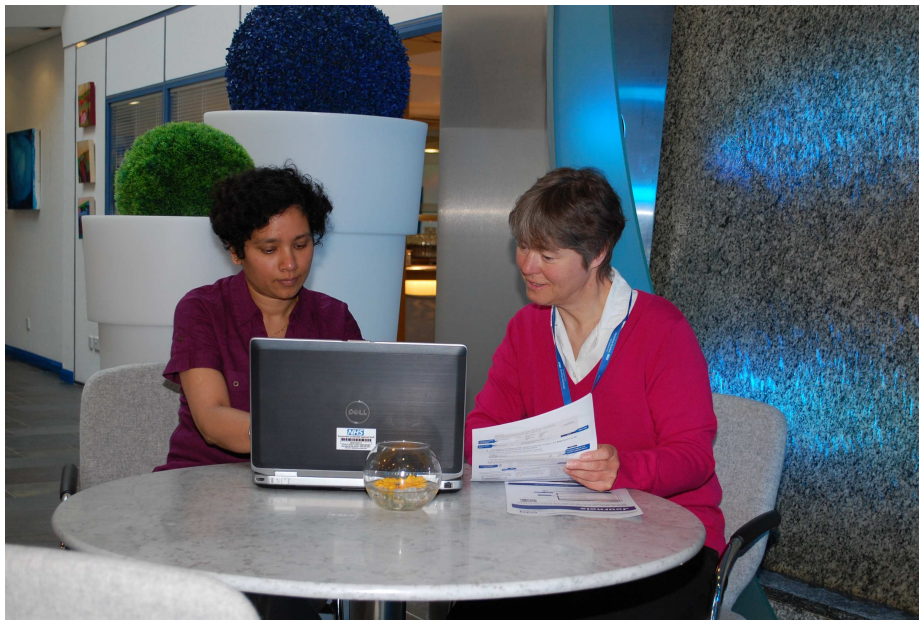




Hampshire Healthcare
Library Service

Hampshire Healthcare Library Service

Annual Report 2012 – 2013



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Purpose of the report

The purpose of this report is to highlight the activities of Hampshire Healthcare Library Service (HHLS) during the year 1 April 2012 – 31 March 2013 and to demonstrate how HHLS supports its stakeholders in achieving their goals.

HHLS is a shared library service, hosted by Southern Health NHS Foundation Trust, and in 2012-2013 also provided library services to NHS staff in Hampshire Hospitals NHS Foundation Trust and Solent NHS Trust plus some additional organisations via funded service level agreements.

Summary of core activities

HHLS provides best evidence to improve outcomes, reduce risk and save time and money across our stakeholders' activities.

The library service's core activities are:

- Identifying best evidence through our expert literature search service
- Supplying relevant up to date materials to support staff. These materials are in a variety of formats and might be 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 space 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 Support Librarians visit many outlying sites on a regular basis or by appointment.

The library website www.hantshealthcarelibrary.nhs.uk remains an important communication tool.

Key achievements

Delivering a high quality service

We have achieved 90% compliance with Library Quality Assurance Framework (LQAF). LQAF is the quality standard against which NHS libraries are measured.

Delivering customer satisfaction

Our recent library survey indicated high levels of customer satisfaction. 97% of survey respondents report that the library was able to supply what they required on their last occasion of use.

Improving our understanding of customer requirements

An objective for 2012-2013 was to increase its market penetration and explore the reasons for non-use of our services. Inter-Professional Learning students carried out this work in four groups, each facilitated by Knowledge Support Librarians in February – March 2013. The reports yielded much useful information which will inform marketing and service improvements in the coming year in particular with regard to shaping our marketing messages and developing our outreach services.

Making an impact

Supporting education is central to the library's work (Figure 1). Examples which emerged from the survey highlighting how new knowledge has been put into practice included:

My course work and new role has demanded a change in practice and therefore all aspects are relevant and have an impact regarding my professional development.

I got a better understanding of the exam I was studying for which in turn positively affected my patient care.

