challenge, pop-up information stall and talk on how to find good quality health information. We developed our knowledge of health literacy and subsequently delivered a training course to the Cambridgeshire Public Library team which resulted in the positive outcome of improving the accessibility and readability of a public health leaflet for older adults. Our partnership with Cambridgeshire Libraries continues to grow.



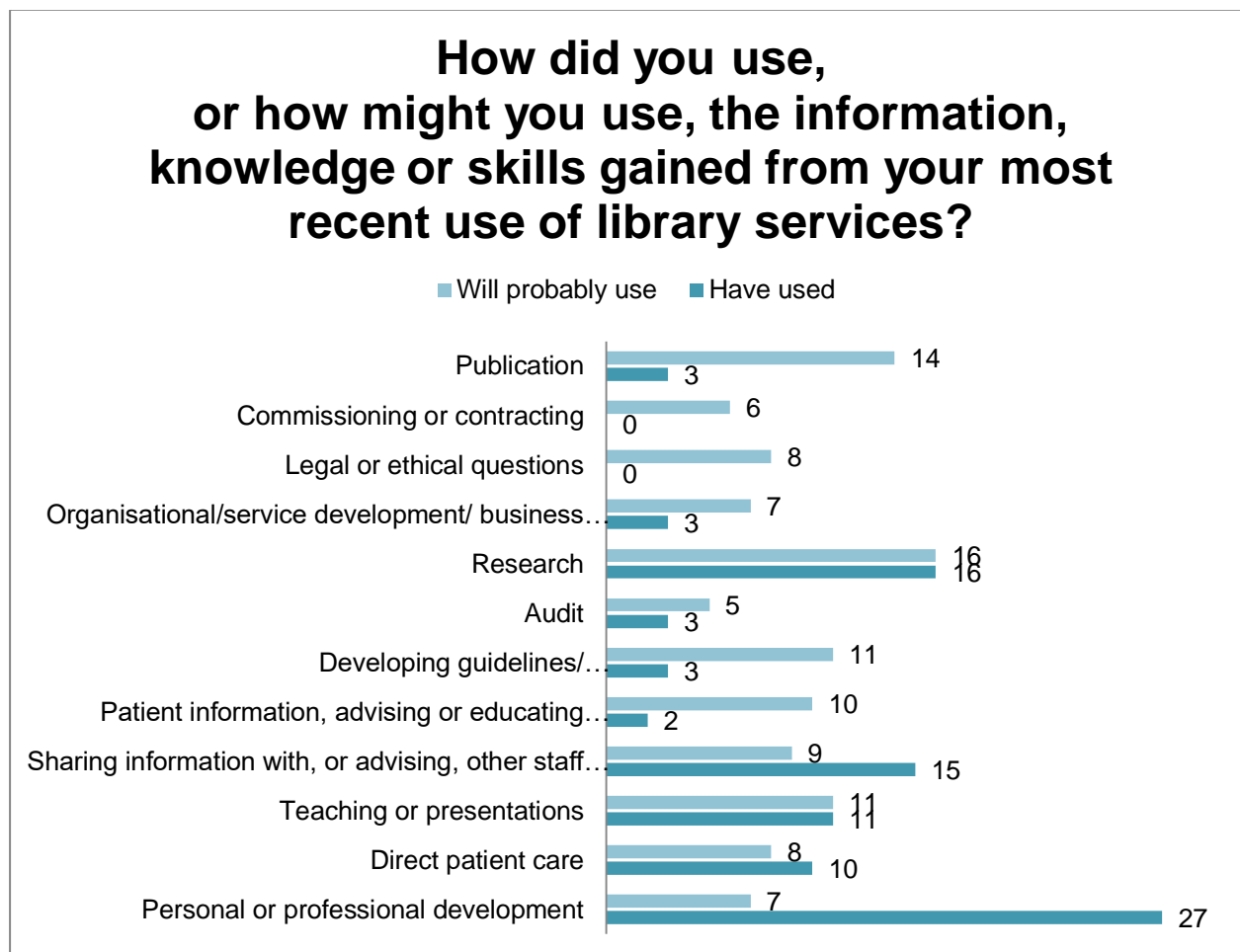
We **contributed** to the work of Patient Led Research Hub on the Cambridge Biomedical Campus by providing research evidence for projects on: ketogenic diet in ring chromosome 20 and patient-led outcomes measures for Parkinson's disease trials.

We **coordinated** the transfer of Hugh Fleming's historic book collection to the British Cardiovascular Society and preserved the legacy of an eminent cardiologist and significant figure in the history of Royal Papworth Hospital.

Our success in building partnerships to support information for patients and the public was commended by Health Education England in the validated 2018 Library Quality Assurance Framework and our work with the Patient Led Research Hub and the Royal Papworth fete were identified as areas of good practice.

