



Royal Papworth Hospital
NHS Foundation Trust

Library and Knowledge Services Annual Report 2020-2021

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1. Executive summary

April 2020 - March 2021 has been a year filled with unique challenges resulting from the Covid-19 pandemic. Our embedded LKS was well-placed to adapt to these evolving circumstances. Our agile design facilitated a fully remote service delivery and although we suspended print loans for three months we were in a strong position to utilise our electronic resources and switch to delivering training online.

In section 2, Service transformation, we highlight the decisions which were shaped by our users' feedback as we continued to adapt to the challenges of the pandemic and ensure that the LKS team provided vital support to the organisation. We maintained our service transformation, driving forward the aims of our development plan, implementing our new catalogue 'Enterprise' and shaping our direction in line with the HEE *Quality and Improvement Outcomes Framework*.

In section 3, Building Partnerships, we highlight how we have connected with Trust colleagues and library staff in Cambridgeshire to deliver innovative services for patients and the wider public.

The positive impact of the LKS on delivering clinical excellence and research is demonstrated in Section 4, Making an impact. Four impact 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 and ultimately improving our patients' experience. Our work underpins vital research both within our organisation and more widely through our expert contribution to rapid reviews for the Royal College of Speech and Language Therapists.

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

2. Service transformation

In April 2020, the LKS team pivoted to working remotely whilst also undertaking other roles for the Trust during the Covid-19 pandemic which was undoubtedly a challenging and uncertain time. The LKS Manager supported the Communications Team updating the Trust's Covid-19 Hub as guidance and policy frequently changed. The Clinical Outreach Librarian provided much needed support for the PPE, Estates and Education teams. Necessity demanded that the print book loan service pause for three months from April-June. Our focus became ensuring ease of access to electronic resources and delivering our services through MS Teams.

Where possible we drove forward our development plan; we improved our digital outreach marketing and developed an online prospectus to help staff better understand which training session would meet their needs. We transformed our face-to-face workshops to online sessions and added new sessions to help staff to make best use of the electronic resources available. Our Clinical Outreach Librarian participated in online Clinical Study Days and fostered the development of evidence-based practice.

As part of a collective of NHS libraries in the East of England, we operate a shared catalogue. We spearheaded implementing Enterprise – a new public-facing website – for users to access our resources. This new portal allowed us to highlight resources which were important to the Trust's Equality, Diversity and Inclusion agenda among others.

The screenshot displays the ELMS Catalogue website interface. At the top, there is a navigation bar with a map of the East of England, the text "ELMS Catalogue NHS Libraries in the East of England", and links for "Log In", "My Account", "My Lists", "Send a Request", and help icons. Below this is a search bar with a dropdown menu set to "Everything" and "All Fields", a search input field, a "SEARCH" button, and a link to "Advanced Search".

The main content area features a sidebar on the left with "Reading lists" (ECMO and Critical Care, Race, culture and Identity, Reflective Practice, Study Skills and Referencing, Health Literacy), "BMJ Best Practice", "NICE Evidence search", and "NICE Journals and databases". The central area shows a search result for "Race, Culture and Identity at Royal Papworth" with a dropdown menu. The featured book is "Small Island" by Andrea Levy, with details: Title: Small Island, Author: Levy, Andrea, Published: 2004, ISBN: 9780755307500. A "Find In My Library" button is present. Below the main result is a row of book covers including "Barack Obama", "Small Island", "Me and White Supremacy", "We're So F*cking Proud About Race", and "How to be an anti-racist".

On the right, the "Royal Papworth Library Services" section includes links for "Training Prospectus", "ELMS Privacy Policy", "ELMS Libraries", and "Renew your Books". A note states: "To renew your loans, click 'My Account' at the top of the page and enter your user ID and PIN." Below this is a small image of a building.

User feedback during this unprecedented time resulted in further improvements to the service as follows:

2.1 You said... we did

“We urgently need access to two key books for medical students who are joining us in critical care and have very little experience.”