Evidence from the library survey indicates that the library has an impact beyond teaching and learning. 46% (n=259) of survey respondents who answered the question reported that the information provided by the library led to changes in patient care. For example:

It was for an intensive care course and became part of the information used in changing practice regarding nutrition guidelines within HHFT

The information helped to support a change in practice regarding choice of asthma inhalers

To help me understand the issues that staff have with IT so that they can use it more effectively and in turn influence quality of patient care via access to timely information.

21% (n=123) reported that information provided by the library had supported processes such as service planning, audit or managing costs. For example:

I looked at the way our service works with GPs and how we could make this work better.

Will help to inform me as to whether assessed or self assessment competencies should be used to assess competency in registered nurses.

One of the Knowledge Support Librarians at Winchester has carried out literature searches to inform decision-making in Hampshire Hospitals Trust about the proposed new critical treatment centre.

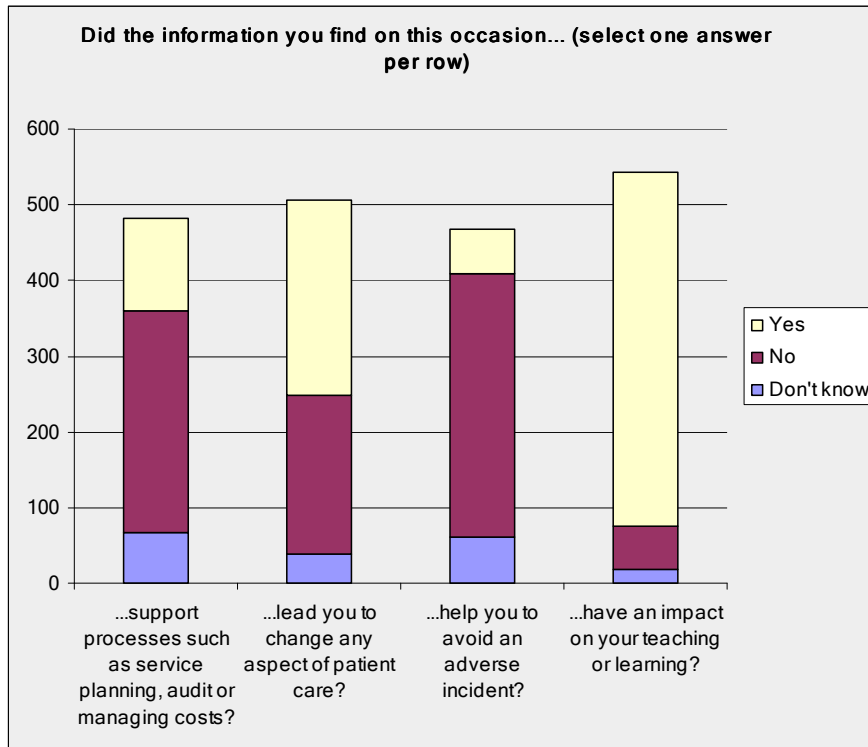


Figure 1. Impact of information provided by the library

Ensuring value for money

Further rationalisation of journal subscriptions took place to ensure best value for money. We cancelled 20 poorly used individual titles and one package and purchased a point of care resource, UpToDate, for Hampshire Hospitals Trust in January 2013 following a successful trial in the autumn 2012. The predicted cost per download over the year will be £2.30. Overall a saving of 6.5% on print and electronic journal subscriptions was achieved.

Successfully managing change 1 April 2012 – 31 March 2013

We delivered high quality services during a year of significant changes.

The previous library service manager had left in January 2012 and his successor Pauline Blagden joined in June 2012. Sarah Lewis, Knowledge Support Librarian left in March 2013.

The library at Moorgreen moved from Hawthorn Lodge to improved accommodation in the Tom Rudd Unit in November 2012. The new accommodation includes an IT room with five computers, facilitating the delivery of 1:1 and small group training.

