

Annual report 2015-6

Headlines

- **Contract agreed**
- **Customer satisfaction high**
- **Making an impact on patient care**
- **Involvement in national strategy for health libraries**

Purpose of the report

This report highlights the activities of Hampshire Healthcare Library Service (HHLS) during the year 1 April 2015 – 31 March 2016 and demonstrates how HHLS supports its stakeholders in achieving their goals.

HHLS is a shared library service, hosted by Southern Health NHS Foundation Trust (SHFT). The main stakeholders are Southern Health NHS Foundation Trust and Hampshire Hospitals NHS Foundation Trust (HHFT). In 2015-2016 HHLS provided library services to NHS staff in these trusts plus some additional organisations via funded service level agreements.

- **Contractual agreement**

The library contract between Southern Health NHS FT and Hampshire Hospitals NHS FT has been renegotiated for the period 2016-2019 and simplified. It now comes within the Inter-Provider contract between the two trusts and the service specification has been updated. This will enable library staff to continue to work together to develop and improve services for the mutual benefit of customers in both trusts and other organisations for whom we provide services.

Summary of core activities

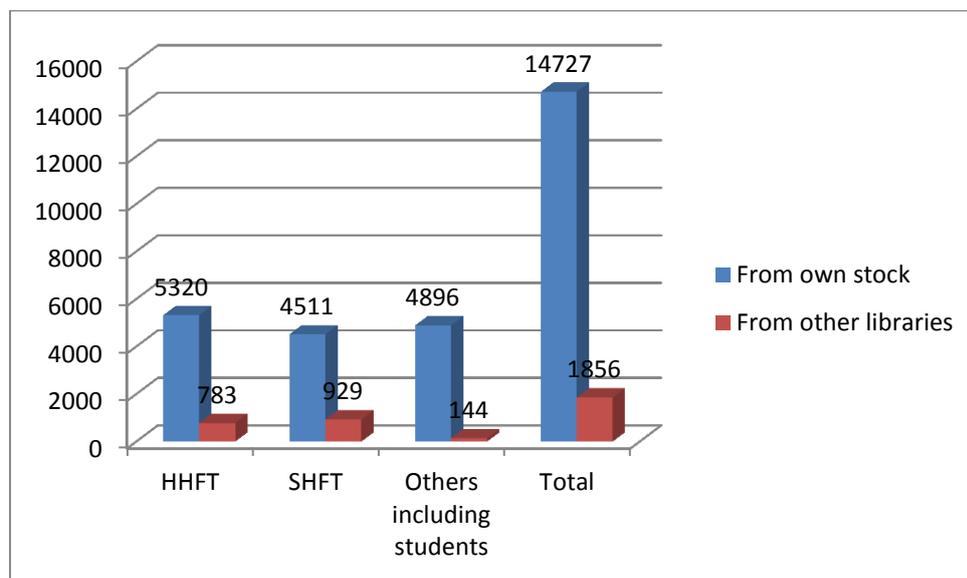
- HHLS promotes the essential role of knowledge in delivering high quality health services.
- HHLS provides best evidence to improve outcomes, reduce risk and save time and money across our stakeholders’ activities.
- Identifying best evidence through our expert literature search service
- Supplying relevant up-to-date evidence-based materials to support staff, in a variety of formats and from our own stock or obtained from elsewhere on behalf of our customers.
- Enabling staff to keep up to date through the provision of current awareness services
- Enabling staff to make best use of knowledge resources through the delivery of information skills training sessions, on a one to one or small group basis as well as provision of help sheets via the website.
- Offering staff a high-quality environment for private study
- HHLS services can be accessed remotely and customers do not need to attend the library in person to use them. Outreach services continue to develop and Knowledge Specialists visit many outlying sites on a regular basis or by appointment.

The library website www.hantshealthcarelibrary.nhs.uk provides easy access to HHLS services and the library service also has pages on the intranets of both SHFT and HHFT. HHLS is using social media, particularly Facebook and Twitter, to reach out to library customers.