4. Making an impact

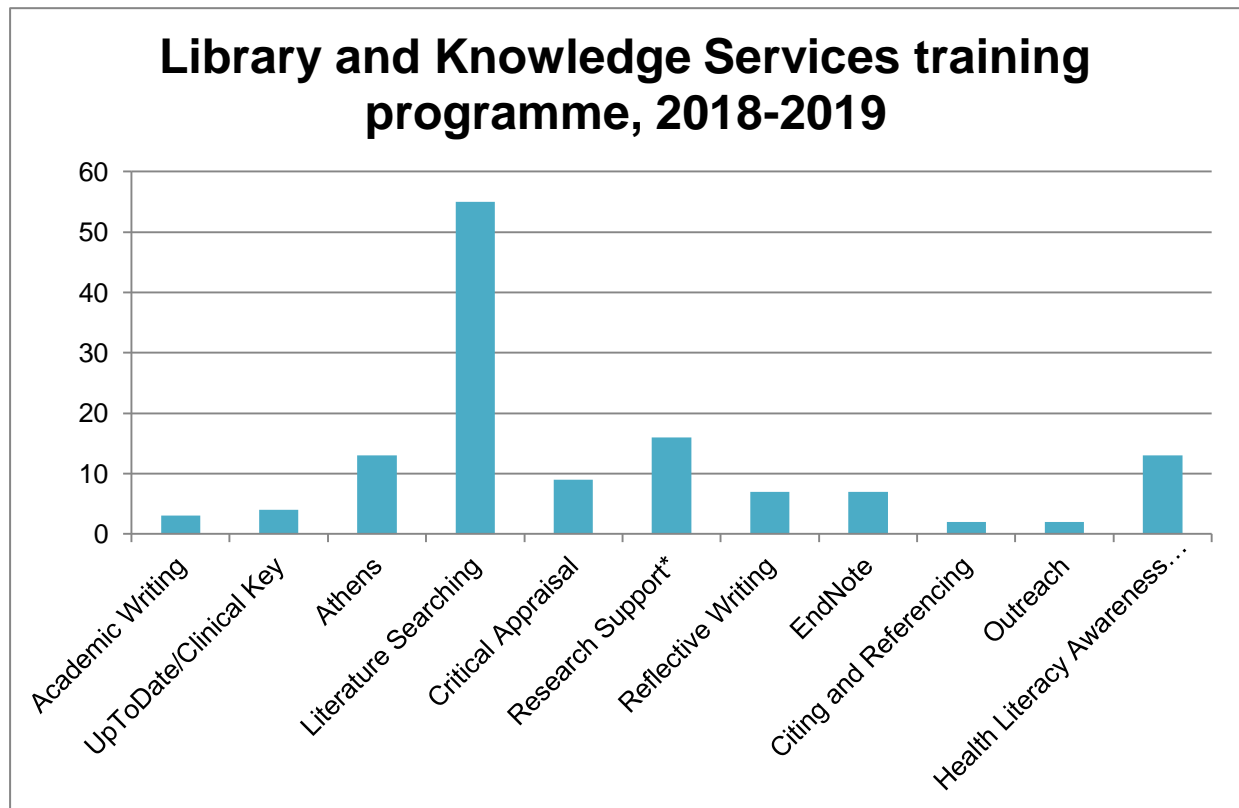
This year we implemented the Health Education England recommended impact questionnaire for health libraries. 39 respondents completed the questionnaire and it identified how the evidence and services we provide have a positive impact in the following areas:



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

Did your use of library resources or services contribute to any of the following impacts?	Had an immediate contribution	Probable future contribution
Reduced risk or improved safety	4 (10%)	10 (26%)
Improved the quality of patient care	4 (10%)	14 (36%)
Saved money or contributed to financial effectiveness	5 (13%)	13 (33%)
More informed decision making	10 (26%)	14 (36%)
Contributed to service development or delivery	4 (10%)	20 (51%)
Facilitated collaborative working	11 (28%)	13 (33%)
Contributed to personal or professional development	24 (62%)	9 (23%)
None of the above	4 (10%)	1 (3%)

The library training programme is an excellent aspect of the service. The number of staff and students attending sessions increased by 91% on previous year and the number of sessions delivered increased by 35%. A new course on Health Literacy Awareness was introduced.



Our Clinical Outreach Librarian piloted a research support service and provided specialist 1-1 support for systematic reviewers. This collaboration has resulted in a published protocol on PROSPERO for the following systematic review: *Health-related quality of life in cardiac sarcoidosis: a systematic review* with our Clinical Librarian, Rebecca Rowe, as a cited collaborator. Our expertise as information professionals has contributed to the knowledge base.

5. Looking forward

As we move into the new Royal Papworth Hospital, the Library and Knowledge Service will continue to evolve. The future service will require an increase in outreach services to enable ease of access to resources and support for staff to navigate the digital landscape. A key area for evaluation is the mapping of how different user groups will access the service and how we seek to meet their needs without the traditional space. Finally, a bank of impact case studies to identify the outcomes of the evidence we provide will need to be developed. This will help communicate the value of the service more widely and contribute to submission to the new Quality and Improvement Outcomes Framework which will be introduced in July 2019 and used to assess NHS libraries going forward.

6. Staffing and service usage

Becky Scott

Library and Knowledge Services Manager (0.8 WTE)

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 (0.4 WTE)

Senior Library Assistant (until May 2018)

Bank Library Projects Assistant (from May 2018)

Raji Gunasekaran

Bank Library Administrator (from May 2018 onwards)

Service usage	2018-2019	2017-2018	2016-2017
New users	383 ▲	258 ▲	250
Print book loans	2189 ▲	2104 ▼	2628
E-book loans (Clinical Key)	1707 ▲	445 ▲	242
E-journal loans (Clinical Key)	1904 ▲	973 ▲	967
Literature searches	65 ▲	56 ▼	102
Training sessions	73 ▲	54 ▼	98