We purchased three print copies of each title to facilitate immediate access. Within two weeks we had purchased electronic access on a platform we had never used before. Those two titles have been used over 600 times and contributed to delivering excellent clinical care.

“I’m mourning the loss of my regular Nature and Circulation updates (contents page summaries). I really like to read the abstracts but for some reason the alerts stopped arriving.”



We set up a table of contents alerts for your three favourite journals to email you weekly with any new abstracts.

“This export of Trust publications is great but it would be really helpful to have it monthly so we can review it in our team meeting and monitor research outputs.”



We invited staff to sign up for a monthly export of Trust publications. We changed our process to enable a monthly report (in addition to our quarterly report) to be exported from our repository.

“I’m struggling to know how to access e-books.”



We created *E-books made easy* - an online training session which you can book as a 1-1 or for a group or team. This 20-minute session covers everything you need to know to get started and make the most of e-collection.

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. In partnership with Research and Development, we **created** an online workshop for patients and the public to develop their skills in understanding and interpreting a journal article.

We **collaborated** with Occupational Therapy and Cambridgeshire Public Libraries to deliver the ‘Audiobooks



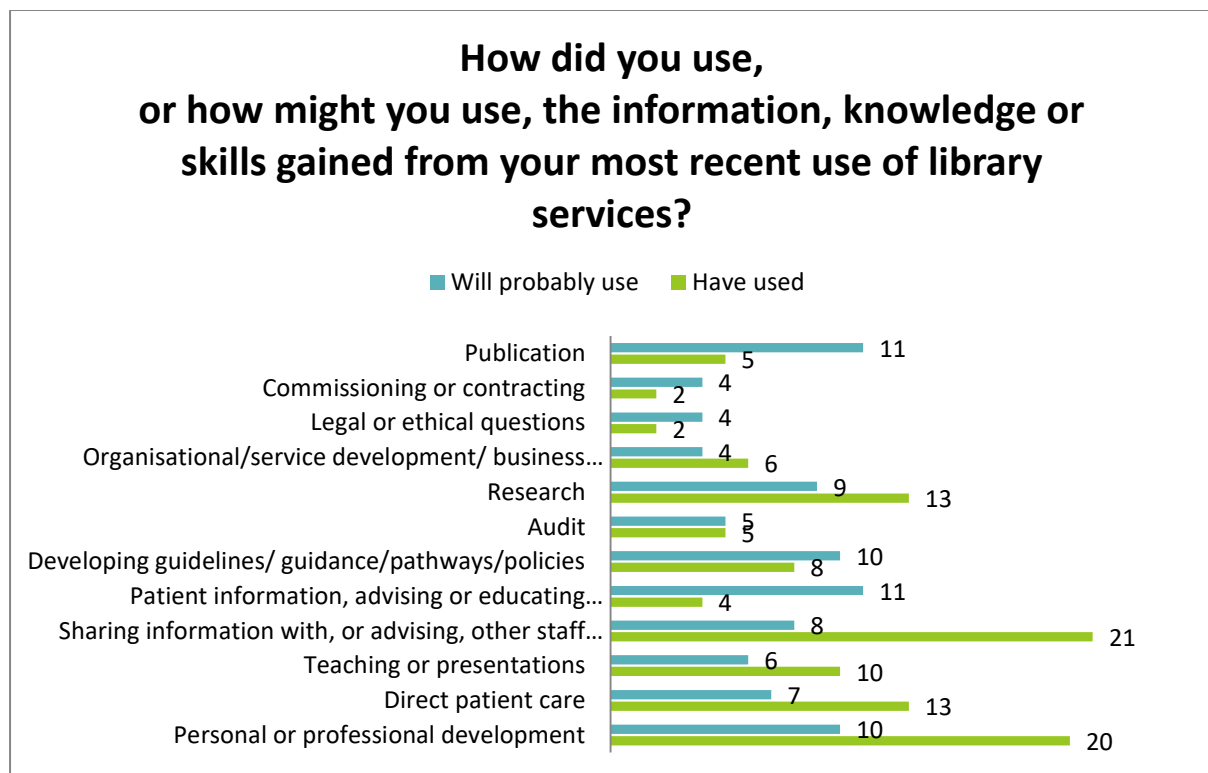
for patients' project and improve their experience in hospital whilst visitor restrictions were in place. We also commenced joint planning for the 'Read Aloud to critical care patients' project and secured £7000 of charitable funds for the pilot.