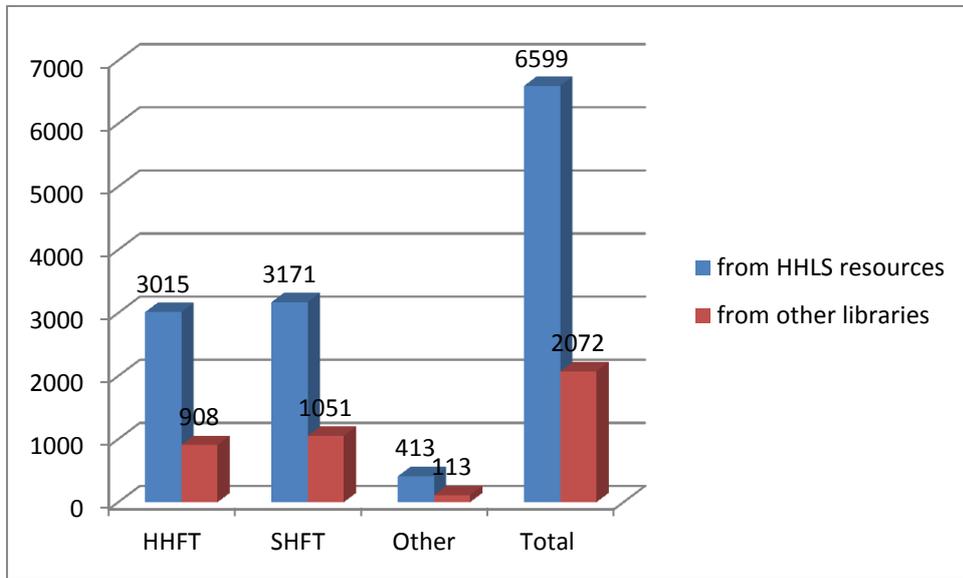
Activity levels in 2015-6

It was identified that there had been under-reporting of statistics for core activities going back several years. Measures were put in place to ensure the accuracy of statistics in 2015-6 and in future. The figures below should therefore be regarded as a base-line for comparisons going forwards.

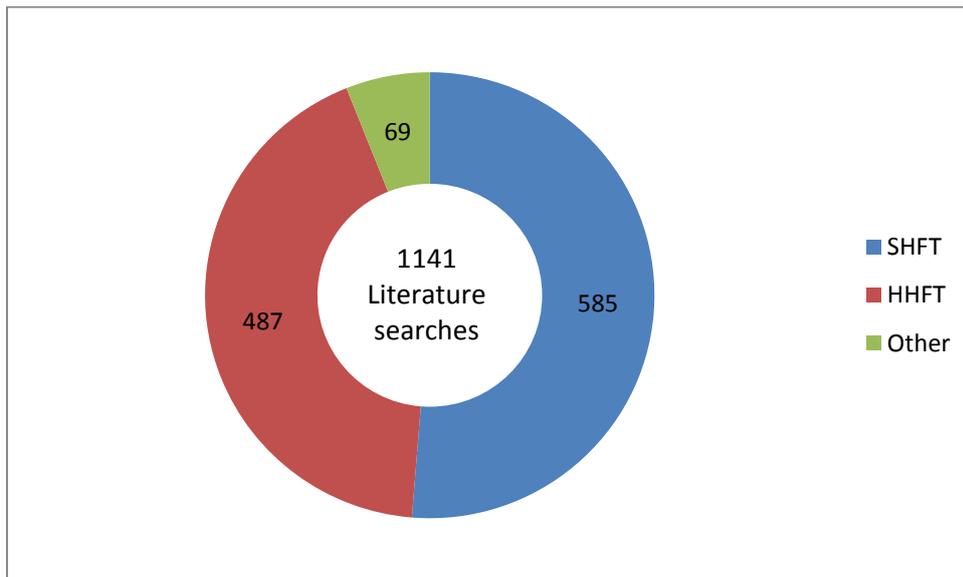
- **Loans of books across to Trust staff and other users including students**