Southern Health NHS Foundation Trust (SHFT) merged with Ridgeway Partnership Trust on 1 November 2012. SHFT continued the existing service level agreement for library services with Oxford Health NHS Foundation Trust for former Ridgeway staff until it lapsed on 31 March 2013 with the intention of managing the library service directly after that date. Arrangements for the TUPE transfer of library staff were negotiated early in 2013. The specialist knowledge of learning disabilities and the expertise in current awareness which the librarian Mark Bryant brings will strengthen the HHLS team.

One of the stakeholders, Solent NHS Trust, decided in December 2012 to withdraw and obtain library services from another provider. This decision had wide-ranging implications for HHLS. The period January to March 2013 was spent preparing for the impending changes and consequent reduction in funding. The libraries at Ashurst Centre and Royal South Hants Hospital closed in March 2013 and the stock was relocated to other HHLS libraries. In terms of staffing, the staffing structure had to be redesigned and a change consultation process was instigated in January.

Responding to changes in the NHS environment HHLS staff are investing in developing their skills in marketing and costing their services. This should enable HHLS to seek out new customer groups and develop realistic service level agreements.

Activity levels

The increase in loans and decrease in articles supplied is in line with the trend over recent years (Figure 2). The increase in searches reverses the recent trend reflecting the work done by the team to promote this service to increase access to high quality evidence based knowledge.

	2012-2013	2011-2012
Loans	25838	24468
Articles	6874	7858
Searches	761	716

Figure 2. Core activity levels

The percentage of our total core service delivery taken up by different trusts is not proportionate to the size of the trusts (Figure 3). We promote our full range of services to all trusts so differences in the nature and work of the trusts might explain these variations.

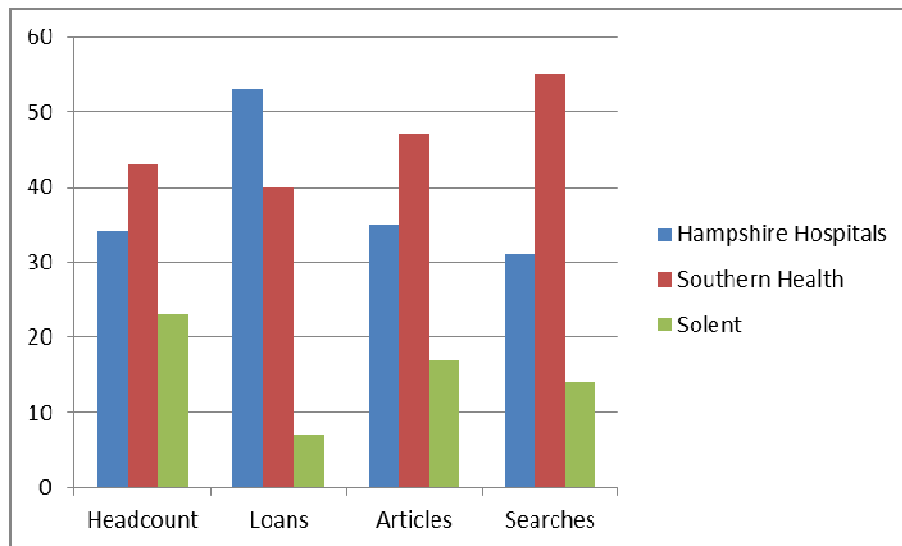


Figure 3. Percentage of core services delivered to different trusts

Going forward: priorities in 2013 -2014

Improve access to and awareness of library services

This will be achieved by:

- Expanding outreach services, particularly to Gosport, Fareham and Havant as well as central Southampton
- The effective use of digital marketing
- Developing a new library website
- Improving current awareness services including rolling out the services provided by the library at Slade House more widely across Southern Health
- Seeking opportunities to negotiate new service level agreements

Widen understanding of the value and impact of library and knowledge services

This will be achieved by:

- Consolidating work done of value and impact using the evidence base
- Developing clear marketing messages about value and impact
- Develop key performance indicators against which to measure library and knowledge services
- Develop strategies to deliver those messages to decision makers within stakeholder organisations

Ensure efficiency and effectiveness of HMLS services

This will be achieved by:

- Completing service redesign and reviewing job descriptions.
- Reviewing both book and journal stock