We **championed** health literacy awareness training and continued to deliver it as part of the essential training programme to Research and Development Directorate staff. We shared our expertise in health literacy and hosted 3 sessions to raise awareness among 47 Cambridge Public Library colleagues. We included content on the health reference interview after receiving feedback that there was a need to improve their confidence in this area of their work.

We **contributed** to the work of the Royal College of Speech and Language Therapists by acting as expert panel members for two rapid reviews. The review into using [ultrasound in the assessment of swallowing](#) in the adult population was published in January 2021. The paediatric study was submitted for publication at the end of March 2021.

4. Making an impact

Utilising Health Education England's recommended impact questionnaire for NHS LKS, we received 40 responses from April 2020-Feb 2021. The data demonstrates how the high quality evidence and the services we provide have a positive impact in the following areas:




Royal Papworth 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. Furthermore, 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	9	6
Improved the quality of patient care	16	15
Saved money or contributed to financial effectiveness	4	9
More informed decision making	18	9
Contributed to service development or delivery	11	17
Facilitated collaborative working	12	8
Contributed to personal or professional development	21	6
None of the above	0	0

Four case studies were approved for inclusion in the Knowledge for Healthcare good practice database showcasing our contribution to improving patient safety and patient experience, mobilising knowledge to underpin research and saving clinicians' time.

1. [Hospital at night safety huddles](#)
2. [Supporting a rapid review on the utility of ultrasound in the assessment of swallowing & laryngeal function](#)
3. [Evidence for an article on mandibular advancement devices for obstructive sleep apnoea](#)
4. [Audiobooks for patient recovery](#)

Knowledge and Library Specialists 

Take the 'heavy lifting' out of getting evidence into practice *Health Education England*




“ It has improved our communication and when the first incident of cardiac arrest occurred since the launch, there wasn't any confusion at all about roles..”

Hospital at Night Safety Huddles

When the Lead Advanced Nurse Practitioner for the Alert Team realised the organisation needed a more structured approach to monitoring deteriorating patients at night she approached knowledge and library specialists for assistance.