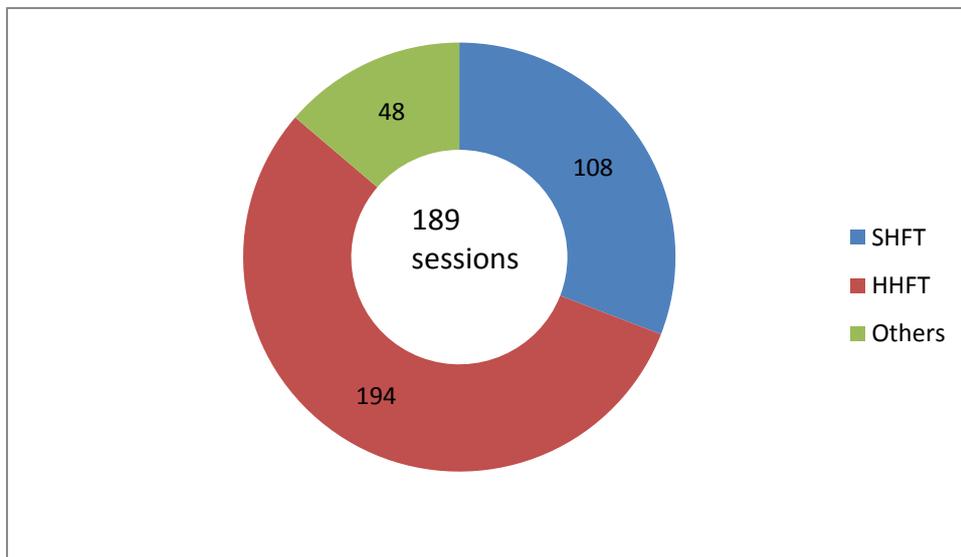
- **Number of articles supplied to Trust staff and other users**



- **Literature searches**



- **Training sessions**



Training sessions were not included in last year's annual report but are an important activity for the service. 189 sessions were carried out for a total of 350 people; these sessions are training that has been done on a 1-1 basis or in small groups. The topics covered in the sessions are mostly literature searching or referencing.

Induction training figures have not been included. Changing induction processes across the Trusts mean that HHLS needs to look at how it is represented within the process, how to make induction into the Library service meaningful and how this activity is recorded.

Summary of the year 2015-2016

- Knowledge for Healthcare

Following the publication of [Knowledge for Healthcare](#), the national framework for NHS libraries published by Health Education England in December 2014, HHLS has been working on local implementation. Eight working groups established at the HHLS away day in June 2015 recommended the following improvements aligned to Knowledge for Healthcare, all of which have been implemented. These improvements included:

- Reviewing the training we deliver, including evaluating impact
- Making process improvements in book acquisitions
- Purchasing tablets for use for outreach activities to demonstrate online resources
- Communicating better across the HHLS team so we know what colleagues are doing and can offer support and share experience

Members of HHLS staff have also contributed to national work. Mark Bryant was a member of the national Service Transformation Working Group and the Current Awareness Task and Finish Group, Helen Williams is a member of the Streamlining Task and Finish Group, and Pauline Blagden was a member of the National Training Programme Task and Finish Group.

HHLS piloted, and have now adopted, new software for inter-library loans and document supply, funded for the first year by Health Education Wessex. This will increase flexibility and efficiency, enabling customer requests to be processed from any location and reducing delivery times. HHLS will be sharing its experiences of the system with other library services who wish to purchase the software and a report has been submitted to the relevant national Knowledge for Healthcare group

- Engagement with Library users

Starting in May 2015, HHLS worked with the Southern Health Communications Team to develop and implement a Communications and Engagement Plan. The Southern Health Communications Team supported the library over the following months to undertake various marketing and promotional activities, some of which the library staff also rolled out to Hampshire Hospitals. The activities undertaken included:

- Banner in SHFT Weekly Bulletin 11 May 2015 with key message about the importance of information in delivering high quality health care.
- Satisfaction Survey in June 2015 using Survey Monkey which elicited 152 responses from each Trust
- Development of narrative case studies across SHFT and HHFT from successful library customers to illustrate the benefits of using the library service. A series of posters was produced to showcase different impacts.

The benefits identified included:

- Production of professionally produced marketing materials
- Improved understanding of customer satisfaction from Survey Monkey survey
- Improved understanding of value and impact from narrative case studies

Other promotional and awareness-raising activities included attendance at various conferences including the Wessex ICS Summer Symposium in June 2015 where Helen Williams presented a poster.

- Research Hubs

In Hampshire Hospitals Trust the Research Hubs were formally inaugurated when Julie Maskery, Director of Transformation and Performance for HHFT launched the Winchester Hub on 14 September 2015. The event was attended by members of the Research Team and others involved in research across HHFT as well as partners from the University of Winchester and Health Education Wessex.



Since the launch, as well as being used for various small group and 1:1 meetings related to research, the hubs have hosted informal lunch time and twilight sessions on aspects of research. More sessions are planned.

- Service Quality

In 2015, HHLS achieved 97.8% compliance with the Library Quality Assurance Framework (LQAF), the quality standard against which NHS libraries are measured.

These are the key results from the Satisfaction Survey conducted in June 2015 using Survey Monkey. There were 152 responses from HHFT and 152 responses from SHFT.

Percentages of respondents who rated HHLS “very good” or “good” were as follows:

	HHFT	SHFT
Quality of customer service	99%	99%
Speed of response	98%	98%
Expertise of library staff	97%	98%
Quality of information provided	96%	97%
Relevance of information provided	97%	97%

98 % of HHFT respondents and 100 % of SHFT respondents would recommend HHLS to a colleague.

- Making an impact

The participation of a member of the library team on a ward round every week was cited by the Care Quality Commission in their report on Hampshire Hospitals NHS Foundation Trust as an example of good practice http://www.cqc.org.uk/sites/default/files/new_reports/AAAD6350.pdf (page 8).

Narrative case studies indicated that HHLS makes an impact by:

- Keeping up to date with the latest information
- Supporting the Trust’s research work at all levels
- Helping trainers across the Trust to develop high quality up-to-date courses
- Providing the evidence for effective and informed decision making, both clinical and management.
- Supporting service improvement with evidence for best practice
- Saving time and stress by providing the best information when and where required
- Offering services which are easy to access wherever staff are based

The bottom line is that the library provided the information we need to improve the psychological aspects of clinical care as well as making cost savings. The search results will directly influence hospital staffing if my business case is successful.

Consultant Clinical Psychologist

The library team has carried out several literature searches on sepsis to support this work and provided me with high quality information and data which has helped shape national policy and should lead to improved patient outcomes

Consultant

The results of the search enabled us to have a more informed discussion about treatment options with the patient and her family and informed our choice of medication which was unlicensed for Huntington's. Consultant psychiatrist

Going forward: priorities in 2016-2017

H HLS plans to modernise services and achieve efficiencies aligned with Knowledge for Healthcare.

This will be done by

- Making better use of technology
- Redesigning library staff roles and rationalising the location of service points : Extensive consultations will need to be carried out with customers, stakeholders and library staff to implement these changes to ensure that H HLS continues to provide high quality, responsive and cost effective services for all its customers.
- Work with our stakeholders to ensure that H HLS are compliant with the requirement of Knowledge for Healthcare that from 2017, all NHS-funded library/knowledge services will be expected to evidence some level of direct or indirect contribution to patient and public information.