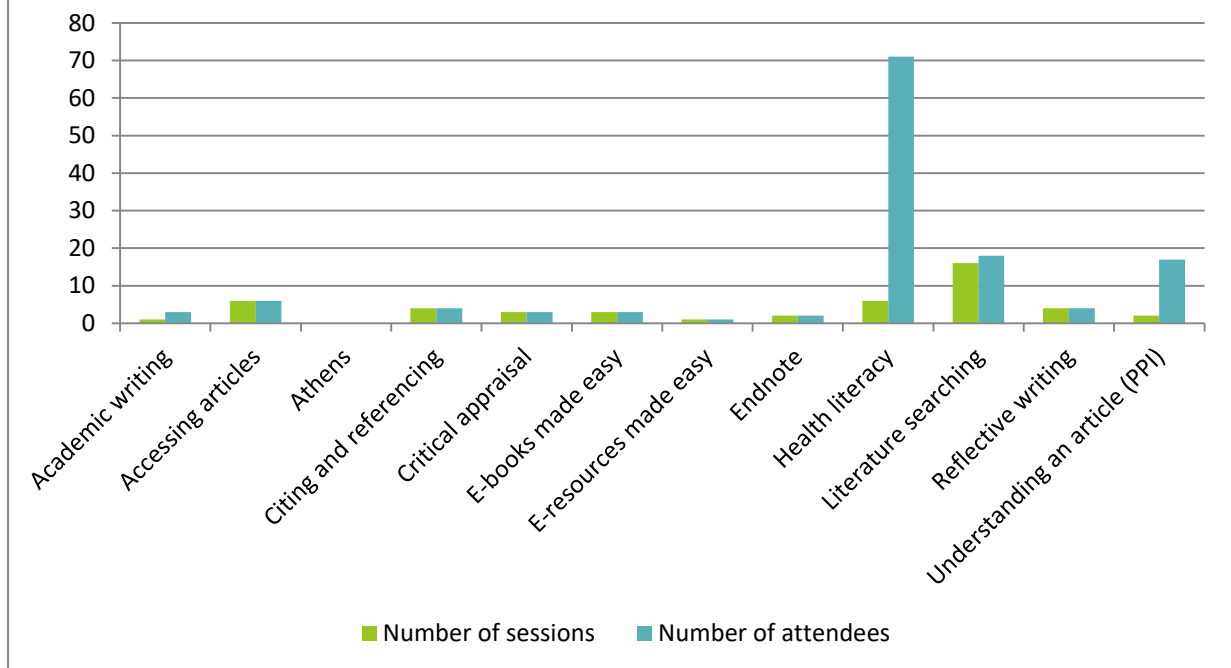
The resulting evidence search allowed a case to be made for structured mandated safety huddles which have now been launched successfully in the Trust.

Judith Machiwenyika, Lead ANP Alert Team
Royal Papworth Hospital NHS Foundation Trust



Throughout the year, all of our training sessions were delivered online via MS Teams. This resulted in both an increase in the number of sessions delivered and a significant increase (135% on the previous year) in the number of attendees (which includes staff, patients, public and library colleagues).

Library and knowledge services training programme, 2020-2021



Additionally, our specialist research support service continues to grow; between October 2020 and March 2021, 52 hours of staff time were dedicated to collaborating on specific research projects within the Trust. We plan to extend this support further over the next year.

5. Looking forward

In February 2021, a newly appointed role of Specialist Clinical Librarian consolidated the leadership and expertise in the team. This role will further the development of a research support service in line with the development plan. As we move into the next year at Royal Papworth Hospital, the Library and Knowledge Service will welcome a new LKS Manager in May 2021. The future service will require expansion of the electronic book collection to meet diverse needs of staff across the organisation. The launch of the Read Aloud Project for Critical Care is expected to be a highlight. The project will be a welcome and uplifting experience for patients aiding their recovery from Covid-19 and contribute to the Royal Papworth mission of putting patient care at the heart of what we do.

6. Staffing and service usage

Becky Scott (0.8 WTE)

Library and Knowledge Services Manager (April 2020-Feb 2021)

Leadership support via temporary staffing (Feb 2021-April 2021)

CILIP Chartered Member

Professionally qualified Librarian

Rebecca Rowe (0.64 WTE)

Clinical Outreach Librarian (April 2020-Feb 2021)

Specialist Clinical Librarian (Feb 2021-)

CILIP Chartered Member

Professionally qualified Librarian

PGCert Systematic Reviews in Health

Marie Resseguier (0.6 WTE)

Clinical Outreach Librarian

Karin Muller Tahir (1.0 WTE)

Library and Knowledge Services Administrator

Service usage	2020-2021	2019-2020	2018-2019	2017-2018	2016-2017
New users	143 ▼	216 ▼	383 ▲	258 ▲	250
Print book loans	1471 ▼	1554 ▼	2189 ▲	2104 ▼	2628
E-book loans (Clinical Key)	1089 ▲	701 ▼	1151 ▲	445 ▲	242
E-journal loans (Clinical Key)	955 ▼	971 ▼	1065 ▲	973 ▲	967
Literature searches	106 ▲	92 ▲	65 ▲	56 ▼	102
Training sessions	67 ▲ (including research support)	56 ▼	73 ▲	54 ▼	98